

Introduction to Metro's 2020 Title VI Program

Office of Equal Employment Opportunity

Washington Metropolitan Area Transit Authority



Purpose

- To communicate with community stakeholders the provision of Metro's 2020 Title VI Program

Title VI of the Civil Rights Act of 1964

“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.”

--42 U.S.C. 2000d

Metro's Commitment to Title VI

Demonstrates equal access through:

- Complaint procedures updated
- Public Participation Plan updated
- LEP Language Assistance Plan updated
- Rail & bus system-wide service standards & policies
- Policy definitions for equity analysis

Changes in 2020 Program

- No major programmatic changes since 2017
- Updates:
 - Title VI complaint procedures
 - Public Participation Plan
 - Demographic and survey data
 - Language Assistance Plan

Customer Demographics

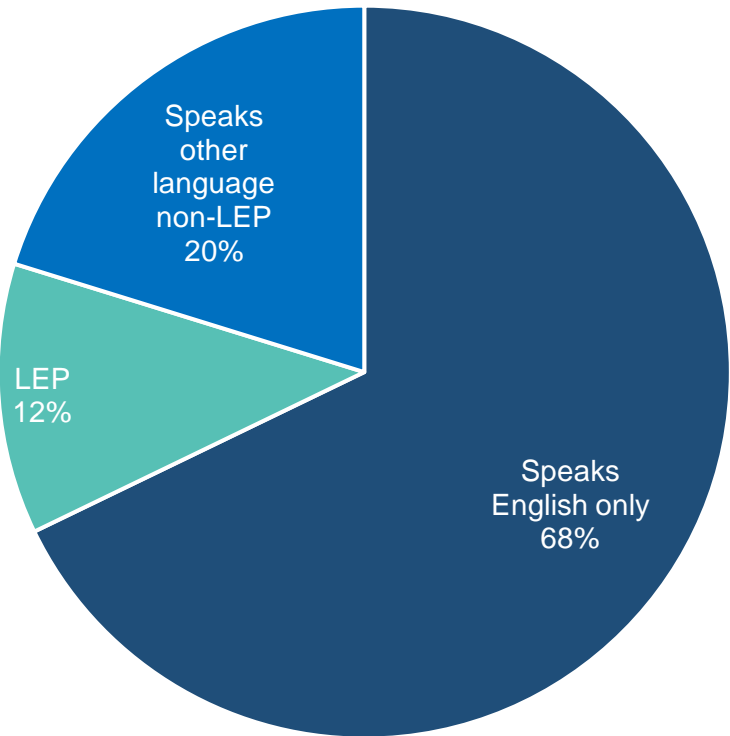
FY 2016	Annual Ridership	% Minority Ridership	% Low-Income Ridership
Rail	191,348,000	45%	13%
Bus	127,432,000	81%	52%
TOTAL	318,718,000		
System Wide Minority and Low-Income Ridership		60%	28%

FY 2019	Annual Ridership	% Minority Ridership	% Low-Income Ridership
Rail	175,255,450	45%	13%
Bus	107,258,752	81%	46%
TOTAL	282,514,202		
System Wide Minority and Low-Income Ridership		58%	25%



Limited English Proficiency (LEP) Language Assistance Plan

Languages Spoken



Total LEP Languages	% Regional LEP Pop.
Spanish	52.3%
Chinese (incl. Mandarin, Cantonese)	7.2%
Korean	6.2%
Vietnamese	4.9%
Amharic, Somali, or other Afro-Asiatic languages	4.5%
French (incl. Cajun)	2.8%
Arabic	2.6%
Persian (incl. Farsi, Dari)	2.2%
Yoruba, Twi, Igbo, or other West African languages	1.6%
Tagalog (incl. Filipino)	1.6%
Urdu	1.3%
Russian	1.2%
Others	10.1%



Limited English Proficient (LEP) Metro Customers By Jurisdiction



Metrorail

Jurisdiction	# Riders Per Day	% LEP
DC	100,073	3%
Maryland	106,316	7%
Montgomery County	59,545	7%
Prince George's County	46,771	6%
Virginia	91,497	6%
Fairfax County	39,682	8%
Arlington County	32,977	4%
City of Alexandria	16,238	6%
City of Falls Church	1,256	3%
City of Fairfax	1,344	7%
Region	298,066	5%

- Spanish (55%)
- Chinese - including Mandarin and Cantonese (7%)
- Amharic, Somali, or other Afro-Asiatic languages (6%)
- Korean (5%)
- Vietnamese (4%)
- French – including Cajun (3%)
- Arabic (2%)
- Other or Not Available (19%)



Metrobus

Jurisdiction	# Riders Per Day	% LEP
DC	86,766	18%
Maryland	51,281	38%
Montgomery County	20,582	42%
Prince George's County	30,699	36%
Virginia	25,538	35%
Fairfax County	10,221	45%
Arlington County	8,688	24%
City of Alexandria	5,330	36%
City of Falls Church	841	15%
City of Fairfax	458	39%
Region	163,583	27%

- Spanish (59%)
- Chinese - including Mandarin and Cantonese (6%)
- Amharic, Somali, or other Afro-Asiatic languages (6%)
- French – including Cajun (4%)
- Korean (3%)
- Vietnamese (3%)
- Arabic (2%)
- Other or Not Available (16%)

Title VI Complaints & Procedures

- Updated complaint procedures
- Metro investigates complaints filed by customers on bases other than race, color, and national origin
- Between January 1, 2017 to June 30, 2020
no Title VI lawsuits filed and five formal Title VI complaints

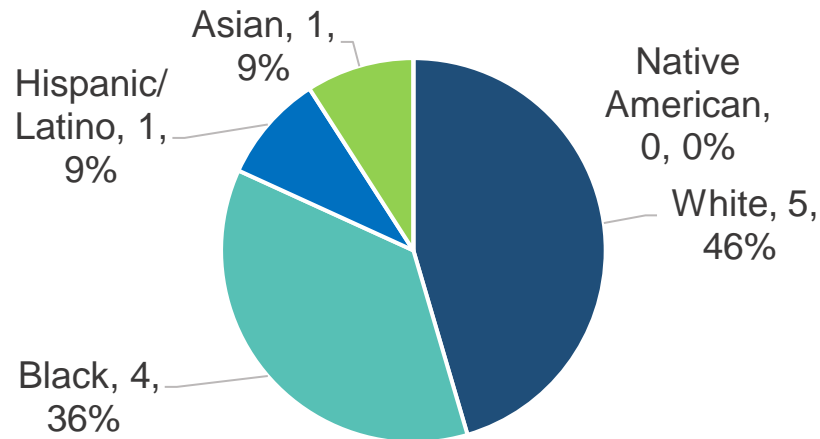


Other Requirements

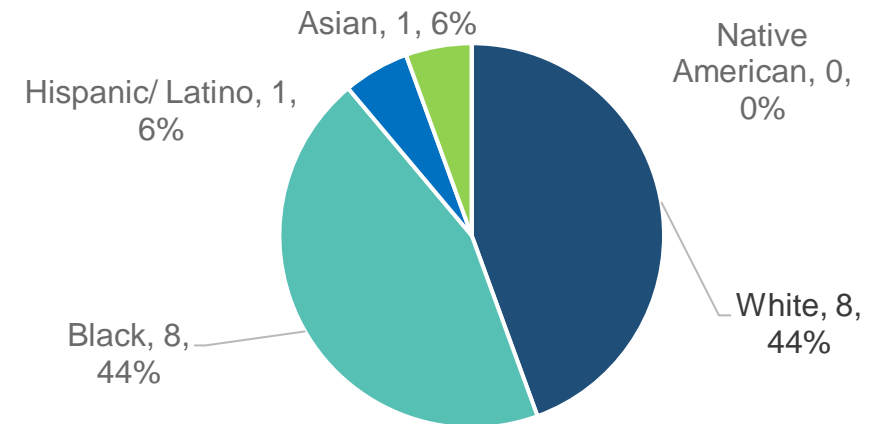
- Annual Title VI Certifications & Assurances
- Minority Representation on Advisory Boards

- Title VI Notices to the Public
- Service & Fare Change Equity Analyses 2017-2020
- Results of Service Monitoring – No DI/DB Impact

Riders' Advisory Council:
55% Minority



Accessibility Advisory Committee:
56% Minority



Service Monitoring: FTA Circular Requirements

- Monitoring must happen once every three years as part of Title VI Plan
- Service standards monitored:
 - On-time Performance
 - Passenger Load
 - Scheduled Headways
 - Service Availability
- Standards must be mode-specific and can vary by peak and off-peak
- Service levels are compared for protected populations (minority and low-income) to mode average
- If disparate impact found, a mitigation plan must be developed
- Standards can change during three-year cycle, but require FTA agreement

Opportunities to Address Equity

- Advance Bus Transformation Project recommendations
 - Update Metrobus service guidelines to reflect customer experience and measure equity
 - Continue partnering with jurisdictional partners to improve bus frequency and reliability
- Build off of Public Participation Plan, proactively engage equity communities
- Examine bus and rail service together as a system
- Establish Transit Equity Working Group
- Consider establishing Racial and Social Equity Principles



Any Questions



Office of Equal Employment Opportunity

Please feel free to contact our office for
information, advice, guidance or to file a
complaint of discrimination

202-962-1082