

**Public Participation Plan**  
**Southern California Regional Rail Authority**  
**(Metrolink)**

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## INTRODUCTION

The Southern California Regional Rail Authority (SCRRA) is strongly committed to seeking and encouraging public participation in the overall regional transportation planning process and in the planning process for its individual projects. Public meetings, newsletters, fact sheets, surveys, email messages, web pages and seat drops are just a few examples of the types of tactics SCRRA implements in its effort to get input from the public regarding agency service and initiatives.

### ***A. Purpose of the Public Participation Plan***

The purpose of the Public Participation Plan is to provide guidance when seeking public participation related to projects, policy and service changes, and to identify techniques and methodologies for soliciting and considering public input. The program will be updated at least every three years, as appropriate in coordination with other Title VI policies.

### ***B. Service Area***

SCRRA's jurisdiction is within six Southern California counties: Los Angeles, Orange, Ventura, Riverside, San Bernardino and northern San Diego.

## GOALS AND GUIDING PRINCIPLES

The overall goal of SCRRA's Public Participation Plan is to establish a framework for achieving mutual understanding of project issues among stakeholders involved in and impacted by various projects and/or service changes. SCRRA engages in public outreach and executes various public involvement plans to ensure that its stakeholders-who include-federal, state, and local officials, local residents and business owners and other interested parties receive information regarding the status of the relevant project or service change and participate in the decision-making and planning process.

The public outreach goals, objectives and tactics for each project, policy and/or service change vary and are determined by SCRRA staff during the development of the associated public involvement plan.

## SCRRA'S DEFINITIONS AND RELATED ANALYSIS

- A. Major Service Changes FTA regulations require Metrolink to evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to "major service changes" only. A major service change is defined as a numerical standard, as expressed by distribution of routes as measured against the existing level of service, or the number or concentration of people affected. The major service change policy shall apply to both service reductions and service increases. All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Board of Directors for their consideration and then forwarded to the FTA with a record of the action taken by the Board.

Please see Appendix 1 for a detailed list of the definition of major service changes.

- B. Public Hearing is the specific, formal public meeting held when SCRRA is considering a Major Service Change or Fare Change, and when other matters under SCRRA jurisdiction will create a similar level of impact to the entire SCRRA jurisdiction. Public hearings are recorded and formal transcripts of the meeting made available. Additionally, a board secretary is present at all public hearings to record the comments and suggestions of persons who prefer not to make their comments in writing. Some public hearings are conducted in conjunction with meetings of the SCRRA Board of Directors. Typically, only one public hearing is held in relation to a single issue, however a series of public meetings may also be held to gather additional information of value in assessing the issue under consideration.
- C. Public Meeting is the opportunity for members of the public to meet with SCRRA representatives and discuss policy and service changes. Public meetings may be held in advance of an issue that requires a public hearing as well as being a part of an effort to gather public opinion on other issues of concern to the community. Board members may not attend public meetings, but any feedback received at a public meeting will be transmitted to Board members in advance of the public hearing. Not all public meetings are followed by a formal public hearing.
- D. Thirty Day Comment Period refers to a specifically designated 30-calendar-day period during which formal comment is accepted on a proposed policy or action. The period is typically scheduled to end 72 hours before the SCRRA Board of Directors will vote upon the subject policy or action.

## **PROCESS TO DEVELOP THE PUBLIC PARTICIPATION PLAN**

### **A. Federal Laws and Regulations**

Federal regulations and guidance advise that there must be early and continual involvement of elected officials, agency representatives, citizens and other interested parties throughout the transportation planning and programming process. Such regulations and guidance have directed SCRRRA's public involvement efforts and efforts to improve access to SCRRRA's transportation decision-making process by low-income, minority and Limited English Proficient (LEP) populations as required by Title VI of the Civil Rights Act of 1964, Executive Orders 12898 and 13166 and related authority, Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients, Circular 4702.1B and Environmental Justice Policy Guidance for FTA Recipients, Circular 4703.1.

The Public Participation Plan and all resulting public involvement plans created for current projects are developed to adhere to these requirements and advice.

### **B. State and Local Laws and Regulations**

SCRRRA relies on multiple strategies to encourage participation by stakeholders, individuals, groups and organizations that comprise the public by developing its public involvement plans consistent with the public involvement strategies employed by the state and local governments.

Public involvement is a key component of the transportation planning process and is the responsibility of the local metropolitan planning organizations (MPOs) in developing local Transportation Improvement Programs (TIP). SCRRRA cooperates with its local MPO in providing for public input and participation in the transportation planning process which is outlined in the Transportation Public Involvement Plan (TPIP) in accordance with the federal requirements described in 23 CFR Part 450.

### **C. Limited English Proficiency**

The SCRRRA has developed its Limited English Proficiency (LEP) Plan to be consistent with Title VI of the Civil Rights Act of 1964, DOT's Title VI regulations (49 CFR part 21), Title VI-Circular 4702.1B, and Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons (70 FR 74087, December 14, 2005). In developing this Public Participation Plan, SCRRRA has taken reasonable steps to ensure that individuals who have limited-English proficiency have meaningful access to benefits, services, information, and other important portions of the Authority's programs and activities.

SCRRRA's LEP Plan consists of two main components. The first component is the Four Factor Analysis, which SCRRRA has used to determine its key affected LEP populations. The second component is an Access Plan which addresses how the Authority is to provide services to LEP individuals, train employees, and monitor and update the LEP Plan.

To date SCRRRA has identified Spanish speakers as the main LEP language population served by the Metrolink system. This is consistent with the last Title VI Report submittal in June 2016

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and the Four Factor Analysis that is currently being prepared. It will be included in the June 28<sup>th</sup> report to the board. SCRRA already provides Safe Harbor language translation service via the 1-800 number which customers and employees can access. SCRRA will continue to provide this service under the updated LEP Language Access Plan.

SCRRA developed its LEP Language Access Plan based upon the results of the Four Factor Analysis. The Plan focuses on analyzing the points of potential contact and interactions with LEP individuals and communities. The points of interaction identified include: Metrolink trains, telephone encounters, in person encounters, and the Metrolink website. The characteristics of each interaction point determine the most appropriate language services to use. Plan execution is focused around training staff to utilize the resources available to them, such as the telephone language line service and translated promotional material, as appropriate. SCRRA continuously monitors the program and evaluates the program for future update needs.

Members of LEP populations in particular are served through the use of translated documents, translated web pages on the Metrolink website and interpreters made available through contact with SCRRA’s customer call center at 800-371-5465.

Based on analysis conducted within the SCRRA service area, the following communities have been identified as having prominent low-income, minority and/or Limited English Proficiency (LEP) populations:

Los Angeles County

Baldwin Park	Montclair
Burbank	Northridge
Burbank Airport	Norwalk/Santa Fe Springs
Cal State LA	Palmdale
Chatsworth	Pomona North
El Monte	Downtown Pomona
Glendale	Sun Valley
Industry	Sylmar/San Fernando
Los Angeles Union Station	Van Nuys
Montebello/Commerce	Vincent Grade -Action

Orange County

Anaheim	Laguna Niguel/Mission Viejo
Anaheim Canyon	Orange
Buena Park	Santa Ana
Irvine	Tustin

Riverside County

Pedley	Riverside – La Sierra
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San Bernardino County

East Ontario	Rialto
Fontana	Upland

Ventura County

Oxnard

## **PROGRAM/ACTIVITY SPECIFIC PUBLIC PARTICIPATION PROGRAM PLANNING OVERVIEW**

### **A. Overview**

Using the regulations and guidance provided in federal and state law, SCRRRA staff will apply the principles and guidance set out in this document to inform its efforts to create public involvement plans that will ensure public participation in the decision-making process.

SCRRRA staff will use, as is appropriate, the following methods, principles, and policies when constructing the public involvement plan for specific projects and activities. Principles and policies for conducting SCRRRA Board of Directors meetings and receiving public comment at those meetings, setting the major service change policy, and other topics are discussed specifically in this section with the goal of ensuring clarity of the decision-making process related to Metrolink operations.

### **B. Methodology and Public Participation Tools**

SCRRRA staff will evaluate the policy, program, study, or other activity for which public involvement is either required or desirable to determine the most appropriate methods for involving the public in the decision-making process. SCRRRA staff is not limited to only those specific activities, and is encouraged to employ, within the resource limits of SCRRRA, best practices for engaging the public.

#### Educational Outreach

SCRRRA's educational outreach consists of the development of various public activities and informational materials regarding the Authority's projects and initiatives to enhance public awareness and communicate the Authority's overall goals and objectives. Translated materials will be provided or translation will be made available to members of LEP populations.

- Newsletter
- Website
- Survey monkey or other survey tools
- Next Door, Nixle or City digital/electronic outreach options
- Transportation publications (i.e. APTA, ASHTO, Mass Transit)
- Multi-lingual publications
- Coordination with member agencies for information distribution
- Notification of riders in Metrolink distribution list
- Communication with LEP communities through Constant Contact
- Seatdrops
- Email blasts
- Press Releases

#### Formal and Informal Meetings

Public hearings and informational meetings will be scheduled prior to and during planning and implementation of projects to provide an opportunity for the public to comment on current and future projects and initiatives. Public hearings will be conducted in accordance with federal, state and local requirements including the provision of translated materials and/or interpretation services for members of LEP populations as appropriate.

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- Public Hearings
- Public Information Meetings
- Community, Civic, and Neighborhood Association meetings (formal or informal)
- Pop up events
- Bilingual Facebook Live or other live streaming options
- Stakeholders meetings (formal or informal)
- Business coalition meetings
- Transportation partner meetings (formal or informal)
- Transportation related fairs/events (formal or informal)
- Board meetings (formal)
- Universities and schools

### Legislative Briefings

SCRRA engages in ongoing updates, through one-on-one meetings and informational materials, with federal, state, and local levels of government to ensure the opportunity for input from elected officials regarding SCRRA projects and initiatives that may impact their constituents.

- Elected Officials – State, Federal, Local

### Interagency Partnering and Planning

SCRRA fosters and maintains ongoing relationships with its planning partners to enhance SCRRA's public outreach efforts and coordinate planning activities between the public agencies involved in project implementation. These partnerships are inclusive of governmental and planning entities, business organizations, and neighborhood and civic associations; and are promoted by SCRRA via means including special events and community affairs, speakers bureaus, ongoing dialogue, focus groups and memoranda of understanding, as appropriate. In order to keep open lines of communication and keep the public and other SCRRA partners informed throughout the project process, Technical Review Teams, or advisory committees are established as appropriate. These teams are representative of agencies such as: The Federal Transit Administration (FTA), Federal Railroad Administration (FRA) Environmental Protection Administration (EPA), California Transportation Commission, (CTC), California Department of Transportation (Caltrans), local governments, and citizen and business organizations.

- Membership with active participation of Chamber of Commerce/Business Organizations
- Special events and community fairs
- On-going dialogue these groups

### Information Technology

SCRRA engages in various technology-based outreaches to promote and enhance public participation. These methods include access through the Metrolink website to the SCRRA Board meetings via agendas and minutes, project-specific web links and information, news releases, and public activities calendar. Translation available has expanded greatly since the 2013 Title VI report. Instead of offering only Spanish for translation on its website, SCRRA now offers 103 languages. On its Universal Language Line, accessed through the 1-800-371 5465 customer information number, it now offers live translation into 284 languages rather than only 50 languages.

- Web pages



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- Email announcements
- Coordinate website information with other transportation partners (links)

### External Affairs and Communications

Through press releases, meetings, brochures, mailings, fact sheets and other written communications, SCRRA provides updates to the public and its planning partners regarding important initiatives and project updates to enhance awareness. These efforts also include the developing and planning of community activities and events to promote public involvement, and work in conjunction to the Authority's public involvement program. Translated materials and/or interpretation services will be provided for members of LEP populations as appropriate.

Metrolink also produces an external newsletter, "Metrolink Matters," every other month, providing members of the public with updates on proposed service and fare changes, access issues, safety issues and other matters to enhance overall awareness of SCRRA services.

Through the distribution of bilingual Community Matters cards and a community relations email, Metrolink encourages the community to reach out and share their comments and concerns regarding Metrolink proposals and initiatives.

When working with LEP communities, Metrolink provides culturally and linguistically appropriate opportunities for identified LEP communities to be engaged.

#### Media Outreach

- Broadcast media
- Print media
- On-line media opportunities

#### Database

- Elected officials
- Community organizations
- Special "transportation" interest group(s)
- Project "specific" organizations
- Stakeholders
- Transportation partners
- Partner agencies
- Media
- Neighborhood associations
- Educational community
- Business organizations
- Non-traditional and minority organizations

### Other

#### Methodology for Incorporating Public Comments

- Preliminary data collection (as required)
- Surveys
- Special research
- Public comment hearings and meetings
- Stakeholders meetings

### Notification

- Legal notice
- Web announcements
- Meeting notification (database)
- Radio announcements
- Telephone device for deaf (TDD)
- Customer call center

## **C. SCRRRA Board of Directors**

### Meeting Notices and Agendas

The SCRRRA Board of Directors complies with the Ralph M. Brown Act, Gov. Code Section 54950 et seq. which establishes open meeting and participation requirements for all public agencies. In addition, upon request of the news media or any interested parties, notices of Board meetings are sent by electronic mail or facsimile prior to the meetings. Agendas for the meetings and the annual meeting schedule are available to any person requesting a copy and are posted on SCRRRA's website.

### Public Comment Period

The SCRRRA Board highly values public participation at its board meetings. Board agendas provide ample time for public comment. The public is given as much time as is feasible to speak at board meetings.

### Special Needs

The SCRRRA Board complies with the Americans with Disabilities Act and makes every effort to be responsive to any reasonable request for accommodation to allow persons with disabilities to attend and participate in SCRRRA Board meetings. Anyone with special needs, including language translation, should notify the SCRRRA Public Affairs Department 72 hours prior to a regular meeting and 24 hours prior to a special meeting.

### Meeting Minutes

Official minutes of the SCRRRA Board meetings are available as provided in the Brown Act, and copies may be obtained at the SCRRRA office for reasonable copy costs (\$0.10 per page if the minutes exceed 10 pages). In addition, official minutes are posted on the SCRRRA website.

## **D. Public Participation Process for Metrolink Minor Service Changes**

The following approval process is required for minor service changes that do not exceed the major service change threshold and they include:

- Operational changes (e.g., changes to time points or temporary route deviations)
- Other minor changes (e.g., additional trips, deleted trips, changes in routing)

No formal public comment outreach effort is required for these changes; however, the use of informal information meetings will be considered for these changes.

**E. Public Participation Process for Metrolink Fare Changes, Major Service Changes, and Amendments to the Disparate Impact/Disproportionate Burden Policies, Service Standards, or Major Service Change Policy**

SCRRA provides opportunity for public input regarding projects, studies, fare changes, major service changes, amendment of the disparate impact policy or disproportionate burden policy, and major service change policies by conducting public hearings or informational meetings as appropriate. Metrolink also provides Facebook Live streaming opportunities for community members who want to participate in the process but are unable to attend the scheduled meetings. Additionally, Facebook Live meetings are held in English and Spanish to provide community members an opportunity to leave comments on line, participate in the process and not physically be at a meeting. These options are designed to ascertain public sentiment regarding decisions such as service changes or fare increases relating to transit operations and planning provided by SCRRA.

For all fare changes, major services changes and amendments to SCRRA’s major service change, disparate impact or disproportionate burden policies are amended, a 30-day public comment period and at least one public meeting must be held. The Public Participation Process consists of:

- 30-day Comment period open
- News Releases
- Web notice
- Email blast
- Public Meeting
- Public Hearing-may or may not have digital component

As deemed appropriate by SCRRA staff, the Authority will involve customers in the planning process for fare changes or major service changes.

Following the planning efforts, SCRRA staff will make recommendations for service changes.

Metrolink Public Comment Process

For major service changes, fare changes, amendments to the disparate impact or disproportionate burden policy, or major service change policy, a public comment period will be opened by action of the SCRRA Board of Directors. Following that action, SCRRA staff will:

1) Post notices to inform the public of major service changes, proposed fare changes, and amendments of the disparate impact/disproportionate burden or major service change policy on trains serving the affected routes and on the SCRRA website. The notices will also announce the public comment period and public meeting date and solicit rider and non-rider comments.

2) Advertise the comment period and public meeting in a newspaper(s) of general circulation and via other print, video, or electronic media as deemed appropriate by the SCRRA staff. Advertisements will appear no fewer than fifteen (15) days, and no more than thirty (30) prior to the date of the public hearing.

3) The 30-day comment period shall end no later than 72 hours before the SCRRA Board of Directors meeting. Comments received outside of the public comment period may be considered in the decision-making process or may be reserved for consideration in future revisions of the policy addressed by the comment.

4) Following completion of the public comment period, SCRRA staff shall submit to the SCRRA Board of Directors a recommendation(s). As part of the recommendation(s), a summary of the public comments received will be provided, and copies of or transcripts of the actual comments will be made available upon request to the SCRRA Board of Directors.

Ways for people to submit comments:

- Email address
- Mailing address
- Survey link online
- In person
- At office
- At public meeting

Once approved by the Board of Directors, the date which SCRRA staff implements the approved service changes, fare change, or policy, depends upon the requested action.

#### Public Meetings and Hearings

The methodology for planning and conducting public meetings and hearings is described below. These meetings are typically held within the 30-day public comment period but may begin before the period formally starts and extend after the period; so long as the last meeting is held before the SCRRA Board of Directors is scheduled to address the issues under review.

#### Meeting Locations and Logistics

When SCRRA policy requires or staff determines that public meetings or a public hearing is necessary and appropriate, SCRRA will determine the geographical areas in which meetings will be held in light of information developed in the LEP Language Access Plan and in the mapping and demographic research conducted in support of that effort, as well as in an effort to ensure that other traditionally underserved populations are included. SCRRA will also identify and contact Community Based Organizations (CBOs) located in the relevant areas to determine their interest in assisting SCRRA with reaching out to their clients and residents of the selected areas.

SCRRA will reach out to a broad range of community interests, which may include: civic groups; business organizations; service providers for children; youth, families and persons with disabilities; schools, including those providing English as a Second Language programs; churches and faith-based organizations; senior centers; and community centers.

#### Notification Methods

Community members shall be notified of opportunities to participate in meetings or otherwise share their opinions and ideas with SCRRA using an appropriate combination of:

- CBO Newsletters
- CBO Mailing Lists
- LEP community-based organizations
- Direct Mail

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- Radio Announcements
- Ethnic Media
- Paid Advertisement
- Flyer Distribution at Park and Ride Lots and Stations
- Seat Drops on Metrolink trains
- Social Media
- Metrolink’s website

### Translation Services

Translated materials and interpretation services will be available upon request or when SCRRA staff determines necessary using current federal and state regulations and guidance. In response to community or individual requests for additional languages, additional translated materials and interpretation services shall also be provided.

### Documentation

- Maps
- Notification ads and flyers
- A summary and analysis of public participation survey responses
- A summary and analysis of meeting evaluation responses
- A database of all public comments submitted
- Letters of public comments received during the process
- A summary and analysis of draft PPP evaluations

### Public Hearing

When SCRRA policy, or SCRRA staff, following federal or state guidance, determines that a formal public hearing is to be held, the public hearing will consist of the following:

- 1) Information period to allow the SCRRA project team to explain the nature of the changes in service, detailing the reasoning behind the proposal to the public;
- 2) Public commenting period that allows members of the general public an opportunity to express their views on the topic at the hearing. SCRRA may either set limits on the length of time each person can speak to ensure all parties have ample time to share their views or, when the number of participants allows, conduct individual interviews with members of the general public who wish to express their views. If the latter option is exercised, notes of the comments of the participants will be included in the transcript of the meeting;
- 3) Written comments regarding the service and/or fare changes being proposed will also be considered;
- 4) SCRRA staff is available at all public hearings to record comments from members of the public who prefer to provide their direct comment orally but not necessarily before a group; and
- 5) Public hearings will be of public record and open to all members of the public.

All public hearings must be recorded, either electronically or by the Board Secretary, and transcripts are to be made available to the public in a timely fashion.

#### Public Hearing Information Dissemination and Public Notification

SCRRA will provide written and oral explanation of the proposed changes to SCRRA policy, operational practice or other activity. The proposed changes will be available for public review and comment during the 30-day public comment period at the SCRRA offices or designated location. Public notice of the public hearing will be circulated to the area's media outlets within 30 days, and no less than five days prior to the actual hearing date; and must include the correct date, time location, and purpose of the hearing.

#### Hearing Officer

The Hearing Officer shall be the Director, Public Affairs or assigned staff. The project manager may assign the responsibility of Hearing Officer to any SCRRA staff personnel as deemed appropriate. The Hearing Officer is responsible for presiding over the public hearing and public activities associated with ensuring the opportunity for public input. These responsibilities include, but are not limited to:

- 1) The securing of an ADA accessible venue for the public hearing;
- 2) The notification of media outlets to publicize the hearing;
- 3) The recording of the hearing and the availability of the minutes of the hearing to the general public; and
- 4) Pre-hearing materials, including meeting announcements, agendas, displays that detail items that are to be discussed at the hearing, and any mailings or publicity materials that are necessary for the hearing which will be furnished by the Hearing Officer.

#### Special Needs

The hearing will be held in an ADA accessible facility and in areas having public transit; hearings will be accessible by means of public transportation. The Hearing Officer will provide hearing materials, publications, explanations in alternative formats, if required, such as a signer for the hearing impaired and Braille publications for the visually impaired upon sufficient notice of two weeks. The Hearing Officer will provide materials in other languages if the area affected is home to a LEP designated area. All requests for alternative formats for hearing materials and publications should be submitted to Public Affairs Department, Metrolink, P.O. Box 531776, Los Angeles, CA 90053-1776, in writing at least two weeks prior to the hearing date.

#### Use of Public Comments

SCRRA staff will take the views expressed by the citizens during the public hearing and 30-day commenting period into consideration and make final recommendations to the SCRRA Board of Directors for a proper discussion and vote on the proposed changes or policies. Additional hearings may be convened as appropriate. All comments received during the designated 30-day comment period will be considered when staff prepares their final recommendations and upon the Board of Directors making their decision.

### **F. Sample Public Participation Outreach Plan Timeline**

1. SCRRA staff determines a public outreach effort is necessary and creates a public involvement plan for the project.
2. SCRRA reaches out to the community, particularly to Title VI, LEP, and low-income Community Based Organizations, to identify places, times and locations for in-person and public meetings. The public involvement plan is modified, if necessary, to accommodate the needs and recommendations of the community.
3. Thirty-day formal comment period is held. Informal public meetings and/or public meetings are held, as determined in the public involvement plan.
4. Fifteen (15) days prior to the date of the public hearing, advertisements are placed and announcements are made in the regional news media, on the Metrolink website and using other methods as appropriate.
5. No fewer than seven days before the SCRRA Board of Directors is scheduled to consider the issues under review, a summary report of the public comment, appended with copies and transcripts of the submitted public comment will be provided to the members of the SCRRA Board of Directors for review and consideration.

## **PERFORMANCE MEASURES AND OBJECTIVES**

### **A. Public Participation Outcomes**

SCRRA will work to provide the public and specific interested parties with the information and perspective necessary to provide thoughtful and considered comments that will assist SCRRA in setting policies and procedures that will ensure that it delivers high quality services to its customers and constituents.

SCRRA will measure and report on its efforts to provide opportunities to the public to participate in its decision-making processes, keep logs of contact with the public, particularly protected communities, and on the content and amount of the public comment received. Additionally, SCRRA will examine the results of its efforts, compare efforts with best practices, and modify future efforts to better reflect the desires of and enhance the ability of the public to participate in the SCRRA decision-making process.

### **B. Conclusion**

SCRRA is committed to a thorough and robust public participation process that employs best practices; respects and follows federal and state law, regulation, and guidance on public participation; utilizes state resources effectively; and results in a belief in the communities it serves and that SCRRA values the input of the community in its decision-making process.

## APPENDIX 1: FEDERAL DEFINITIONS

From FTA Circular FTA C 4702.1B:

Community Based Organization (CBO) refers to a public or private nonprofit organization of demonstrated effectiveness that -- (A) is representative of a community or significant segments of a community; and (B) provides educational or related services to individuals in the community.

Discrimination refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, sub recipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income population's more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Disparate treatment refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

Limited English Proficient (LEP) persons refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Low-income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. Recipients are encouraged to use a locally developed threshold, such as the definition found in 49 U.S.C. 5302 as amended by MAP-21: "refers to an individual whose family income is at or below 150 percent of the poverty line (as that term is defined in Section 673(2) of the Community Services Block Grant Act (42 U.S.C 9902(2)), including any revision required by that section) for a family of the size involved" or another threshold, provided that the threshold is at least as inclusive as the HHS poverty guidelines.

Low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.



Major Service Changes shall be defined by the following:

- A change of 25% or more in route miles (route length) per route.
- A change of 25% or more in weekday revenue train miles per route.
- A change of 50% or more in weekend revenue train miles per route.
- A cumulative change of 25% or more in revenue train miles per route or system-wide within a consecutive 24 month period.
- A change in the service span of more than two hours per station in a single year.
- 

The definition of a major service change shall exclude any changes to service which are caused by:

- Temporary Services: seasonal or promotional services for a period not exceeding 180 days, or
- Construction and maintenance of track infrastructure, or
- Forces of Nature, such as earthquakes, wildfires, storms, or
- New line or station “break-in” period: an adjustment to service levels for new transit lines/stations which have been in revenue service for less than one year (allowing SCRRRA to respond to actual ridership levels observed on those new transit lines/stations).

Minority persons include the following:

- American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Minority population means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Minority transit route means a route that has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area. A recipient may

supplement this service area data with route-specific ridership data in cases where ridership does not reflect the characteristics of the census block, block group, or traffic analysis zone.

National origin means the particular nation in which a person was born, or where the person's parents or ancestors were born.

Predominantly minority area means a geographic area, such as a neighborhood, Census tract, block or block group, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient's service area.

Public transportation means regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low-income; and does not include Amtrak, intercity bus service, charter bus service, school bus service, sightseeing service, courtesy shuttle service for patrons of one or more specific establishments, or intra-terminal or intra-facility shuttle services. Public transportation includes buses, subways, light rail, commuter rail, monorail, passenger ferry boats, trolleys, inclined railways, people movers, and vans.

Public transportation can be either fixed route or demand response service.

Service area refers either to the geographic area in which a transit agency is authorized by its charter to provide service to the public.

Service standard/policy means an established service performance measure or policy used by a transit provider or other recipient as a means to plan or distribute services and benefits within its service area.

Statewide transportation improvement program (STIP) means a statewide prioritized listing/program of transportation projects covering a period of four years that is consistent with the long-range statewide transportation plan, metropolitan transportation plans, and TIPs, and required for projects to be eligible for funding under title 23 U.S.C. and title 49 U.S.C. Chapter 53.

Title VI Program refers to a document developed by an FTA recipient to demonstrate how the recipient is complying with Title VI requirements. Direct and primary recipients must submit their Title VI Programs to FTA every three years. The Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. For State DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent.

Transportation improvement program (TIP) means a prioritized listing/program of transportation projects covering a period of four years that is developed and formally adopted by an MPO as part of the metropolitan transportation planning process, consistent with the metropolitan transportation plan, and required for projects to be eligible for funding under Title 23 U.S.C. and Title 49 U.S.C. Chapter 53.