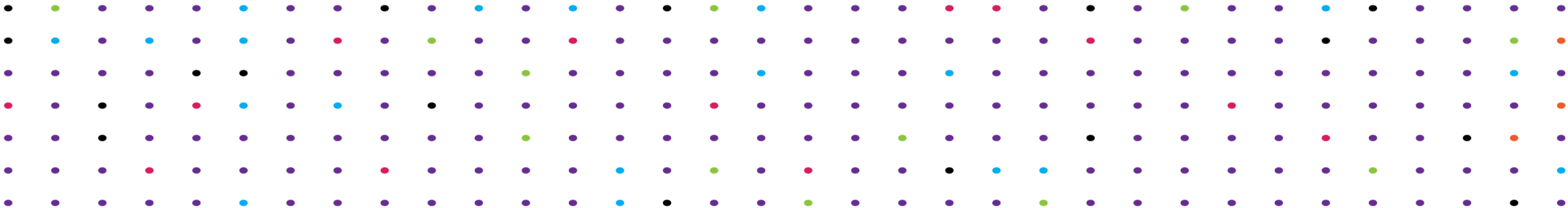
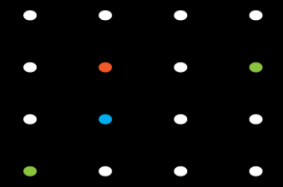


2025 Title VI Program Update



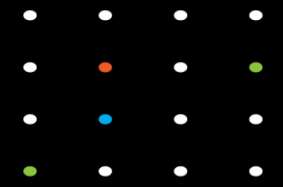


Recommendation: Adopt Metro's 2025 Title VI Program Update

The Federal Transportation Administration (FTA) requires transportation agencies to comply with Title VI by developing and updating a Title VI Program per FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients"

- Metro Board of Directors is required to review and approve the Title VI Program Update every three years prior to submission to FTA.

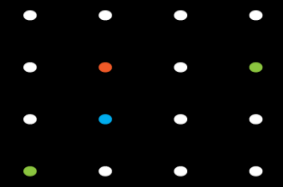
Title VI Program Requirements



Metro as a fixed route transit provider that receives Federal financial assistance and operates 50 or more fixed route vehicles in peak service, must include the following in the Title VI Program Update:

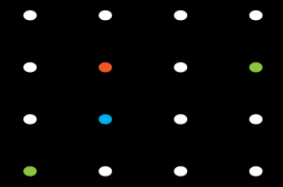
1. Notice to Beneficiaries of their civil rights under Title VI;
2. Complaint procedures and complaint form;
3. List of all transit-related complaints, investigations, or lawsuits;
4. Public Participation Plan;
5. Meaningful access to Limited English Proficiency (LEP) persons;
6. Language Assistance Plan;

Title VI Program Requirements continued



7. Minority representation on planning & advisory committees;
8. The provision of assistance to and monitoring of subrecipients;
9. Equity evaluations relating to the site and location of facilities;
10. Service standards and system-wide service policies;
11. The collection and reporting of demographic data;
12. The requirement to monitor transit service and report results;
13. The requirement to evaluate service and fare changes following Board adopted policies

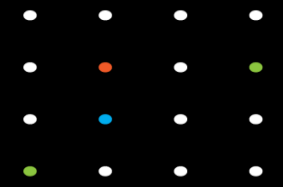
Title VI Program Updates



For this submission, Metro incorporated the following changes to the Title VI Program:

- Updated list of Metro's Title VI transit-related complaints, investigations and lawsuits.
 - No investigations conducted by external entities during this reporting period
 - No lawsuits filed against Metro pertaining to Title VI violations during the reporting period
- Updated the Public Participation Plan, including current demographic data re: Metro stakeholders, public outreach efforts and activities since 2022 submission
- Updated the Language Assistance Plan to include 2025 results of the LEP Four Factor Analysis;
 - The Analysis identified seven languages, however,
 - Ten languages are programmed into the customer integrated voice response system
 - Over 200 languages are made available to Metro customers on a regular basis;

Title VI Program Updates continued



- Updated the demographic data for participants of Metro's planning and advisory committees to identify opportunities to include different perspectives not yet represented in advisory bodies;
- Updated the Title VI Program due dates and status for Metro's subrecipients;
- Provided update to Metro's current Board-adopted service standards and policies;
- Updated demographic data on Metro's stakeholders and distribution of service;
- Provided updated documentation on Metro's service monitoring program;
- Updated the Title VI equity analysis policies. Update included an increase to the low-income threshold to \$69,350 for a four-member household in Los Angeles County.
- Documentation of all Title VI equity analyses conducted for Metro's fare and major services changes completed since the last Title VI Program submission