

City of **SANTA CLARITA**  **TRANSIT**

**TITLE VI PROGRAM UPDATE**  
**November 2020**



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**Table of Contents**

**CHAPTER 1: INTRODUCTION** ..... 1

    1.1 TITLE VI of the Civil rights act of 1964 ..... 1

    1.2 SANTA CLARITA TRANSIT..... 1

        Santa Clarita Transit Local Map..... 2

        Santa Clarita Transit Commuter Map..... 2

**CHAPTER 2: GENERAL REPORTING REQUIREMENTS** ..... 3

    2.1 TITLE VI NOTICE TO THE PUBLIC..... 3

    2.2 SCT TITLE VI COMPLAINT FORM AND PROCEDURES ..... 4

    2.3 TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS..... 7

    2.4 PUBLIC PARTICIPATION PLAN..... 7

    2.5 LIMITED ENGLISH PROFICIENCY PLAN (LEP)..... 7

    2.6 MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES..... 8

    2.7 MONITORING OF SUBRECIPIENTS AND CONTRACTORS..... 8

    2.8 FIXED FACILITY IMPACT ANALYSIS..... 9

**CHAPTER 3: SERVICE STANDARDS AND POLICIES**..... 9

    3.1 MAJOR SERVICE/FARE CHANGE POLICY ..... 9

    3.2 DISPARATE AND DISPROPORTIONATE IMPACT THRESHOLD ..... 10

    3.3 SERVICE EQUITY ANALYSIS ..... 10

    3.4 SERVICE STANDARDS..... 10

        Vehicle Load ..... 10

        Vehicle Headway ..... 11

        On-Time Performance..... 11

        Service Availability ..... 12

    3.5 SERVICE POLICIES ..... 12

        Vehicle Assignment ..... 12

        Transit Amenities ..... 13

**CHAPTER 4: DEMOGRAPHIC AND SERVICE PROFILE MAPS & CHARTS**..... 13

    4.1 MINORITY CHARACTERISTICS ..... 13

    4.2 INCOME CHARACTERISTICS ..... 14

    4.3 COMPOSITE MINORITY & LOW-INCOME CHARACTERISTICS ..... 14

    4.4 DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS COLLECTED BY SURVEYS ..... 14

4.5 MONITORING TRANSIT SERVICE..... 15

CONCLUSION..... 16

APPENDICES ..... 16

APPENDIX A – 2020 PUBLIC PARTICIPATION PLAN

APPENDIX B – 2020 SANTA CLARITA TRANSIT LIMITED ENGLISH PROFICIENCY PLAN

APPENDIX C – 2016 MINORITY DEMOGRAPHIC MAP

APPENDIX D – 2016 LOW INCOME DEMOGRAPHIC MAP

APPENDIX E – 2016 MINORITY AND LOW INCOME DEMOGRAPHIC MAP

APPENDIX F – 2016 MINORITY AND LOW INCOME CENSUS TRACT DATA

APPENDIX G – TITLE VI INVESTIGATIONS, LAWSUITS, AND COMPLAINTS

APPENDIX H – TITLE VI CITY COUNCIL AGENDA ITEM

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## **CHAPTER 1: INTRODUCTION**

### *1.1 TITLE VI OF THE CIVIL RIGHTS ACT OF 1964*

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate compliance with Title VI by submitting a Title VI Plan Update every three years. City Council must review and approve the Title VI Plan Update prior to its submittal.

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

*No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

The 2020 Title VI Program represents an update of the council approved 2017 Title VI Program. It consists of a report and supporting documentation that provides evidence of the equitable distribution of services; promotion of full and fair participation in public transportation decision-making without regard to race, color, or national origin, and meaningful access to transit-related programs and activities by persons with limited English proficiency. FTA reviews and concurs with the Title VI plan update or requests additional information. Failure to submit a Title VI plan update or to have a Title VI Plan Update approved by City Council and the FTA could result in the loss of Federal funding.

### *1.2 SANTA CLARITA TRANSIT*

The City of Santa Clarita Transit began operating local bus service on August 5, 1991, assuming responsibility for local transit operations from the County of Los Angeles as Santa Clarita Transit. The City provides supervision over a contract operator responsible for all transit operating and maintenance related services including: local, commuter, Dial-A-Ride and Access Services. Santa Clarita Transit began with 300,000 riders, 8 fixed local routes and 13 vehicles. By November 1991, the City began providing Dial-A-Ride services. Soon after, the City began operating commuter service to Downtown Los Angeles, UCLA, Century City, Westwood, and the San Fernando Valley.

Each year, the Santa Clarita Valley continues to grow as new residents and businesses relocate to the region. In keeping with this growth, the City of Santa Clarita Transit has expanded its services to include nine local fixed routes within the Santa Clarita Valley and seven commuter routes linking Santa Clarita and downtown Los Angeles, Century City, Westwood, Warner Center and North Hollywood.

Santa Clarita Transit's total fleet is comprised of 60 Compressed Natural Gas (CNG) buses, 1 CNG trolley, 1 diesel trolley, 10 diesel and 20 CNG commuter buses, and 30 demand response vehicles. Santa Clarita Transit operates 62 peak hour buses and provides low cost, easily accessible public transportation for approximately 11,909 weekday patrons.

Additionally, Santa Clarita Transit operates paratransit services seven days a week for seniors over 60 and the disabled within the Santa Clarita Valley, as well as the general public during evening hours. Our 122 vehicle fleet provides service to nearly three million riders annually.



## **CHAPTER 2: GENERAL REPORTING REQUIREMENTS**

The FTA requires that Santa Clarita Transit provide information to the public regarding the recipient’s obligations under the Department of Transportation’s Title VI regulations and explain to members of the public of their protections against discrimination afforded to them by Title VI.

### **2.1 TITLE VI NOTICE TO THE PUBLIC**

The following notice is printed on all Santa Clarita Transit routes and schedules, and is stated on the Santa Clarita Transit website<sup>1</sup>.

#### **Title VI – Civil Rights Policy**

The City of Santa Clarita operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Santa Clarita.

If you believe you have been discriminated against, you may file a signed, written complaint within one hundred and eighty (180) days of the date of alleged discrimination. The complaint should include the following information:

- Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses.

The complaint may be filed in writing with the City of Santa Clarita at:

City of Santa Clarita  
28250 Constellation Road  
Santa Clarita, CA 91355

Printable Form: [Title VI Complaint Form](#) (PDF)

Email: [City of Santa Clarita](#)

Telephone: 661-295-6300  
Hearing Impaired: 661-295-6382

If information is needed in another language contact, 661-295-6300.

Para más información en Español llame al 661-295-6300, oprima el numero 1.

The “[Title VI Complaint Form](#)” may be used to detail the complaint, but is not mandatory. Complaint forms may also be obtained by calling 661-295-6300. The City of Santa Clarita will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

In addition to the Title VI complaint process at the City of Santa Clarita, a complainant may file a Title VI complaint with the [Federal Transit Administration \(FTA\)](#), [Office of Civil Rights](#), Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839. The FTA’s complaint procedure is contained in the FTA Circular C4702.1A.

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<sup>1</sup> <http://www.santaclaritatransit.com/about-us/title-vi-civil-rights-policy/>

**2.2 SCT TITLE VI COMPLAINT FORM AND PROCEDURES**

The following complaint form is available by e-mail, in print on request, and by PDF download on the Santa Clarita Transit website.



**TITLE VI COMPLAINT FORM**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Santa Clarita Transit (hereinafter referred to as “SCT”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. SCT investigates complaints received no more than 180 days after the alleged incident. SCT will process complaints that are complete.

Once the complaint is received, SCT will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

SCT has 90 days to investigate the complaint. If more information is needed to resolve the case, SCT may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 60 business days, SCT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.



City of SANTA CLARITA  
TRANSIT

Print Form

28250 Constellation Rd Santa Clarita, CA 91355 661-294-1287 Tel  
www.santaclaritatransit.com

### Title VI Complaint Form

Title VI of the 1964 Civil Rights Act and related nondiscrimination statues and regulations require that *no person in the United States shall, on the ground of race, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.*

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to the City of Santa Clarita Transit Division: 28250 Constellation Rd Santa Clarita, CA 91355

1. Complainant's Name
2. Address
3. City  State  Zip Code
4. Telephone Number (home)  (business)
5. Person discriminated against (if someone other than the complainant)  
Name   
Address   
City  State  Zip Code
6. Which of the following best describes the reason you believe the discrimination took place?  
Was it because of your:  
a. Race/Color       c. Sex       e. Disability   
b. National Origin       d. Age
7. What date did the alleged discrimination take place?



28250 Constellation Rd  
Santa Clarita, CA 91355 [www.santaclaritaintransit.com](http://www.santaclaritaintransit.com) 661-294-1287 Tel

City of **SANTA CLARITA**  
**TRANSIT**

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?  Yes  No

If yes, check each box that applies:

Federal agency       Federal court       State agency   
State court       Local agency

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name

Address

City  State  Zip Code

Telephone Number

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

### **2.3 TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS**

All transit recipients shall prepare and maintain a list on any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by the FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the City of Santa Clarita Transit.

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in Santa Clarita Transit's Title VI Program submitted to the FTA every three years.

There are currently no active lawsuits or investigations against the City of Santa Clarita Transit alleging discrimination on the basis of race, color or national origin arising from the service provided. Since the last Title VI Update, nine (9) formal Title VI complaints were received. As shown in Appendix G, all complaints have been investigated and closed.

### **2.4 PUBLIC PARTICIPATION PLAN**

Under 49 USC Chapter 53, Section 5307, the Federal Transit Administration (FTA) requires “a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service”. The public, as the primary customer and beneficiary of transit service, is provided the opportunity for input and review through the public engagement process. Actions such as the establishment of new service, fare adjustments, major modifications of existing service, and/or suspension or abandonment of any bus routes may include a formal process of review by SCT, including meaningful public engagement conducted by SCT staff. SCT uses a broad range of outreach tools documented in the Public Participation Plan (Appendix A) to serve this requirement.

SCT is in communication with many organizations throughout the region and often attends meetings and events sponsored by these groups. These groups consist of cultural organizations, the local senior center, City and County partners, business associations, and others vested in SCT's service area. In this arena we are able to create relevant conversations and dialogue between SCT and the specific community regarding transit needs.

If special accommodations are desired at any public meeting held by SCT, the public can call SCT's Customer Service prior to the meeting to arrange the proper accommodations. SCT will provide Spanish translation and offer interpreters for other languages, including sign language, upon request. SCT selects meeting and hearing locations to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. Santa Clarita Transit public meetings are all wheelchair accessible.

### **2.5 LIMITED ENGLISH PROFICIENCY PLAN (LEP)**

Per Title VI of the Civil Rights Act of 1964, the U.S. Department of Transportation (DOT) implementing regulations, and Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency (65 FR 50121, Aug. 11, 2000)”, Santa Clarita Transit is federally mandated to develop and implement a Language Assistance Plan by which Limited English Proficiency (LEP) persons can meaningfully access translations of written and oral information. As such, SCT must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for LEP persons.

Santa Clarita Transit’s LEP plan is attached in Appendix B. The LEP documents the four-factor analysis completed to identify appropriate language assistance measures needed to improve access to SCT services and benefits for LEP persons. As a result of this analysis, it was determined that 11.5 percent of the population in SCT’s service area has limited proficiency in the English language. The most predominate language spoken other than English, is Spanish with 14,024 residents indicating that they speak English “les than very well” (See Appendix B).

To assist its Spanish speaking LEP patrons specifically, SCT has implemented the following measures:

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on Santa Clarita Transit programs and services.
- Provide a bilingual staff member at all community events and public hearings
- Provide translation of all transit flyers, alerts and notices to the public.
- Include language that “Spanish is a plus” on bus driver recruitment flyers, social media and onboard recruitment posters.
- Provide a Google Translate link for the transit website, fully translated in Spanish.
- Bilingual customer service staff for both the contractor and City.
- Use the services of a translation firm for customer calls on an as-needed basis.

**2.6 MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES**

The FTA states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.”<sup>2</sup> Santa Clarita Transit established an Accessibility Advisory Committee (AAC), comprised of interested members of the public for the purpose of giving input to Santa Clarita Transit, Access Services, Inc. and any other Santa Clarita Valley transit provider on the accessibility of its programs and services for people with disabilities and seniors. SCT created bylaws that define the name, purpose, structure, and operating guidelines for this committee.<sup>3</sup> Currently, the AAC is comprised of 11 members, with one vacant position. Active members include individuals from the senior and disabled community as well as local stakeholders and riders throughout the service area. When available, membership is solicited at public meetings/workshops, with an emphasis on diversity and transit use.

*Minority Representation Among SCT’s Non-Elected Advisory Committee*

Non-Elected Advisory Committee	Asian/Pacific Islander	Black/African American	Hispanic/Latino	American Indian	White	Total Number of Sitting Members
Accessibility Advisory Committee	-	10%	10%	-	80%	10

**2.7 MONITORING OF SUBRECIPIENTS AND CONTRACTORS**

Santa Clarita Transit does not have any sub recipient providers. However, SCT does contract out their transit operations and maintenance to MV Transportation. As part of its efforts to ensure MV Transportation complies with the requirements of Title VI, SCT holds periodic meetings with representatives from MV Transportation to discuss any Title VI issues that arise. SCT staff has briefed MV on their Title VI obligations and provided them

<sup>2</sup> FTA Title 49 CFR Section 21.5(b)(1)(vii)

<sup>3</sup> <http://www.santaclaritatransit.com/services/dial-a-ride-asi/aac-bylaws/>

with copies of the most recent Title VI circular from October 2012. They have agreed to abide by the Title VI requirements.

## **2.8 FIXED FACILITY IMPACT ANALYSIS**

Title VI requires a Fixed Facility (transit operations facility, yard, etc.) Impact Analysis for construction projects to assess any impacts to minority communities. If this information has been prepared as a result of an environmental impact statement, the application recipient, or sub recipient, should reference the relevant information by documenting page numbers and submission to the FTA.

A Title VI Equity Analysis should also be conducted during the planning stages to assess where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipient shall engage in outreach to persons potentially impacted by the placement of facilities. The Title VI equity analysis must compare the equity impacts of various site alternatives, and the analysis must occur before the selection of the preferred site.

Additionally, environmental justice principles as reflected in the DOT Order on Environmental Justice (DOT Order 5610.2(a)), address Environmental Justice in Minority Populations and Low-Income Populations. The order describes the process the Department and its modal administrations (including FTA) use to incorporate environmental justice principles into programs, policies, and activities.

As a result of FTA requirements, environmental impact analysis for fixed facilities shall include:

- A Title VI Equity Analysis conducted during planning stages to assess if or how the location will impact minority communities and provides alternatives analysis.
- A project history and background for each project or service plan within the document.
- A discussion of the potential impacts on minority communities and minority-owned businesses during and after construction.
- A discussion on all potential negative environmental impacts, such as traffic congestion, noise, air or water pollution.
- A list of minority owned businesses and household affected by construction projects.
- A description of other significant impacts on minority communities, such as: increased traffic, reduction in parking availability, etc. and
- A description of the relocation program and/or other measures adopted by the applicant used to mitigate identified adverse social, economic or environmental effects of the proposed construction project or service plan all of which should include an environmental justice component.

## **CHAPTER 3: SERVICE STANDARDS AND POLICIES**

### **3.1 MAJOR SERVICE/FARE CHANGE POLICY**

All transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people must conduct a Title VI equity analysis whenever they plan a fare change and/or major service change. Santa Clarita Transit is required to develop a Major Service Change Policy that identifies what constitutes a “major service change” for its system. Transportation decisions that occurred on or after April 1, 2013 at the level of a “major service change” require a service equity analysis.

In accordance with industry standard practice, SCT defines any proposed fare increase or major service

reduction that reduces service hours and/or miles by 20 percent of the entire system, as a “Major Service Change.”

### *3.2 DISPARATE AND DISPROPORTIONATE IMPACT THRESHOLD*

For any proposed change that requires an equity analysis as defined in section 3.1, SCT will determine if the change would create a disparate or disproportionate impact to minority and/or low-income populations, respectively.

Determination of whether a proposed Major Service Change has either disparate or disproportionate impact is based on whether the percentage of minority and/or low-income passengers on an affected transit route is greater than the transit system’s percentage of minority and/or low-income riders.

Determination of whether a proposed fare adjustment has either a disparate or disproportionate impact is based on minority and/or low-income populations bearing a fare rate change of greater than ten percentage points as compared to the non-minority and/or non-low-income populations.

### *3.3 SERVICE EQUITY ANALYSIS*

Transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population are required to submit a service and/or fare equity analysis. This requirement is to comply with the Title VI regulations which prohibit disparate impact discrimination, and therefore should document their policies and practices to ensure their service and fare changes do not result in disparate impacts on the basis of race, color or national origin.

With the latest 2010 U.S. Census data, on March 27th 2012, the City of Santa Clarita went from a small UZA (less than 200,000 people) to a now a large UZA, and as a result, the City of Santa Clarita is now required to conduct a service equity analysis. No major service changes or fare changes were enacted during this triennial period. The last fare change was effective July 2015.

### *3.4 SERVICE STANDARDS*

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the indicators listed below. Providers of public transportation may set additional standards as appropriate or applicable to the type of service they provide.

#### Vehicle Load

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees (total number of people/amount of seated people). According to the FTA, the average of all loads during the peak operating period should not exceed vehicles’ achievable capacities. Demand Response vehicles will always be no more than 1.0 max load factor.

The City of Santa Clarita performance standard for fixed route maximum load factor is 1.5. According to the City’s Transportation Development Plan, vehicles should operate with standees on no more than 20 percent of the runs for any route to avoid recurring loads of more than 150% of the seating capacity<sup>4</sup>. The table below shows all vehicles used at SCT, and what their total capacities (seating and standing) should be during peak operating service. While the achievable capacities are typically greater, to ensure service quality, if the ratio is

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<sup>4</sup> <http://santaclaritatransit.com/tdp/>

exceeded by 1.5, it is the intention of City of Santa Clarita Transit to relieve any overcrowding by adding supplemental runs, or through possible routing changes.

ACHIEVABLE PASSENGER CAPACITIES				
VEHICLE TYPE	SEATED	STANDING	TOTAL	MAX. LOAD FACTOR
40' New Flyer Low Floor	40	20	60	1.5
40' Nabi Low Floor	39	19	58	1.5
60' Nabi Low Floor	57	26	83	1.5
40 Gillig Low Floor	37	20	57	1.5
28' Chance Trolley	28	15	43	1.5
35' Hometown Trolley	28	15	43	1.5
45'MCI	57	30	87	1.5
Ford 250HD	10	0	10	1.0
Dodge Ram	6	0	6	1.0
23' El Dorado Paratransit	12	0	12	1.0
23' Ford Starcraft	13	0	13	1.0
23' Ford E-450	18	0	18	1.0
23' Glaval Universal	18	0	18	1.0
23' Ford E-450 Aerotech	12	0	12	1.0

Vehicle Headway

The City of Santa Clarita Transit operates nine local fixed-routes and two commuter rail feeder routes in the Santa Clarita Valley. In addition, there are seven peak hour commuter routes, operating to downtown Los Angeles, Century City, Warner Center, and North Hollywood. The nine local routes in the current fixed-route bus system provide service Sunday through Saturday.

The commuter routes operate Monday through Friday at peak times only (approximately 5am-8am and 3pm-7pm), at approximately every 30-45 minutes, except one commuter route which operates every day, all day, from peak hours (6am-11am, 3:15pm-9pm) every 30 minutes, and non-peak hours at every 1 hour.

On weekdays, all fixed-route service is provided generally between the hours of 5:15 AM and 10:30 PM at every 30 minutes, on Saturdays buses run generally between 6:30 AM and 9:30 PM at 30-minute intervals, and on Sundays and holidays, service is provided between 6:30 AM and 9:30 PM every 30 minutes. Commuter rail feeders operate a limited service during peak hour commuter times, Monday through Friday.

On-Time Performance

A vehicle is considered on time if it departs a scheduled timepoint zero (0) minutes early and no more than 5 minutes late. Santa Clarita Transit’s on-time performance objective for fixed route service is 90.5 percent or greater. Santa Clarita Transit continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

## Service Availability

According to the 2019 Transportation Development Plan (TDP), Santa Clarita Transit's main objective is to contribute to the area's economic and social well-being by improving access to employment, shopping, and activity centers for the maximum number of residents.

In order to fulfill Santa Clarita Transit's objective, the following 4 goals were established to reflect the five to ten-year horizon of the TDP:

- Expand transit services to enhance underserved business areas.
- Review the City's fleet and maintenance standards to address changes in technology and clean fuels and implement best management practices.
- Identify and develop a schedule for the maintenance and/or replacement of transit customer service amenities including benches, shelters, trash receptacles, and signage.
- Enhance the customer experience so that it accurately represents the City's commitment to customer service.

Like many urban areas, the Santa Clarita Valley has multiple activity centers instead of a single central business district (CBD). Within the Santa Clarita Transit service area, there are vast areas of extremely low-density housing and employment sites. The City of Santa Clarita Transit attempts to link major trip generating sites and route vehicles along major commercial thoroughfares. This approach allows for better access to schools, shopping centers, government centers, parks, libraries, hospitals, community and senior centers. The City of Santa Clarita Transit intends to continue to route vehicles so that this type of access is preserved to these facilities.

Local bus stops will be no more than 0.25 miles apart. If the geography or street infrastructure on a bus route impacts bus stop spacing, bus stops will be placed as close to the 0.25 mile standard as possible.

### *3.5 SERVICE POLICIES*

The Federal Transportation Administration (FTA) requires that all providers of fixed route public transportation develop qualitative policies for the following procedures: Vehicle assignment and Transit Amenities. Santa Clarita Transit has adopted these qualitative policies, which are summarized below, and were developed to help Santa Clarita Transit better achieve equity for all of its transit riders.

#### Vehicle Assignment

The City of Santa Clarita Transit's fleet is relatively young. SCT's entire fixed route fleet is low-floor and also equipped with air conditioning and automated stop announcement systems.

Commuter routes will only be assigned to the larger over the road, single door, high back coaches. They will be rotated within the commuter routes. Due to the larger amount of riders, steep terrain, highways and long drives, these larger coaches will ensure reliability. All local routes in the Santa Clarita Valley will rotate with the rest of the fixed route fleet of two-door, low-floor coaches. This is to ensure that all vehicles are being deployed throughout the entire local service area. Dial-A-Ride and Access vehicles are used in demand response service; they are randomly assigned daily trips as maintenance schedules and capacity allow.

Below is a list of the entire transit fleet:

**1. Commuter Coaches**

The City of Santa Clarita Transit owns thirty (30) commuter express fixed-route vehicles. That fleet consists of six (6) 2013 and four (4) 2010 MCI model D4500 coaches, as well as five (5) 2016, ten (10) 2017, three (3) 2019 and 2 (2) 2020 MCI model D4500 CNG coaches.

**2. Local Coaches**

The City of Santa Clarita Transit owns fifty eight (58) local fixed-route vehicles. That fleet includes seven (7) 2010 and five (5) 2005 low floor CNG New Flyer coaches, eight (8) 2008 low floor CNG NABI coaches, two (2) 2007 NABI 60ft CNG articulated coaches, three (3) 2020, seven (7) 2019, four (4) 2018, eleven (11) 2014, and nine (9) 2013 Gillig model coaches, one (1) 2000 Chance Trolley, and one (1) 2017 Hometown Trolley.

**3. Dial-A-Ride**

The City of Santa Clarita Transit owns twenty two (22) paratransit vehicles: two (2) 2016 CNG Ford Starcraft vans, four (4) 2010 Ford E450 Cutaways, and sixteen (16) 2017 CNG Ford Starcraft vans.

**4. Access Services**

SCT also operates eleven (11) Access-owned paratransit vehicles which are only used for Access customers. These Access vehicles consist of: one (1) 2014 and two (2) 2019 Ford E-450 cutaways, five (5) 2016 Forest River Starcrafts, one (1) 2015 Dodge El Dorado van, one (1) 2019 Dodge Ram and one (1) 2020 Ford 250HD.

### Transit Amenities

The City of Santa Clarita Transit has 438 bus stops located within the City of Santa Clarita. In addition to the City owned bus shelters, benches and trash cans, the City of Santa Clarita contracts with a vendor who provides an additional fifty-one (51) transit advertising shelters. The installation of transit amenities along bus routes are based on the number of passenger boardings, major landmarks, major transfer points and site availability. All transit amenities installed at bus stops must meet and follow Americans with Disabilities Act (ADA) requirements: A minimum sidewalk clearance of 48 inches and/or a 5'x 8' unobstructed concrete landing pad.

## **CHAPTER 4: DEMOGRAPHIC AND SERVICE PROFILE MAPS & CHARTS**

The FTA requires transit providers receiving federal assistance to provide demographic maps that shade census tracts where the percentage of total minority and low-income population reside in the service area. These maps and charts will help the transit provider determine whether and to what extent transit service is available to minority populations within the transit provider's service area. Using Census data, the City created "map layers" and created a visual display to show demographic information in relation to the City's transit bus routes. It is important to note that Route 757 extends beyond the City of Santa Clarita into North Hollywood. As a result, the population and demographic profile differs from that of the City of Santa Clarita.

### **4.1 MINORITY CHARACTERISTICS**

The 2016 American Community Survey identified 427,119 residents in the census tracts within the greater Santa Clarita Transit service area. The minority population includes African Americans, Asians, American Indian and Alaskan Natives, Pacific Islanders, other Non-White and Non-Hispanic two or more races. Within the Santa Clarita service area, 14.6 percent or 62,454 individuals identified as minority in 2016. This nearly mirrors City of Santa Clarita demographics; however, the greater service area had a lower percentage of minorities (0.3% less) than the City. In reviewing minority populations staff used the lower threshold of 14.6 percent when analyzing census tract data.

*SCT Service Area Minority Status (2016 American Community Survey)*

	<b>Total Population</b>	<b>Minority</b>		<b>Non-Minority</b>	
<b>Santa Clarita Valley</b>	273,896	40,685	14.9%	233,211	85.10%
<b>Greater Transit Service Area</b>	427,119	62,454	14.6%	364,665	85.40%

Appendix C shows the demographic map with census tracts where minorities reside within the Santa Clarita Transit service area. All local Santa Clarita Transit routes, including Route 757, are shown as of May 2020. This map helped Santa Clarita Transit to determine that transit services are available to minority and non-minority populations equally within the Santa Clarita service area.

**4.2 INCOME CHARACTERISTICS**

For the purpose of this Title VI analysis Santa Clarita Transit adopted the State’s Housing and Community Development (HCD) threshold in designating census tracts as lower income. In general, HCD considers tracts whose average household income are 80 percent or less of the local area median income as “lower-income.” According to HCD thresholds and 2016 American Community Survey results, 12.9 percent of the population within Santa Clarita are designated lower income. Further, when including tracts served by Route 757 we see an increase in lower-income tracts as shown in the table below.

*SCT Service Area Poverty Status (2016 ACS)*

	<b>Total Population</b>	<b>Lower Income</b>	<b>% Lower income</b>
<b>Santa Clarita Valley</b>	273,896	35,446	12.9%
<b>Greater Transit Service Area</b>	427,119	144,915	33.9%

Appendix D shows the census tracts within Santa Clarita as well as the greater transit service area which are designated as lower-income. This map aided Santa Clarita Transit to determine that transit services are available to lower-income and non lower-income populations equally within the Santa Clarita Transit service area.

**4.3 COMPOSITE MINORITY & LOWER-INCOME CHARACTERISTICS**

In order to better understand the minority and low-income population distribution patterns, each census tract in Santa Clarita Transit service area is classified into one of the following four categories: Minority/Non-Low Income, Low Income/ Non-Minority, Minority/Low Income, and Non-Minority/Non-Low Income.

Appendix E shows the distribution pattern map of minority and low-income population combined, in the Santa Clarita Transit service area. A detailed list showing population ethnicity and income information for each census tract in the service area is attached in Appendix F.

**4.4 DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS COLLECTED BY SURVEYS**

According to the City of Santa Clarita Transit’s 2020 Limited English Proficiency plan (LEP), 30.4 percent of residents speak a language other than English. Of this group, 11.5 percent are Spanish speakers (See Appendix B).

In May of 2019 the City of Santa Clarita completed the Transportation Development Plan (TDP), to present a

plan for short-term and mid-term operational, financial and capital improvements for the City of Santa Clarita’s transit program. These strategies included an onboard customer survey of our local and commuter fixed route services. Based on the TDP survey responses, 11 percent of respondents indicated that their proficiency in English was below average. Of those, Spanish was the most-cited language, representing 14.5 percent. Only 2.5 percent spoke another language. This validates the largest LEP population in the Santa Clarita Transit service area as Spanish speakers.

The TDP customer surveys also provided data on the income levels of the local and commuter riders. On local fixed-route, the most frequent response (18.7 percent) was a household income level of under \$15,000 a year. The majority (21.3 percent) indicated an income between \$15,000 and \$34,999. On Commuter routes, the majority of respondents (78 percent) cited a household income of \$55,000 or more annually.

**4.5 MONITORING TRANSIT SERVICE**

Santa Clarita Transit regularly monitors the service throughout the service area. This evaluation includes route specific ridership, passengers per service hour by route, monthly ridership by route, vehicle loads based on electronic and traditional methods, on-time performance and level of service to various key transfer points. The U.S. Census provides demographic information by census tracts including population estimates, ethnicity, income and other quick facts. This report is used in the Santa Clarita’s LEP plan and demographic maps and data to determine where minority and low-income reside in the transit’s service area.

Through this data, it was confirmed that Santa Clarita Transit routes cover all areas of the Santa Clarita Valley. With approximately 30 minute frequencies on all routes, areas with high and low Limited English Proficiency are equally served. Based on total ridership numbers for all local routes, the highest ridership by far comes from the routes that serve our LEP and minority population of Canyon Country (91351) and Newhall (91321).

ROUTE	FY2019 Ridership Totals	Service Area
Route 1	131,622	Castaic & Valencia
Route 2	73,846	Val Verde & Valencia
Route 3	56,700	Saugus and Valencia
Route 4	124,605	Newhall, Valencia and Saugus
Route 5	288,181	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 6	488,420	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 7	33,462	Saugus and Valencia
Route 12	520,738	Valencia, Newhall and Canyon Country
Route 14	120,695	Newhall, Valencia and Saugus

## **CONCLUSION**

This report fulfills the compliance reporting requirements for the Title VI as detailed in FTA Circular 4702.1B. This report detailed Santa Clarita Transit's services, long-range planning efforts and general reporting requirements mentioned in this circular. The program specific requirements were addressed with a demographic and service profile along with a description of Santa Clarita Transit's service standards and policies. Service changes and service monitoring were also described. Finally, a quality of service analysis was conducted. The results demonstrate Santa Clarita Transit services a diverse population and supplies public transportation equitably to all classified races, ethnicities, and income levels.

## **APPENDICES**

### **APPENDIX A – 2020 PUBLIC PARTICIPATION PLAN**

### **APPENDIX B – 2020 SANTA CLARITA TRANSIT LIMITED ENGLISH PROFICIENCY PLAN**

### **APPENDIX C – 2016 MINORITY DEMOGRAPHIC MAP**

### **APPENDIX D – 2016 LOWER-INCOME DEMOGRAPHIC MAP**

### **APPENDIX E – 2016 MINORITY AND LOWER-INCOME DEMOGRAPHIC MAP**

### **APPENDIX F – 2016 MINORITY AND LOWER-INCOME CENSUS TRACT DATA**

### **APPENDIX G – TITLE VI LAWSUITS**

### **APPENDIX H – 2020 TITLE VI COUNCIL MINUTES**

**APPENDIX A**  
**Public Participation Plan**

*City of* **SANTA CLARITA**  **TRANSIT**

**Revised May 2020**



**CITY OF SANTA CLARITA**

# SANTA CLARITA CITIZEN PARTICIPATION PLAN

## TABLE OF CONTENTS

- I. Goal of Santa Clarita’s Public Participation Plan
- II. What is Public Participation
  - a. Consensus building
  - b. Avoiding “worst case” confrontations
  - c. Maintaining credibility and legitimacy
- III. When is Public Participation Needed?
  - a. Identifying issues that require public participation
  - b. When you’re not sure public participation is needed
  - c. Design “checkpoints”
- IV. Preparing a Public Participation Plan
  - a. When is one required?
  - b. Who is responsible for developing the plan?
- V. Public Participation Techniques
  - a. Information techniques
  - b. Participatory techniques
  - c. Putting it all together
- VI. Santa Clarita Transit
- VII. Summary and Follow-up

## **I. Public Participation**

### *Goal*

The goal of the City's Citizen Participation Plan is to assure the City is operating with the will of the public it serves and to provide a variety of forums for expressing the ideals, values and desires of the citizens of Santa Clarita.

It is the goal of this plan to assure that public participation includes two-way communication, with the overall goal being better decision-making by the City and supported by the public.

Citizens cannot participate effectively in decision-making unless they have been adequately informed of the alternatives and their consequences; thus, adequate public information is always a central element in any public participation program.

It is important to recognize that public participation goes beyond informing the public. The purpose of public participation is to both inform the public and get the public's reactions regarding the proposed actions or policies. The City of Santa Clarita will utilize two-way communication and problem solving.

## **II. What is Public Participation?**

Public participation is the process by which our citizens' concerns, needs, and values are identified prior to decisions, allowing the citizens to contribute to and become involved with the City of Santa Clarita's decision making process. Two-way communication and problem solving from the onset, result in better decision making by the City supported by the citizens.

### *Public Participation and Legitimate Decisions*

Of critical importance to the decision making process is making a decision count. It is not enough for the city to just to reach a decision. If it is going to count, a decision must be seen as legitimate by the citizenry. What makes a decision legitimate is not only the substance of the decision, but also the perception by the public that the decision making process by which the decision was made, was fair, open and democratic.

Public participation provides a vehicle by which the citizenry is not only heard before the decision, but has an opportunity to influence the decision from beginning to end. Education is no longer enough. In effective public participation, even if groups or individuals are not entirely satisfied with the final decision, they will have had the opportunity to influence how the question or problem was posed, which alternative got considered, how the alternatives were evaluated and what adjustments were made to reduce impacts. Public participation does not ascertain that every decision will result in a consensus decision; however, it can give legitimacy to decisions, because

every decision will be made in a visible manner with opportunities throughout the process for the public to influence the outcome.

### *Santa Clarita Transit*

The City of Santa Clarita’s Transit Division is responsible to meet the Federal Transit Administration’s (FTA) guidelines and certify that there is a locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction of transit service. This document serves this purpose. This public participation plan details the opportunity for a public hearing or public meetings, how the meetings will be conducted and how the results will be considered in the process of changing fares and service. A public meeting is not mandatory; however, an opportunity for a public meeting in order to solicit comment must be given. Further details on this process are described in Section VI.

### *Benefits of Public Participation*

Public participation provides a wide range of benefits to the City. Among benefits are improved quality of decisions, consensus building, avoiding “worst case” confrontations and maintaining credibility and legitimacy.

### *Improved Quality of Decisions*

The process of consulting with the public often will assist in clarifying the objectives of a project or policy. Public participation often results in considering new alternatives and approaches for the most effective solution. The public often possesses crucial information, which makes a difference in how a decision is implemented, making the difference between a successful or unsuccessful program.

#### a. Consensus Building

A public participation program provides a better opportunity to build a solid, long term agreement and commitment between otherwise divergent parties. This builds understanding between the parties, reduces political controversy, and gives legitimacy to City decisions.

#### b. Avoiding “Worst-Case” Confrontations

Public participation provides opportunities for parties to express their needs and concerns without having to be adversarial. Early public participation can help reduce the probability that the City will be faced with acute unnecessary and avoidable confrontation; however, public participation will not reduce or eliminate all conflicts.

#### c. Maintaining Credibility and Legitimacy

The way to achieve and maintain legitimacy, particularly when controversial decisions must be made is to follow a decision making process, which is visible and credible with the public, and involves the public. Public participation programs will also leave the public more informed and provide a rationale behind decisions.

As the creators of a new city, we in Santa Clarita have a unique opportunity to build credibility among residents early on. By fully utilizing the various techniques available, Santa Clarita can become known for its vast citizen input on major issues.

### **III. When Is Public Participation Needed?**

#### **a. Identifying issues that require public participation**

There are a few guidelines that can be used to determine when citizen participation is needed. These guidelines may or may not fit depending on the issue. New standards should be adopted according to the situation at hand.

*Public participation may be needed when?*

- The decision will have a significant impact on the community.

The key word here is significant. Anytime a person or groups within the community believe there is something to be lost or gained because of a decision that the City makes, then, it becomes significant to them. What we have to understand is no matter how significant a decision may seem it will have some form of impact on the citizens of that community, whether it is positive or negative. What you have to remember in decision making is that what is not important to you, may be to someone else.

- The decision will affect some citizens more than others.

These decisions made by the City may impact a large or a small number of its citizens. These decisions usually involve some type of benefits that a particular segment of the community will receive over others. These decisions tend to do more harm to the community as a whole, because the controversies usually center on who gets what and not the decision or the benefits of that decision. If there is any diversity among the citizens of the community, then these types of decisions usually widen the gap. It is important to look at the trade off when the City is making these types of decisions.

- The decision will impact a vested interest or use.

These decisions usually involve some form of restrictions or cuts in services. These decisions are usually controversial in nature because citizens view these decisions as a restriction of their rights or freedom. Anytime that a decision is made to take away something; it will impact someone. As City government, we hope that impact is small. Example: The big rig truck ordinance involved taking away a way of life. To the truck operators, not being able to park their rigs at home was a big deal. To most residents of the City, however, the unsightliness and blocked views that resulted from trucks being parked on residential streets were more of an issue that the City originally anticipated, thus culminating in the new ordinance. The City thought they had addressed the issue, but failed to see the total effect of the decision.

- The decision involves a subject which is controversial.

These are the City's taboo decisions; no matter what you do, it will be controversial. These taboos usually range from growth issues to City participation in economic incentive packages to companies. Each citizen or group will view the subject in a different manner. It goes back to, what is important for one may not be important to another. Example: Growth Management. Some residents view this as a necessary means to control excessive traffic, overcrowding and pollution; while others view growth management as an obstacle for financial viability.

- The City needs active support to implement decisions

These are decisions that try to "sell" the citizen on joining the bandwagon by asking them to participate in the decision making process. This is the key element when the City needs a vast number of citizens to participate to make a decision happen or seem like the decision has mass approval, which increases the power of the decision. Example: The landfill issue. It could be said that a vast number of citizens do not want a landfill near the City. These citizens will support any action that the City takes to avoid this happening.

b. When you're not sure public participation is needed

The key to this question is when you are not sure if citizen's participation is needed, ask others. Since no one can always accurately predict what the citizen's reaction will be to a particular issue, here are some ways to increase the likelihood that you will identify those issues, which justify public participation.

The first step is to review how other cities have handled the issues.

You may be able to tell if the citizens of Santa Clarita will react similarly to the issues. This will require that you be familiar with the different actions in the City. Example: Hillside Management. There are a number of cities that could have been contacted early on to see how they handled this. That could have avoided a major issue.

- There is a combination of things that the City can do when it is not sure public input is needed

First, ask the citizens who will be affected by the decision. You usually can identify the potential level of controversy and key issues that are surrounding the decision. It is important to get a representative sample of participants in this process. Another idea is to conduct focus groups. It is not a perfect method for predicting public reaction, but you may be able to identify potential issues or controversy.

The key is to research the issues before the decision is made and not after it. It may be too late by then, and the controversy of the issues will have clouded the citizen's minds.

### *Design checkpoints*

When developing a public participation plan, include milestones as measuring points to judge the effectiveness of your plan. This may be done according to time, uses, or controversies. Do not expect to be right all of the time. This is a key area because any decision that you make will not please everyone. However, if you take the above steps, you may be able to reduce some of the controversy that surrounds the issue.

## **IV. Preparing a Public Participation Plan**

### *A. When is one required?*

City policy requires a Public Participation Plan for City decision making whenever:

- A City decision is likely to be perceived as controversial or significant by the public, or:
- The City needs active support to implement a decision.

Since the terms “significant” and “controversial” are subject to interpretation, particularly when assessing how a decision will be perceived in the future, assessing whether a decision requires public participation involves judgment on the part of the City staff.

The following guidelines will serve as a barometer to determining when something may be perceived as “significant” and “controversial”:

- The decision will have a substantial impact on City residents in terms of taxes, fees, uses or regulation (e.g., business registration fees).
- The decision will significantly affect some groups or neighborhoods in the City more than others (e.g., Palmer’s Santa Catarina project).
- The decision involves a subject, which is already controversial (e.g., developer agreements).
- A decision impacts a great many residents who may feel a sense of obligation and desire to exercise their rights of democracy as part of a sense of ownership and concern for the community.

Public Participation is also required when broad-based community support is needed to implement a program such as the Santa Clara River Recreation Plan or the City wide Recycling Program.

Each department will be responsible for completing a Public Participation Plan prior to initiating a public participation program. This plan is to be filed in the City Manager’s Office, and should be signed by appropriate management of all divisions.

a. Who is Responsible for Developing the Plan?

In most decision making processes there is one person designated as “program or project manager”, whether or not that title is used, who is responsible for seeing that all the technical studies are done, reports are prepared, and recommendations are developed for the Council. This person will be responsible for preparing the public participation plan for their project. This person can ensure that public participation is an integral part of how the decisions get made.

This person is encouraged to draw on others in the organization to assist in preparing the plan, such as the Public Information Officer. But the overall responsibility for the plan is located with the person who is responsible for making the entire process happen.

**V. Public Participation Techniques**

a. Information Techniques

*Briefings* – Briefings are a way of keeping key elected officials, agencies or key interest groups informed on the progress of specific work/plans. Briefings may consist of a personal visit, or a phone call, to inform these persons before an action is taken.

*Exhibits/Displays* – A visual way to inform the public and stimulate people to participate is to set up exhibits or displays in public places which get a lot of foot traffic, such as major shopping malls, transportation centers, major community events, such as the SCV Business Expo or the Cowboy Festival, or even at sporting events. It is best whenever possible to staff the exhibit with a knowledgeable person.

*Feature Stories* – A feature story is actually an expanded news story, written by a reporter. Feature stories can provide an added dimension to your story, providing the public with an in-depth profile of the different sides of your project. Be sure to provide information that is timely, factual and objective.

*Mailings* – In addition to making reports and documents available at your department counter, the City Clerk’s office and in the library, expand your availability of these reports by mailing them directly to leaders of organized groups and interests, including businesses, environmental or neighborhood groups. Consider creating a 2-3 page summary of the reports to a larger list, while mailing the full report to key players.

b. Participation Techniques

*Advisory Groups/Task Forces* – For some major issues, the Council may wish to create a citizen’s advisory group, such as the General Plan Advisory Committee. Advisory Groups are useful in providing a citizen’s perspective throughout the decision making process. To be effective, advisory groups must be perceived as truly

representative. Second, it is essential to define the limits of the group's authority must be understood in advance, preferably as part of a written mandate. Third, working with an advisory group requires a significant commitment of time and staff resources, and should not be undertaken if you are unable to commit the resources to make it work right.

Task forces are a specific kind of advisory group. While most advisory groups are set up to last the life of the decision making process, task forces usually complete a specific task, then disband. A task force might, for example, recommend criteria for site selection for a controversial facility. Or, a technically oriented task force might assess the health risks associated with using reclaimed water in parks, etc. Once the task force makes its recommendation, then it ceases to exist. It is possible that a number of issues may be resolved by consensus at the task force level, reducing the number of controversial issues, which must be addressed by policy makers.

*Focus Groups* – Focus groups are small discussion groups selected either as randomly as possible, or alternately, as closely approximating the demographics of the community as possible. Focus groups may be used as an alternative to polls to “test market” the public's emotional reactions to a product, idea, etc. The prime value of a focus group is predicting emotional reactions rather than assessing the number of people taking particular positions. Knowing what emotional reactions are likely to be, you may modify ideas, or present them in such a way that either appeals to or avoids emotional responses. In the context of a public participation group, however, there is a chance that conducting focus groups may be seen as an effort to manipulate rather than learn from the public.

*Hotlines* – Hotlines (such as the one-time hotline set up for answering questions on annexation or our on-going Concerned Citizen Hotline) allow the public to receive answers to specific questions or concerns, without risking being transferred back and forth between departments.

Hotlines are a form of two-way communication. Many people will (and do) call the hotline to ask a question, while others call only to comment.

You may also use a hotline to dispense information, such as when the next meeting will be on the subject of interest.

*New Conferences* – A news conference is a good way to stimulate the interest of the media to do a new story. The value of a news conference is that the key City player(s) will be doing the talking. It is a good rule to reserve news conferences for major announcements, such as the release of a major report or study.

Other ideas may include a series of stories in “The Quarterly Report,” which is mailed four times a year home in the Santa Clarita Valley, or articles in the Santa Clarita Valley View magazine, a monthly “freebie”, mailed to every home.

It is recommended that the wording of your articles or newsletters be reviewed by a citizen advisory group to assure the language is objective.

*Newspaper Ads/Inserts* – One way to reach the whole community with the same information is to prepare the information in the form of a newspaper insert. Remember though, the more people know about the process the more likely it is that the number of people who want to participate in the decision will increase. The newspaper insert is a good way to reach beyond the most actively involved citizens and to inform the public at large. Be sure the inserts are presented in an objective and balanced manner.

Newspaper ads or paid advertisements are an excellent way to make an announcement, especially about an upcoming meeting. Beware of large ads, which tend to draw criticism. Even if they are providing information, they may come under fire due to the use of public funds.

*Speakers' Bureau* – The City's Speakers' Bureau is an effective means for communicating with people who are influential in the community. The City regularly mails letter, brochures, and invitations for speakers and other items to our list of more than 300 clubs, organizations and homeowners associations. If you anticipate numerous presentations, perhaps a power point presentation would be beneficial and more interesting to your audiences. Be sure to tailor your presentation to the technical interests and aptitudes of your audience.

*Public Service Announcements* – Radio and television stations broadcast, without charge, a certain number of announcements. In particular, they are very likely to run announcements of public meetings, events or other opportunities for the public to participate.

*Workshops* are highly interactive; they do not work as well with large groups. When the number exceeds 20-25 people, it is difficult to achieve the kind of interaction you want, although using some form of a large/small group format is possible.

*Polls* – Most participatory techniques do not tell you the proportion of views in the community at large. Is the group you are hearing from just a small, vocal minority, or do they speak on behalf of the majority of the community? Polls allow you to quantitatively assess viewpoints in the community; however, polls do not always predict outcome. Polls are expensive and often capture a snapshot of one moment in time; not preferable if the issue is ever changing. Polls are helpful and informative, but do not replace the need for other forms of direct participation by interested parties.

### *Putting It All Together*

Remember that there is no one public participation program that meets the needs of all circumstances. The effectiveness of public participation does not result from

using a single public participation technique, but from combining involvement and participation techniques into a total program.

To illustrate the use of citizen participation, let us say, for example, we are evaluating alternate sites for a new City park.

- You decide that the meeting format most suitable for evaluating alternative sites is a workshop format. Rather than hold one large meeting, you decide to hold a series of workshops, one for each neighborhood in which there is a potential site.
- To announce the workshops you might decide to use paid advertising as well as contact the media to arrange feature stories describing the major topics to be covered in the workshops.
- In all likelihood there are technical or environmental reports that have been prepared and have information that bears on the topics to be discussed in the workshops, so you will be able to mail out technical reports or environmental documents to key agencies and groups so they can review prior to the workshops.
- Prior to the workshops, you might issue a newsletter or flyer summarizing all the key information which people will need to participate in the workshops. Before printing, you might decide to have the Citizen Advisory Group review the proposed copy for the newsletter, to be sure it seems objective and impartial.

*Meetings, Hearings, Workshops:* – The most widely used technique for public participation is the public hearing. Regrettably, public hearings are not a particularly effective device for public participation. While they do meet legal requirements, they do a poor job of trying to bring people together to resolve problems. In fact, public hearings often exaggerate difference, because during hearings, leaders of constituencies have to be seen defending their constituency's interests.

Another concept is the Town meeting, an honored tradition in New England. The spirit of the town meeting is everybody coming together as equals, trying to solve problems and make good decisions. However, public participation meetings never have legally binding power, instead they influence decisions made by our elected officials.

A good format is one that ensures everyone gets a chance to be heard. For example, some public meetings use a large group/small group format in which, following an open presentation the audience is broken down into small discussion groups. Afterwards, a spokesperson from each of the small groups makes a short presentation to the full audience, summarizing the discussion in their small groups.

You may also want to try small “coffee klatches”, informal meetings with a small group of people meeting in a private home or other intimate setting such as a local coffee shop. These are better for getting genuine involvement rather than a single large meeting. The point is, do not limit your thinking as to what constitutes a public meeting. Design a meeting format which fits your particular purpose.

One form of meeting, which has proven particularly effective in resolving issues, is the workshop. Workshops differ from other public meetings in that they have a stated purpose of completing a specific assignment.

For example, a workshop might be used to evaluate alternative sites. A workshop might also be used to eliminate sites which do not meet the siting criteria, or in getting agreement on the actions which need to be taken to mitigate any negative effects of a facility.

- You might want to hold individual briefings or a Study Session for City Councilmember’s prior to the workshops, so they feel adequately informed in case residents ask them questions.
- You might even decide to make presentations to civic and/or technical groups via the City’s Speakers’ Bureau, prior to the workshops to stimulate interest.
- You may consider operating a temporary hotline, providing information to callers, along with an opportunity to leave a message for a return call on individual questions or concerns.
- Following the workshops you will want to get back to people to tell them what the outcome of the workshop was, so you may want to send another issue of the newsletter, or simply a report summarizing public comment. If major decisions resulted from the workshops, you might also want to hold a press conference and issue a news release describing the decision.

As this description clearly shows, public participation is not a matter of selecting a single technique, but of combining numerous techniques into a unified program.

There are a few suggestions to follow in putting together a public participation program:

- Highly interactive formats, such as workshops, cut down the chances for posturing and rabble rousing and are usually very satisfactory for the average participant.
- The two biggest problems with advisory groups are: (1) whenever there is uncertainty about the group’s charter – exactly what its authority is or is not – there is a potential for conflict and hard feelings; and (2) advisory groups can spend so much time discussing procedures that they drive away people concerned with substance. The need for elaborate procedures can be sharply reduced if an advisory group agrees to work on a consensus basis rather than by majority vote. Because no advisory group can ever exactly represent the mix of opinion in the community, a close majority vote only shows that the

community remains divided. Advisory groups can be very helpful, but be aware of their limitations as well.

- The public information component of a public participation plan must be objective. Publications sent out, as part of public participation programs can not be treated like public relations pieces designed to “sell” a particular point of view. Their purpose is to provide the information the public needs to participate in an informed manner, and if the public is to do that wisely, it must be given objective, balanced, and credible information.
- Play it straight with the media. Provide all the important information, in an objective, factual manner.
- Be sure to provide “feedback loops” that is, if you ask the public to participate, always get back to the public in a timely manner to tell people what you heard, how you are going to respond to the comments, and what comes next as a result of those comments. The primary motivation for participation is the sense that you can have an impact. Without feedback, you’re providing no rewards to stimulate further participation.

Never take elected officials by surprise. Even if elected officials don’t like the news, always let them know first, so they are not taken by surprise with residents.

A full blown public participation program is a sizable effort, requiring careful planning, and a significant commitment of time and staff. But the alternative may be to go through the entire decision making process and be unable to implement anything.

## **VI. Santa Clarita Transit**

The City of Santa Clarita’s Transit Division is responsible for making certain that the necessary steps are taken that both the public is informed and that staff get the public’s reactions regarding the proposed actions or policies.

The City of Santa Clarita will conduct and follow the public participation plan for any proposed fare increase or major service reduction that reduces service hours and/or service miles by 20 percent of the entire system. The public input process includes, but is not limited to, public hearings, public meetings, open houses, or written or electronic comment forms. Santa Clarita Transit staff will develop recommendations as to the appropriate type and level of public input required. Management staff will review these recommendations and determine the method or methods to be used to collect this input.

Prior to increasing the basic fare structure or a major service reduction, Santa Clarita Transit staff shall:

- Appropriately publicize plans to increase the basic fare structure in a variety of ways. Options for publicizing plans include the City of Santa Clarita

Transit website, agency e-mails, newsletters, social media messages, and other means of correspondence.

- Provide opportunities for public input. Options include holding workshops, mailing comment forms to customers, and soliciting for public comment via e-mail.
- Present information to the local community centers (ie. Senior Center, Newhall and Canyon Community Center, etc) for their comment and feedback.
- Hold a public hearing with written notice and recording services.
- Review and document public comments, and present at the public hearing held before the City Council.
- Ensure that any transportation investments do not disproportionately burden any population with adverse impacts.

Santa Clarita Transit includes an outreach plan to engage minority, and Limited English Proficient (LEP) populations in the following practices:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Provide a bilingual staff member at all community events and public hearings.
- Placement of statements in notices and publications that interpreter services are available for these meetings, with seven day advance notice.
- Coordinating with community and faith-based organizations, educational institutions (such as COC ), senior centers and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Consider using radio, television, social media, or newspaper ads on stations and in publications that serve LEP populations.
- Providing group travel training to LEP person with the assistance of bilingual staff.

## **VI. Summary and Follow-up**

This plan is designed to be a “how-to” guide for implementing public participation plans for transit-related projects within the City. While no fare changes or significant service reductions have been made in the last three years to necessitate public input, Santa Clarita Transit has engaged in a number of formal and informal public outreach efforts. Most notable is the 2019 Transportation Development Plan which included a significant level of public outreach in an effort to create a guiding document for Santa

Clarita Transit. Over 3,700 surveys were collected from residents and a series of six public workshops were held throughout the duration of the project. Less formal efforts have also been utilized such as passenger surveys when schedule revisions are being considered.

It is important to recognize the significance of public participation, in that it may change the course of projects and staff work.

Implementation of this plan legitimizes public input by helping determine the direction our public is going, and then getting in front of the parade.

Remember public participation does not slow things down, but not doing it will.

This plan calls for a “project manager” to be in charge of writing and implementing public participation as part of their normal duties with that project. This action is to assure that the public participation process becomes an integral part of all “major” projects, affecting groups of residents.

## **APPENDIX B**

### Introduction

The Limited English Proficiency (LEP) Plan has been prepared to address Santa Clarita Transit’s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin. Santa Clarita Transit will take reasonable steps to ensure that all persons have meaningful access to its programs, service and information, at no additional cost.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicate that differing treatment based upon a person’s inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its’ respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including Santa Clarita Transit.

Santa Clarita Transit’s goal is to take responsible steps to ensure meaningful access in benefits, services and information to LEP persons in the service area. All residents in this service area, to the fullest extent practicable, should be able to understand and participate in the transit services provided.

### Plan Summary

Santa Clarita Transit has developed this *Limited English Proficiency* Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by Santa Clarita Transit. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required and how to notify LEP persons that assistance is available.

In order to prepare this plan, Santa Clarita Transit undertook the U.S. Department of Transportation’s (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP persons come in contact with Santa Clarita Transit programs, activities or services.
3. The nature and importance of services provided by Santa Clarita Transit to the LEP population.
4. The resources available to Santa Clarita Transit and overall cost to provide LEP assistance.

A summary of the results of Santa Clarita Transit’s four factor analysis is in the following section.

#### Four-Factor Analysis

1. The number and proportion of LEP persons served or encountered in the eligible service population.

Santa Clarita Transit’s service area covers the Santa Clarita Valley. This Valley consists of the City of Santa Clarita and various unincorporated areas of Los Angeles County. For planning purposes, Santa Clarita Transit reviewed the most current available data from the 2015 American Community Survey (ACS) “Languages Spoken” dataset B16001 within Santa Clarita.

The incorporated areas within Santa Clarita at the time of the 2015 ACS estimates had a total population of 169,279 over five years of age. In this population, 69.5 percent speak only English. Of the 30.5 percent that speak a language other than English, approximately 19,465 residents, or 11.5 percent, indicated that they speak English “less than very well.” Of the 19,465 residents that would be considered LEP, (speak English “less than very well”) the majority (72%) are Spanish speakers.

Other languages spoken within the Santa Clarita Transit service area include: Indo-European (*German, Yiddish, Dutch, Swedish, Norwegian, French, Italian, Portuguese, Russian, Polish, Serbo-Croatian, Hindi, Gujarati, Punjabi, Urdu, Greek, Baltic and Iranian languages*), Asian and Pacific Island (*Chinese, Korean, Japanese, Vietnamese, Hmong, Khmer, Lao, Thai, Tagalong, Pilipino, Telugu, Tamil, Malayalam*) and All other languages (*everything not mentioned above*). The table below illustrates the number of LEP residents by language.

City of **SANTA CLARITA**  **TRANSIT**  
**LIMITED ENGLISH PROFICIENCY (LEP) PLAN**  
**November 2020**

<b>Santa Clarita Language Spoken at Home and Ability to Speak English</b>		
<b>Label</b>	<b>Estimate</b>	<b>Percent of Total</b>
Total:	169,279	
Speak only English	117,682	<b>69.5%</b>
Spanish or Spanish Creole:	35,201	<b>20.8%</b>
Speak English "very well"	21,177	12.5%
Speak English less than "very well"	14,024	8.3%
Tagalog:	4,808	<b>2.8%</b>
Speak English "very well"	3,524	2.1%
Speak English less than "very well"	1,284	0.8%
Korean:	1,519	<b>0.9%</b>
Speak English "very well"	703	0.4%
Speak English less than "very well"	816	0.5%
Chinese:	1,119	<b>0.7%</b>
Speak English "very well"	567	0.3%
Speak English less than "very well"	552	0.3%
Arabic:	1,053	<b>0.6%</b>
Speak English "very well"	696	0.4%
Speak English less than "very well"	357	0.2%
All oTher Languages less 0.5% Or Less	7897	<b>4.7%</b>

Based on the demographics outlined above, the primary focus of the City’s efforts is on the Spanish speaking segment of the LEP population.

2. The frequency with which LEP persons come in contact with Santa Clarita Transit programs, activities or services.

Santa Clarita Transit serves LEP persons daily via our fixed route buses and paratransit services daily. The majority of our LEP persons are Spanish speakers. To date, the most frequent contact between LEP persons and our transit staff is with bus drivers. In October of 2020, an informal Coach Operator Survey was conducted by Santa Clarita Transit staff to determine the frequency with which coach operators come in contact with LEP persons and in which geographic segment of our service area. Findings indicate that Spanish is the most frequently encountered language by far, with operators reporting helping multiple Spanish-speaking patrons each day.

The Santa Clarita Transit customer call center is staffed with Spanish speaking personnel at all times. Call center staff is also trained to utilize translation services via a remote call center when necessary. Based on data from March 1, 2020 through October 31, 2020, the City’s transit call center received 37,578 transit phone calls, of which 10.1% are from Spanish speaking customers. During this same time period Santa Clarita Transit’s

**LIMITED ENGLISH PROFICIENCY (LEP) PLAN  
November 2020**

interpreter service line provided translation eight (8) additional calls, three (3) Armenian, three (3) Mandarin, and one (1) each Russian and Farsi.

According to the B16001 form from the 2016 Census ACS data, the majority of the LEP population resides in the Canyon Country (91351) and Newhall (91321) areas Santa Clarita Transit routes cover all areas of the Santa Clarita Valley. With 30-minute frequencies on all routes, areas with high and low LEP population are equally served. Based on our total ridership numbers for all local routes, the highest ridership by far comes from the routes that serve our LEP population of Canyon Country and Newhall.

ROUTE	FY2019 Ridership Totals	Service Area
Route 1	131,622	Castaic & Valencia
Route 2	73,846	Val Verde & Valencia
Route 3	56,700	Saugus and Valencia
Route 4	124,605	Newhall, Valencia and Saugus
Route 5	288,181	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 6	488,420	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 7	33,462	Saugus and Valencia
Route 12	520,738	Valencia, Newhall and Canyon Country
Route 14	120,695	Newhall, Valencia and Saugus

3. The nature and importance of services provided by Santa Clarita Transit to the LEP population.

Santa Clarita Transit provides important transit services to the public through its fixed route and complimentary paratransit services. Santa Clarita Transit is the only major public transportation provider in the Santa Clarita Valley and provides Commuter bus service between the Santa Clarita Valley and the Los Angeles basin. Santa Clarita Transit provides Santa Clarita Valley residents, including LEP persons, transportation services for the purpose of commuting to work, shopping, recreational needs, personal errands, school and other services the public accesses frequently.

4. The resources available to Santa Clarita Transit and overall cost to provide LEP assistance.

City of **SANTA CLARITA**  **TRANSIT**  
**LIMITED ENGLISH PROFICIENCY (LEP) PLAN**  
**November 2020**

Providing translation services to allow LEP populations to participate in the development of Santa Clarita Transit’s core planning and investment policies is a routine practice for Santa Clarita Transit. Santa Clarita Transit’s Customer Call Center, which manages customer comments by phone, mail, email and in-person, currently benefits from having four staff members who speak, read and write Spanish. The customer call center team also utilizes translation services provided by “Language Line” for customers who speak other languages. Spanish translated documents have included rider alerts posted on our buses and at bus stops, fare service change information, how to ride guides and current fare and pass information in the City service brochures. We currently provide a Spanish translator at each one of our community events and have developed Spanish language marketing campaigns promoting the benefits of public transportation.

Santa Clarita Transit provides Spanish language materials to our LEP population whenever possible. However, the cost to implement multiple-language (i.e., beyond English and Spanish) materials and translators are significantly high and not currently funded. Santa Clarita Transit staff is exploring lower cost options to expand access to these programs and materials for LEP residents within the service area. In 2013 the Santa Clarita Transit website was updated with Spanish pages and in 2019 staff inserted a clickable Google Translate tab which allows a reader to select their preferred language.

Based on the four-factor analysis, Santa Clarita Transit developed its LEP Plan as outlined in the following section.

### **Limited English Proficiency (LEP) Plan Outline**

How Santa Clarita Transit and staff may identify an LEP person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to Santa Clarita sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Consistently monitor the number of people that access the transit website in Spanish. And continue to update the site wherever needed.
4. If a vehicle operator encounters a customer in need of assistance in a language other than English, vehicle operators are instructed to try to obtain their contact information and give this information to their manager for follow-up. Dispatchers and call center staff are also instructed to obtain contact information from LEP persons they encounter either in person or over the phone and recording passenger's requests for language assistance in the customer service database.
5. Automated phone tree is available in English and in Spanish. Callers are given the opportunity to speak directly to a Spanish speaking staff person.

### Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which Santa Clarita Transit staff responds to LEP persons, whether in person, by telephone or in writing.

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on Santa Clarita Transit programs and services.
- Provide a bilingual staff member at all community events and public hearings.
- Placement of statements in notices and publications that interpreter services are available for these meetings, with seven day advance notice;
- Survey bus drivers and other front-line staff, like dispatchers and call center staff, on their experience concerning any contacts with LEP persons during the previous year;
- Post the Santa Clarita Transit Title VI Policy and LEP Plan on the agency website, [www.santaclaritatransit.com](http://www.santaclaritatransit.com) ;

**LIMITED ENGLISH PROFICIENCY (LEP) PLAN  
November 2020**

- Upon request, provide group travel training to LEP persons with the assistance of bilingual staff;
- Include language “Spanish a plus” on bus driver recruitment flyers and onboard recruitment posters;
- When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service.

Vital Documents

All vital documents are translated into Spanish and posted online and where appropriate. Staff has identified the following documents to be vital as it relates to our passenger’s access to service and information:

- General service information and notices
- Title VI protection notifications and reporting procedures
- Public hearing notices
- Information regarding the availability of translation services
- Onboard and customer surveys

Note, although Spanish has been identified as the primary LEP language, translation services for all other identified LEP languages are available upon request.

Staff Training

The following training is provided to Santa Clarita City and contractor staff:

1. Information on the Santa Clarita Transit Title VI procedures and LEP responsibilities
2. Description of language assistance services offered to the public
3. Use of the Language Identification Flashcards
4. Documentation of language assistance requests
5. How to handle a potential Title VI/LEP complaint

Outreach Techniques

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers and agendas will be printed in an alternative language based on the known LEP population. Interpreters will also be available as needed.

City of **SANTA CLARITA**  **TRANSIT**  
**LIMITED ENGLISH PROFICIENCY (LEP) PLAN**  
**November 2020**

Monitoring and Updating the LEP Plan

Santa Clarita Transit will update the LEP as required by the U.S. DOT. At minimum, the plan will be reviewed and updated every three years or when it is clear that higher concentrations of LEP individuals are present in the Santa Clarita Transit service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether local language assistance programs have been effective and sufficient to meet the need
- Determine whether Santa Clarita Transit's financial resources are sufficient to fund language assistance resources needed
- Determine whether Santa Clarita Transit has fully complied with the goals of this LEP plan
- Determine whether complaints have been received concerning Santa Clarita Transit's failure to meet the needs of LEP individuals

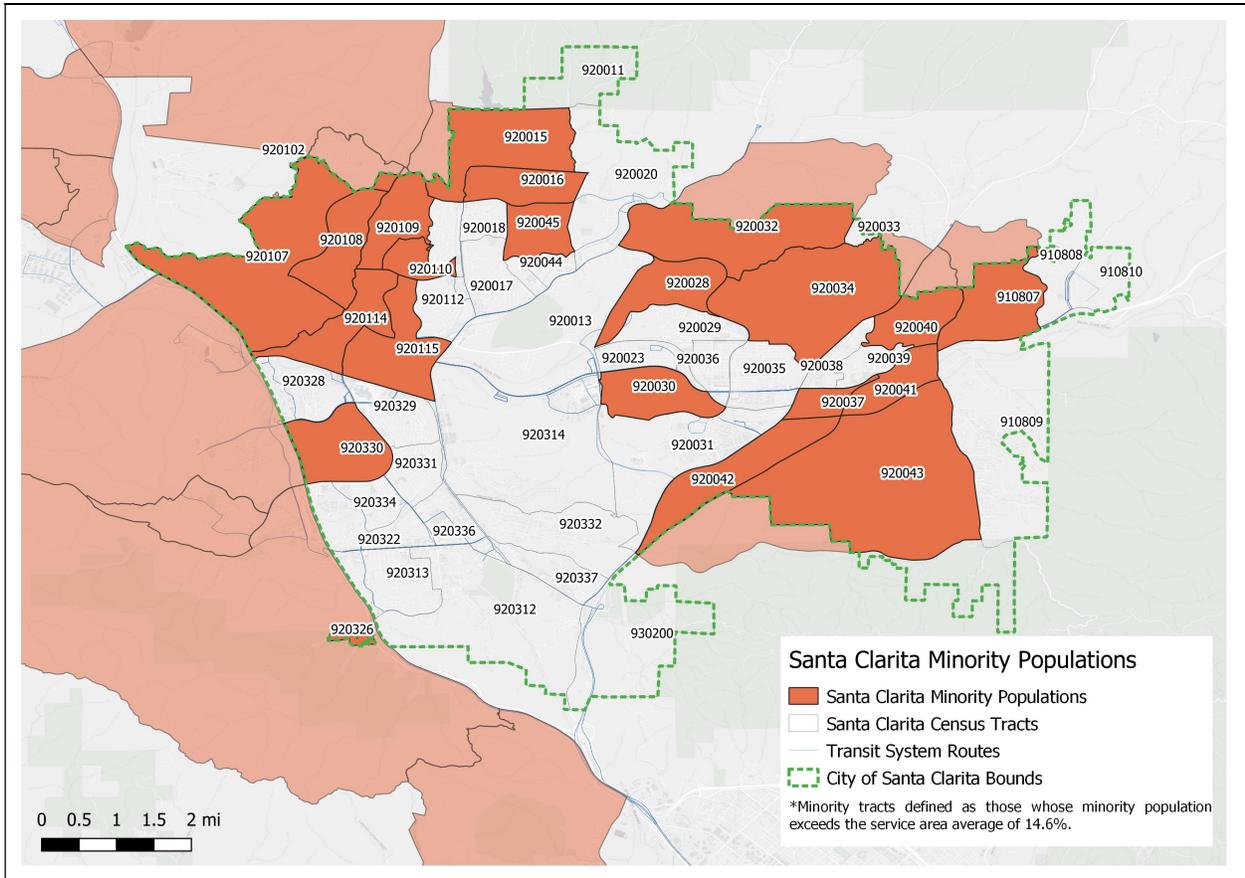
Dissemination of the Santa Clarita Transit LEP Plan

A link to the Santa Clarita Transit LEP Plan and the Title VI Procedures is included on the Santa Clarita Transit website at [www.santaclaritatransit.com](http://www.santaclaritatransit.com). Any person or agency with internet access will be able to access and download the plan from the Santa Clarita Transit website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail or in person and shall be provided with a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which Santa Clarita Transit will provide, if feasible.

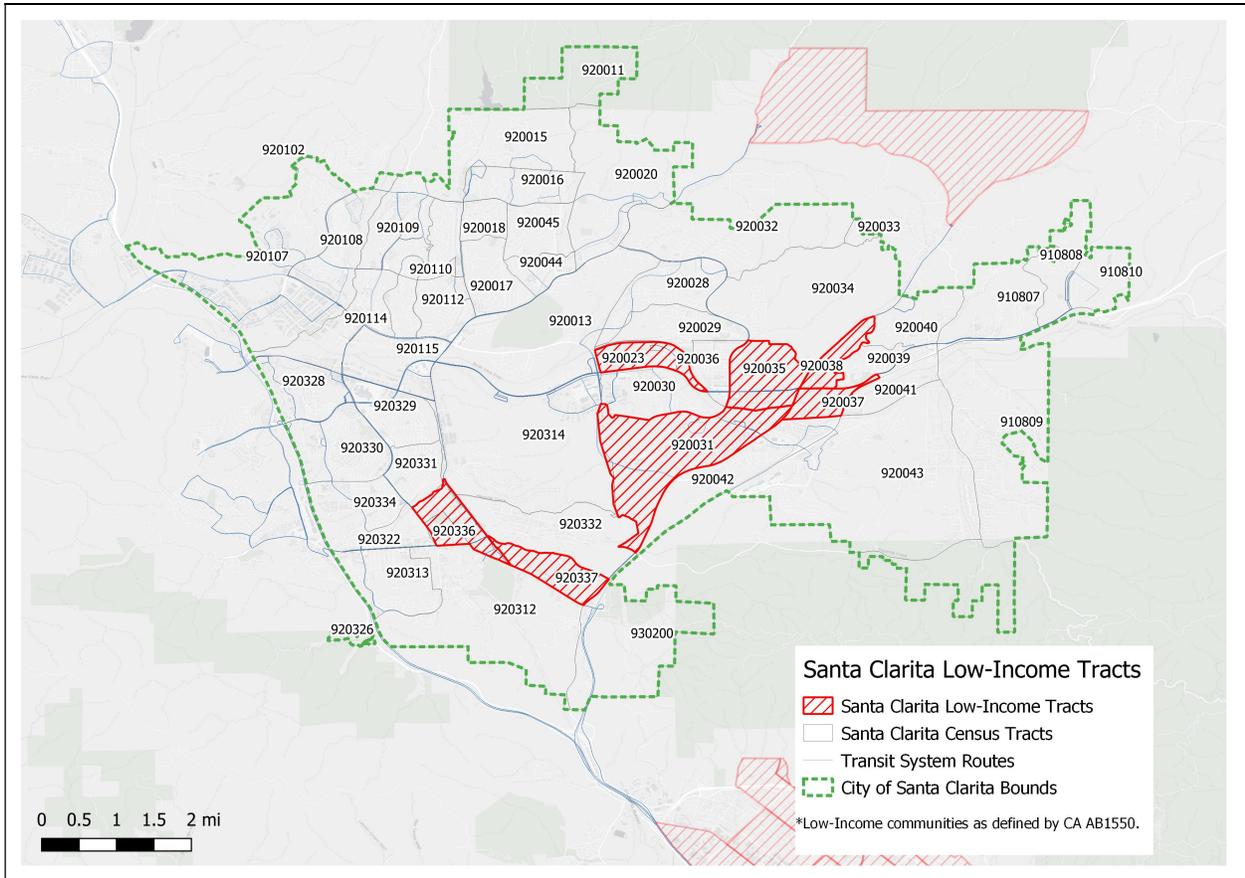
Questions or comments regarding the LEP Plan may be submitted to:

Transit Manager  
Santa Clarita Transit  
28250 Constellation Road  
Santa Clarita, CA 91355  
Phone: (661) 295-6300  
Fax: (661) 295-6393  
Email: [aaguilar@santa-clarita.com](mailto:aaguilar@santa-clarita.com)

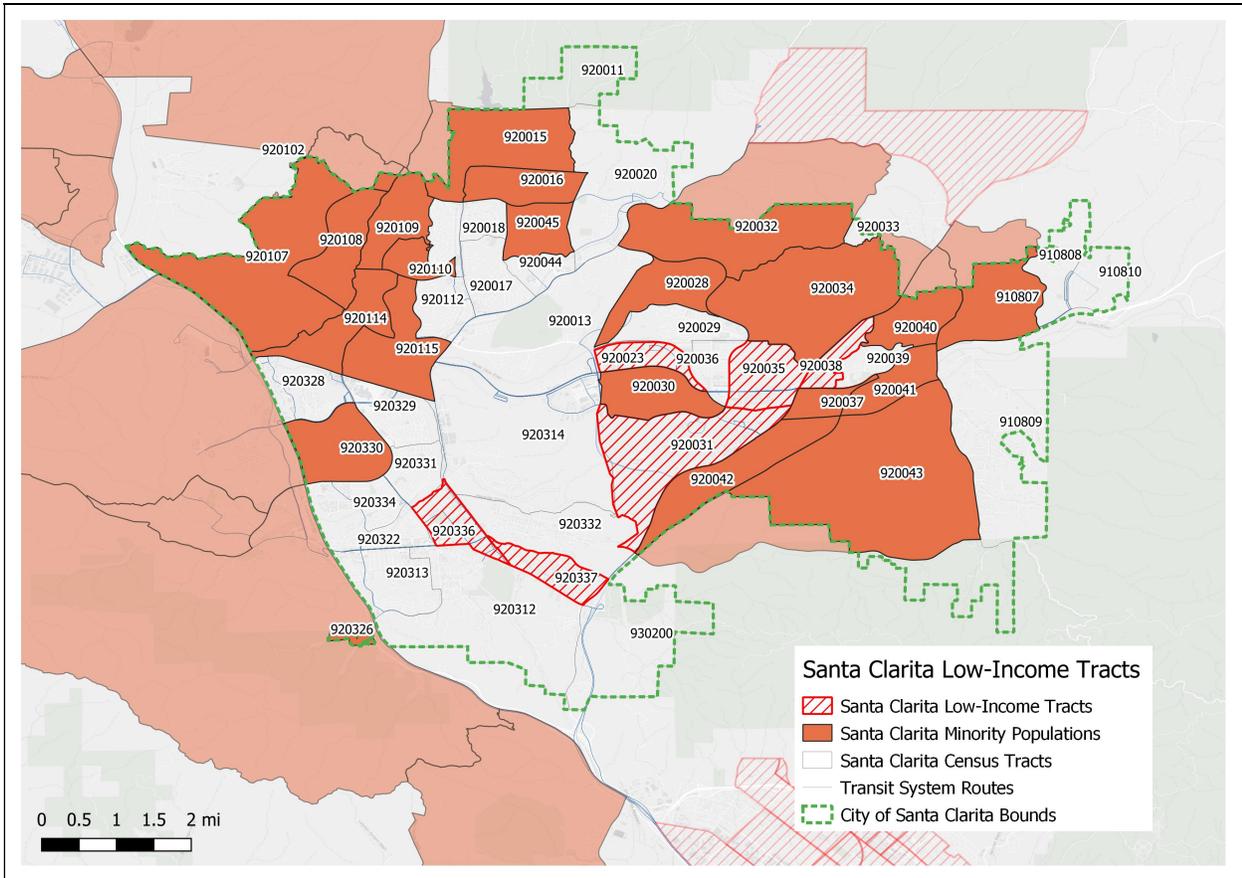
# APPENDIX C



# APPENDIX D



# APPENDIX E



## Appendix F

### Service Area Low-Income Designated Census Tracts

Census Tract	City	ZIP	Population	Average Household Size	2016 HCD Low-income Threshold for Average Household Size	Median Household Income	Low-Income Designation
6037102103	Los Angeles	91352	1,870	2.21	\$62,550	\$73,819	No
6037102104	Los Angeles	91352	3,578	2.41	\$62,550	\$72,039	No
6037102105	Los Angeles	91505	1,949	1.93	\$62,550	\$48,571	Yes
6037104403	Los Angeles	91331	2,932	2.98	\$75,050	\$49,048	Yes
6037106510	Los Angeles	91342	5,178	3.04	\$62,550	\$92,857	No
6037106603	Los Angeles	91344	3,253	3.63	\$69,450	\$102,632	No
6037106604	Los Angeles	91342	4,870	2.55	\$69,450	\$50,150	Yes
6037106649	Los Angeles	91342	2,705	2.97	\$69,450	\$80,492	No
6037109100	Los Angeles	91345	2,757	2.95	\$69,450	\$68,865	Yes
6037109200	Los Angeles	91344	2,804	2.23	\$62,550	\$86,964	No
6037109300	Los Angeles	91344	3,475	2.79	\$69,450	\$77,750	No
6037109400	Los Angeles	91345	3,434	2.7	\$62,550	\$51,475	Yes
6037109500	San Fernando	91340	4,792	2.36	\$75,050	\$51,380	Yes
6037109601	Los Angeles	91345	5,388	2.74	\$62,550	\$76,484	No
6037119001	Los Angeles	91331	4,185	3.08	\$62,550	\$64,038	No
6037119002	Los Angeles	91331	6,794	3	\$69,450	\$66,400	Yes
6037119202	Los Angeles	91331	4,366	3.53	\$69,450	\$60,508	Yes
6037121010	Los Angeles	91352	4,421	3.35	\$69,450	\$55,490	Yes
6037121101	Los Angeles	91352	3,084	3.32	\$62,550	\$47,525	Yes
6037121102	Los Angeles	91352	2,621	1.97	\$55,600	\$56,534	No
6037121210	Los Angeles	91331	2,999	2.47	\$69,450	\$46,889	Yes
6037121221	Los Angeles	91352	2,292	3.06	\$75,050	\$52,115	Yes
6037121222	Los Angeles	91352	5,507	3.6	\$69,450	\$47,422	Yes
6037121600	Los Angeles	91605	2,758	1.99	\$55,600	\$86,974	No
6037121802	Los Angeles	91605	3,523	2.15	\$69,450	\$59,792	Yes
6037121900	Los Angeles	91352	4,004	2.34	\$69,450	\$51,754	Yes
6037122000	Los Angeles	91605	6,146	3.38	\$69,450	\$62,610	Yes
6037122122	Los Angeles	91352	2,383	4.57	\$69,450	\$32,625	Yes
6037122200	Los Angeles	91352	4,015	2.96	\$75,050	\$53,750	Yes

6037123304	Los Angeles	91605	4,493	2.04	\$62,550	\$35,033	Yes
6037123800	Los Angeles	91606	5,851	2.62	\$55,600	\$50,370	Yes
6037123901	Los Angeles	91606	4,431	1.63	\$62,550	\$49,866	Yes
6037123902	Los Angeles	91607	2,701	3.15	\$62,550	\$68,989	No
6037124102	Los Angeles	91601	3,721	4.34	\$62,550	\$43,306	Yes
6037125100	Los Angeles	91607	6,260	4.4	\$55,600	\$52,083	Yes
6037125200	Los Angeles	91601	3,965	4.6	\$55,600	\$50,990	Yes
6037125310	Los Angeles	91601	4,908	4.05	\$55,600	\$45,357	Yes
6037125320	Los Angeles	91601	5,572	1.62	\$55,600	\$38,703	Yes
6037310400	Burbank	91504	3,238	2.25	\$55,600	\$71,953	No
6037910807	Santa Clarita	91387	6,527	2.76	\$55,600	\$104,589	No
6037910808	Unincorporated	91387	3,305	3.2	\$62,550	\$86,293	No
6037910809	Santa Clarita	91387	2,241	2.95	\$62,550	\$119,875	No
6037910810	Unincorporated	91390	2,847	4.25	\$62,550	\$126,625	No
6037920013	Santa Clarita	91350	5,079	2.73	\$62,550	\$95,972	No
6037920015	Santa Clarita	91390	6,007	2.75	\$62,550	\$127,813	No
6037920016	Unincorporated	91390	5,106	2.86	\$62,550	\$122,750	No
6037920017	Santa Clarita	91350	5,022	2.22	\$62,550	\$95,744	No
6037920018	Santa Clarita	91350	2,363	2.96	\$62,550	\$92,750	No
6037920020	Unincorporated	91390	7,377	2.36	\$62,550	\$86,435	No
6037920023	Santa Clarita	91351	2,880	3.18	\$69,450	\$56,688	Yes
6037920026	Unincorporated	91390	429	2.52	\$62,550	\$69,250	No
6037920028	Santa Clarita	91351	6,589	2.75	\$62,550	\$110,680	No
6037920029	Santa Clarita	91351	3,353	1.81	\$55,600	\$61,277	No
6037920030	Santa Clarita	91351	5,969	2.75	\$62,550	\$76,893	No
6037920031	Santa Clarita	91321	5,798	2.66	\$62,550	\$60,170	Yes
6037920032	Unincorporated	91390	3,440	4.9	\$75,050	\$137,143	No
6037920033	Unincorporated	91351	732	2.27	\$55,600	\$63,403	No
6037920034	Unincorporated	91351	3,882	2.32	\$55,600	\$79,000	No
6037920035	Santa Clarita	91351	7,931	2.63	\$62,550	\$76,633	No
6037920036	Santa Clarita	91351	3,328	2.79	\$62,550	\$78,750	No
6037920037	Santa Clarita	91387	7,542	1.34	\$62,550	\$50,355	Yes
6037920038	Santa Clarita	91387	4,802	2.53	\$62,550	\$53,827	Yes
6037920039	Santa Clarita	91387	2,075	2.63	\$62,550	\$111,429	No

6037920040	Unincorporated	91387	3,563	2.84	\$62,550	\$88,404	No
6037920041	Unincorporated	91387	2,909	1.4	\$48,650	\$75,069	No
6037920042	Santa Clarita	91321	7,313	3.13	\$62,550	\$79,451	No
6037920043	Santa Clarita	91387	6,529	4.41	\$69,450	\$131,481	No
6037920044	Santa Clarita	91350	2,870	2.52	\$62,550	\$105,734	No
6037920045	Santa Clarita	91350	4,916	5.08	\$75,050	\$117,318	No
6037920102	Unincorporated	91384	5,772	3.11	\$62,550	\$69,762	No
6037920104	Unincorporated	91384	2,972	5.04	\$75,050	\$116,875	No
6037920106	Val Verde	91384	3,291	3.16	\$62,550	\$73,182	No
6037920107	Santa Clarita	91355	4,802	3.08	\$62,550	\$137,125	No
6037920108	Unincorporated	91354	4,844	2.5	\$62,550	\$111,625	No
6037920109	Santa Clarita	91354	5,694	2.8	\$62,550	\$107,635	No
6037920110	Santa Clarita	91354	3,367	2.59	\$62,550	\$136,797	No
6037920111	Santa Clarita	91354	3,059	2.72	\$62,550	\$98,170	No
6037920112	Santa Clarita	91354	3,984	3.26	\$62,550	\$90,294	No
6037920114	Santa Clarita	91355	6,742	2.86	\$62,550	\$95,496	No
6037920115	Santa Clarita	91355	4,044	3.1	\$62,550	\$105,556	No
6037920116	Castaic	91384	5,213	2.93	\$62,550	\$110,491	No
6037920118	Castaic	91384	6,226	3.03	\$62,550	\$114,625	No
6037920119	Castaic	91384	2,051	3.69	\$69,450	\$128,542	No
6037920312	Santa Clarita	91321	5,654	3.2	\$62,550	\$75,216	No
6037920313	Santa Clarita	91321	5,724	3	\$62,550	\$97,469	No
6037920314	Santa Clarita	91350	2,983	3.55	\$69,450	\$108,456	No
6037920322	Santa Clarita	91355	2,905	2.66	\$62,550	\$86,000	No
6037920326	Unincorporated	91381	6,972	2.91	\$62,550	\$100,461	No
6037920328	Santa Clarita	91355	2,045	4.71	\$75,050	\$100,417	No
6037920329	Santa Clarita	91355	5,561	1.76	\$55,600	\$91,086	No
6037920330	Santa Clarita	91355	5,823	2.85	\$62,550	\$94,059	No
6037920331	Santa Clarita	91355	4,203	3.1	\$62,550	\$97,375	No
6037920332	Santa Clarita	91321	2,474	2.93	\$62,550	\$90,962	No
6037920334	Santa Clarita	91355	6,177	3.84	\$69,450	\$71,482	No
6037920336	Santa Clarita	91321	6,477	2.49	\$69,450	\$47,804	Yes
6037920337	Santa Clarita	91321	7,947	3.29	\$69,450	\$47,794	Yes
6037920338	Stevenson Ranch	91381	6,167	2.86	\$62,550	\$148,929	No

6037920339	Unincorporated	91355	7,514	3.49	\$62,550	\$125,192	No
6037930200	Unincorporated	91342	485	3.14	\$62,550	\$81,389	No
6037980022	Los Angeles	91344	-	2.52	\$62,550		No

## Minority Populations by Service Area Census Tracts

City	ZIP	Population	Percent White	Percent Black	Percent Asian	Percent Latino	Percent Two or More Races	Percent Native American	Percent Pacific Islander	Percent Other	Minority Population	Total Percent Minority
Los Angeles	91352	1870	67.27	0.00	10.08	22.64	0.00	0.00	0.00	0.00	189	10.08
Los Angeles	91352	3578	68.67	0.00	13.24	15.02	3.07	0.00	0.00	0.00	584	16.31
Los Angeles	91505	1949	24.47	0.00	8.23	67.30	0.00	0.00	0.00	0.00	160	8.23
Los Angeles	91331	2932	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0	0.00
Los Angeles	91342	5178	20.51	6.89	7.49	65.12	0.00	0.00	0.00	0.00	744	14.38
Los Angeles	91344	3253	57.97	0.00	20.79	16.57	4.67	0.00	0.00	0.00	828	25.46
Los Angeles	91342	4870	8.07	2.11	3.52	86.30	0.00	0.00	0.00	0.00	274	5.63
Los Angeles	91342	2705	9.78	3.75	21.35	65.12	0.00	0.00	0.00	0.00	679	25.10
Los Angeles	91345	2757	30.47	0.00	9.67	59.86	0.00	0.00	0.00	0.00	267	9.67
Los Angeles	91344	2804	40.29	0.00	19.46	40.25	0.00	0.00	0.00	0.00	546	19.46
Los Angeles	91344	3475	33.69	4.17	17.04	45.10	0.00	0.00	0.00	0.00	737	21.21
Los Angeles	91345	3434	14.66	0.00	6.53	78.81	0.00	0.00	0.00	0.00	224	6.53
San Fernando	91340	4792	3.17	0.00	2.49	94.34	0.00	0.00	0.00	0.00	119	2.49
Los Angeles	91345	5388	15.29	3.01	10.31	71.39	0.00	0.00	0.00	0.00	718	13.32
Los Angeles	91331	4185	10.01	0.00	17.36	72.64	0.00	0.00	0.00	0.00	726	17.36
Los Angeles	91331	6794	5.40	0.00	6.79	87.82	0.00	0.00	0.00	0.00	461	6.79
Los Angeles	91331	4366	5.15	0.00	3.85	91.01	0.00	0.00	0.00	0.00	168	3.85
Los Angeles	91352	4421	24.80	0.00	10.78	64.42	0.00	0.00	0.00	0.00	477	10.78
Los Angeles	91352	3084	17.82	0.00	10.04	72.14	0.00	0.00	0.00	0.00	310	10.04
Los Angeles	91352	2621	34.93	0.00	5.70	59.37	0.00	0.00	0.00	0.00	149	5.70
Los Angeles	91331	2999	11.25	0.00	16.31	72.44	0.00	0.00	0.00	0.00	489	16.31
Los Angeles	91352	2292	7.98	0.00	6.19	85.83	0.00	0.00	0.00	0.00	142	6.19
Los Angeles	91352	5507	6.53	3.15	4.41	85.91	0.00	0.00	0.00	0.00	416	7.56
Los Angeles	91605	2758	38.72	0.00	23.36	37.92	0.00	0.00	0.00	0.00	644	23.36

Los Angeles	91605	3523	17.60	5.65	8.04	68.71	0.00	0.00	0.00	0.00	482	13.68
Los Angeles	91352	4004	13.35	0.00	5.79	80.85	0.00	0.00	0.00	0.00	232	5.79
Los Angeles	91605	6146	42.32	0.00	18.50	37.24	1.93	0.00	0.00	0.00	1256	20.43
Los Angeles	91352	2383	12.93	4.55	0.00	82.52	0.00	0.00	0.00	0.00	108	4.55
Los Angeles	91352	4015	9.08	0.00	3.14	87.78	0.00	0.00	0.00	0.00	126	3.14
Los Angeles	91605	4493	40.21	3.32	4.42	52.06	0.00	0.00	0.00	0.00	348	7.74
Los Angeles	91606	5851	60.93	4.45	4.91	27.26	2.45	0.00	0.00	0.00	691	11.81
Los Angeles	91606	4431	34.11	4.35	5.51	56.03	0.00	0.00	0.00	0.00	437	9.86
Los Angeles	91607	2701	53.18	5.02	11.13	30.68	0.00	0.00	0.00	0.00	436	16.15
Los Angeles	91601	3721	32.69	5.82	6.49	54.99	0.00	0.00	0.00	0.00	458	12.31
Los Angeles	91607	6260	64.82	6.81	5.67	19.58	3.12	0.00	0.00	0.00	976	15.59
Los Angeles	91601	3965	55.20	5.14	6.17	30.36	3.13	0.00	0.00	0.00	573	14.45
Los Angeles	91601	4908	36.55	8.08	5.26	47.84	2.27	0.00	0.00	0.00	766	15.61
Los Angeles	91601	5572	38.79	10.04	10.76	36.66	3.75	0.00	0.00	0.00	1368	24.55
Burbank	91504	3238	63.90	0.00	11.23	24.88	0.00	0.00	0.00	0.00	364	11.23
Santa Clarita	91387	6527	55.53	5.63	7.68	27.84	3.31	0.00	0.00	0.00	1085	16.63
Unincorporated	91387	3305	65.21	0.00	5.45	29.35	0.00	0.00	0.00	0.00	180	5.45
Santa Clarita	91387	2241	80.30	0.00	7.23	12.47	0.00	0.00	0.00	0.00	162	7.23
Unincorporated	91390	2847	65.47	0.00	9.02	25.51	0.00	0.00	0.00	0.00	257	9.02
Santa Clarita	91350	5079	67.98	0.00	7.34	24.68	0.00	0.00	0.00	0.00	373	7.34
Santa Clarita	91390	6007	65.52	2.70	9.36	19.13	3.28	0.00	0.00	0.00	922	15.35
Unincorporated	91390	5106	63.34	4.39	9.76	18.97	3.55	0.00	0.00	0.00	904	17.70
Santa Clarita	91350	5022	68.65	0.00	5.25	26.10	0.00	0.00	0.00	0.00	264	5.25
Santa Clarita	91350	2363	74.09	0.00	6.74	19.17	0.00	0.00	0.00	0.00	159	6.74
Unincorporated	91390	7377	67.48	1.91	4.90	22.61	3.09	0.00	0.00	0.00	731	9.90
Santa Clarita	91351	2880	48.05	0.00	0.00	51.95	0.00	0.00	0.00	0.00	0	0.00
Unincorporated	91390	429	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0.00
Santa Clarita	91351	6589	52.72	3.63	12.36	28.10	3.19	0.00	0.00	0.00	1264	19.19
Santa Clarita	91351	3353	55.89	0.00	4.75	35.71	3.65	0.00	0.00	0.00	282	8.40
Santa Clarita	91351	5969	49.46	4.98	10.52	31.43	3.62	0.00	0.00	0.00	1141	19.11

Santa Clarita	91321	5798	64.91	3.13	10.11	21.86	0.00	0.00	0.00	0.00	767	13.23
Unincorporated	91390	3440	59.64	4.79	12.91	22.67	0.00	0.00	0.00	0.00	609	17.70
Unincorporated	91351	732	72.61	0.00	0.00	27.39	0.00	0.00	0.00	0.00	0	0.00
Unincorporated	91351	3882	52.86	4.89	9.32	29.89	3.03	0.00	0.00	0.00	669	17.24
Santa Clarita	91351	7931	36.93	3.13	7.74	49.97	2.23	0.00	0.00	0.00	1039	13.10
Santa Clarita	91351	3328	36.74	0.00	4.67	58.59	0.00	0.00	0.00	0.00	156	4.67
Santa Clarita	91387	7542	22.21	10.49	5.94	58.88	2.49	0.00	0.00	0.00	1427	18.91
Santa Clarita	91387	4802	36.15	7.16	5.60	51.08	0.00	0.00	0.00	0.00	613	12.76
Santa Clarita	91387	2075	68.27	0.00	7.85	23.88	0.00	0.00	0.00	0.00	163	7.85
Unincorporated	91387	3563	51.04	6.18	13.20	26.39	3.19	0.00	0.00	0.00	804	22.57
Unincorporated	91387	2909	36.18	11.67	9.67	38.71	3.76	0.00	0.00	0.00	730	25.11
Santa Clarita	91321	7313	48.15	6.34	12.51	29.02	3.98	0.00	0.00	0.00	1670	22.83
Santa Clarita	91387	6529	43.49	5.21	24.78	23.50	3.02	0.00	0.00	0.00	2155	33.01
Santa Clarita	91350	2870	64.75	0.00	9.49	25.75	0.00	0.00	0.00	0.00	272	9.49
Santa Clarita	91350	4916	64.64	2.86	9.29	20.28	2.93	0.00	0.00	0.00	741	15.08
Unincorporated	91384	5772	53.94	3.41	9.10	30.44	3.11	0.00	0.00	0.00	901	15.62
Unincorporated	91384	2972	72.61	0.00	5.87	21.52	0.00	0.00	0.00	0.00	174	5.87
Val Verde	91384	3291	38.63	3.66	0.00	57.71	0.00	0.00	0.00	0.00	120	3.66
Santa Clarita	91355	4802	47.90	4.28	25.37	18.12	4.33	0.00	0.00	0.00	1632	33.98
Unincorporated	91354	4844	50.70	4.46	27.52	13.67	3.64	0.00	0.00	0.00	1726	35.63
Santa Clarita	91354	5694	65.53	3.79	12.69	14.96	3.03	0.00	0.00	0.00	1111	19.51
Santa Clarita	91354	3367	67.03	2.61	15.10	12.13	3.13	0.00	0.00	0.00	702	20.84
Santa Clarita	91354	3059	67.24	0.00	8.98	20.25	3.52	0.00	0.00	0.00	383	12.51
Santa Clarita	91354	3984	72.52	0.00	8.13	19.35	0.00	0.00	0.00	0.00	324	8.13
Santa Clarita	91355	6742	55.97	3.92	19.66	16.97	3.48	0.00	0.00	0.00	1824	27.06
Santa Clarita	91355	4044	63.71	2.90	15.01	15.33	3.05	0.00	0.00	0.00	848	20.96
Castaic	91384	5213	61.99	2.70	9.52	22.46	3.32	0.00	0.00	0.00	810	15.55
Castaic	91384	6226	55.24	3.71	14.80	23.17	3.07	0.00	0.00	0.00	1344	21.58
Castaic	91384	2051	59.64	0.00	16.43	23.93	0.00	0.00	0.00	0.00	337	16.43
Santa Clarita	91321	5654	61.42	2.89	4.67	28.38	2.64	0.00	0.00	0.00	577	10.20

Santa Clarita	91321	5724	56.06	0.00	5.47	36.24	2.22	0.00	0.00	0.00	440	7.69
Santa Clarita	91350	2983	69.31	0.00	8.05	22.64	0.00	0.00	0.00	0.00	240	8.05
Santa Clarita	91355	2905	67.94	0.00	6.57	25.49	0.00	0.00	0.00	0.00	191	6.57
Unincorporated	91381	6972	52.15	4.04	21.99	18.78	3.05	0.00	0.00	0.00	2027	29.07
Santa Clarita	91355	2045	74.04	0.00	11.48	14.48	0.00	0.00	0.00	0.00	235	11.48
Santa Clarita	91355	5561	69.23	2.04	7.73	18.14	2.85	0.00	0.00	0.00	703	12.63
Santa Clarita	91355	5823	70.72	1.91	11.05	13.79	2.53	0.00	0.00	0.00	902	15.49
Santa Clarita	91355	4203	69.05	0.00	8.59	19.54	2.82	0.00	0.00	0.00	479	11.41
Santa Clarita	91321	2474	76.89	0.00	5.41	17.70	0.00	0.00	0.00	0.00	134	5.41
Santa Clarita	91355	6177	71.12	2.24	7.70	16.25	2.68	0.00	0.00	0.00	780	12.63
Santa Clarita	91321	6477	20.72	0.00	3.01	76.26	0.00	0.00	0.00	0.00	195	3.01
Santa Clarita	91321	7947	15.56	4.03	6.49	72.36	1.55	0.00	0.00	0.00	960	12.07
Stevenson Ranch	91381	6167	59.83	2.54	20.65	14.11	2.87	0.00	0.00	0.00	1607	26.06
Unincorporated	91355	7514	52.65	3.08	26.62	13.58	4.07	0.00	0.00	0.00	2537	33.77
Unincorporated	91342	485	60.12	0.00	0.00	39.88	0.00	0.00	0.00	0.00	0	0.00
Los Angeles	91344	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0.00

## APPENDIX G

Title VI Investigations, Lawsuits, and Complaints				
	Date (MM/DD/YYYY)	Summary	Status	Action(s) Taken
<b><u>Investigations</u></b>				
1)				
2)				
<b><u>Lawsuits</u></b>				
1)				
2)				
<b><u>Complaints</u></b>				
1) Michael Cantlo	9/20/2018	Patron stated that when he boarded Route #12, at stop # 15031, heading South on Sierra Hwy towards Via Princessa, the Operator asked, "what is that in the container?" Patron always carries his clear container where he keeps his USPS mail. Patron responded back, "what do you think this is?" Responding back out loud the Operator said 3 times, "looks like a bomb!" Patron feels the Operator threaten his safety and the safety of the other passengers with his loud assumption. Will be filing a claim with the S.C. Sherriff's & CA Attorney General office.	CLOSED	The concern has been investigated. The video reviewed confirms Michael's statement. Operations Management took disciplinary steps with the operator to address the concern. A call was placed to Michael on 09/28/2018 with an apology and have left our contact information for a call back. No other complaints have been filed.
2) Ruben Navarette	10/31/2018	Caller is calling to complain about the driver in bus #109, Route 6. This happened on 12/10/18 at approximately 3:23 pm. The driver was very rude when caller asked the driver to lower the ramp to accommodate his walker. This has happened with other drivers as well. Caller has complained about this before and nothing has changed.	CLOSED	The concern has been investigated. The video shows the operator opened the door and asked 2 patrons to wait to board, Mr. Navarette was standing in the aisle not moving, the operator told him to go, that when the customer said no and requested the ramp. The operator deployed the ramp and was professional. Management has notified patron of findings.

3) Anonymous	12/2/2018	<p>Caller wanted to file a complaint against a bus operator for what she claims is racial discrimination. Caller says the operator asked to see her Bus pass and that is not right, and says that he was most likely racially motivated to do so. She also says he is rude to elderly passengers and has a lot of attitude against the riders. She cannot remember the bus, but knows it was a route 14 bus on Friday 12/28 around 10AM. Operator was a white male with a ponytail.</p>	CLOSED	<p>Concern has been investigated. None of the operators servicing route 14 on 12/28 at 10 AM match the description provided. Mr. Broswell, a white male operator with a ponytail was not in operation at 10 AM on 12/28. It is standard procedure that bus operators verify the validity of a bus pass or proper ID when customers board. Concern has been closed.</p>
4) Ruben Navarette	12/10/2018	<p>Caller is calling to complain about the driver in bus #109, Route 6. This happened on 12/10/18 at approximately 3:23 pm. The driver was very rude when caller asked the driver to lower the ramp to accommodate his walker. This has happened with other drivers as well. Caller has complained about this before and nothing has changed.</p>	CLOSED	<p>Block 1108, trip 225 serviced Soledad &amp; Rainbow Glen a 3:23pm. The video shows the operator opened the door and asked 2 patrons to wait to board, Mr. Navarette was standing in the aisle not moving, the operator told him to go, that when the customer said no and requested the ramp. The operator deployed the ramp and was professional. This customer has been talked to several time, he has been told that the ramp is upon request, management notified patron of findings.</p>
5) Tony	4/10/2019	<p>On the evening of 4/10/2019 around 7:25 PM, Tony was riding Route 757 commuter bus on Sierra Highway and Newhall Avenue. Tony mentioned that the operator was being racial towards him because he is "white." When Tony asked the operator for his name he responded, "I'm not going to give you my name and no I do not legally have to." Tony was upset about the response that was given to him and also felt that the operator was not being professional towards him. He is expecting a phone call regarding this concern.</p>	CLOSED	<p>The concern has been carefully reviewed. According to the video reviewed, the operator did provide Tony his first name and remained professional at all times. We contacted patron on 4/12/2019 and notified patron of findings.</p>

6) Ruben Navarette	7/28/2019	The Patron boarded the #6 route bus on Magic Mountain & Auto Center to Rainbow Glen & Soledad. He said that the operator lowered the ramp for him for his walker, he went to sit in the handicapped front area of the bus, the seats were all taken, so he kindly asked someone if he can sit there. He stated that the operator was not happy that he asked someone to let him sit in the handicapped area and was rude to him.	CLOSED	Concern was investigated. Video was reviewed and shows the customer demanded for the patrons to move, the operator explained that the SCT is first come, first serve and he cannot demand patrons to yield their seats. The operator was professional. Operator share the incident during safety/customer service meeting. Management notified patron of findings.
7) Ruben Navarette	12/9/2019	Patron is calling to express his dissatisfaction with the operators of the Route 6. He was waiting at Rainbow Glen & Soledad at around 9:00 AM with his walker heading toward Stevenson Ranch. The bus operator pulled up without allowing enough room to lower the ramp. The operator appeared irritated at the patron who requested that the ramp be lowered. The patron did not know what else to do so he told the operator to go ahead and he is now waiting for another bus. He is a regular rider and said all the operators have a bad attitude about lowering the ramp for him. He believes they are discriminating against him and he is tired of being treated this way. He has called before and has filed concerns in the past and is now worried that the operators know that he has been complaining about them and perhaps they are retaliating against him. He was reluctant to leave his name, but did leave his phone number because he wants to know what will be done about this.	CLOSED	Concern was investigated. Video shows bus stopped in front of the bus shelter. Patron was standing next to the bus shelter, 2 patrons boarded then the operator lowered the ramp. The patron asked him to move forward which the operator did. The operator lowered the ramp again, one more patron boarded, the operator asked Mr. Navarette if he was coming in. The customer said no. The operator was professional, there is no evidence that he was irritated. Management notified patron of findings.

8) Ruben Navarette	3/12/2020	Orchard Village Rd & Wiley Canyon Rd. Route: 6. Location: The Old Rd & Constitution Ave. The operator did not lower the ramp for the disabled patron when he bus arrived. The patron is Spanish speaking only.	CLOSED	Concern was investigated. Video shows Mr. Navarette was standing under the shelter when the operator arrived and opened the door. He signaled the patron to board, while they were boarding, Mr. Navarette turned his walker around and sat down. The operator was going to lower the ramp when Mr. Navarette told him he was going to wait for the next one. Operator closed the door and left. Management notified patron of findings.
9) Ruben Navarette	7/17/2020	<p>Ruben in his walker, wanted to board the #12 route bus from Newhall Ave &amp; Carl St. to MRTC. When the bus came, the patron asked the operator to lower the ramp for him. The patron said that the operator questioned him with a smirk and said "You are not in a wheelchair, you are in a walker, you don't need the ramp", again smirking. When Ruben decided to walk away, bothered by the remark of the operator, feeling humiliated, then the operator lowered the ramp. Ruben refused to board the bus after that.</p> <p>He complained about the courtesy and lack of professionalism of the operator and would like to know why the operator would treat a handicapped citizen this way.</p>	CLOSED	Block 1154, trip 972 serviced Newhall Ave & Carl Ct at 12:50pm. One patron boarded. Concern was investigated and management notified patron of findings.

**APPENDIX H**  
**2020 Title VI City Council Agenda**



**CITY OF SANTA CLARITA  
AGENDA REPORT**

CONSENT CALENDAR

CITY MANAGER APPROVAL: Ken Stripling

DATE: November 24, 2020

SUBJECT: APPROVAL OF THE CITY OF SANTA CLARITA TRANSIT 2020  
TITLE VI FEDERAL NON-DISCRIMINATION PROGRAM

DEPARTMENT: Neighborhood Services

PRESENTER: Adrian Aguilar

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RECOMMENDED ACTION

City Council approve the 2020 Title VI Federal Non-discrimination Program.

BACKGROUND

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) is tasked with ensuring nondiscriminatory transportation practices are upheld by all transit agencies that receive federal funds. The City of Santa Clarita Transit operates, in part, using federal dollars. As such, the FTA requires that Santa Clarita Transit demonstrate compliance with Title VI by submitting an updated Title VI Federal Non-discrimination Program (Title VI Program) every three years. The last program was approved by the City Council in April of 2017.

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

*No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

The Title VI Program consists of a report and supporting documentation that provides evidence of the equitable distribution of services; promotion of full and fair participation in public transportation decision-making without regard to race, color, or national origin; and meaningful access to transit-related programs and activities by persons with Limited English Proficiency (LEP). The Title VI Program also outlines procedures in place for the public to file a Title VI complaint and monitors service delivery, specifically with respect to low-income, minority, and LEP populations. The current Title VI Program is available to the public on the Santa Clarita

Transit website.

While no major programmatic changes have been made, this update addresses ridership, fleet, and service area changes across the last three years. The update also confirms that Santa Clarita Transit routes continue to cover nearly all areas of the Santa Clarita Valley, with the most productive lines being those that serve communities with high LEP and minority populations.

Upon City Council approval, the 2020 Title VI Program will be submitted to the FTA for review. The FTA then reviews and concurs with the updated Title VI Program or requests additional information. Failure to submit an updated Title VI Program could result in the loss of federal funding.

#### ALTERNATIVE ACTIONS

Other action as determined by the City Council.

#### FISCAL IMPACT

Approval of the updated Title VI Program poses no fiscal impact.

#### ATTACHMENTS

2020 Title VI Program (available in the City Clerk's Reading File)