

City of El Monte Transit Services **TITLE VI PROGRAM**

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Approved by the El Monte City Council
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City of El Monte
11333 Valley Boulevard
El Monte, CA 91731

This document was prepared by City of El Monte Transportation Services Division and approved by its City Council to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

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City of El Monte Transit Services Title VI Notice to the Public



City of El Monte Public Works Department Transportation Services Division

Notice to Public of Rights Under Title VI

The City of El Monte is committed to ensuring that no person shall be excluded from the equal distribution of its transit services, programs, and resources because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

- The City of El Monte provides transit services and operates transit programs without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using the City of El Monte's transit services may file a complaint with the City of El Monte. All complaints will be fairly and objectively investigated.
- To file a complaint, you may contact the City of El Monte City Clerk's Office by phone (626) 580-2016; by email: cityclerk@elmonteca.gov; or visit the City of El Monte City Clerk's Office at 11333 Valley Boulevard, El Monte, CA 91731
- For more information about the City of El Monte Transit Services' Title VI Program and complaint procedure, please contact (626) 580-2216; or visit the City of El Monte's transportation website:
<http://www.ci.el-monte.ca.us/Government/PublicWorks/Transportation.aspx>
("City of El Monte>Government>PublicWorks>Transportation")
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590
- If information is needed in another language, contact (626) 580-2241
- Si necesita información en otro idioma, contacte al (626) 580-2241
- Nếu cần thông tin ở ngôn ngữ khác, hãy liên lạc số (626) 580-2241
- 若需要其他語言版本的資訊，請致電(626) 580-2241



艾爾蒙地市
公共工程部 (Public Works Department)
交通服務處 (Transportation Services Division)

關於法案第 VI 款賦予公眾之權利通知

艾爾蒙地市政府根據 1964 年《民權法案》(Civil Rights) 第 VI 款的規定，致力於確保每個人均享有平等的交通服務、計劃及資源，不會因某人的種族、膚色或原國籍等原因而被排斥。

- 艾爾蒙地市政府遵照法案第 VI 款的規定，對所有人士提供交通服務和運營交通計劃，不會考慮其種族、膚色及原國籍等。
- 若任何人認為自己在使用艾爾蒙地市交通服務時受到法案第 VI 款中規定之非法歧視性行為的傷害，則可向艾爾蒙地市政府提出投訴。艾爾蒙地市政府將針對所有投訴展開公平、客觀的調查。
- 如要提交投訴，您可聯絡艾爾蒙地市政府辦事處 (City of El Monte City Clerk's Office)，電話：(626)580-2016；電郵：cityclerk@elmonteca.gov；或親自前往艾爾蒙地市政府辦事處，地址：11333 Valley Boulevard，El Monte，CA 91731
- 如需關於艾爾蒙地市交通服務處 Title VI 計劃和投訴程序的更多資訊，請致電 (626) 580-2216；或登入艾爾蒙地市交通網站：<http://www.ci.el-monte.ca.us/Government/PublicWorks/Transportation.aspx> (City of El Monte>Government>PublicWorks>Transportation)
- 投訴人可直接向聯邦運輸管理局 (Federal Transit Administration) 提交投訴至：Title VI 計劃協調員 (Title VI Program Coordinator)，FTA 民權辦公室 (Office of Civil Rights)，East Building，5th Floor – TCR，1200 New Jersey Ave.，S.E.，Washington，D.C. 20590
- 若需要其他語言版本的資訊，請致電(626) 580-2241



Ciudad de El Monte
Departamento de Obras Públicas
División de Servicios de Transportación

Notificación al Público Sobre los Derechos en Virtud del Título VI

La Ciudad de El Monte está comprometida a garantizar que ninguna persona será excluida de la distribución equitativa de sus servicios, programas y recursos de tránsito por motivos de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964.

- La Ciudad de El Monte ofrece servicios de tránsito y opera programas de tránsito sin distinción de raza, color y origen nacional en plena conformidad con el Título VI.
- Cualquier persona que crea o que ha sido perjudicada por una práctica discriminatoria ilegal en virtud del Título VI durante el uso de los servicios de tránsito de la Ciudad de El Monte, puede presentar una queja ante la Ciudad de El Monte. Todas las quejas serán investigadas de manera justa y objetiva.
- Para presentar una queja, puede ponerse en contacto con la Oficina de la Secretaría Municipal de la Ciudad de El Monte por teléfono al (626) 580-2016, o por correo electrónico: cityclerk@elmonteca.gov, o visite a la Oficina de al Secretaría Municipal en 11333 Valley Boulevard, El Monte, CA 91731.

Para obtener más información sobre el programa del Título VI de los servicios de tránsito y del procedimiento de quejas de la Ciudad de El Monte, contacte al (626) 580-2216, o visite el sitio web de transporte de la Ciudad de El Monte:

<http://www.ci.el-monte.ca.us/Government/PublicWorks/Transportation.aspx>
("City of El Monte>Government>PublicWorks>Transportation")

- Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante el Coordinador del Programa del Título VI de la Oficina de Derechos Civiles del TLC: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590.
- Si necesita información en otro idioma, contacte al (626) 580-2241.



Thành Phố El Monte Bộ Công Chánh Phòng Dịch Vụ Vận Chuyển

Thông Báo đến Công Chúng về Quyền theo Tiêu Đề VI

Thành phố El Monte cam kết đảm bảo rằng tất cả mọi người đều được cung cấp các dịch vụ, chương trình và nguồn lực vận chuyển công bằng, không bị phân biệt đối xử do màu da, chủng tộc hoặc nguồn gốc quốc gia theo Tiêu Đề VI, Đạo Luật Dân Quyền năm 1964.

- Thành phố El Monte cung cấp các dịch vụ vận chuyển và hoạt động các chương trình vận chuyển không liên quan đến chủng tộc, màu da, và nguồn gốc quốc gia tuân theo đầy đủ Tiêu Đề VI.
- Bất kỳ người nào tin rằng mình bị phân biệt đối xử bất hợp pháp theo Tiêu Đề VI trong khi sử dụng các dịch vụ vận chuyển của Thành phố El Monte đều có thể nộp đơn khiếu nại với Thành phố El Monte. Mọi đơn khiếu nại sẽ được điều tra công bằng và khách quan.
- Để nộp đơn khiếu nại, quý vị có thể liên hệ Văn Phòng Thư Ký Thành Phố El Monte qua điện thoại theo số (626)580-2016; qua email: cityclerk@elmonteca.gov; hoặc đến Văn Phòng Thư Ký Thành Phố El Monte ở số 11333 Valley Boulevard, El Monte, CA 91731
- Để biết thêm thông tin về Chương Trình Tiêu Đề VI Dịch Vụ Vận Chuyển Thành Phố El Monte và thủ tục khiếu nại, vui lòng liên hệ số (626) 580-2216; hoặc truy cập trang web vận chuyển của Thành phố El Monte: <http://www.ci.el-monte.ca.us/Government/PublicWorks/Transportation.aspx> (“City of El Monte>Government>PublicWorks>Transportation”)
- Người khiếu nại có thể nộp đơn khiếu nại trực tiếp với Ban Quản Trị Vận Chuyển Liên Bang bằng cách nộp đơn khiếu nại lên Điều Phối Viên Chương Trình Tiêu Đề VI, Văn phòng Dân Quyền FTA, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590
- Nếu cần thông tin ở ngôn ngữ khác, hãy liên lạc số (626) 580-2241

Locations of Transit Services Title VI Notice Postings

The City of El Monte Transit Services' Title VI Program notice to the public is currently posted at the following locations:

Location Name	Address
El Monte City Hall	11333 Valley Blvd., El Monte CA 91731
El Monte Transportation Services Division	3990 Arden Drive, El Monte CA 91731
El Monte Trolley Station	3650 Center Avenue, El Monte CA 91731
El Monte's Jack Crippen Senior Services Center	3120 N. Tyler, El Monte CA 91731
Local Transit Buses	On local transit buses

The City's Transit Service Title VI Program notice and program information is also provided on the City of El Monte's website at:

<http://www.ci.el-monte.ca.us/Government/PublicWorks/Transportation.aspx>

("City of El Monte>Government>PublicWorks>Transportation")



Transit Services Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by the City of El Monte transit services may file a Title VI complaint by completing and submitting to the City Clerk's Office a City of El Monte Transit Services Title VI Complaint Form. The City of El Monte will investigate complaints received no more than 180 days after the alleged incident. The City will only process complaints that are complete. The following procedures will be followed to investigate formal Title VI complaints:

- Within 10 business days of receiving the complaint, the City of El Monte will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
- The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.
- If more information is needed to resolve the case, the City of El Monte may contact the complainant by mail. The complainant has 10 business days from the date of the letter to send requested information to the City of El Monte City Clerk's Office. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the City of El Monte can administratively close the case.
- The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.
- A case can be administratively closed also if the complainant no longer wishes to pursue their case. Following the investigation, the City of El Monte will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action and/or additional training of the staff member (if disclosure is allowable under the law) or other action will occur.
- If the complainant is unsatisfied with the decision, he/she has 30 days after the date of City of El Monte's closure letter or the LOF to appeal to the City of El Monte City Manager or his or her designee. The complainant is entitled to review the denial, to present additional information and arguments, and to request a separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.
- The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590



交通服務Title VI 投訴程序

若任何人認為基於其種族、膚色或國籍而遭到艾爾蒙地市交通服務處的歧視，均可提交Title VI投訴，投訴人只需填妥「艾爾蒙地市交通服務處Title VI投訴表格」並遞交至市政府辦事處 (City Clerk's Office) 即可。投訴人必須在指控事件發生之日起180天內提交投訴，艾爾蒙地市政府在收到投訴之後會立即展開調查。艾爾蒙地市政府僅會受理完整的投訴。在調查正式的 Title VI 投訴時，會遵循下列程序：

- 在收到投訴後的 10 個工作天內，艾爾蒙地市政府會對投訴進行審議，以確定該事件是否屬於本局的管轄範圍內。而後，投訴人會收到一封確認函，通知當事人本局是否受理他的投訴。
- 本局會在收到正式投訴之日起的 30 日內完成調查。
- 若在處理案件時需要更多資訊，艾爾蒙地市政府會聯絡投訴人。投訴人需自收到通知函之日起的 10 個工作天內將所需的資訊呈交至艾爾蒙地市政府辦事處。若投訴人未有在 10個工作天內與調查人員聯絡或呈交所需的額外資訊，則艾爾蒙地市政府有權就此結案。
- 如本局需要多於規定的 30 天期限來完成調查，投訴人會收到解釋延期原因的書面通知。
- 若投訴人不再對案件進行追究，本局也可採取行政手段結案。在調查完成後，艾爾蒙地市政府將向投訴人發出下列其中一封通知函：1) 結案通知函，或 2) 調查結論通知函 (LOF)。結案通知函將對指控進行總結並闡明指控之事件並不違反Title VI 的規定，因此案件將被結案。LOF 通知函將對指控和調查期間進行的查訪進行總結，並指出是否會對有關工作人員給予任何紀律處分和/或對其加強訓練（若法律允許披露其身分），或以其他方式處理。
- 若投訴人對裁決不滿，可自艾爾蒙地市政府發出結案通知函或 LOF 通知函之日起的 30 日內，向艾爾蒙地市執政官或指定人員提出上訴。投訴人有權對否定裁決提請復議、呈交其他證據和論據，且有權請求職能分立裁決（即要求未參與初審之人士就上訴作出裁決）。投訴人有權得到上訴裁決的書面通知及瞭解裁決的理由。
- 投訴人還可直接向聯邦運輸管理局 (Federal Transit Administration) 提交投訴，聯絡方式如下：Title VI 計劃協調員 (Title VI Program Coordinator)，FTA 民權辦公室 (Office of Civil Rights)，East Building，5th Floor – TCR，1200 New Jersey Ave.，S.E.，Washington, D.C. 20590



Procedimientos de Quejas del Título VI

Cualquier persona que cree o que ha sido objeto de discriminación por motivos de raza, color u origen nacional por parte de los servicios de tránsito de la Ciudad de El Monte puede presentar una queja del Título VI al completar y enviar el Formulario de Queja del Título VI a la Oficina de la Secretaría Municipal de la Ciudad de El Monte. La Ciudad de El Monte investigará las quejas recibidas no más de 180 días después del supuesto incidente. La Ciudad de El Monte sólo procesará las denuncias que sean completas. Se llevarán a cabo los siguientes procedimientos para investigar las quejas formales del Título VI:

- Dentro de los 10 días hábiles de haber recibido la queja, la Ciudad de El Monte la revisará para determinar si nuestra oficina tiene jurisdicción. El o la denunciante recibirá por medio de una carta un acuse de recibo informándole si la queja será investigada por nuestra oficina.
- La investigación se llevará a cabo y se completará dentro de los 30 días siguientes a la recepción de la queja formal.
- Si se necesita más información para resolver el caso, la Ciudad de El Monte puede ponerse en contacto por correo con el demandante. El demandante tiene 10 días hábiles desde la fecha de la carta para enviar la información solicitada a la Oficina de la Secretaría Municipal. Si el investigador no es contactado por el demandante o no recibe la información adicional dentro de los 10 días hábiles, la Ciudad de El Monte puede cerrar el caso administrativamente.
- El demandante será notificado por escrito de la causa a cualquier prórroga prevista de la norma de los 30 días.
- Un caso también puede ser cerrado administrativamente si el demandante ya no desea seguir su caso. Tras la investigación, la Ciudad de El Monte emitirá una de las dos cartas a la demandante: 1) una carta de cierre o 2) una carta de conclusiones. En una carta de cierre se resumen las alegaciones y afirma que no había una violación del Título VI, y que el caso se cerrará. En una carta de conclusiones se resumen las alegaciones y las entrevistas sobre el supuesto incidente, y explica si se tomará alguna acción disciplinaria, se producirá la formación adicional del miembro del personal, u otra acción.
- Si el / la demandante no está conforme con la decisión, tiene 30 días después desde la fecha de la carta de cierre o de la carta de conclusiones de la Ciudad de El Monte para apelar al Administrador Municipal o al personal designado por el mismo. El demandante tiene derecho a revisar la negación, a presentar información y argumentos adicionales y para solicitar la separación de funciones (es decir, una decisión de una persona no involucrada con la decisión inicial de negar la elegibilidad). El demandante tiene derecho a recibir una notificación por escrito de la decisión de la apelación y las razones para ello.
- El demandante también puede presentar una queja directamente con la Administración Federal de Tránsito de la siguiente manera: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590.



Thủ Tục Khiếu Nại Dịch Vụ Vận Chuyển Tiêu Đề VI

Bất kỳ người nào tin rằng mình bị phân biệt đối xử dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia bởi dịch vụ vận chuyển của Thành phố El Monte đều có thể nộp đơn khiếu nại Tiêu Đề VI bằng cách điền đầy đủ và gửi Mẫu Khiếu Nại Tiêu Đề VI Dịch Vụ Vận Chuyển Thành phố El Monte đến Văn Phòng Thư Ký Thành Phố. Thành phố El Monte sẽ điều tra các khiếu nại nhận được không quá 180 ngày sau khi có cáo buộc sự việc. Thành phố sẽ chỉ xử lý các đơn khiếu nại hoàn chỉnh. Chúng tôi sẽ tuân theo những thủ tục sau đây để điều tra các khiếu nại chính thức về Tiêu Đề VI:

- Trong vòng 10 ngày làm việc kể từ khi nhận được đơn khiếu nại, Thành phố El Monte sẽ xem xét đơn để quyết định xem văn phòng của chúng tôi có thẩm quyền giải quyết hay không. Người khiếu nại sẽ nhận được thư công nhận thông báo về việc đơn khiếu nại có do văn phòng của chúng tôi điều tra hay không.
- Cuộc điều tra sẽ được tiến hành và hoàn tất trong vòng 30 ngày kể từ khi nhận được đơn khiếu nại chính thức.
- Nếu cần thêm thông tin để giải quyết vụ việc, Thành phố El Monte có thể liên lạc với người khiếu nại. Người khiếu nại có 10 ngày làm việc kể từ ngày nhận được thư này để gửi thông tin yêu cầu cho Văn Phòng Thư Ký Thành Phố El Monte. Nếu người khiếu nại không liên lạc với nhân viên điều tra hoặc nhân viên điều tra không nhận được thông tin bổ sung trong vòng 10 ngày làm việc, thì về mặt hành chính Thành phố El Monte có thể đóng hồ sơ.
- Người khiếu nại sẽ nhận được văn bản thông báo về nguyên nhân dự kiến kéo dài thời gian giải quyết theo nguyên tắc 30 ngày.
- Về mặt hành chính, hồ sơ cũng có thể được đóng nếu người khiếu nại không còn muốn theo đuổi vụ việc của mình. Sau khi điều tra, Thành phố El Monte sẽ gửi một trong hai thư này đến người khiếu nại: 1) thư đóng hồ sơ hoặc 2) thư tuyên án (LOF). Thư đóng hồ sơ tóm tắt các cáo buộc và cho biết rằng không có hành vi vi phạm Tiêu Đề VI và hồ sơ sẽ được đóng lại. LOF tóm tắt các cáo buộc và các cuộc phỏng vấn về sự việc cáo buộc, giải thích liệu có hay không biện pháp kỷ luật và/hoặc đào tạo thêm của nhân viên (nếu pháp luật cho phép tiết lộ) hoặc hành động khác.
- Nếu người khiếu nại không hài lòng với quyết định này, cá nhân đó có 30 ngày sau khi nhận được thư đóng hồ sơ hoặc LOF của Thành phố El Monte để kháng cáo lên Viên chức quản lý Thành phố El Monte hoặc người được chỉ định của Viên chức đó. Người khiếu nại được quyền xem xét lại quyết định từ chối để trình bày thêm thông tin và lý lẽ, và đề nghị phân tách các chức năng (nghĩa là quyết định của người không liên quan đến quyết định ban đầu phải nhận điều kiện hội đủ). Người khiếu nại có quyền được nhận văn bản thông báo về quyết định kháng cáo và lý do của quyết định đó.
- Người khiếu nại cũng có thể nộp đơn khiếu nại trực tiếp cho Ban Quản Trị Vận Chuyển Liên Bang như sau: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590

City of El Monte Transit Services Title VI Complaint Form

Section I: Please write legibly		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone <i>(Optional)</i> :	
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
6. Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	YES	NO
Section III:		
11. I believe the discrimination I experienced was based on <i>(check all that apply)</i> :		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
12. Date of alleged discrimination: <i>(mm/dd/yyyy)</i>		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

City of El Monte Transit Services Title VI Complaint Form, Page 2

Section IV:		
14. Have you previously filed a Title VI complaint with the City of El Monte?	YES	NO
Section V:		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> YES* <input type="checkbox"/> NO If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> Local Agency _____ <input type="checkbox"/> State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail this form to the address below:

City of El Monte
 City Clerk's Office
 11333 Valley Boulevard
 El Monte, CA 91731

艾爾蒙地市交通服務處 Title VI 投訴表格

第 I 部分：請清晰填寫		
1. 姓名：		
2. 地址：		
3. 電話：	3.a. 備用電話（選填）：	
4. 電郵地址：		
5. 對資訊格式有什麼要求？	<input type="checkbox"/> 大字體版本	<input type="checkbox"/> 錄音帶
	<input type="checkbox"/> TDD	<input type="checkbox"/> 其他
第 II 部分：		
6. 您是否以自己的名義提交此次投訴？	是*	否
*如在第 6 題回答「是」，請轉至第 III 部分。		
7. 如在第 6 題回答「否」，請問您以誰的名義提交此次投訴？ 姓名：		
8. 您與此人是什麼關係：		
9. 請詳細解釋您為何代第三方提交投訴：		
10. 請確認您是否獲得了代當事人提交投訴的許可。	是	否
第 III 部分：		
11. 我認為我所遭受的歧視是基於（勾選所有適用項）：		
<input type="checkbox"/> 種族 <input type="checkbox"/> 膚色 <input type="checkbox"/> 原國籍		
12. 所指控之歧視事件的發生日期：（月/日/年）		
13. 請盡可能詳細解釋事情發生的經過及您認為遭受歧視的原因。請列出事件的所有相關人士。請提供以不公平方式對待您的人的姓名和聯絡資訊（如知），以及任何目擊者的姓名和聯絡資訊。如需更多空間，請在本表背面書寫。		

艾爾蒙地市交通服務處 Title VI 投訴表格，第2頁

第 IV 部分：		
14. 您以前是否向艾爾蒙地市提交過 Title VI 投訴？	是	否
第 V 部分：		
<p>15. 您是否曾向任何其他聯邦、州或地方機構，或任何聯邦或州法院提交過此投訴？</p> <p><input type="checkbox"/> 是* <input type="checkbox"/> 否</p> <p>如是，請勾選所有適用項：</p> <p><input type="checkbox"/> 聯邦機構 _____ <input type="checkbox"/> 州機構 _____</p> <p><input type="checkbox"/> 聯邦法院 _____ <input type="checkbox"/> 地方機構 _____</p> <p><input type="checkbox"/> 州法院 _____</p>		
16. 如您在第 15 題回答「是」，請提供受理您投訴之機構/法院的聯絡人資訊。		
姓名：		
職位：		
機構：		
地址：		
電話：		電郵：

您可附上任何您認為與投訴相關之書面材料或其他資訊。

如要完成填寫此表格，您需要在下方簽名並注明日期：

簽名 _____ 日期 _____

請親自遞交此表或將此表郵寄至以下地址：

City of El Monte
 City Clerk's Office
 11333 Valley Boulevard
 El Monte, CA 91731

Formulario de Queja del Título VI de Servicios de Transportación de la Ciudad de El Monte

Sección I:		
1. Nombre:		
2. Dirección:		
3. Teléfono:	3.a. Teléfono secundario:	
4. Correo Electrónico:		
5. ¿Requiere de formatos accesibles? ¿Cuáles?	<input type="checkbox"/> Dispositivo de telecomunicación para sordos	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
Sección II:		
6. ¿Está presentando esta queja en su propio nombre? SÍ NO Si la respuesta al N°6 es "sí", prosiga con la sección III		
7. Si la respuesta al N°6 es "no", ¿Cuál es el nombre de la persona por la cual está presentando la queja? Nombre:		
8. ¿Cuál es su relación con esta persona?		
9. Explique la razón por la que presenta la queja en su nombre:		
10. Confirme que cuenta con el permiso de la parte agraviada para presentar esta queja en su nombre:	SÍ	NO
Sección III:		
11. Creo que el motivo de la discriminación hacia mi persona se debe a mi: (marque el que corresponda) <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional		
12. ¿Cuándo ocurrió la supuesta discriminación? (mm/dd/aaaa)		
13. Explique de la manera más clara posible qué es lo que sucedió y por qué cree que ha sido discriminado/a. Describa a todas las personas involucradas. Incluya el nombre e información de contacto de la(s) persona(s) que lo/a discriminaron (si lo sabe), así como los nombres e información de contacto de cualquier testigo. Si necesita más espacio use la parte trasera de este formulario.		

Formulario de Queja del Título VI de Servicios de Transportación de la Ciudad de El Monte, Página 2

Sección IV:		
14. ¿Ha presentado con anterioridad una queja en base al Título VI con la Ciudad de El Monte?	SÍ	NO
Sección V:		
15. ¿Ha llevado esta queja a alguna otra agencia Federal, Estatal o local o alguna corte Federal o Estatal? <input type="checkbox"/> SÍ* <input type="checkbox"/> NO *En caso afirmativo, marque cada casilla que corresponda: <input type="checkbox"/> Agencia Federal _____ <input type="checkbox"/> Agencia Estatal _____ <input type="checkbox"/> Corte Federal _____ <input type="checkbox"/> Agencia Local _____ <input type="checkbox"/> Corte Estatal _____		
16. Si a la N° 15 respondió "sí" proporcione información sobre una persona de contacto en la agencia o corte donde se presentó la denuncia:		
Nombre:		
Título:		
Agencia :		
Dirección:		
Teléfono:		Correo Electrónico:

Puede adjuntar cualquier material escrito o cualquier otra información que considere relevante para su denuncia.

Se requiere su firma y la fecha a continuación para completar el formulario.

Firma del denunciante _____ Fecha _____

Complete este formulario en persona o envíela por correo a:

City of El Monte
 City Clerk's Office
 11333 Valley Boulevard
 El Monte, CA 91731

Mẫu Khiếu Nại Tiêu Đề VI Dịch Vụ Vận Chuyển Thành Phố El Monte

Phần I: Vui lòng viết rõ ràng		
1. Tên:		
2. Địa chỉ:		
3. Số điện thoại:	3.a. Số điện thoại thứ hai (Tùy chọn):	
4. Địa chỉ Email:		
5. Yêu cầu định dạng sử dụng?	<input type="checkbox"/> Chữ in lớn	<input type="checkbox"/> Băng ghi âm
	<input type="checkbox"/> TDD	<input type="checkbox"/> Khác
Phần II:		
6. Có phải quý vị đang nộp đơn khiếu nại này cho chính quý vị không?	CÓ*	KHÔNG
*Nếu quý vị trả lời là "có" cho câu hỏi 6, chuyển đến Phần III.		
7. Nếu quý vị trả lời là "không" cho câu hỏi 6, tên của người mà quý vị đang nộp đơn khiếu nại này là gì? Tên:		
8. Mối quan hệ của quý vị với cá nhân này:		
9. Vui lòng giải thích tại sao quý vị nộp đơn cho một bên thứ ba:		
10. Vui lòng xác nhận rằng quý vị được phép của bên khiếu nại nộp đơn thay mặt họ.	CÓ	KHÔNG
Phần III:		
11. Tôi tin rằng việc phân biệt đối xử mà tôi đã chịu dựa trên (đánh dấu chọn tất cả nếu thích hợp): <input type="checkbox"/> Chủng tộc <input type="checkbox"/> Màu da <input type="checkbox"/> Nguồn gốc quốc gia		
12. Ngày phân biệt đối xử bị cáo buộc: (tháng/ngày/năm)		
13. Giải thích rõ ràng nhất có thể điều gì đã xảy ra và tại sao quý vị tin rằng quý vị bị phân biệt đối xử. Mô tả tất cả những người có liên quan. Bao gồm tên và thông tin liên lạc của (những) người đối xử phân biệt với quý vị (nếu biết), cũng như tên và thông tin liên lạc của bất kỳ nhân chứng nào. Nếu cần thêm chỗ trống, vui lòng sử dụng mặt sau của mẫu đơn này.		

Mẫu Khiếu Nại Tiêu Đề VI Dịch Vụ Vận Chuyển Thành Phố El Monte, Trang 2

Phần IV:		
14. Trước đây quý vị có nộp đơn khiếu nại Tiêu Đề VI với Thành phố El Monte không?	CÓ	KHÔNG
Phần V:		
<p>15. Quý vị có nộp đơn khiếu nại này với bất kỳ cơ quan khác của Liên Bang, Tiểu Bang, hoặc tại địa phương, hoặc với bất kỳ tòa án Liên Bang hoặc Tiểu Bang không?</p> <p><input type="checkbox"/> CÓ* <input type="checkbox"/> KHÔNG</p> <p>Nếu có, hãy đánh dấu chọn tất cả nếu thích hợp:</p> <p><input type="checkbox"/> Cơ quan Liên Bang _____ <input type="checkbox"/> Cơ quan Tiểu Bang _____</p> <p><input type="checkbox"/> Tòa án Liên Bang _____ <input type="checkbox"/> Cơ quan địa phương _____</p> <p><input type="checkbox"/> Tòa án Tiểu Bang _____</p>		
16. Nếu quý vị trả lời “có” cho câu hỏi 15, hãy cung cấp thông tin về người liên hệ tại cơ quan/tòa án nộp đơn khiếu nại.		
Tên:		
Chức danh:		
Cơ quan:		
Địa chỉ:		
Số điện thoại:		Email:

Quý vị có thể đính kèm theo bất kỳ hồ sơ tài liệu nào hoặc thông tin khác mà quý vị cho rằng có liên quan đến đơn khiếu nại của quý vị.

Yêu cầu phải có chữ ký và đề ngày dưới đây để hoàn tất mẫu đơn:

Chữ ký _____ Ngày _____

Vui lòng gửi trực tiếp mẫu đơn này hoặc gửi bằng đường bưu điện đến địa chỉ dưới đây:

City of El Monte
 City Clerk's Office
 11333 Valley Boulevard
 El Monte, CA

Transit-Related Title VI Investigations, Complaints, and Lawsuits

The City of El Monte has not been involved in any transit-related Title VI investigations, complaints or lawsuits.

City of El Monte Transit Services Public Participation Plan

Developed: March 2014



**City of El Monte
11333 Valley Boulevard
El Monte, CA 91731**

Public Participation Plan Table of Contents

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1. Introduction

Purposes of This Plan

As part of its Title VI Program, The City of El Monte is bolstering its public participation processes. This includes enhancing strategies for engaging minority and Limited English Proficient individuals. This plan provides guidelines for involving the public in the City of El Monte transit-related planning efforts to ensure that all groups are represented and their needs considered.

The City of El Monte is committed to ensuring it serves the public fairly, consistently and in the most cost-efficient and appropriate manner within available resources. Through conversation and collaboration with riders, prospective riders, and the larger surrounding community, the City of El Monte will be able to assess the quality of its service, measure potential impacts to the community from City of El Monte's transit-related initiatives or proposed initiatives, and ensure that it is providing a valuable and accessible service.

2. Public Participation Process

Approach to Public Participation

The public participation process should be considered at the earliest stages of any City of El Monte transit-related project that may impact the community, its riders, and potential riders. As projects vary in time and size, the public participation process may vary for each, as well as the extent of public participation. The following outlines tools and strategies to ensure that public input is invited and all foreseeable impacts to the community are considered.

At the beginning of any project, staff will identify which strategies will be appropriate and effective for that given task and develop an approach. For larger projects, those conducted by contractors, part of the RFP requirements and criteria for scoring proposals will include development of that project's public participation process.

Outreach Requirements and Activities

The following activities are intended to serve as guidelines for minimum levels of outreach to ensure that all riders and potential riders in the City of El Monte have equal access and opportunity to participate in transportation planning and decision making. These also provide strategies for soliciting input and engaging various communities.

Minimum Outreach Requirements

- Notice for public events may include posters, email blasts, media releases to local papers, or radio announcements if funding allows.
- Any notices will be posted at least two weeks prior to the public event.
- Notices may be posted at the El Monte City Hall, El Monte's Public Works Department, where the Transportation Division is located, on buses as is appropriate, at Public Libraries, and at key community centers with whom City of El Monte has a relationship.
- Information about public participation opportunities will also be posted on City of El Monte's website at least two weeks prior to the event.
- Comments will be accepted via the City of El Monte's website, at public outreach events, via email, by mail, and by phone to ensure that all populations have the opportunity to participate.

Outreach Methods to Engage Minority and Limited English Proficient (LEP) Populations

- Transit services notices in Chinese, Spanish and Vietnamese will be developed and posted along with English notices.
- Notices in the three LEP languages may be posted on vehicles that have been identified as key routes used by LEP populations, if such information exists.
- Transit services event information on City of El Monte's website may be posted in English, Chinese, Spanish and Vietnamese.
- City of El Monte will distribute transit services event information to community groups and agencies that work with LEP populations, if such contacts exist.
- As identified in the Language Assistance Plan, the City of El Monte has contracted with a translating firm to assist with LEP callers/visitors Monday – Saturday. The El Monte Transportation Services and Trolley Station Offices will handle LEP calls by conferencing calling between the translation firm and the LEP individual.
- The City of El Monte will continue cultivating relationships with community agencies that serve LEP populations, maintaining an agency contacts database for that purpose

- Transit services event notices will be sent to local LEP language magazine, newspapers, and/or radio stations if such are identified and within project budgets.
- Transit services public outreach events may include attending already existing community meetings and gatherings, such as school meetings, farmers markets, faith-based events, and other community activities in order to invite participation from LEP populations who may not attend the City of El Monte hosted public events. Meetings, when possible, will be held at various times of the day within the City of El Monte in order to accommodate people who are working. All City meetings will be held in locations that are ADA compliant and accessible to people with disabilities.
- The City of El Monte will ensure that non-English language interpretation will be available at any transit services public meeting or workshop as is appropriate and necessary. When possible, interpretation or translation at any transit services public meetings or workshop will be provided by City of El Monte staff. The City has contracted with a professional translation firm that will assist with any additional languages, if needed.
- The City will advertise that residents may contact the City 72 hours in advance of meeting to request translation services.

Summary of Outreach Efforts

The City of El Monte advertises its transit services through the City’s website as well as through printed flyers and schedules. Flyers and schedules are placed on City’s Trolley buses and at various City facilities such as the El Monte Trolley Station, Aquatics Center, Transportation Services Division, etc.

As demonstrated in the Language Assistance and Public Participation Plan, the City of El Monte will ensure that future survey opportunities and advertisements will present information in the three Limited English Proficient languages—Chinese, Spanish, and Vietnamese—as well as in English.

Title VI Related Outreach

In December 2013 staff visited the following locations to speak with residents and to request their assistance with providing information for a transit survey:

- Intercept survey at El Monte Metrolink and Trolley Stations: 12/2/13 – 12/7/13
- Residents of Singing Woods Senior Housing were asked to respond to surveys: 12/16/13

- Residents of Blessed Rock Senior Housing were asked to respond to surveys: 12/16/13
- Intercept survey at El Monte's Jack Crippen Senior Center: 12/4/13
- Intercept survey at the Church of Our Saviour "Our Saviour Center": 12/3/13
- On-board survey of El Monte's Senior Transportation clients: 12/4/13
- Intercept survey at Buy Low Supermarket in El Monte:12/3/13 – 12/4/13
- Intercept survey at Food for Less Supermarket in El Monte: 12/3/13

In 2012 staff requested the assistance of the community, by way of transit and paratransit surveys, to help evaluate current services and customer satisfaction levels, providing vital information to assist with meeting the current and futures needs of our community and enabling the City to apply for funds needed for expansion of services.

City of El Monte Transit Services Language Assistance Plan

Developed: March 2014



**City of El Monte
11333 Valley Boulevard
El Monte, CA 91731**

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1. Introduction

This Language Assistance Plan was developed during the process of creating the Title VI Program for the City of El Monte's transit services. The Title VI Program complies with federal requirements and ensures that the City of El Monte transit services are provided without discrimination on the basis of race, color, or national origin. Through this Language Assistance Plan, the Title VI Program also ensures that the City of El Monte's transit services are accessible to Limited English Proficient (LEP) individuals.

Title VI of the 1964 Civil Rights Act is one of two federal mandates that guarantee the provision of meaningful access to federally-funded services for LEP individuals:

- Title VI of the 1964 Civil Rights Act prohibits federally-funded agencies from discriminating against individuals based on race, color and national origin and includes meaningful access to LEP customers.
- President's Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (August 11, 2000), instructs federal agencies to improve access to services by mandating that any federally conducted or assisted programs of activities (e.g. recipients of federal funding) must provide meaningful access to LEP customers.

The City of El Monte Transit Services Title VI Program was prepared in early 2014 in accordance with FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," October 1, 2012.

More information about City of El Monte Transit Services Title VI Program is available at:

<http://www.ci.el-monte.ca.us/Government/PublicWorks/Transportation.aspx>

("City of El Monte>Government>PublicWorks>Transportation")

2. Overview of the City of El Monte's Service Area and Services

Located in Los Angeles County within the San Gabriel Valley, the City of El Monte is home to 115,111 residents as of the 2012 US Census.

The City of El Monte's transit services include El Monte Transit (Trolleys) and Commuter Shuttles:

- The City operates five Trolley routes (Blue, Green, Orange, Red and Yellow) running every forty minutes during operating hours Monday through Saturday. These fixed-route lines leave from El Monte's Trolley Station and serve key destinations, including shopping areas, recreational facilities, and most schools. Access Services, Inc., participants may ride the City's Trolleys free of charge, with the City receiving 100% farebox recovery from Access Services, Inc.
- The City's five Commuter Shuttle routes run Monday through Friday during peak commute periods and provide connections between the El Monte Metrolink Station and the Flair Park Business District, the Civic Center and the El Monte Metro Bus Station. Passengers with Metrolink tickets or passes may ride El Monte's Commuter Shuttles free due to an Interagency Transfer Agreement. Access Services, Inc., participants may also ride the City's Commuter Shuttles free of charge, with the City receiving 100% farebox recovery from Access Services.

At or near the El Monte Metrolink Station, riders can connect with the following services:

- Foothill Transit
- Metro (Los Angeles MTA)
- City of El Monte Commuter Shuttles
- City of El Monte Trolleys
- City of Rosemead Shuttles

The City of El Monte transit services provided passenger service to more than 742,350 one-way passenger trips during fiscal year 2013.

3. Language Assistance Goals

The City of El Monte is committed to making its transit services and programs available to LEP persons as part of its compliance to Title VI of the Civil Rights Act of 1964.

The City of El Monte's goal is to provide meaningful access for LEP customers to the City of El Monte transit services, information and materials by developing a Language Assistance Plan and by regular evaluation of the developed methods and strategies.

4. Results of the Four Factor Analysis

Factor 1: The number or proportion of LEP persons to be served or likely to be encountered by the program or recipient.

Census Data

The City of El Monte used available census data to determine the geographic boundaries of its services area and identify LEP populations within that area.

The City of El Monte provides significant transit services and connections within the City's boundaries. Census data was used to identify the Limited English Proficient (LEP) populations within the services area, as demonstrated in Table 4-1.

Table 4-1

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION OF 5 YEARS AND OVER: 2007-2011 American Community Survey 5-Year Estimates	El Monte, California	
	Population	Percentage of Total Population
Total:	105,169	100.00%
Speak only English	16,995	16.16%
Spanish or Spanish Creole:	62,178	59.12%
Speak English less than "very well"	33,316	31.68%
Chinese:	14,667	13.95%
Speak English less than "very well"	10,524	10.01%
Vietnamese	7,209	6.85%
Speak English less than "very well"	5,224	4.97%

Table B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
 Universe (El Monte): Population 5 years and over
 2007-2011 American Community Survey 5-Year Estimates

Table 4-1 above, illustrates the populations within the City of El Monte that speak English less than "very well." Spanish, Chinese, and Vietnamese are the three languages that fall outside of

the Safe Harbor Provision of over 5% or 1,000 individuals. The source data for this table is provided in Appendix B following.

As Chinese, Spanish and Vietnamese are the LEP populations that meet the Safe Harbor threshold, the City of El Monte will translate its vital materials into those three languages (as detailed in the following pages). The City will continue to monitor the growth of other LEP populations to determine when translation will be required. Tagalog speakers are one such LEP population whose growth the City will continue to monitor. Although this is a significant LEP population, it doesn't yet meet the Safe Harbor Provision threshold as there is a very high margin of error for the census data on this population.

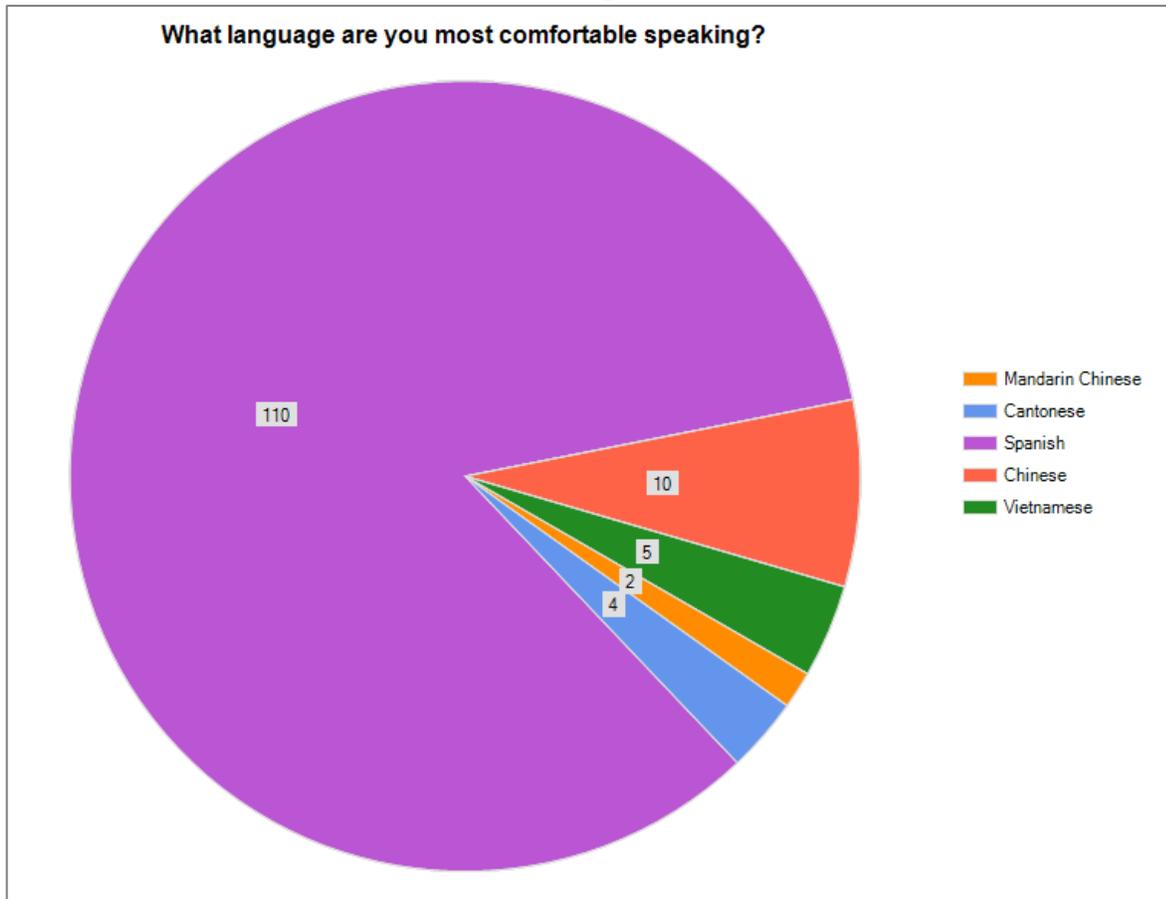
LEP Outreach

El Monte recently conducted intercept surveys at key destinations for LEP individuals in the community. A survey was developed that asked individuals about their interaction with El Monte's transit services and their ability to access these services and communicate with staff. The survey was translated into the LEP languages—Chinese, Spanish and Vietnamese. After discussion with contacts in the community, staff selected several locations that were known as residences or frequent destinations of LEP individuals. Staff members conducted intercept surveys with willing individuals, inviting them to answer a survey about El Monte transit services.

Results of LEP Outreach Activity (as it related to number of LEP persons)

One-hundred-and-thirty-one responses (131) from LEP individuals were received from the various intercept survey efforts. While the clear majority came from Spanish speakers (110 responses), several responses were submitted from speakers of Vietnamese (5 responses), Chinese (12 responses) and Cantonese (4 responses). Figure 4-1 demonstrates the survey responses received from the LEP populations within El Monte.

Figure 4-1



How LEPs interact with El Monte transit services:

128 respondents answered the question about their **use of El Monte transit services**. Of these, 87 individuals (68%) reported that they have ridden El Monte buses in the past year; 37 individuals (29%) said they hadn't ridden El Monte buses that year, and 4 individuals reported that they weren't sure.

Factor 2 below discusses the frequency with which LEPs use El Monte's transit services. This section reports on additional ways LEPs interact with the City's transit services.

The intercept survey asked if individuals had ever **purchased a bus pass from El Monte's Trolley Station**. Of the 117 individuals who responded to this question, only 12 (10%) reported that they had bought a bus pass from the Trolley Station, and 105 individuals (90%) had never purchased bus passes from the Trolley Station.

LEP's were also asked about the **information sources they utilize**. 104 individuals responded to the question about the City's website, of which 12 individuals (11.5%) reported that they had

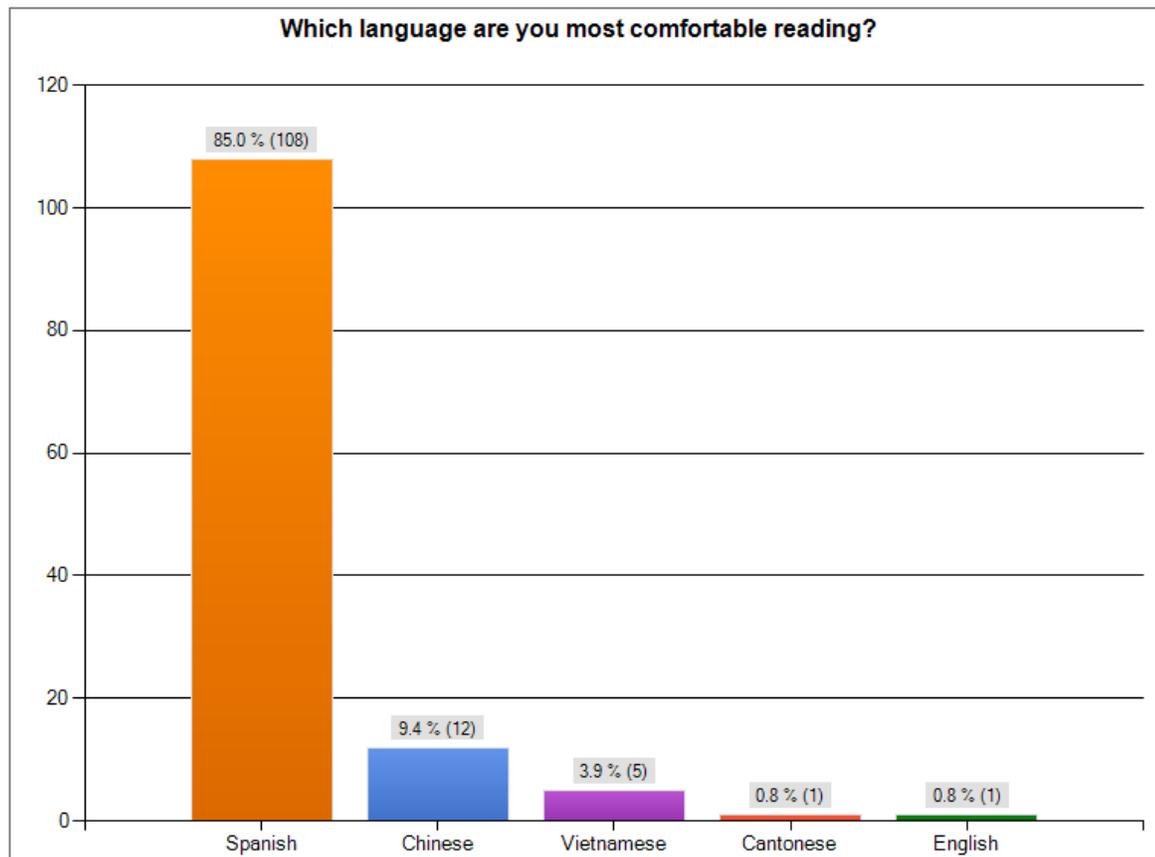
used the City of El Monte’s website to access transit information, while 92 individuals (88.5%) reported having never used the website for transit information.

60 respondents answered a question about the **City’s transit-related printed materials**, of which 41 (68%) individuals have used printed transit brochures and schedules and 19 (32%) individuals have not.

Literacy of LEP Communities:

To ensure that translation was an appropriate language assistance measure for the City of El Monte to undertake, respondents were asked about the language they read with most ease. Figure 4-2 below demonstrates the 127 responses received:

Figure 4-2



These results were consistent with other responses, with the majority of LEP respondents reading Spanish, followed by Chinese then Vietnamese. One individual reported reading Cantonese; though this is a small number, it is a LEP population the City may continue to track.

Are LEPs underserved due to language barriers:

This section reports on potential language barriers for LEP individuals.

LEPs are using transit services, but there is a great need for information to be provided in other languages. According to narrative responses from staff surveys, LEP individuals use various techniques to learn information and access the City's transit system. Several of these methods are detailed below in Table 4-3.

LEP surveys revealed that 39 individuals reported that they had called the City of El Monte's Transportation Services Division to learn information about transit services. Of this group, 33 answered whether or not they were able to communicate with staff, of which 28 individuals (85%) reported that they could communicate and five (5) individuals (15%) reported that they were not able to communicate with staff.

In narrative responses to a question asking what would make transit services easier for them to use, responses included: "Information on public transit services in Chinese," "More signs in more languages would help many," and "More Spanish speaking at Dial-a-Ride dispatch."

Section 5 of this Language Assistance Plan will detail how the City of El Monte will improve language assistance service to ensure that LEP individuals are not underserved.

Factor 2: The frequency with which LEP persons come into contact with the program.

City of El Monte used several strategies to complete Factors 2 and 3, including proactive outreach and surveying City of El Monte staff.

City of El Monte and Contracted Staff Surveys

Of the 35 responses received, all individuals reported that they **have come into some contact with LEP individuals.**

One individual responded that she or he **comes into contact with LEPs rarely or infrequently.**

The remaining 34 staff responses were able to identify how often they interact with LEPs:

22 responses – Daily / multiple times per day

9 responses – 1-3 times a week

3 responses – 4-6 times per week

Languages Spoken:

Staff members were asked what languages LEP customers spoke, if they were able to identify the languages. Table 4-2 demonstrates their responses.

Table 4-2

Language	Number of Times Reported
Spanish	31
Chinese (Mandarin)	14
Asian Language	6
Korean	3
Tagalog	3
Vietnamese	3
African Language	1
Arabic	1
Cantonese	1
Deaf/Sign Language	1
Other	1
Other Middle Eastern Language	1

Communication with LEPs:

Seven (7) respondents reported that they could not successfully communicate with LEPs. The remaining stated that they successfully communicated with LEPs some or all of the time and reported using the various methods to communicate:

Table 4-3

Method of Communication	Number of Times Reported
Fluent in or speak Spanish	15
Gesturing	11
Other passengers helped	7
Pointing at schedule or map	4
Speaking slowly	2
Children of passenger helped	1
Writing down instructions for some individuals	1

Training of staff is needed to improve communications with LEPs. This training will take place in early FY 14-15 after training tools, policies and procedures have been established.

LEPs' Interaction with City of El Monte Transit Services:

Staff respondents reported that they encountered LEPs on the following routes:

Table 4-4

Route	Number of Times Reported
Every route	10
Lunch relief drivers for Trolleys (mid-day shift)	6
PM Flair Shuttle	5
Civic Center Shuttle	3
All Trolley routes	2
AM Flair Shuttle	1
Dial-A-Ride	1
Recreational trips	1
Specific locations:	
Peck Road, Lower Azusa	1
Chinese day care, Lower Azusa	1

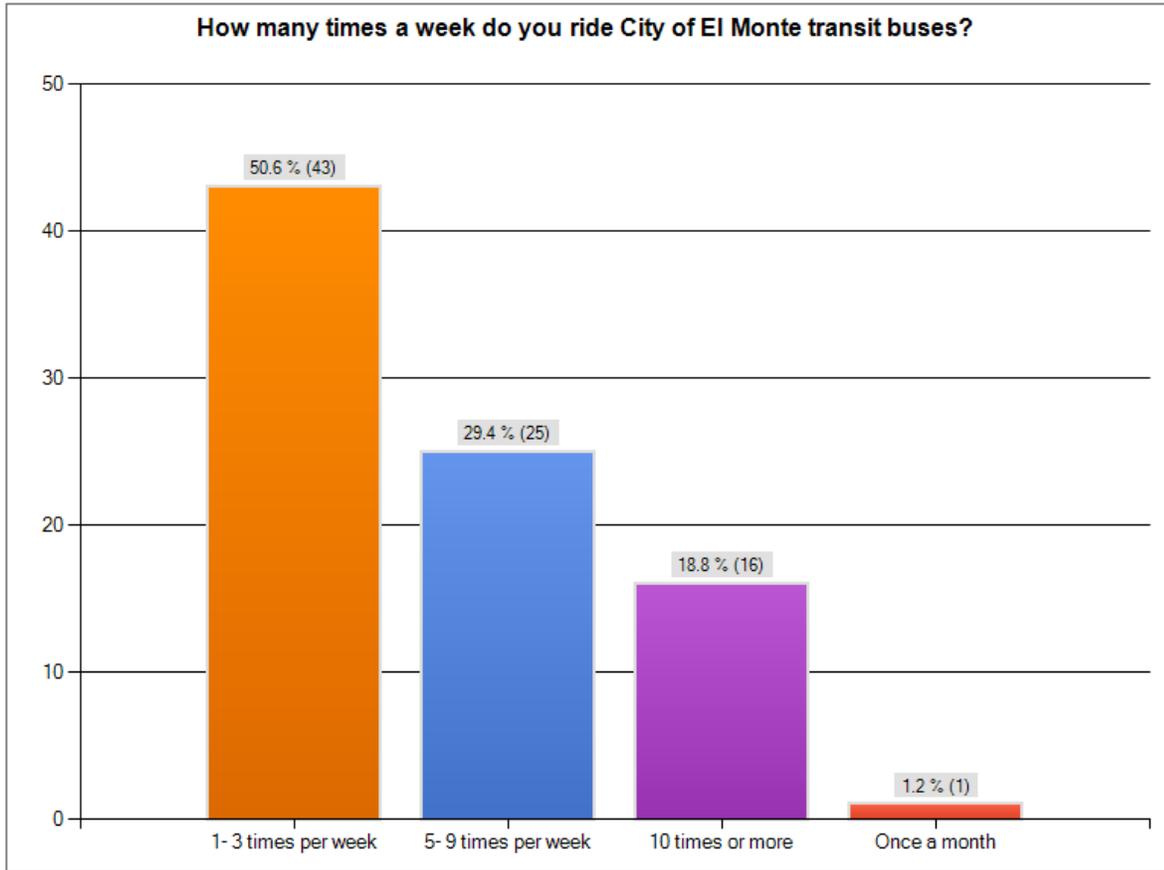
The full results of this survey are available in Appendix A.

Results of LEP Outreach Activity (as it relates to frequency of use)

As reported above, 37 individuals (28.9%) who responded to the public survey said they hadn't used El Monte's transit services in the past year, while 87 individuals (68%) reported that they have ridden El Monte buses in the past year.

Of this group of transit users, 85 individuals reported on their frequency of use. These responses are illustrated below in Figure 4-3. Half of these 85 respondents ride El Monte buses at least once per week and 29.4% reported riding the bus 5 times or more per week. Only 1 individual reported riding the bus once per month.

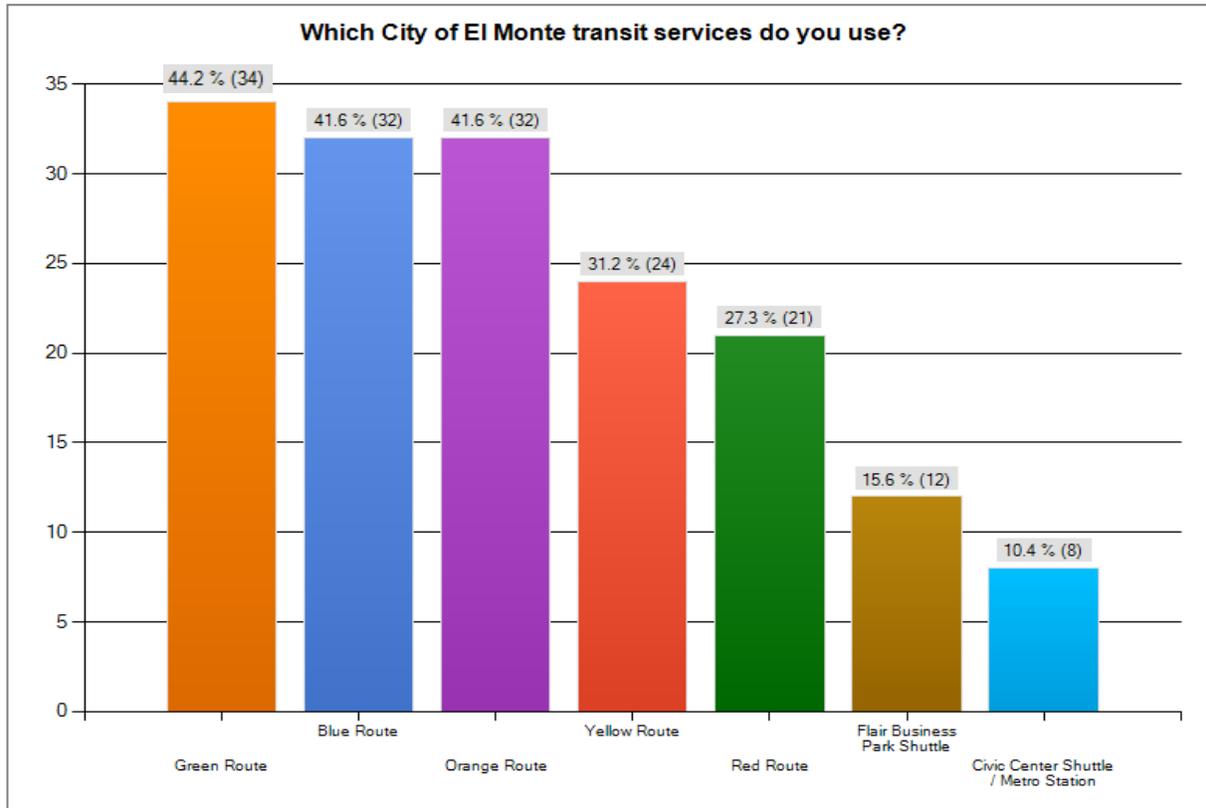
Figure 4-3



Interestingly, this group is utilizing many of the services provided by the City of El Monte.

Figure 4-4 demonstrates which routes are used most often by the responding LEP populations. Of note, larger proportions of ridership occur on the Green, Blue and Orange Trolley routes.

Figure 4-4



Factor 3: The nature and importance of the program, activity, or service provided to people’s lives.

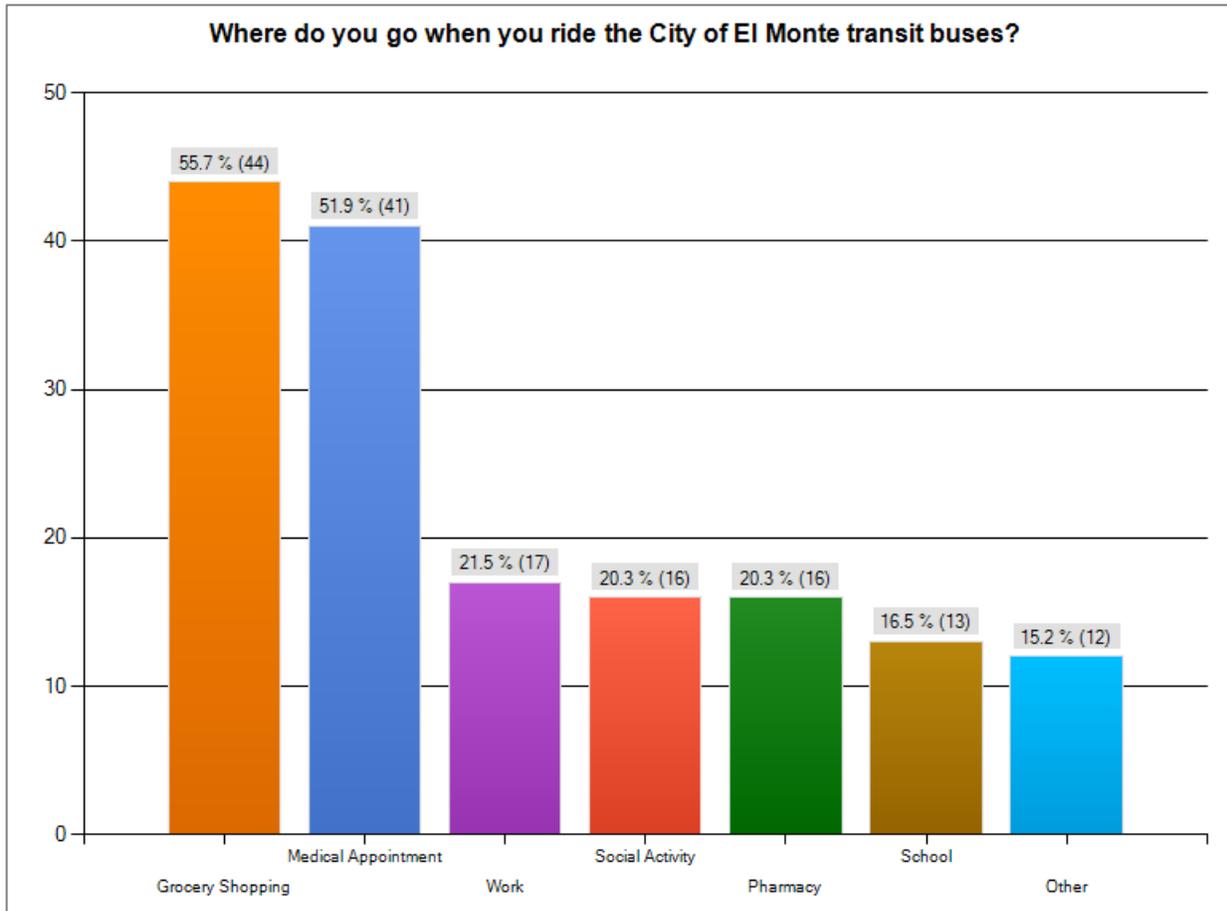
The City of El Monte understands that its services are used for life-sustaining activities, such as transportation to work, grocery shopping, non-emergency medical appointments, as well as life-enriching activities, such as school and social events. For transit-dependent individuals, City of El Monte services are gravely important. For this reason, the City of El Monte is committed to translating vital documents relating to its services. Vital documents are those that demonstrate where and how to use the City of El Monte transit services, how to access services, documents relating to safety and Title VI, and additional pertinent information. The City of El Monte has certified bilingual staff who speak, read and write in various languages, and the City also utilizes the services of translation firms, ensuring full access to transit services, information and vital

documents. The implementation for translating these vital documents is detailed below in Section 5.

Results of LEP Outreach Activity (as it relates to importance of services)

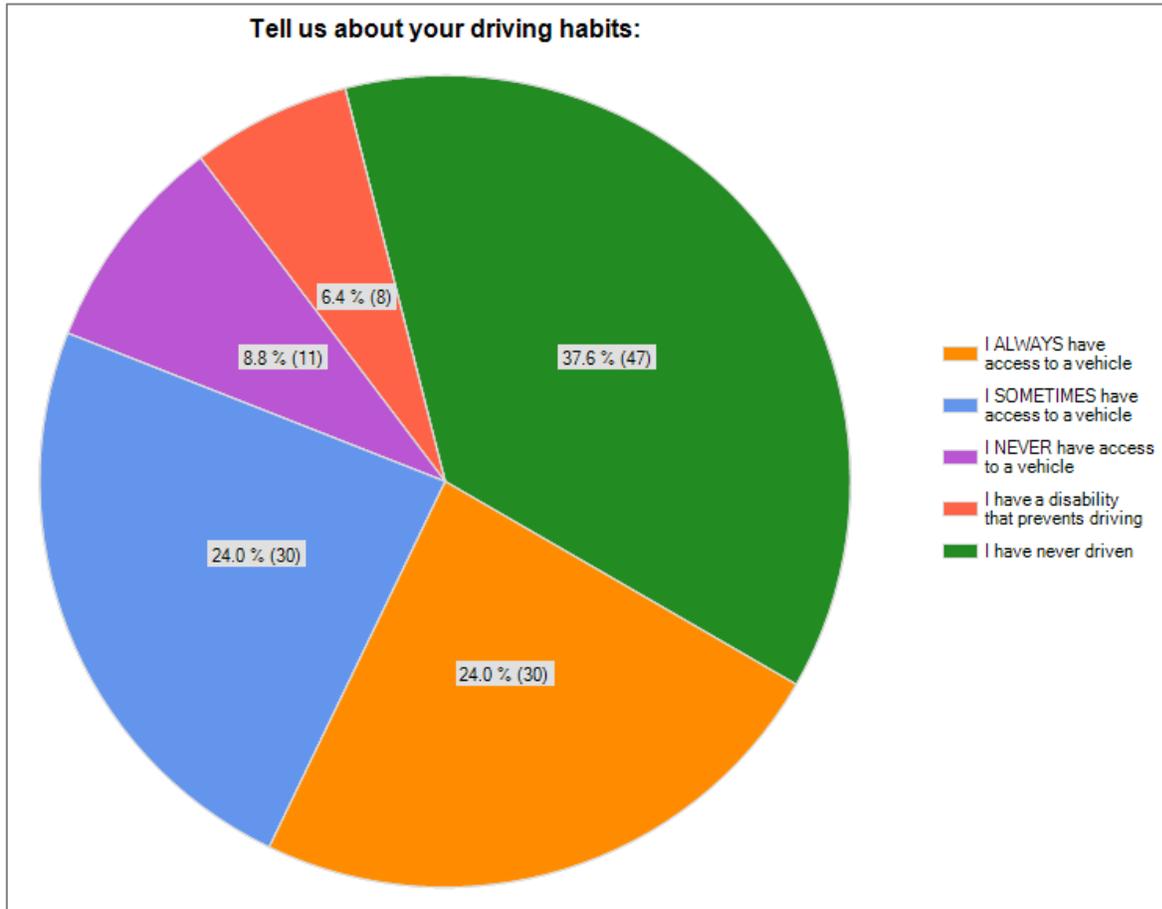
Responses to the intercept surveys confirmed that individuals are using the City’s transit service for these necessary and important activities. As demonstrated in figure 4-5, the majority of trips taken by LEP individuals are to grocery stores and medical appointments. This chart reflects the responses provided by 78 individuals. “Other” locations provided included the Trolley Station, other shopping, government buildings and the Department of Public Social Services Office.

Figure 4-5



Respondents were also asked about their access to a vehicle and driving habits. This group of 125 individuals includes a diverse group of transit riders (and potential riders), some who are “transit-dependent” due to a disability or lack of a vehicle, and others who may choose to use transit for certain trips. These responses are demonstrated in Figure 4-6.

Figure 4-6



Factor 4: The resources available to the recipient for LEP outreach, as well as the costs associated with that outreach.

The City of El Monte understands that outreach activities may need to be varied, proactive, and event specific to reach its various audiences. The City of El Monte Transit Services Title VI Public Participation Plan lays out the types of outreach activities that will be undertaken for public participation events. Such transit service outreach will be funded through Local Return Prop A, Prop C funds and eligible grants.

A large proportion of outreach will be possible through continuing to cultivate relationships with key contacts within the LEP populations. As identified in the City of El Monte Transit Services Public Participation Plan, keeping these contacts informed of the City's activities, services and events, and working with them to connect with the LEP populations will be an important outreach activity with little or no associated costs.

Table 4-7 identifies several potential outreach strategies that may be utilized with estimated associated costs.

Some of these strategies, such as advertisements on radio stations broadcasting in LEP languages and in magazines, will be utilized if such outlets are identified and as funding is available.

Table 4-7

City of El Monte Transit Services Title VI Program Four Factor Analysis: Factor 4

Translation of Written Documents		Interpretation & Translation Services		Advertisements & Outreach	
Specific elements	Unit Costs (range)	Specific elements	Unit Costs	Specific elements	Unit Costs
<i>Vital Documents:</i>		Translation Firm	.16 cents per word for written translation and .99 cents per minute for verbal translation	Availability of language assistance poster development and printing	To be determined on a case-by-case basis
Title VI Notice to the Public	\$80-\$120	Simultaneous interpreter for public events	To be determined on a case-by-case basis	LEP language radio spots (optional)	To be determined on a case-by-case basis
Complaint Form	\$80-\$120			Advertisements in LEP Language publications (optional)	To be determined on a case-by-case basis
Complaint Procedures	\$80-\$120				
Signage advertising City of El Monte transit services' Language Assistance Plan	\$80-\$120				
System Map	\$80-\$120				
Individual route schedules where practical	\$80-\$120				
<i>Possible Other Documents:</i>					
Fliers/advertisements for public events	\$80-\$120				

5. Implementation Plan

Chinese, Spanish and Vietnamese are the three LEP languages that meet the Safe Harbor Provision LEP threshold (“DOT has adopted DOJ’s Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations”). The City of El Monte will continue assessing the language needs of citizens in its service area through its Language Assistance Plan. At such time, as another group with Limited English Proficiency reaches significant mass, the City of El Monte will review this plan and its strategies to engage with non-English speaking populations.

Responsibility for Implementing the Language Assistance Plan

The Title VI Program Administrator will be responsible for overseeing the implementation of this plan and assigning tasks as appropriate.

The Title VI Program Administrator for the City of El Monte’s transit services is:

El Monte’s Public Works Director
11333 Valley Boulevard
El Monte, CA 91731
Office (626) 580-2058
transportation@elmonteca.gov

Language Service Provision **Interpretation Services**

1. The City of El Monte has certified bilingual staff that speaks, reads and writes in Mandarin and Spanish, and the City has certified staff that speaks Cantonese. The City also utilizes the services of translation firms, ensuring full access to transit services, information and vital documents.

2. The City of El Monte has contracted with a translating firm to assist with LEP callers/visitors Monday – Saturday inquiring of City’s transit services. The El Monte Trolley Station and

Transportation Services Division will handle LEP calls by directly assisting them or by conferencing calling between the translation firm and the LEP individual.

3. The City of El Monte has publicized information about language assistance on its posted Title VI Notice to the Public in Chinese, Spanish and Vietnamese. Public transit outreach events will also be publicized in these three languages and will include information about requesting interpretation.

4. Simultaneous interpretation at public transit events will be determined on a case-by-case basis by examining several factors, such as:

- The type and size of event;
- The availability of an El Monte staff member to interpret;
- The availability of a staff member of a host organization to interpret, etc.;
- Requests received 72 hours before an event.

5. For small outreach events, proactive outreach, smaller travel training and transit awareness events, bilingual staff members will assist with translation where appropriate and feasible. When it is appropriate and necessary to do so, the City of El Monte will hire an interpreter through a local or regional service.

Translation of Vital Documents

1. Translation of Title VI documents have been translated into LEP languages identified during the four-factor analysis. Developing this Language Assistance Plan included translating “Stage One” vital documents. “Stage Two” documents will be translated into the LEP languages during FY 2014/2015.

Vital Documents – Stage One

1) Title VI Program

- Title VI Notice to the Public
- Complaint Form
- Complaint Procedures

Vital Documents – Stage Two

2) Rider Information

3) Signage advertising the City of El Monte’s Language Assistance Program, particularly the Language Assistance Line number

4) Individual route schedules, where practical.

2. The extent of the City of El Monte's ability and obligation to continue translating written documents will be determined on a case-by-case basis, by looking at elements presented in the Four Factor Analysis.

City of El Monte Website

Title VI information for the City of El Monte transit services is available on the City's website at: <http://www.ci.el-monte.ca.us/Government/PublicWorks/Transportation.aspx> ("City of El Monte>Government>PublicWorks>Transportation")

As materials are translated into the LEP languages, they will be provided on the City's website.

Outreach

1. To ensure that LEP individuals are aware of the City of El Monte's language assistance measures, the City has included information about language assistance in its Title VI Notice to the Public.
2. Title VI information is available on the website in the three LEP languages.
3. The Language Assistance Line number is posted on the City's website.
4. As possible and appropriate, the City will develop simple signage advertising its Language Assistance Program and Language Assistance Line number and post these at popular community locations.
5. Staff will inform residents about the Language Assistance Plan during their outreach and transit-orientation activities.
6. Staff will continue developing relationships with organizations that serve LEP individuals and developing strategies to spread awareness of the City of El Monte's Language Assistance Program and transit services.

6. Monitoring, Evaluating, and Updating the Language Assistance Plan

A thorough review of this Language Assistance Plan (LAP) will be undertaken every three years concurrent with updating and submitting the Title VI Program. At that time, the LEP population will be reassessed to ensure all significant LEP languages are included in the City's language assistance efforts. The following reoccurring reporting and evaluation measures will be used to update the Language Assistance Plan:

1. The City of El Monte will regularly assess the effectiveness of how City and contracted staff members communicate with LEP individuals by:
 - Including questions about language assistance and information needs on any community surveys, which the City will strive to provide to the public every three (3) years.
 - Conversations with key contacts that work with LEPs
 - Any customer surveys or other input opportunities will be available in the three LEP languages.
2. Staff will track its language assistance efforts, including:
 - Reporting front-line staff's interactions with LEP
 - Reports and updates from the translation firm

7. Staff Training

The City of El Monte Transit Service Title VI Program Administrator or his/her designee is working with City staff and contractor to develop training guidelines, with training to be completed in FY 14-15. Training will occur annually and include:

- How to respond to LEP callers
- How to respond to correspondence from LEPs
- How to respond to LEPs in person
- How to document LEP needs

EL Monte is considering strategies for assisting vehicle operators in communicating with LEPs while in the field. These may include:

- Cards with Language Assistance Line phone number that drivers can easily offer to passengers when they can't communicate.

- Obtaining “I Speak” cards or similar language identification flashcards to provide staff the information needed to enable them to provide patron with appropriate form and/or schedule in their native language.

8. Appendices

Appendix A: Four Factor Analysis—Step 1: City of El Monte Transit Services Staff Survey

To begin qualifying City of El Monte’s previous experience with LEP individuals, employees were asked to fill out a questionnaire related to their interactions with limited English speaking individuals. Thirty-five staff members completed the questionnaire.

The questionnaire included the following questions:

1. While performing work functions, have you ever come into contact with individuals who are non-English speaking or Limited English Proficient?
2. How frequently do you come into contact with Limited English Proficient individuals?
3. If you know, what language(s) did these individuals speak?
4. What questions about City of El Monte transit services did they ask?
5. Were you able to successfully communicate with individuals who are Limited English Proficient? If yes, how were you able to communicate?
6. On which routes did you come into contact with individuals who are Limited English Proficient?

Interaction with LEPs:

Of the 35 responses, all individuals reported that they **have come into some contact with LEP** individuals; one (1) individual responded that they **come into contact with LEP’s rarely or infrequently**; and the remaining 34 responses were able to identify how often they interact with LEPs:

- 22 responses – Daily / multiple times per day
- 9 responses – 1-3 times a week
- 3 responses – 4-6 times per week

Languages Spoken: The following languages were identified by individuals who were able to identify the LEP languages spoken.:

Table 8-1

Language	Number of Times Reported
Spanish	31
Chinese (Mandarin)	14
Asian Language	6
Korean	3
Tagalog	3
Vietnamese	3
African Language	1
Arabic	1
Cantonese	1
Deaf/Sign Language	1
Other	1
Other Middle Eastern Language	1

Questions Asked about City of El Monte Transit Services:

The following topics were reported as asked by LEPs:

Table 8-2

Topic	Number of Times Reported
“Trolley” Information:	11
Schedules	6
Fares	13
Routes	4
Service hours	11
Age-related fares	1
Where Trolley goes/service area	7
Parking	1
Sunday service	1
Late Trolleys	1
Stops	1
“How to Ride”:	3
Where to go	9
Which bus to specific destinations	3
Where bus was headed/coming from	5
Transfers	11
Dial-A-Ride	5
El Monte Commuter Shuttle information	1
“Connecting Services”:	1
Metrolink	3
MTA	2
Amtrack	1
Access application	11
TAP cards	1
Foothill Transit	1

Communication with LEPs:

Seven (7) respondents reported that they could not successfully communicate with LEPs. The remaining stated that they successfully communicated with LEPs some or all of the time and reported using the various methods below to communicate:

Table 8-3

Method of Communication	Number of Times Reported
Fluent in or speak Spanish	15
Gesturing	11
Other passengers helped	7
Pointing at schedule or map	4
Speaking slowly	2
Children of passenger helped	1
Writing down instructions for some individuals	1

LEPs’ Interaction with City of El Monte Transit Services:

Respondents reported that they encountered LEPS on the following routes:

Table 8-4

Route	Number of Times Reported
Every route	10
Lunch relief drivers for Trolleys (mid-day shift)	6
PM Flair Shuttle	5
Civic Center Shuttle	3
All Trolley routes	2
AM Flair Shuttle	1
Dial-A-Ride	1
Recreational trips	1
Specific locations:	
Peck Road, Lower Azusa	1
Chinese day care, Lower Azusa	1

Appendix B: The City of El Monte English Proficiency Census Data

Table B16001, 2007-2011 American Community Survey 5-Year Estimates

	El Monte city, California	
	Estimate	Margin of Error
Total:	105,169	+/-701
Speak only English	16,995	+/-1,289
Spanish or Spanish Creole:	62,178	+/-1,609
Speak English "very well"	28,862	+/-1,370
Speak English less than "very well"	33,316	+/-1,469
French (incl. Patois, Cajun):	41	+/-45
Speak English "very well"	41	+/-45
Speak English less than "very well"	0	+/-95
French Creole:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Italian:	43	+/-35
Speak English "very well"	43	+/-35
Speak English less than "very well"	0	+/-95
Portuguese or Portuguese Creole:	62	+/-99
Speak English "very well"	35	+/-57
Speak English less than "very well"	27	+/-42
German:	35	+/-29
Speak English "very well"	23	+/-23
Speak English less than "very well"	12	+/-19
Yiddish:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Other West Germanic languages:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Scandinavian languages:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Greek:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Russian:	1	+/-3
Speak English "very well"	1	+/-3
Speak English less than "very well"	0	+/-95

	El Monte city, California	
	Estimate	Margin of Error
Polish:	7	+/-16
Speak English "very well"	7	+/-16
Speak English less than "very well"	0	+/-95
Serbo-Croatian:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Other Slavic languages:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Armenian:	41	+/-55
Speak English "very well"	41	+/-55
Speak English less than "very well"	0	+/-95
Persian:	12	+/-19
Speak English "very well"	0	+/-95
Speak English less than "very well"	12	+/-19
Gujarati:	34	+/-53
Speak English "very well"	34	+/-53
Speak English less than "very well"	0	+/-95
Hindi:	118	+/-141
Speak English "very well"	57	+/-92
Speak English less than "very well"	61	+/-73
Urdu:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Other Indic languages:	230	+/-184
Speak English "very well"	132	+/-128
Speak English less than "very well"	98	+/-74
Other Indo-European languages:	3	+/-10
Speak English "very well"	3	+/-10
Speak English less than "very well"	0	+/-95
Chinese:	14,667	+/-1,178
Speak English "very well"	4,143	+/-558
Speak English less than "very well"	10,524	+/-875
Japanese:	278	+/-218
Speak English "very well"	87	+/-57
Speak English less than "very well"	191	+/-170

Korean:	123	+/-120
Speak English "very well"	43	+/-55
Speak English less than "very well"	80	+/-76
Mon-Khmer, Cambodian:	548	+/-321
Speak English "very well"	272	+/-180
Speak English less than "very well"	276	+/-161
Hmong:	48	+/-74
Speak English "very well"	38	+/-58
Speak English less than "very well"	10	+/-17
Thai:	174	+/-130
Speak English "very well"	64	+/-47
Speak English less than "very well"	110	+/-94
Laotian:	161	+/-191
Speak English "very well"	48	+/-67
Speak English less than "very well"	113	+/-144
Vietnamese:	7,209	+/-977
Speak English "very well"	1,985	+/-365
Speak English less than "very well"	5,224	+/-826
Other Asian languages:	298	+/-185
Speak English "very well"	69	+/-54
Speak English less than "very well"	229	+/-148
Tagalog:	1,451	+/-542
Speak English "very well"	899	+/-321

	El Monte city, California	
	Estimate	Margin of Error
Speak English less than "very well"	552	+/-329
Other Pacific Island languages:	383	+/-235
Speak English "very well"	258	+/-173
Speak English less than "very well"	125	+/-110
Navajo:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Other Native North American languages:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Hungarian:	5	+/-13
Speak English "very well"	5	+/-13
Speak English less than "very well"	0	+/-95
Arabic:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Hebrew:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
African languages:	24	+/-38
Speak English "very well"	13	+/-20
Speak English less than "very well"	11	+/-18
Other and unspecified languages:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95

Table B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
Universe (El Monte): Population 5 years and over
2007-2011 American Community Survey 5-Year Estimates

Appendix C: El Monte City School District English Learner Data

In order to better identify the LEP populations within City of El Monte’s service area, and to begin tracking changes in those groups, we reviewed English Learner (EL) statistics for students in the El Monte City School District. Public schools within the California Department of Education (CDE) must report on their students that are English Learners—students whose native tongue is a language other than English, and what language is their mother tongue. This data is available online via CDE’s DataQuest website, <http://dq.cde.ca.gov/dataquest>.

The City of El Monte accessed data to gather a fuller picture of the communities it services, including what LEP populations exists and where these groups may be concentrated. Periodically, reviewing this data will enable the City of El Monte to track what non-English languages other than Chinese, Spanish and Vietnamese are growing in order to provide appropriate language assistance services.

Table 8-5 demonstrates that the largest populations of English Learners within the City of El Monte School District, elementary school students speak Spanish, Vietnamese, and Cantonese. As noted previously, there are some populations (such as Tagalog speakers) that do not meet the Safe Harbor LEP threshold but are a significant population. The City will monitor the growth of these populations to ensure adequate language assistance is provided.

English Learner data for first through eighth grade students, indicated by language, is available on the following page in Table 8-5.

Table 8-5

Subgroup:All Students, Gender:All

Language Code	Language Name	Kindergarten	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12	Ungraded	Total	Percent of Total
01	Spanish	505	560	534	383	323	279	233	186	167	0	0	0	0	0	3,170	82.98%
02	Vietnamese	60	58	69	18	24	8	19	11	10	0	0	0	0	0	277	7.25%
03	Cantonese	50	55	54	26	18	23	16	21	6	0	0	0	0	0	269	7.04%
07	Mandarin (Putonghua)	6	4	11	5	2	1	5	3	0	0	0	0	0	0	37	0.97%
99	Other non-English languages	4	9	2	2	1	0	2	1	2	0	0	0	0	0	23	0.60%
39	Chaozhou (Chiuchow)	0	1	3	2	0	1	1	0	1	0	0	0	0	0	9	0.24%
05	Filipino (Pilipino or Tagalog)	2	0	3	0	1	1	1	0	0	0	0	0	0	0	8	0.21%
08	Japanese	2	2	0	0	0	0	0	1	1	0	0	0	0	0	6	0.16%
28	Punjabi	0	0	3	0	1	1	0	0	0	0	0	0	0	0	5	0.13%
22	Hindi	0	0	1	0	0	0	1	1	0	0	0	0	0	0	3	0.08%
26	Indonesian	0	2	1	0	0	0	0	0	0	0	0	0	0	0	3	0.08%
09	Khmer (Cambodian)	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2	0.05%
04	Korean	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.03%
32	Thai	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.03%
35	Urdu	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.03%
29	Russian	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.03%
61	Bengali	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.03%
13	Burmese	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0.03%
17	French	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.03%
43	Gujarati	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0.03%

Membership of Non-Elected Transit Services Committees and Councils

The City of El Monte does not have any non-elected committees or councils at this time for transit services.

Title VI Equity Analysis

3900 Arden Drive, the facility where the Transportation Services Division is housed, was built in 2012-2013. No FTA funds were used for this construction project, nor were any businesses or residents displaced for this construction.

A thorough environmental review was undertaken by SCS Engineers in 2010. Their reports included:

- 4000 North Arden Phase 1 report by SCS- Part 1
- 4000 North Arden Phase 1 report by SCS- Part 2

Should the City of El Monte embark construction projects in the future, it will conduct an equity analysis in compliance with the FTA guidance provided in the U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirement and Guidelines for Federal Transit Administration Recipients."

System-Wide Standards and Policies (Fixed-Route Transit Services)

Effective Practices to Fulfill the Service Standard Requirement

Vehicle Load Standards

The average of all loads during the peak operating period should not exceed the following load factors for that service type:

El Monte Transit's Local Bus Routes (Trolleys) —Orange, Red, Yellow, Green and Blue
Loads not to exceed 1.5 passenger / seat

El Monte's Commuter Shuttles – Civic Center and Flair Business Park Routes
Loads not to exceed 1.5 passengers / seat

Vehicle Headway Standards

Peak period headways on local bus routes:

El Monte Transit – Orange, Red, Yellow, Green and Blue Trolley Routes:
40-minute headways, Monday through Saturday.

Commuter Shuttle Routes—These headways are generally 15 to 60 minutes due to the City's efforts to connect with Metrolink trains as often as possible during heavy commute periods.

On-Time Performance Standards

El Monte Trolley and Commuter Shuttle Bus Programs:

- El Monte endeavors to operate with no early departures before the time shown in the schedule brochure.
- El Monte's Trolley service sets an on-time performance level of 97 percent. On-time performance is defined as departing from a schedule time point less than one minute early and arriving at a scheduled time point no more than five (5) minutes late.
- El Monte's Commuter Shuttles connecting with Metrolink trains can run up to five (5) minutes late when trains are delayed.

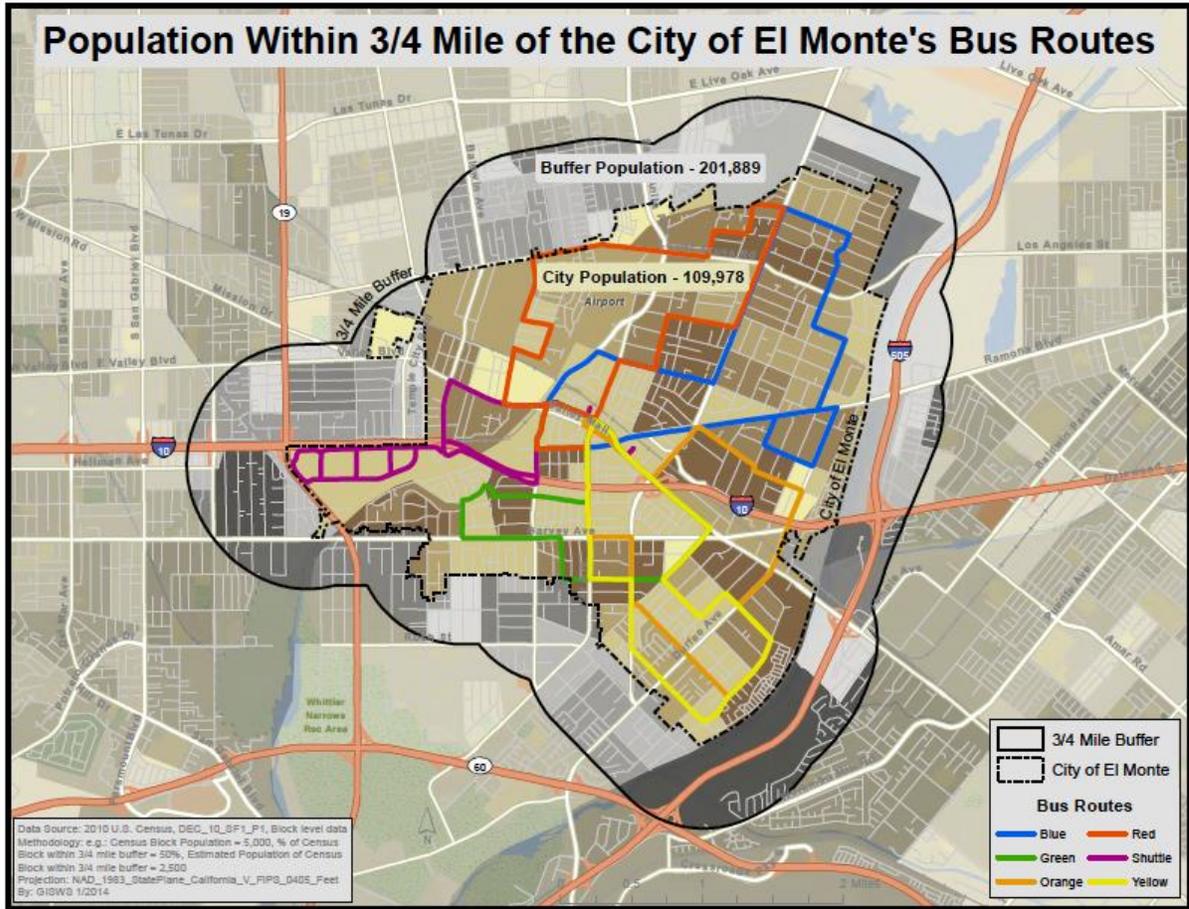
Service Availability Standards

Local Service:

- The City of El Monte's entire service area population is 109,978 residents, per the 2010 U.S. Census. As demonstrated in the map below, 100 % of El Monte's total service area population falls within $\frac{3}{4}$ of a mile of local El Monte transit services. Additionally, 201,889 individuals outside of the city limits are within $\frac{3}{4}$ miles of the city's transit network.

Standard:

- Maintain 100% of the population within $\frac{3}{4}$ of a mile of local bus routes.



Effective Practices to Fulfill the Service Policy Requirement

Vehicle Assignment Policy

Local Fixed-Route Transit:

Bus assignments take into account the operating characteristics of the various buses within the City of El Monte transit services fixed-route fleet, which are matched to the operating characteristics of the route. In the absence of specific operating requirements, vehicle assignments will be done so as to ensure a random rotation of fleet vehicles through the City of El Monte's transit system routes.

Transit Amenities Policy

The following policies will be applied to City of El Monte bus stops, as funding allows:

- Installation of a shelter should be considered at bus stops, as room will allow, with an average per trip boarding of 10 or more passengers. Seating/benches should be considered at bus stops, as room will allow, with an average per trip boarding of five (5) or more passengers.
- Priority for benches and shelters should be given to bus stops serving senior housing and activity centers, or facilities that serve clients with mobility impairments.

Note: There are stops within the City of El Monte for Los Angeles Metro and Foothill Transit services for which the City is not responsible. This Amenities Policy will not relate to those stops.