



## Board Report

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### EXECUTIVE MANAGEMENT COMMITTEE AUGUST 18, 2022

**SUBJECT: SERVICE MONITORING RESULTS FOR TITLE VI PROGRAM UPDATE**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

ADOPT Service Monitoring Results for Title VI Program Update presented in Attachment A.

#### **ISSUE**

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 their compliance with Title VI by ensuring compliance with FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," issued October 1, 2012. FTA requires the Metro Board of Directors to review and approve the Metro Service Monitoring Results to be included in the Title VI Program Update due every three years.

#### **BACKGROUND**

Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) 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.

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop service standards and monitor the implementation of these standards. The results must be approved by the Metro Board every three years. The Metro Board last approved the monitoring results in September 2019.

#### **DISCUSSION**

Metro is required under FTA Circular 4702.1B to monitor the approved Service Standards and submit the results of the monitoring to the Board for approval. The monitoring results assist Metro in

ensuring the Service Standards are accurate in providing service.

Systemwide, bus service did not meet the on-time performance standard. The current standards define on-time as no more than one minute early or five minutes late when leaving a time point. The standard requires that at least 90% of lines be on-time 80% of the time. Based upon data from January through March 2022, bus service on-time performance was 69% on weekdays, 68% on Saturdays, and 74% on Sundays. This is largely attributed to the return of traffic on LA County roads to pre-COVID volumes in the second half of 2021 and into 2022. In June 2022, Metro revised over half its bus schedules to add time to mitigate the increased traffic impacts (previous schedules were based on lower traffic congestion). Initial results for the June changes show improvement, with performance hovering between 74%-78%. Further improvements are expected as a result of Metro's roll out of additional speed and reliability improvements such as new bus lanes, expanded all door boarding, and improved transit signal priority.

### **DETERMINATION OF SAFETY IMPACT**

The requested action in this report will have no direct impact on the safety of Metro's employees or customers.

### **FINANCIAL IMPACT**

Adoption of the Service Monitoring Results has no direct impact upon Metro's expenditures or revenues. Approval is consistent with the implementation of service included in the adopted FY2023 Budget. Failure to approve the Service Monitoring Results could result in an incomplete Title VI Program Update which could potentially result in the loss of federal funding.

### **EQUITY PLATFORM**

Title VI sets the minimum federal requirements to prevent discrimination or benefits from being denied to federally protected groups, as noted above. The Monitoring of Transit Service for Title VI purposes meets the federal requirements, as it ensures that Metro's Service Standards are being applied consistently throughout the system. The monitoring also provides a means to measure and adjust for impacts and benefits to protected groups, which supports Metro's goal to ensure that impacts to marginalized groups are considered in transportation decisions and service delivery.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports strategic plan goal # 5, "Provide responsive, accountable, and trustworthy governance within the Metro organization" by adhering to civil rights requirements mandated by Title VI of the Civil Rights Act of 1964.

### **ALTERNATIVES CONSIDERED**

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The alternative to not including Board approved Service Monitoring Results could have significant negative impacts on the agency. Failure to include Board approved Service Monitoring Results in the Title VI Program update may result in FTA not concurring with Metro's Title VI Program Update which may result in the suspension of federal grants by being non-compliant with Title VI requirements.

### **NEXT STEPS**

The Title VI Program Update will be scheduled for Board approval at the September 22, 2022 Board of Directors meeting. Upon Board approval, Metro's Title VI Program Update will be submitted to FTA by the due date of October 1, 2022.

### **ATTACHMENTS**

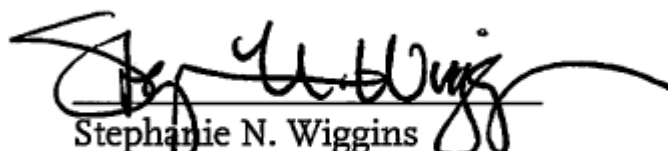
Attachment A - Metro Service Monitoring Results

Prepared by: Aida Berry, Senior Manager, Civil Rights Programs (Title VI),  
(213) 922-2748

Joseph Forgiarini, Senior Executive Officer, Service Development, Scheduling &  
Analysis, (213) 418-3034

Teyanna Williams, Deputy Chief Civil Rights Officer (Interim), (213) 418-3168

Reviewed by: Nicole Englund, Chief of Staff, (213) 922-7950



Stephanie N. Wiggins  
Chief Executive Officer