# Slide 1:

# Presentation Title: Introduction to Metro’s 2020 Title VI Program

Office of Equal Employment Opportunity

Washington Metropolitan Area Transit Authority

Logos: Metro

Slide 2: Purpose

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

Slide 3: 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

Slide 4: 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

Slide 5: 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

Slide 6: Customer Demographics

Photo of people on a Metrobus

Chart comparing FY 2016 to FY 2019

FY 2016

Annual Ridership

* Rail – 191,348,000
* Bus – 127,432,000
* Total – 318,718,000

Percent Minority Ridership

* Rail – 45%
* Bus – 81%
* System wide Minority – 60%

Percent Low-income Ridership

* Rail – 13%
* Bus – 52%
* System wide Low-income Ridership – 28%

FY 2019

Annual Ridership

* Rail – 175,255,540
* Bus – 107,258,752
* Total – 282,514,202

Percent Minority Ridership

* Rail – 45%
* Bus – 81%
* System wide Minority Ridership – 58%

Percent Low-income Ridership

* Rail – 13%
* Bus – 46%
* System wide Low-income Ridership – 25%

Slide 7: Limited English Proficiency (LEP) Language Assistance Plan

Pie Chart of Languages Spoken

* Speaks English only – 68%
* Speaks other language (non-LEP) - 20%
* LEP – 12%

Chart of Languages Spoken showing Total LEP Languages by type and percent of Regional LEP Population

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

Slide 8: Limited English Proficient (LEP) Metro Customers By Jurisdiction

Chart of LEP Ridership for Metrorail and Metrobus by jurisdiction

Metrorail:

DC – 100,073 Riders per day, 3% LEP

Maryland – 106,316 Riders per day, 7% LEP

* Montgomery County – 59,545 Riders per day, 7% LEP
* Prince George’s County – 46,771 Riders per day, 6% LEP

Virginia – 91,497 Riders per day, 6% LEP

* Fairfax County – 39,682 Riders per day, 8% LEP
* Arlington County – 32,977 Riders per day, 4% LEP
* City of Alexandria – 16,238 Riders per day, 6% LEP
* City of Falls Church – 1,256 Riders per day, 3% LEP
* City of Fairfax – 1,344 Riders per day, 7% LEP

Region - 298,066 Riders per day, 5% LEP broken down as:

* 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:

DC – 86,766 Riders per day, 18% LEP

Maryland – 51,281 Riders per day, 38% LEP

* Montgomery County – 20,582 Riders per day, 42% LEP
* Prince George’s County – 30,699 Riders per day, 36% LEP

Virginia – 25,538 Riders per day, 35% LEP

* Fairfax County – 10,221 Riders per day, 45% LEP
* Arlington County – 8,688 Riders per day, 24% LEP
* City of Alexandria – 5,330 Riders per day, 36% LEP
* City of Falls Church – 841 Riders per day, 15% LEP
* City of Fairfax – 458 Riders per day, 39% LEP

Region - 163,583 Riders per day, 27% LEP broken down as:

* 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%)

Slide 9: 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

Slide 10: 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

Pie Chart showing racial/ethnic breakdown of Rider’s Advisory Council:

White – 46%, 5 members

Black – 36%, 4 members

Asian – 9%, 1 member

Hispanic/Latino – 9%, 1 member

Native American – 0%. 0 members

Pie Chart showing racial/ethnic breakdown of Accessibility Advisory Committee:

White – 44%, 8 members

Black – 44%, 8 members

Asian – 6%, 1 member

Hispanic/Latino – 6%, 1 member

Native American – 0%. 0 members

Slide 11: 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

Slide 12: Opportunities to Address Equity

Photo of Rosa Parks on a bus

* 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

Slide 13: Any Questions

Photo of Metrobus and driver

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