

TORRANCE TRANSIT



Over 80 Years of Dedicated Service to the South Bay Community...



Title VI Program Report

August 1, 2022 – July 31, 2025

City of Torrance, California



Torrance Transit Title VI Program:



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Eddie Harris



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List of Title VI program requirements and where they are located in the program report.

General Requirements (Chapter III):

- Title VI Notice to the Public, including a list of locations where the notice is posted – **Pg. 6 and 15**
- Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint) – **Pg. 6-8, 12, and 18-19**
- Title VI Complaint Form – **Pg. 16-17**
- List of transit-related Title VI investigations, complaints, and lawsuits – **Pg. 8-11**
- Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission – **Pg. 12-14, and 20-59**
- Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance – **Pg. 61-76**
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees – **Pg. 14**
- Primary recipients shall include a description of how the agency monitors its sub-recipients for compliance with Title VI, and a schedule of sub-recipient Title VI Program submissions – **Pg. 14. Torrance Transit does not have any sub-recipients**
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc. – **Pg 89-90**
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA. Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below) – **Pg. 119-125**

Requirements of Transit Providers (Chapter IV):

- All requirements set out in Chapter III (General Requirements) – **See above pages**
- Service standards – **Pg. 77-105**
- Vehicle load for each mode – **84-85 and 93-95**
- Vehicle headway for each mode - **Pg. 84-85 and 95-96**

- On time performance for each mode - **Pg. 85-86 and 96-97**
- Service availability for each mode – **Pg. 86-87 and 97**
- Service policies – **Pg. 87**
- Transit Amenities for each mode – **Pg. 88-91**
- Vehicle Assignment for each mode – **Pg. 87-88**

Transit providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:

These are optional as Torrance Transit currently operates 32 peak buses and 44 peak buses prior to pandemic in 2019.

- Demographic and service profile maps and charts – Pg. 4 and 100-105
- Demographic ridership and travel patterns, collected by surveys – Pg. 105
- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis – **Pg. 91-99 and 119-125**
- A description of the public engagement process for setting the "major service change policy," disparate impact policy, and disproportionate burden policy –
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis - **Pg. 106-113**



CHAPTER I: TORRANCE TRANSIT OVERVIEW

A. Purpose

The Federal Transit Administration (FTA) within the U.S. Department of Transportation requires that federally funded transit agencies submit a triennial program to ensure compliance with Title VI of the Civil Rights Act of 1964. Title VI regulations were set forth to assure equal access to transit services regardless of race, color, or national origin. To demonstrate compliance with these provisions, Torrance Transit is submitting this program in accordance with FTA Circular 4702.1B.

B. Background of the City

The City of Torrance is 21 square miles, 12,312 acres, and situated halfway between Los Angeles and Orange Counties and bordered by the Pacific Ocean on the west. Incorporated in 1921, the **2020 Census American Community Survey 5-Year Estimates** reports that the present population is **144,430**, making Torrance the fourth largest city in Los Angeles County and the 12th largest city in California. The median age is presently 41.8 years (notably higher than the Los Angeles County median age of 36.7). The breakdown of the population in terms of race is as follows (as reported by 144,430 residents) in 2020:

Race/Ethnicity	City of Torrance Residents	Percentage
White	50,109	34.7
Black or African American	3,963	2.8
Asian	54,035	37.4
American Indian/Alaska Native	429	0.3
Native Hawaiian/Pacific Islander	447	0.3
Other	417	0.3
Two or More Races	7,387	5.1
Hispanic/Latino (any race)	27,643	19.1
TOTAL	144,430	100%

C. Torrance Transit

Torrance Transit has operated weekday service in the City of Torrance continuously since January 23, 1940. As a response to the railroad corporation stopping service between Torrance and Los Angeles, Resolution No. 1374 gave permission to use buses for public transportation. This was supposed to be a temporary solution to the



problem, but Torrance Transit continued to grow as the public’s need for transportation became apparent. As of April 30, 2022, Torrance Transit operates a fleet of sixty-three (63), forty-foot (40’) buses, including its contingency reserve.

During FY 2019, Torrance Transit provides 4 million trips to its customers annually via local, freeway express, and Rapid services **with 44 peak operating buses**. For FY2020 Torrance Transit has been providing over 3 million trips on 12 routes covering 49.4 square-mile service area. Three (3) of the routes provided service and circulation within the City of Torrance, while the other remaining routes provided regional connections. Due to pandemic service reduction and continued bus operator shortages, Torrance Transit currently **operates a peak of 32 buses** and is expecting to increase as hiring efforts continues.

Torrance Transit provides important regional connections within the South Bay region of Los Angeles County. Figure 1 provides the peak frequencies by service day for the routes we currently operate.

Figure 1: Service Days and Operating Frequency by Route				
Route	Description	Peak Frequency (in minutes)		
		Weekday	Saturday	Sunday
1	Del Amo Center Mall (Torrance) to Harbor Freeway Station	60	60	60
2	Del Amo Center Mall (Torrance) to El Camino College	60		
3	Redondo Beach Pier to Long Beach Transit Gallery	20-35	30-45	30-45
3R	Mary K. Giordano Regional Transit Center (Torrance) to Long Beach Transit Gallery	20		
4X	Hawthorne Blvd at Pacific Coast Hwy (Torrance) to Union Station	60		
5	Pacific Coast Highway to El Camino College	60		
6	Del Amo Center Mall (Torrance) to Metro Blue Line Artesia Station	45		
7	Redondo Beach Pier to Wilmington via Sepulveda Blvd	60 -70		
8	Hawthorne Blvd at Pacific Coast Hwy (Torrance) to LAX Transit Center	70-80	60-90	60-90
9	Del Amo Center Mall (Torrance) to Lomita Blvd at Avalon Blvd	60		

10	Crenshaw Blvd at Pacific Coast Hwy to Inglewood (via Crenshaw Station)	60	60-80	60-75
13	Redondo Beach to Metro A Line Artesia Station	35-40	60	60

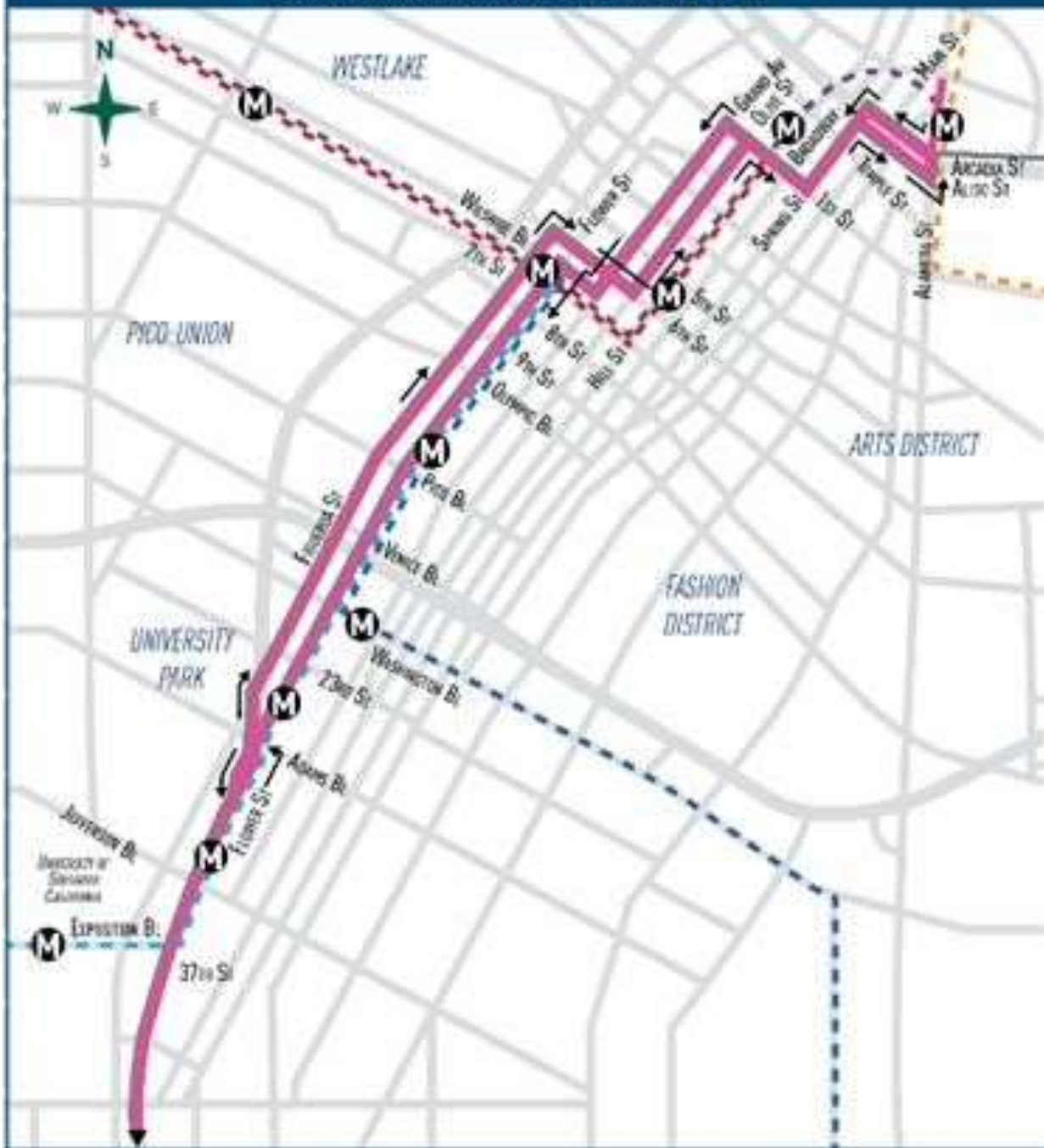
Note: Shaded areas indicate no service on those days.

In addition to bus service, Torrance Transit also provides a demand-response taxi service for elderly and disabled residents 24 hours a day, seven days a week through taxi contractors. Torrance Transit also participates in the Los Angeles County's Access Services, a non-profit agency that provides paratransit services and meets Americans with Disabilities Act (ADA) mandates.

D. System Map



DOWNTOWN LOS ANGELES INSET MAP



CHAPTER II: GENERAL REQUIREMENTS

A. Notice of Rights under Title VI

Torrance Transit System is committed to ensuring that no person is excluded from participation in, or denied the benefits of services on the basis of race, color and national origin as protected by the Civil Rights Act of 1964, as amended.

No person or group of persons will be discriminated against with regards to fares, routing, scheduling or quality of transportation service that Torrance Transit furnishes, on the basis of race, color or national origin.

In addition, the frequency of service, age and quality of Torrance Transit vehicles assigned to routes, and location of routes will not be determined on the basis of race, color or national origin.

Notices of Title VI Policies are posted on all buses and facilities in our service area. These facilities include our own bus yard, Administration building, Regional Transit Center and the City Clerk's building.

This information can be accessed via Torrance Transit's website at:
<https://transit.torranceca.gov/our-city/transit/rider-information/title-viv>.

The information is also posted on all Torrance Transit buses (**ATTACHMENT A** of this document is a copy of the car card of the Title VI Policy posted on buses.)

B. Complaint Procedures

The procedure for filing a formal complaint is outlined on the Transit website which can be accessed at:

<https://transit.torranceca.gov/our-city/transit/rider-information/title-viv>.

Torrance Transit allows up to one hundred eighty (180) days for an individual or individuals to file a written complaint. ATTACHMENT B of this document is a copy of the Title VI complaint form, and ATTACHMENT B1 is a copy of the department policy and procedure for handling formal Title VI complaints.

Individuals who feel they have been discriminated against can also contact Torrance Transit via:

Telephone: (310) 618-6266 (Voice)

Facsimile: (310) 618-6229

Email: Transit@TorranceCA.Gov

Receipt of the Title VI Complaint

Formal Title VI complaints may be received via e-mail, mail, phone, walk-in, other department, field supervisor and other Transit staff. The following outlines the process upon receipt of a complaint (a draft of the proposed Title VI complaint form is attached):

1. **Submission of Complaint:** Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through Torrance Transit may file a written complaint with the Administration and/or Operations Manager of the Department. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.
2. **Referral to Review Officer:** Upon receipt of the Complaint, the Transit Administration Manager and/or Operations Manager shall assign one or more staff (most likely a department Analyst, Supervisor or the Senior Business Manager), to evaluate and investigate the complaint. Staff shall complete this investigation in consultation with the City of Torrance City Attorney's Office, and most likely with the involvement of the Risk Manager and Human Resources Division. Transit staff assigned shall complete their review no later than 60 calendar days after the date Torrance Transit received the Title VI Complaint. If more time is required, the Administration Manager and/or Operations Manager shall notify the Complainant of the estimated time-frame for completing the review. Upon completion of the review, staff shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, Transit staff may recommend improvements to Torrance Transit's processes relative to Title VI, as appropriate. Transit staff shall forward their recommendations to the Administration Manager and/or Operations Manager for concurrence. If s/he concurs, s/he shall issue Torrance Transit's written response to the Complainant.
3. **Request for Reconsideration:** If the Complainant disagrees with the response, he or she may request reconsideration by submitting the request, in writing, to the Transit Director within 10 calendar days after its receipt. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Administration Manager and/or Operations Manager. The Transit Director will notify the Complainant of his/her decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Transit Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2, above.

4. **Appeal:** If the request for reconsideration is denied, the Complainant may appeal the Transit Director's response to the Complaint by submitting a written appeal to the Assistant City Manager of the City of Torrance, no later than 10 calendar days after receipt of the Transit Director's written decision rejecting reconsideration.
5. **Submission of Complaint to the Federal Transit Administration:** The complainant may also file a complaint directly with the Federal Transit Administration at FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, DC 20590.

C. Current Title VI Investigations, Complaints or Lawsuits

Since the last update of the plan, Torrance Transit System received receive one (1) Title VI related complaint form. However, the complaint form was not completely filled out and left out necessary information for our Administration Manager to identify the nature of the complaint.



**CITY OF
TORRANCE**

TRANSIT DEPARTMENT
Administration Division

Kim Turner
Transit Director

Godfrey Offoegbu
Deputy Transit Director

James Lee
Transit Administration Manager

James Lee
Transit Administration Manager
310-781-6924

January 13, 2022

Joseph R. Manning, Jr.,
20062 SW Birch St., Ste. 200
Newport Beach, CA 92660

RE: Title VI Complaint for Brianna Marissa Camarillo

Dear Mr. Manning, Jr.,

The Torrance Transit System is in receipt of the Title VI Complaint dated January 5, 2022 that your office submitted on behalf of Brianna Marissa Camarillo. Unfortunately, the information provided in the Title VI Complaint Form is insufficient.

Title VI, 42 U.S.C. § 2000d et seq., prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The complaint form does not identify the date, event or basis in which the reported act of discrimination occurred. Accordingly the complaint will not be considered as filed and will not be evaluated until you return the completed complaint form.

If you have any comments or questions, please feel free to contact Godfrey Offoegbu, Deputy Transit Director at (310) 618-6291 or via email at GOffoegbu@TorranceCA.Gov.

Thank you,

James Lee
Administration Manager



Title VI Complaint Form

(Complaints must be filed within 180 days of the alleged act of discrimination)

Section I				
Name:	Brianna Marissa Camarillo			
Address:	979 Miraflores Drive Corona CA 92882			
Home Telephone:	714-809-9183	Work Telephone:		
Email:	bricam15@gmail.com			
Accessible Format Requirements	Large Print <input type="checkbox"/> Yes <input type="checkbox"/> No	TDD <input type="checkbox"/> Yes <input type="checkbox"/> No	Audio Tape <input type="checkbox"/> Yes <input type="checkbox"/> No	Other <input type="checkbox"/> Yes <input type="checkbox"/> No
Section II				
Are you filing this complaint on your own behalf?				<input type="checkbox"/> Yes* <input type="checkbox"/> No
* - If you answered "Yes" to the question above, please go to Section III				
If you are not, please provide the name and relationship of the person for whom you are filing this complaint.				
Please explain why you are filing for this person.				
Please confirm that you have obtained the permission of the person complaining if you are filing on their behalf: <input type="checkbox"/> Yes <input type="checkbox"/> No				
Section III				
I believe the discrimination I experienced was based on (check all that apply):	<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin			
Date of Alleged Discrimination :				

Please explain what happened and why you believe were discriminated against. Describe all persons who were involved. If you know the name and contact information of the person you believe discriminated against you, please include it here. Also include the name of any witnesses.

[Empty text box for providing details of the discrimination incident.]

Section IV

Have you previously filed a Title VI complaint with the Torrance Transit System?
 Yes No

Have you filed a complaint with any other Federal, State or local agency, or with any Federal or State Court?
 Federal Agency State Agency
 Federal Court Local Agency
 State Court

Please attach any additional written materials or information that you think may be relevant to your complaint.

Joseph R. Manning Jr.
Name/Signature

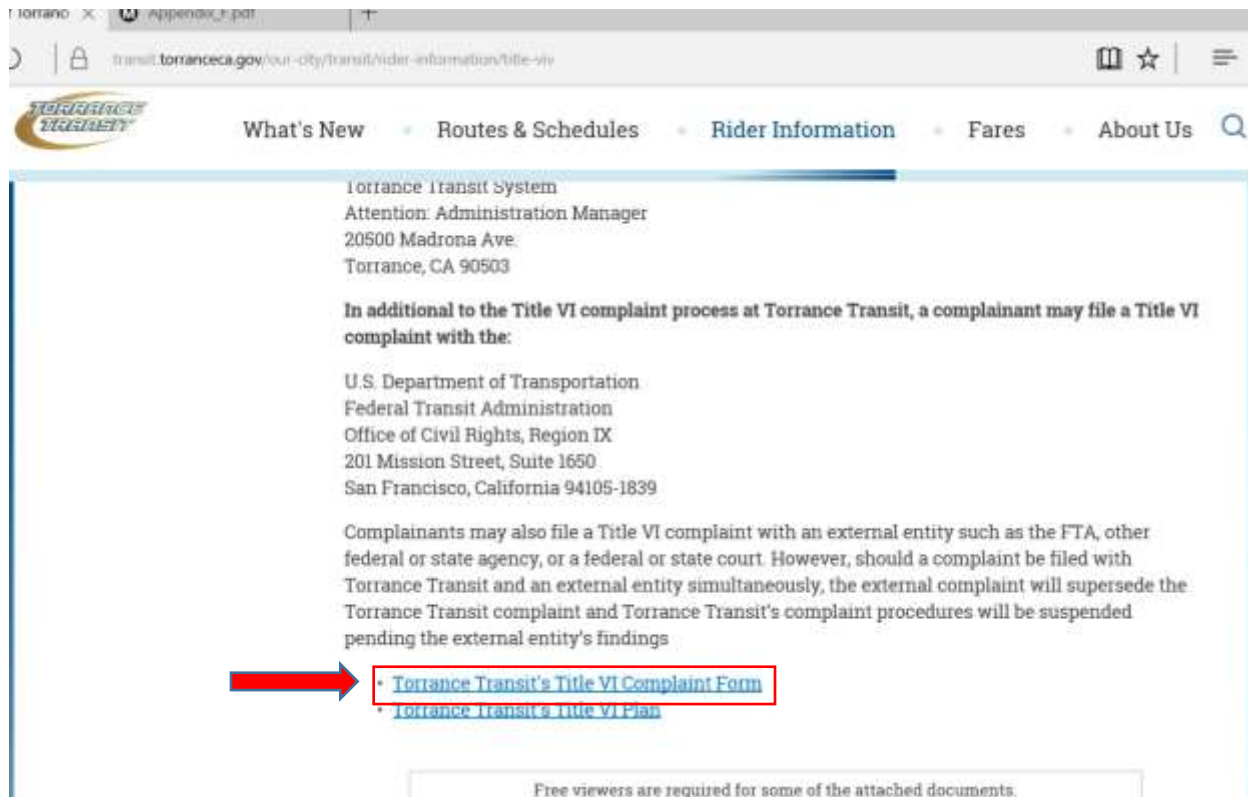
1/5/2022
Date:

Please mail your completed form to:
Torrance Transit System
20500 Madrona Avenue
Torrance, CA 90503
Attn: Administration Manager

Or you can send your form by:
Fax: (310) 618-6229
Email: Transit@TorranceCA.GOV

Additional information on Title VI can be accessed via Torrance Transit’s website at:

<https://transit.torranceca.gov/our-city/transit/rider-information/title-viv>



The complaint may be filed in writing with Torrance Transit Customer Service at:

Torrance Transit System
Attention: Administration Manager
20500 Madrona Ave.
Torrance, CA 90503

D. Public Participation Plan

Torrance Transit makes every effort to engage the community and stakeholders to participate in the development of Transit-related projects and services. Stakeholders such as low-income and minority communities, Limited English Proficiency populations, community based organizations, and businesses are invited to share their views and opinions to ensure that the analysis of all projects and service changes include the needs of those stakeholders impacted.

On April 19th, 2022, Torrance Transit hosted public hearing in both English and Spanish to allow the public to provide feedback regarding the public participation plan, major service change threshold, and disparate impact and disproportionate burden thresholds. The comment period for this plan was open for 45 days prior to

council approval as part of the overall Title VI Program Update. The public comment session was announced on the Daily Breeze Newspaper, La Opinion (Spanish Newspaper), our social media sites Facebook and Twitter, and car cards on our buses.

Attachment C is an example of Torrance Transit's policy and procedure for public comment and participation in service and fare changes. Our public Participation Plan is posted on our agency's website.

This Plan guides all of Torrance Transit's outreach to gather important public input on possible changes to bus service, new projects in planning and construction, fare changes and other programs. The goal of this plan is to ensure that the public, especially minority and low-income populations, along with important stakeholders have and understanding that they have a stake in the process and that their buy-ins are important to the agency as we seek to make changes. This transformation through transportation will impact stakeholders throughout the region. As such, it is essential that Torrance Transit continues to bridge connections with communities and individuals who have deep relationships and insights into community specific needs and opportunities through a comprehensive and sustained public participation program regarded as the nation's gold-standard.

This Plan meets and exceeds the requirements set forth by the FTA, FHWA, and Title VI, and it aligns with Metro's mission and commitment to excellence in service and support. It is accountable, first and foremost, to the public, and it reflects the agency's dedication to provide a robust and inclusive public engagement program that sustains, strengthens and deepens our relationships with stakeholders countywide.

E. Limited English Proficiency (LEP) Plan

Torrance Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color, or national origin. Torrance Transit developed a Limited English Proficiency (LEP) Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. The plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. In order to prepare this plan, the Torrance Transit undertook the U.S. Department of Transportation's four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a Torrance Transit program, activity or service.
2. The frequency with which LEP persons come in contact with Torrance Transit programs, activities or services.
3. The nature and importance of programs, activities or services provided by Torrance Transit to the LEP population.
4. The resources available to Torrance Transit and overall cost to provide LEP assistance.

ATTACHMENT D of this document is Torrance Transit's LEP Plan that was developed in late 2011, adopted in early 2012 and last updated in December of 2017 to account for the system changes that had occurred in October of 2017.

F. Racial Breakdown of Non-Elected Advisory Councils

Torrance Transit has a high priority goal of providing customer-driven transit service, and particularly values the views and concerns of the large percentage of minority and low-income populations that utilize our system on a daily basis.

Transit reports directly to two advisory bodies (both seated by publicly elected officials):

- **Torrance Transportation Committee** – Chaired by a Torrance City Council Member (elected) and comprised of two additional City Council Members (elected)
- **Torrance City Council** – Chaired by the Mayor of Torrance (elected) and comprised of six City Council Members (elected).

As all of the individuals are elected into office, a racial breakdown of these advisory councils is not required.

G. Sub-recipient Monitoring

Torrance Transit is a direct recipient of federal funds and **does not have any sub-recipients**.

ATTACHMENT A: Copy of Notice of Civil Rights

Torrance Transit Notice of Civil Rights

Torrance Transit System is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964.

In addition to Title VI, no person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that Torrance Transit furnishes, on the basis of race, color, national origin, sex, age or disability. The frequency of service, age and quality of Torrance Transit vehicles assigned to routes, and location of routes will not be determined on the basis of race, color, national origin, sex, age or disability.

For more information on Torrance Transit's civil rights program and the procedures to file a complaint:

Call: (310) 618-6266

Mail: ATTN: Transit Administration
20500 Madrona Ave.
Torrance, CA 90503

E-Mail: Transit@TorranceCA.Gov

To request information about civil rights in another language, contact (310) 618-6266.

Para solicitar información sobre los derechos civiles en español (Spanish), llame al (310) 618-6266.

Upang humiling ng impormasyon tungkol sa mga karapatang sibil sa Tagalog (Tagalog), tumawag sa (310) 618-6266.

민권에 관한 정보를 한국어 (Korean)로 신청하시려면, (310) 618-6266, 으로 전화하시기 바랍니다.



ATTACHMENT B: Complaint Form



Title VI Complaint Form

(Complaints must be filed within 180 days of the alleged act of discrimination)

Section I				
Name:				
Address:				
Home Telephone:		Work Telephone:		
Email:				
Accessible Format Requirements	Large Print [] Yes [] No	TDD [] Yes [] No	Audio Tape [] Yes [] No	Other [] Yes [] No
Section II				
Are you filing this complaint on your own behalf?			[] Yes* [] No	
* - If you answered "Yes" to the question above, please go to Section III				
If you not, please provide the name and relationship of the person for whom you are filing this complaint.				
Please explain why you are filing for this person.				
Please confirm that you have obtained the permission of the person complaining if you are filing on their behalf: [] Yes [] No				
Section III				
I believe the discrimination I experienced was based on (check all that apply):		<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		

Date of Alleged Discrimination :	
Please explain what happened and why you believe were discriminated against. Describe all persons who were involved. If you know the name and contact information of the person you believe discriminated against you, please include it here. Also include the name of any witnesses.	
Section IV	
Have you previously filed a Title VI complaint with the Torrance Transit System? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you filed a complaint with any other Federal, State or local agency, or with any Federal or State Court?	<input type="checkbox"/> Federal Agency <input type="checkbox"/> State Agency <input type="checkbox"/> Federal Court <input type="checkbox"/> <input type="checkbox"/> Local Agency <input type="checkbox"/> State Court
Please attach any additional written materials or information that you think is relevant to your complaint.	

Name/Signature

Date:

Please mail your completed form to:

Torrance Transit System
20500 Madrona Avenue
Torrance, CA 90503
Attn: Administration Manager

Or you can send your form by:

Fax: (310) 618-6229
Email: Transit@TorranceCA.Gov

ATTACHMENT B1: Department SOP on Title VI Policies and Procedures

TORRANCE TRANSIT SYSTEM

DIVISION: Administration and Operations

<p>POLICY: The Administration and Operations Division shall have a policy for handling Title VI Complaints</p>

PROCEDURE:

The Torrance Transit System is committed to ensuring that no person is excluded from participation in, or denied the benefits of services on the basis of race, color and national origin as protected by the Civil Rights Act of 1964, as amended.

No person or group of persons will be discriminated against with regards to fares, routing, scheduling or quality of transportation service that Torrance Transit furnishes, on the basis of race, color or national origin.

In addition, the frequency of service, age and quality of Torrance Transit vehicles assigned to routes, and location of routes will not be determined on the basis of race, color, and national origin. This information can be accessed via Torrance Transit's website at: <https://transit.torranceca.gov/our-city/transit/rider-information/title-viv>

The following is the guideline of procedural steps to be followed.

Receipt of the Title VI Complaint – *may be via e-mail, mail, phone, walk-in, other department, field supervisor and other Transit staff. A draft of the proposed Title VI Complaint Form is attached.*

1. **Submission of Complaint:** Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through Torrance Transit may file a written complaint with the Administration and/or Operations Manager of the Department. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.
2. **Referral to Review Officer:** Upon receipt of the Complaint, the Transit Administration Manager and/or Operations Manager shall assign one or more staff (most likely a Department Analyst, Supervisor or the Senior

Business Manager), to evaluate and investigate the Complaint, in consultation with the City of Torrance City Attorney's Office, and most likely with the involvement of the Risk Manager and Personnel Department. Transit staff assigned shall complete their review no later than 60 calendar days after the date Torrance Transit received the Title VI Complaint. If more time is required, the Administration Manager and/or Operations Manager shall notify the Complainant of the estimated time-frame for completing the review. Upon completion of the review, staff shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, Transit staff may recommend improvements to Torrance Transit's processes relative to Title VI, as appropriate. Transit staff shall forward their recommendations to the Administration Manager and/or Operations Manager for concurrence. If s/he concurs, s/he shall issue Torrance Transit's written response to the Complainant.

3. **Request for Reconsideration:** If the Complainant disagrees with the response, he or she may request reconsideration by submitting the request, in writing, to the Transit Director within 10 calendar days after its receipt. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Administration Manager and/or Operations Manager. The Transit Director will notify the Complainant of his/her decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Transit Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2, above.
4. **Appeal:** If the request for reconsideration is denied, the Complainant may appeal the Transit Director's response to the Complaint by submitting a written appeal to the Assistant City Manager of the City of Torrance, no later than 10 calendar days after receipt of the Transit Director's written decision rejecting reconsideration.
5. **Submission of Complaint to the Federal Transit Administration:** You may also file a complaint directly with the Federal Transit Administration at FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, DC 20590.

ATTACHMENT C: Public Participation Plan

City of Torrance Transit System

Public Review and Participation of Torrance Transit's on-going effort to ensure non-discrimination and equal access to transit services regardless of race, color, or national origin is crucial.

Staff posted legal notice regarding the Title VI Program Report on April 8, 2022 to the Daily Breeze Newspaper, La Opinion, Transit's website and social media pages in order to notify the public. In addition, staff also allowed the public 45 days to provide feedback and comments regarding the plan as required by FTA. Staff also conducted a virtual hearing on April 19, 2022 @ 6pm in order to gather feedback and comments from the public regarding our public participation plan, how we define major service change, disparate impact and disproportionate burden threshold and our Limited English Proficiency (LEP) Plan as well as our Service Standards.

Both English and Spanish presentations were available at the public hearing. See below.

A copy of the Draft Title VI Program Report, which included the participation plan and how we set major service change, disparate impact and disproportionate burden threshold, was placed in our administrative office for any members of the public to come and read. A pdf version of the plan was also posted on our website at <https://transit.torranceca.gov/our-city/transit/rider-information/title-viv>



Title VI Program Report For August 1, 2022 – July 31, 2025

- Presented by: Team Torrance
- April 19, 2022

Purpose

- Required by Federal Transit Administration (FTA) for all federally funded agencies
- Ensure compliance with Title VI of the Civil Rights Act of 1964
- Update and submit to FTA every 3 years
- Ensure equal access to transit services regardless of race, color, or nation origin

General Requirements

A. Notice of Rights Under Title VI

- a) Torrance Transit System is committed to ensuring that no person is excluded from participation in, or denied the benefits of services on the basis of race, color and national origin as protected by the Civil Rights Act of 1964
- b) No person or group of persons will be discriminated against with regards to fares, routing, scheduling or quality of transportation service that Torrance Transit furnishes, on the basis of race, color or national origin

B. Complaint Procedures

- a) Formal complaints may be received via e-mail, mail, phone, walk-in, other department, field supervisor and other Transit staff
- b) Submission, Referral to Review Officer, Request for Reconsideration, Appeal, and File directly with FTA Office of Civil Rights

C. Current Title VI Investigations - None



3

General Requirements

Public Participation Plan

- Public Meeting
 - At least 3 virtual or in person public meetings
 - Email for public comments
 - Dedicated phone line for public comments
- Spanish speaking translator
- Published legal notice
 - Car cards and take ones on buses
 - Social media sites
 - Website
 - Local newspaper in English and Spanish
- Public Comments for:
 - Fare Changes
 - Service Changes
 - Increase or decrease of 25% in revenue miles or hours
 - Routing coverage increase or decrease of 25% in revenue miles or hours
 - Emergency changes that last more than 1 year

City Council Approval



4

Limited English Proficiency (LEP)

Purpose:

- Identify reasonable steps for providing language assistance to those with Limited English Proficiency
- Outlines how to identify people within LEP
- Ways in which assistance may be provided
- Staff Training
- How to reach out to LEP individuals
- Four Factor Analysis to identify LEP populations and provide assistance



5

Four Factor Analysis

1. Proportion of LEP persons in the service area (who may be served or likely to encounter a TTS program, activity or service)
2. Frequency with which LEP persons come in contact with these programs, activities, or service
3. The nature and importance of programs, activities, or services to LEP individuals
4. Resources available to Torrance Transit and overall cost to provide assistance to LEP population



6

Four Factor Analysis

Proportion of LEP person in TTS service area

- Service area population overall is 865,071
- 23.18% of those speak English “less than very well”
 - 68% speak Spanish
 - 7.74% speak Korean
 - 5.3% speak Chinese
 - 4.46% speak Filipino/Tagalog
 - 1.96% speak Vietnamese
 - The rest make up other languages

Data from 2020 U.S. Census (ACS 5-year estimates)



7

Four Factor Analysis

Frequency with which LEP person come in contact with TTS programs, activities, or services

- Majority of LEP individuals are in Downtown L.A., I-110 Corridor, and portions of Carson, Wilmington, and Long Beach
 - These areas have between 15-60% LEP persons
 - TTS Line 3, Rapid 3, 4X, and Line 6 and 13 serve these areas
- Internal Surveys of bus operators and staff
 - 62% reported they receive requests for language assistance
 - 35% said fairly high interaction with LEP persons
 - 88% said they have daily interaction with LEP persons
 - 18% interacted with LEP persons 10 or more times per day
 - 10% said predominante language encountered is Spanish



8

Four Factor Analysis

- Nature and Importance of programs, activities, and services provided by Torrance Transit
 - Larger amount of riders on Line 3 and Rapid 3 are LEP populations in Wilmington
 - Wilmington Library provides resources on Language Assistance
- Resources available to Torrance Transit and overall cost to provide LEP assistance
 - Provide formal interpreter or translation upon request
 - Provide Spanish, Korean, and Chinese translation of notices and important documents upon request
 - Provide interpreters and Spanish format presentation at public hearings
 - All based on reasonable steps to provide meaningful access to LEP populations



9

Service Standards, Policies, and Monitoring

- Service Standards
 - Establish and monitor its performance
 - Used to develop and maintain efficient and effective fixed-route transit service
 - Vehicle Load Factor
 - Vehicle Headway
 - On-Time Performance
 - Service Availability
 - Separate by categories:
 - Local
 - Rapid
 - Express



10

Service Standards, Policies, and Monitoring

- **Major Service Change Policy:**
 - Changes to existing service level (increase or decrease) of **greater than 25%** vehicle revenue hours or miles shall require public comments
 - Experimental service changes of no more than 180 days (6 months) will not require public comments
 - Emergency Service Changes of no more than 12 months will not require public hearing
 - All fare changes require public comments
 - All **major** increases or decreases in transit service or fare changes 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 Torrance City Council for consideration and included in the Torrance Transit Title VI Program with a record of action taken by the City Council



11

Service Standards, Policies, and Monitoring

- **Disparate Impact and Disproportionate Burden Policies**
 - Establishes a threshold for determining whether a given action has a disparate impact on minority or low-income populations
 - **Disparate Impact** refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects based on race, color, or national origin
 - **Disproportionate burden** refers to a neutral policy or practice that disproportionately affects low-income riders more than non low-income riders
 - Threshold is **15 percent** where the absolute difference between minority and non-minority, low-income and non-low-income are impacted



12

Service and Fare Equity Analysis

- Torrance Transit's Title VI policy defines the threshold that will be utilized when analyzing the impacts to minority riders. For service or fare changes, a disparate impact and disproportionate burden will be deemed to have occurred if **the absolute difference** between the percentage of minority riders adversely affected and overall percentage of minority riders is at least **fifteen (15%) percent** or if overall minority routes have been adversely affected more than **fifteen (15%) percent** compared to non-minority routes. This policy was updated and approved by City Council on June 2019.
- Minority = any individual who identifies as African American, American Indian and Alaska Native, Asians and Pacific Islander, Hispanics, other race, and two or more races combined
- Torrance Transit defines low-income riders at **\$38,625**, which is **150%** of the federal poverty level for family of 4.
- Source: The American Census 2020 Decennial



13

Upcoming Public Hearing Dates

Additional questions, comments, or concerns?
Call (310) 781 – 6925

Review the complete draft of the plan at:
<https://transit.torranceca.gov/what-s-new/title-vi-plan-2022>





Informe del Programa del Título VI Del 1 de agosto de 2022 al 31 de julio de 2025

- Presentado por: Equipo Torrance
- 19 de abril de 2022

Objetivo

- Requerido por la Administración Federal de Tránsito (FTA) para todas las agencias financiadas con fondos federales
- Garantizar el cumplimiento del Título VI de la Ley de Derechos Civiles de 1964
- Actualizar y enviar a FTA cada 3 años
- Garantizar la igualdad de acceso a los servicios de tránsito independientemente de la raza, el color o el origen nacional

Requerimientos Generales

A. Aviso de derechos bajo el Título VI

- a) Torrance Transit System se compromete a garantizar que ninguna persona quede excluida de la participación o negada los beneficios de los servicios por motivos de raza, color y origen nacional, según lo protegido por la Ley de Derechos Civiles de 1964
- b) No se discriminará a ninguna persona o grupo de personas con respecto a las tarifas, la ruta, la programación o la calidad del servicio de transporte que brinda Torrance Transit, por motivos de raza, color u origen nacional

B. Procedimientos de Quejas

- a) Las quejas formales se pueden recibir por correo electrónico, correo postal, teléfono, sin cita previa, otro departamento, supervisor de campo y otro personal de tránsito
- b) Presentación, remisión al oficial de revisión, solicitud de reconsideración, apelación y archivo directamente con la Oficina de Derechos Civiles de FTA

C. Actualmente Investigaciones del Título VI - Ninguna



3

Requerimientos Generales

Plan de Participación Pública

- Reunión Pública
 - Al menos 3 reuniones públicas virtuales o en persona
 - Correo electrónico para comentarios públicos
 - Línea telefónica dedicada para comentarios públicos
- Traductor de español
- Aviso Legal Publicado
 - Avisos en los autobuses y folletos para tomar
 - Páginas de redes sociales
 - Nuestra página web
 - Periódico local en inglés y español
- Comentarios públicos para
 - Cambios de tarifa
 - Cambios de servicio
 - Aumento o disminución del 25% en millas o horas de ingresos
 - Aumento o disminución de la cobertura de enrutamiento del 25% en millas o horas de ingresos
 - Cambios de emergencia que duran más de 1 año

Aprobación del Concejo Municipal



4

Conocimientos Limitados del Inglés (LEP)

Objetivo:

- Identificar pasos razonables para brindar asistencia lingüística a personas con dominio limitado del inglés (LEP)
- Describe cómo identificar a las personas del LEP
- Ways in which assistance may be provided
- Entrenamiento del personal
- Cómo comunicarse con personas LEP
- Análisis de cuatro factores para identificar poblaciones LEP y brindar asistencia



5

Análisis de Cuatro Factores

1. Proporción de personas con LEP en el área de servicio (que pueden ser atendidas o probablemente encontrarán un programa, actividad o servicio de TTS)
2. Frecuencia con la que las personas LEP entran en contacto con estos programas, actividades o servicios
3. La naturaleza y la importancia de los programas, actividades o servicios para las personas LEP
4. Recursos disponibles para Torrance Transit y costo general para brindar asistencia a la población LEP



6

Análisis de Cuatro Factores

Proporción de personas LEP en el área de servicio de TTS

- La población total del área de servicio es 865,071
- 23.18% de ellos hablan inglés "menos que muy bien"
 - 68% habla español
 - 7.74% habla coreano
 - 5.3% habla chino
 - 4.46% habla filipino/taglog
 - 1.96% habla vietnamita
 - El resto lo componen otros idiomas

Datos del censo de EE. UU. de 2020 (estimaciones de 5 años de la ACS)



7

Análisis de Cuatro Factores

Frecuencia con la que la persona LEP entra en contacto con los programas, actividades o servicios de TTS

- La mayoría de las personas LEP se encuentran en el centro de Los Ángeles, el corredor I-110 y partes de Carson, Wilmington y Long Beach.
 - Estas áreas tienen entre 15-60% de personas LEP
 - Las líneas 3, Rapid 3, 4X y las líneas 6 y 13 de TTS dan servicio a estas áreas
- Encuestas internas a operadores de buses y personal
 - 62 % informó que recibe solicitudes de asistencia con el idioma
 - 35% informó interacciones bastante altas con personas LEP
 - 88% informó tener interacción diaria con personas LEP
 - 18% interactuó con personas LEP 10 o más veces al día
 - 10% informó que el idioma principal encontrado es el español



8

Análisis de Cuatro Factores

- Naturaleza e importancia de los programas, actividades y servicios proporcionados por Torrance Transit
 - Una mayor cantidad de pasajeros en la Línea 3 y Rapid 3 son poblaciones LEP en Wilmington
 - La biblioteca de Wilmington proporciona recursos sobre asistencia lingüística
- Recursos disponibles para Torrance Transit y costo general para brindar asistencia LEP
 - Proporcionar intérprete formal o traducción cuando se solicite
 - Proporcionar traducción al español, coreano y chino de avisos y documentos importantes cuando se solicite
 - Proporcionar intérpretes y presentaciones en formato español en audiencias públicas
 - Todo basado en pasos razonables para proporcionar un acceso significativo a las poblaciones LEP



9

Estándares de servicio, políticas y supervisión

- Estándares de servicio
 - Establecer y supervisar el rendimiento
 - Se utiliza para desarrollar y mantener un servicio de tránsito de ruta fija eficiente y eficaz
 - Factor de carga del vehículo
 - Tiempo entre las llegadas de vehículos de tránsito en una parada
 - Rendimiento a tiempo
 - Disponibilidad de servicio
 - Separado por categorías:
 - Local
 - Rápido
 - Expreso



10

Estándares de servicio, políticas y supervisión

- **Política de cambios mayores en el servicio:**
 - Los cambios en el nivel de servicio existente (aumento o disminución) de más del 25 % de horas o millas de ingresos del vehículo requerirán comentarios públicos
 - Los cambios de servicio experimentales de no más de 180 días (6 meses) no requerirán comentarios públicos
 - Cambios de Servicio de Emergencia de no más de 12 meses no requerirán audiencia pública
 - Todos los cambios de tarifas requieren comentarios públicos
 - Todos los aumentos o disminuciones importantes en el servicio de tránsito o los cambios de tarifas están sujetos a un análisis de equidad del Título VI antes de la aprobación del cambio de servicio por parte de la Junta. Un análisis de equidad del Título VI completado para un cambio de servicio importante debe presentarse al Concejo Municipal de Torrance para su consideración e incluirse en el Programa del Título VI de Torrance Transit con un registro de la acción tomada por el Concejo Municipal



11

Estándares de servicio, políticas y supervisión

- **Políticas de Impacto Dispar and Carga Desproporcionada**
 - Establece un umbral para determinar si una determinada acción tiene un impacto dispar en las poblaciones minoritarias o de bajos ingresos.
 - **Impacto dispar** se refiere a una política o práctica aparentemente neutral que afecta desproporcionadamente a los miembros de un grupo identificado por raza, color u origen nacional y la política carece de una justificación legítima sustancial, incluidas una o más alternativas que servirían a los mismos objetivos legítimos pero con menos efectos desproporcionados basados en raza, color u origen nacional
 - **Carga desproporcionada** se refiere a una política o práctica neutral que afecta de manera desproporcionada a los pasajeros de bajos ingresos más que a los pasajeros que no son de bajos ingresos
 - El umbral es del **15 por ciento** donde se ve afectada la diferencia absoluta entre minorías y no minorías, bajos ingresos y no bajos ingresos



12

Análisis de Equidad de Tarifas y Servicios

- La política del Título VI de Torrance Transit define el umbral que se utilizará al analizar los impactos en los pasajeros de minorías. Para cambios en el servicio o la tarifa, se considerará que ha ocurrido un impacto desigual y una carga desproporcionada si la diferencia absoluta entre el porcentaje de pasajeros pertenecientes a minorías afectados negativamente y el porcentaje general de pasajeros pertenecientes a minorías es de al menos el quince (15%) por ciento o si las rutas de minorías en general se han visto afectadas negativamente en más del quince (15%) por ciento en comparación con las rutas no minoritarias. Esta política fue actualizada y aprobada por el Concejo Municipal en junio de 2019.
- Minoría = cualquier individuo que se identifique como afroamericano, indio americano y nativo de Alaska, asiático y isleño del Pacífico, hispano, otra raza y dos o más razas combinadas
- Torrance Transit define a los pasajeros de bajos ingresos en \$38,625, que es el 150 % del nivel federal de pobreza para una familia de 4
- Origen de los datos: El Censo Americano 2020 Decenal



13

Informe del Programa del Título VI

¿Preguntas, comentarios o inquietudes adicionales?
Llame (310) 781 – 6925

Revise el borrador completo del plan en:
<https://transit.torranceca.gov/what-s-new/title-vi-plan-2022>





Vote-By-Mail

Title VI Plan 2022

FTA Grant Award

Public Hearing

Fleet Modernization

Torrance to Florence

GoPass

Temporary Service Changes

COVID-19 Updates

Line 13 Service

TAP LA App

Bus Crowding Information

+ Bus Shelter Depots

Transit Agency of the Year - 2019

TAP Wearables

Torrance Transit Tomorrow

What's New »

Title VI Program Report

Font Size: [Share & Bookmark](#) [Feedback](#) [Print](#)

FY2022-2025 (DRAFT)

NOTICE IS HEREBY GIVEN, that the Torrance Transit System (Herein after referred to as the Agency), has updated its Title VI Program Report and the Limited English Proficiency (LEP) Plan for August 1, 2022 through July 31, 2025. The Title VI Program and the LEP Plan are applicable to FTA's published notice in the Federal Register on August 28, 2012 (77 FR 52116). The Agency's Proposed Title VI Program and LEP Plan are available for review for forty-five (45) days following the date of this Notice.

Torrance Transit System
20500 Madrona Avenue
Torrance, CA 90503

Telephone: (310) 618-6266

Contact: James Lee, Title VI Liaison

Torrance Transit will also be conducting a **Public meeting** on April 19, 2022 @ 6pm via virtual format.

Link to Public Meeting: <https://us06web.zoom.us/j/89901282316>

Or One tap mobile:

+16699006833,89901282316# US (San Jose)

+12532158782,89901282316# US (Tacoma)

Webinar ID: 899 0128 2316



News	The program will be brought to the City's Council for final review and approval on May 24, 2022, from 6:00 pm. to 10:00 p.m. at the Torrance Council of Chambers.
Torrance Transit Park and Ride Regional Terminal	Comments will be accepted for the plans forty-five (45) days from the date of this Notice and can be forwarded to the Title VI Liaison Officer at the Torrance Transit System, at the above stated address, or to the Civil Rights Officer, U.S. Department of Transportation, Federal Transit Administration, 201 Mission Street, Suite 2210, San Francisco, CA, 94105.
LIFE Program	<p>Dated at Torrance, California this April 7, 2022</p> <p>Please click below to view the DRAFT of the Program Report. Title VI Program Report FY 2022-2025 (DRAFT)</p>
<p>AVISO SE DA POR LA PRESENTE que el Sistema de Tránsito de Torrance (en lo sucesivo, la Agencia), ha actualizado su Informe del Programa del Título VI y el Plan de Dominio Limitado del Inglés (LEP) del 1 de agosto de 2022 al 31 de julio de 2025. El Título VI Programa y el Plan LEP son aplicables al aviso publicado de FTA en el Registro Federal el 28 de agosto de 2012 (77 FR 52116)). El Programa del Título VI Propuesto por la Agencia y el Plan LEP están disponibles para su revisión durante cuarenta y cinco (45) días a partir de la fecha de este Aviso.</p>	
<p>Torrance Transit System 20500 Madrona Avenue Torrance, CA 90503</p>	
<p>Teléfono: (310) 618-6266</p>	
<p>Contacte: James Lee, Oficial de enlace de Título VI</p>	
<p>Torrance Transit también llevará a cabo una reunión pública el 19 de abril de 2022 a las 6:00 p.m. a través de un formato virtual y el programa se presentará ante el Concejo Municipal para su revisión y aprobación final el 24 de mayo de 2022 a partir de las 6:00 p.m. a las 10:00 p.m. en el Consejo de</p>	



y cinco (45) días a partir de la fecha de este Aviso.

Torrance Transit System
20500 Madrona Avenue
Torrance, CA 90503

Teléfono: (310) 618-6266

Contacte: James Lee, Oficial de enlace de Título VI

Torrance Transit también llevará a cabo una **reunión pública** el 19 de abril de 2022 a las 6:00 p.m. a través de un formato virtual y el programa se presentará ante el **Concejo Municipal** para su revisión y aprobación final el 24 de mayo de 2022 a partir de las 6:00 p.m. a las 10:00 p.m. en el Consejo de Cámaras de Torrance.

Se aceptarán comentarios para los planes cuarenta y cinco (45) días a partir de la fecha de este Aviso y se pueden enviar al Oficial de Enlace del Título VI en el Sistema de Tránsito de Torrance, a la dirección indicada anteriormente, o al Oficial de Derechos Civiles, EE. UU. Departamento de Transporte, Administración Federal de Tránsito, 201 Mission Street, Suite 2210, San Francisco, CA, 94105.

Fechado en Torrance, California este 7 de abril de 2022.

Haga clic a continuación para ver el BORRADOR del Informe del programa.
[Informe del programa del Título VI para el año fiscal 2022-2025 \(BORRADOR\)](#)

Link to Public Meeting: <https://us05web.zoom.us/j/89901282316>

Or One tap mobile:

+16699006833,89901282316# US (San Jose)

+12532158782,89901282316# US (Tacoma)

Webinar ID: 899 0128 2316

Daily Breeze

1771 S. Lewis Street
Anaheim, CA 92805

Torrance Transit
20500 Madrona ave
Torrance, California 90503

FILE NO. 0011529068
PROOF OF PUBLICATION
(2015.5 C.C.P.)

STATE OF CALIFORNIA
County of Los Angeles

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not party to or interested in the above-entitled matter. I am the principal clerk of the printer of DAILY BREEZE, a newspaper of general circulation, printed and published in the City of Hermosa Beach, County of Los Angeles, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of Los Angeles, State of California, under the date of June 10, 1974, Case Number SWC7146. The notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

04/08/2022

I certify (or declare) under the penalty of perjury that the foregoing is true and correct.

Dated at Hermosa Beach, California
On this 8th day of April, 2022.



Signature

*Daily Breeze circulation includes the following cities: Carson, Compton, Culver City, El Segundo, Gardena, Harbor City, Hawthorne, Hermosa Beach, Inglewood, Lawndale, Lomita, Long Beach, Manhattan Beach, Palms Verde, Playa Vista, Palmdale, Redondo Beach, San Pedro, Santa Monica, Torrance and Wilmington.

NOTICE IS HEREBY GIVEN, that the Torrance Transit System (Herein after referred to as the Agency), has updated its Title VI Program Report and the Limited English Proficiency (LEP) Plan for August 1, 2022 through July 31, 2025. The Title VI Program and the LEP Plan are applicable to FTA's published notice in the Federal Register on August 28, 2012 (77 FR 52116). The Agency's Proposed Title VI Program and LEP Plan are available for review for forty-five (45) days following the date of this Notice.

Torrance Transit System
20500 Madrona Avenue
Torrance, CA 90503
Telephone: (310) 618-6266
Contact: James Lee, Title VI
Liaison

Torrance Transit will also be conducting a public meeting on April 19, 2022 @ 6pm via virtual format and the program will be brought to the City's Council for final review and approval on May 24, 2022, from 6:00 pm, to 10:00 p.m. at the Torrance Council of Chambers. Comments will be accepted for the plans forty-five (45) days from the date of this Notice and can be forwarded to the Title VI Liaison Officer of the Torrance Transit System, at the above stated address, or to the Civil Rights Officer, U.S. Department of Transportation, Federal Transit Administration, 201 Mission Street, Suite 2210, San Francisco, CA, 94105. For more information, please visit www.transit.torranceca.gov

Dated at Torrance, California this
April 8, 2022
Daily Breeze
Published: 4/8/22

La Opinión

Clasificados!

Receipt

Ad Proof Proof Not to Scale

Date:

04/12/22

Account:

30591

Name:**Company:**

Torrance Transit

Telephone:

(310) 781-6974

Email:

PTang@torranceca.gov

Ordered By:**AD Number:**

108680

PO Number:**Start Date:**

04/13/22

Stop Date:

04/13/22

Ad Taken by:

BERUMENR

Sales Person:

Rosa Berumen - 109

Phone:

(213) 896-2260

Email:

rosa.berumen@laopinion.com

Total Ad Cost:

\$540.00

Amount Tendered:

\$540.00

Payment Method:04/12/22 CC VISA 5488
\$540.00The merchant name on your credit card statement will read **Impremedia.**

*** Please proofread ad for any corrections, or changes before 12:00 PM.

**AVISO PUBLICO**

AVISO SE DA POR LA PRESENTE que el Sistema de Torrance (en lo sucesivo, la Agencia) ha actualizado el Informe del Programa del Título VI y el Plan de Limitado del Inglés (LEP) del 1 de agosto de 2020 a julio de 2025. El Título VI Programa y el Plan LEP aplicables al aviso publicado de FTA en el Registro F 28 de agosto de 2012 (77 FR 52116). El Programa y el Plan Propuesto por la Agencia y el Plan LEP están disponibles para su revisión durante cuarenta y cinco (45) días a la fecha de este Aviso.

Torrance Transit System
20500 Madrona Avenue
Torrance, CA 90503
Teléfono: (310) 618-6266

Contacte: James Lee, Oficial de enlace de Título VI

Torrance Transit también llevará a cabo una reunión el 19 de abril de 2022 a las 6:00 p.m. a través de un virtual y el programa se presentará ante el Concejo Local para su revisión y aprobación final el 24 de mayo a partir de las 6:00 p.m. a las 10:00 p.m. en el Consejo de Cámaras de Torrance. Se aceptarán comentarios por escrito cuarenta y cinco (45) días a partir de la fecha de este Aviso y se pueden enviar al Oficial de Enlace del Título VI del Sistema de Tránsito de Torrance, a la dirección anteriormente, o al Oficial de Derechos Civiles, Departamento de Transporte, Administración del Tránsito, 201 Mission Street, Suite 2210, San Francisco, CA 94105. Para más información por favor visite www.torranceca.gov

Fecha en Torrance, California este 13 de abril de 2022

Notice to Advertiser:

Ad copy should be checked for errors by the advertiser. Credit for Publisher error in advertisements will be allowed for the first insertion only and only for the portion of the advertisement which was incorrect. Error must be reported the first day of publication. Run dates cannot be changed. If date changes are required, ad must be cancelled. CANCELLATION of the classified advertisement prior to the first day of publication is subject to a ONE DAY RATE FEE. Ad must be cancelled within published deadlines. Ad cancellations will be charged at earned rate as ads are not pro-rated. Special programs are subject to flat rate pricing and no refunds will be issued.

Ad copy is enlarged for better viewing and is not actual size.

La Opinión (213) 891-9191

AVISO LEGAL

AVISO SE DA POR LA PRESENTE QUE EL SISTEMA DE TRÁNSITO DE TORRANCE (EN LO SUCESIVO, LA AGENCIA), HA ACTUALIZADO SU INFORME DEL PROGRAMA DEL TÍTULO VI Y EL PLAN DE DOMINIO LIMITADO DEL INGLÉS (LEP) DEL 1 DE AGOSTO DE 2022 AL 31 DE JULIO DE 2025. EL TÍTULO VI PROGRAMA Y EL PLAN LEP SON APLICABLES AL AVISO PUBLICADO DE FTA EN EL REGISTRO FEDERAL EL 28 DE AGOSTO DE 2012 (77 FR 52116)). EL PROGRAMA DEL TÍTULO VI PROPUESTO POR LA AGENCIA Y EL PLAN LEP ESTÁN DISPONIBLES PARA SU REVISIÓN DURANTE CUARENTA Y CINCO (45) DÍAS A PARTIR DE LA FECHA DE ESTE AVISO.

TORRANCE TRANSIT SYSTEM
20500 MADRONA AVENUE
TORRANCE, CA 90503
TELÉFONO: (310) 618-6266

CONTACTE: JAMES LEE, OFICIAL DE ENLACE DE TITULO VI

TORRANCE TRANSIT TAMBIÉN LLEVARÁ A CABO UNA REUNIÓN PÚBLICA EL 19 DE ABRIL DE 2022 A LAS 6:00 P.M. A TRAVÉS DE UN FORMATO VIRTUAL Y EL PROGRAMA SE PRESENTARÁ ANTE EL CONCEJO MUNICIPAL PARA SU REVISIÓN Y APROBACIÓN FINAL EL 24 DE MAYO DE 2022 A PARTIR DE LAS 6:00 P.M. A LAS 10:00 P.M. EN EL CONSEJO DE CÁMARAS DE TORRANCE. SE ACEPTARÁN COMENTARIOS PARA LOS PLANES CUARENTA Y CINCO (45) DÍAS A PARTIR DE LA FECHA DE ESTE AVISO Y SE PUEDEN ENVIAR AL OFICIAL DE ENLACE DEL TÍTULO VI EN EL SISTEMA DE TRÁNSITO DE TORRANCE, A LA DIRECCIÓN INDICADA ANTERIORMENTE, O AL OFICIAL DE DERECHOS CIVILES, EE. UU. DEPARTAMENTO DE TRANSPORTE, ADMINISTRACIÓN FEDERAL DE TRÁNSITO, 201 MISSION STREET, SUITE 2210, SAN FRANCISCO, CA, 94105. FECHADO EN TORRANCE, CALIFORNIA ESTE 8 DE ABRIL DE 2022.



PARA MAS INFORMACIÓN POR FAVOR VISITE
WWW.TRANSIT.TORRANCECA.GOV

LEGAL NOTICE

NOTICE IS HEREBY GIVEN, THAT THE TORRANCE TRANSIT SYSTEM (HEREIN AFTER REFERRED TO AS THE AGENCY), HAS UPDATED ITS TITLE VI PROGRAM REPORT AND THE LIMITED ENGLISH PROFICIENCY (LEP) PLAN FOR AUGUST 1, 2022 THROUGH JULY 31, 2025. THE TITLE VI PROGRAM AND THE LEP PLAN ARE APPLICABLE TO FTA'S PUBLISHED NOTICE IN THE FEDERAL REGISTER ON AUGUST 28, 2012 (77 FR 52116)). THE AGENCY'S PROPOSED TITLE VI PROGRAM AND LEP PLAN ARE AVAILABLE FOR REVIEW FOR FORTY-FIVE (45) DAYS FOLLOWING THE DATE OF THIS NOTICE.

TORRANCE TRANSIT SYSTEM
20500 MADRONA AVENUE
TORRANCE, CA 90503
TELEPHONE: (310) 618-6266

CONTACT: JAMES LEE, TITLE VI LIAISON

TORRANCE TRANSIT WILL ALSO BE CONDUCTING A PUBLIC MEETING ON APRIL 19, 2022 @ 6PM VIA VIRTUAL FORMAT AND THE PROGRAM WILL BE BROUGHT TO THE CITY'S COUNCIL FOR FINAL REVIEW AND APPROVAL ON MAY 24, 2022, FROM 6:00 PM. TO 10:00 P.M. AT THE TORRANCE COUNCIL OF CHAMBERS. COMMENTS WILL BE ACCEPTED FOR THE PLANS FORTY-FIVE (45) DAYS FROM THE DATE OF THIS NOTICE AND CAN BE FORWARDED TO THE TITLE VI LIAISON OFFICER AT THE TORRANCE TRANSIT SYSTEM, AT THE ABOVE STATED ADDRESS, OR TO THE CIVIL RIGHTS OFFICER, U.S. DEPARTMENT OF TRANSPORTATION, FEDERAL TRANSIT ADMINISTRATION, 201 MISSION STREET, SUITE 2210, SAN FRANCISCO, CA, 94105. DATED AT TORRANCE, CALIFORNIA THIS APRIL 8, 2022.



FOR INFORMATION, PLEASE VISIT TRANSIT.TORRANCECA.GOV

On May 24th, 2022, Torrance Transit's governing board (The Torrance City Council) approved our program report along with our public participation plan. **See Attachment F.**

Guidelines for Public Review and Participation: *Fare and Service Changes*
Updated: 5/31/2022

The Torrance Transit System's policy on Required Public Comment conforms to the requirements of the Federal Transit Administration, state and local transit authorities, and the City of Torrance Procedure. The purpose of this policy is to ensure the opportunity for public participation prior to making significant changes in fares or service, which impact riders on the Torrance Transit System. In addition, this plan is to ensure that the public, especially minority and low-income populations, along with important stakeholders have and understanding that they have a stake in the process and that their buy-ins are important to the agency, as we seek to make changes and improvements to the service.

- I. Fare Changes Requiring Public Review
 - A. All changes to the existing fare structure (whether an increase or decrease) by the Torrance Transit System (TTS) shall require the solicitation of public comment.

- II. Service Changes Requiring Public Review
 - A. All changes to the existing level of service (whether an increase or decrease) on any of TTS's existing twelve (12) routes of greater than twenty (25) percent of revenue vehicle hours or revenue vehicle miles shall necessitate the solicitation of public comment.
 - B. Any proposed new route or routing coverage change greater than 25 percent in revenue miles or hours for an existing route shall be deemed a major service change and require public comment.
 - C. Experimental service changes of more than 180 days will require public comment.
 - D. Emergency service changes of more than one year will require public comment.

- III. Procedures for Conduct of Public Review
 - A. A public hearing is mandatory for any fare change or for any service change, greater than 25 percent as described in the previous sections. Any new proposed routes or service coverage changes shall also require public hearing. The public hearing may be held in conjunction with a meeting of the Torrance City Council or at separate meetings organized by staff. **Spanish speaking translators were present to**

address LEP language population during all public engagement meetings.

- B. **Publish legal notice describing proposed change in service or fares prior to the hearing date. Notice will be in both English and Spanish and languages that are identified under the LEP Plan.**
- C. Notice will appear in both English and Spanish car cards and take ones on all of 63 buses. Social media posts regarding public hearing dates will also appear on Torrance Transit's Facebook and Twitter accounts in both English and Spanish. Our website transit.torranceca.gov will also have notices of public outreach sessions and information on all upcoming changes.
- D. **Notice will also appear on local newspaper and major Spanish language newspaper media for both English and Spanish and languages that are identified under the LEP Plan.**
- E. Notification of intent to change fares or change levels of service and information on public hearing will be posted on TTS (where appropriate) transit vehicles and at the West Annex Transit Center.
- F. Public comment will be accepted at public hearing and by written submission, telephone voice mail or message, and e-mail.
- G. Consideration will be given to all public submissions and comments.

Summary of Recent Public Review and Participation

Background

In June 2018, Torrance Transit initiated a comprehensive study of its entire bus system. Primary objectives of the study included improving the rider experience, increasing ridership, and integrating the future Torrance Transit Regional Terminal. The 16-month study examined service design, operations, ridership, demographics, travel patterns, and planned development in the region. The study, branded Torrance Transit Tomorrow, also included rider, operator, and stakeholder engagement. The outcome of the study is an implementable 6-year plan to optimize and expand Torrance Transit.

As recommended in the approved Tomorrow Plan and according to the LA Metro NextGen Bus Plan, Transit intends to acquire the western portion of Line 130 from LA Metro spanning from the Artesia A (Blue) Line Station to Redondo Beach and rename the route as Line 13 in late June 2021. The eastern portion of Metro Line 130 will be acquired by Long Beach Transit in 2022. Additionally, Transit will also extend Line 10 (Torrance to Florence) from the Crenshaw C (Green) Line Station to Downtown Inglewood and shorten Line 5 to end at the El Camino College terminus instead of at the Crenshaw C (Green) Line Station.

Public Hearings

In February 2021, Torrance Transit held a series of five virtual public hearings that allowed for riders and the public in general to give their input on Torrance Transit's service enhancement and expansion. In order to comply with state and local county stay at home order and gathering restrictions, public meetings were held virtually during the pandemic. In person meetings will resume once the orders have been lifted.

Public Hearing Dates

Meeting	Date	Location
Torrance Transit 2021 Service Expansion and Improvements Public Hearing	Friday February 19, 2021 5:00 pm	Virtual (Zoom)
Torrance Transit 2021 Service Expansion and Improvements Public Hearing	Saturday February 20, 2021 10:00 am	Virtual (Zoom)
Torrance Transit 2021 Service Expansion and Improvements Public Hearing	Monday February 22, 2021 5:00 pm	Virtual (Zoom)
Torrance Transit 2021 Service Expansion and Improvements Public Hearing	Wednesday February 24, 2021 5:00 pm	Virtual (Zoom)
Torrance Transit 2021 Service Expansion and Improvements Public Hearing	Sunday February 28, 2021 10:00 am	Virtual (Zoom)

Public Hearing Format

The public hearings were all virtual with the option to watch online or listen by phone. Each meeting started with a prerecorded presentation of Torrance Transit's Service Enhancement and Expansion, both in English and Spanish, followed by questions and comments from the public. For those unable to attend a live Public Hearing had the option to watch the pre-recorded presentations available on our YouTube page.

There were four ways to comment:

- Through public hearings either through chat function or verbally
- Voicemail to (310) 781-6925

- By email to Changes@TorranceCA.gov
- By mail to 20500 Madrona Ave, Torrance, CA

Public Information Distribution

From January to March 2021, a number public noticing and outreach was conducted to raise awareness for public hearings and to gather input from the public. This outreach included the use of car cards, take ones, newspaper ads (English and Spanish), social media posts, and online posts on our website.

Notification for Public Hearings

Notification of Public Hearings	
Print Notices	<ul style="list-style-type: none"> • Car cards placed in all of our fleet of 63 buses • English and Spanish take-ones were placed in our fleet of 63 buses • Notice of intent to hold public hearing was published in the following publications: <ul style="list-style-type: none"> - Daily Breeze - La Opinión
Digital Communications	<ul style="list-style-type: none"> • Torrance Transit’s website included meeting information and videos of the presentations • 17 Torrance Transit social media posts (Facebook and Twitter) published regarding our Public Hearing meetings and how to submit input

Comment Received

A total of 46 comments were received throughout the comment period. 32 were submitted via zoom during public hearings, 7 through email, 6 through voicemails, and 1 written submission. Comments from the public fell into a few recurring subjects: modified service, support for the expansion of the service, transfer, frequency, and funding.

Printed information appeared in English and Spanish and was distributed by the following means:

- Car cards were posted overhead the passenger seating area inside all buses
- Take-one flyers were distributed at the following locations:
 - In all buses
 - At the West Annex Transit Store
 - Katy Geissert Civic Center Library
 - El Retiro Branch Library

- Henderson Branch Library
- North Torrance Branch Library
- Southeast Branch Library
- Walteria Branch Library
- Social media updates were posted on Facebook and Twitter regarding the meetings with links to information on our website
- E-mail and telephone hotlines were created to collect public feedback from any member of the public not able to attend the meetings
 - All patrons seeking additional information received follow-up communications from staff
- Advertisements for the public hearings were published in two newspapers, the Daily Breeze and La Opinion, two weeks prior to the meetings and alternative methods of contacting the department with comments
- **Notification and banner on Transit App, which has shown to help improve our reach to disadvantaged communities.**

Public Hearing Notices

Print Notices on Torrance Transit Buses

SERVICE ALERT

TORRANCE TRANSIT 2021 SERVICE EXPANSION AND IMPROVEMENTS

Torrance Transit is currently in the process of taking over METRO's Line 130 Service AND PROVIDING IMPROVEMENTS TO OUR SERVICE in June/July 2021! We are SEEKING INPUT from our passengers and the public regarding NEEDS, PRIORITIES, AND ISSUES with the coordination of this new service.

Our hearing dates are:

Friday, February 19th @ 5-7 PM

Saturday, February 20th @ 10 AM-12 PM

Monday, February 22nd @ 5-7 PM

Wednesday, February 24th @ 5-7 PM

Sunday, February 28th @ 1-3 PM



For more information, call (310) 781-6925,
visit TorranceTransit.org,
or email Changes@TorranceCA.gov

SERVICE ALERT

TORRANCE TRANSIT 2021 EXPANSIÓN Y MEJORAS DEL SERVICIO

Torrance Transit se encuentra actualmente en el proceso de hacerse cargo del servicio de la Línea 130 de METRO Y PROPORCIONAR MEJORAS A NUESTRO SERVICIO en Junio/Julio de 2021! Estamos BUSCANDO INSUMOS de nuestros pasajeros y del público en cuanto a NECESIDADES, PRIORIDADES y PROBLEMAS con la coordinación de este nuevo servicio.

Nuestras fechas de audiencia son:

Viernes 19 de Febrero a las 5-7 PM

Sábado, 20 de Febrero De 10 AM a 12 PM

Lunes 22 de Febrero A las 5-7 PM

Miércoles 24 de Febrero A las 5-7 PM

Domingo 28 de Febrero A las 1-3 PM



Para información, llame al (310) 781-6925,
visite TorranceTransit.org,
o envíe un correo electrónico a Changes@TorranceCA.gov

» SERVICE ALERT

Torrance Transit is currently in the process of **TAKING OVER METRO'S LINE 130 SERVICE AND PROVIDING IMPROVEMENTS TO OUR SERVICE** in June/July 2021!

We are **SEEKING INPUT** from our passengers and the public regarding **NEEDS, PRIORITIES, AND ISSUES** with the coordination of this new service.

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Saturday, February 20th, 2021
@ 10 AM-12 PM

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@ 5-7 PM

Wednesday, February 24th
@ 5-7 PM

Sunday, February 28th, 2021
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FOR INFORMATION ON THE VIRTUAL PUBLIC MEETINGS, PLEASE VISIT TORRANCETRANSIT.ORG

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Sunday, February 28th, 2021
@ 1-3 PM



FOR INFORMATION ON THE VIRTUAL PUBLIC MEETINGS, PLEASE VISIT TORRANCETRANSIT.ORG

» ALERTA DE SERVICIO

Torrance Transit se encuentra actualmente en el proceso de hacerse cargo del servicio de la **LÍNEA 130 de METRO Y PROPORCIONAR MEJORAS A NUESTRO SERVICIO** en Junio/Julio de 2021.

Estamos **BUSCANDO INSUMOS** de nuestros pasajeros y del público en cuanto a **NECESIDADES, PRIORIDADES y PROBLEMAS** con la coordinación de este nuevo servicio.

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Domingo 28 de Febrero de 2021
A las 1-3 PM



**PARA OBTENER INFORMACIÓN
SOBRE LAS REUNIONES PUBLICAS
VIRTUALES, VISITE
TORRANCETRANSIT.ORG**

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Torrance Transit se encuentra actualmente en el proceso de hacerse cargo del servicio de la **LÍNEA 130 de METRO Y PROPORCIONAR MEJORAS A NUESTRO SERVICIO** en Junio/Julio de 2021.

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A las 1-3 PM



**PARA OBTENER INFORMACION
SOBRE LAS REUNIONES PUBLICAS
VIRTUALES, VISITE
TORRANCETRANSIT.ORG**

Public Notices in Print Media

SERVICE ALERT

TORRANCE TRANSIT 2021 SERVICE EXPANSION AND IMPROVEMENTS

Torrance Transit is currently in the process of taking over METRO's Line 130 Service beginning in late July/early August 2021! We are seeking input from our passengers and the public regarding needs, priorities, and issues with the coordination of this new service.

Our hearing dates are:

Friday, February 19th @ 5-7 PM

Saturday, February 20th, 2021 @ 10 AM-12 PM

Monday, February 22nd @ 5-7 PM

Wednesday, February 24th, 2021 @ 5 PM - 7 PM

Sunday, February 28th, 2021 @ 1 PM - 3 PM



For more information, call (310) 618-6266 or visit TorranceTransit.Org

Pub Jan 11, 2020(1t)DB(11435270)

ALERTA DEL SERVICIO

TORRANCE TRANSIT 2021 EXPANSIÓN Y MEJORAS DEL SERVICIO

Torrance Transit está actualmente en proceso de hacerse cargo del servicio de la línea 130 de METRO a partir de finales de julio/principios de agosto de 2021! Estamos buscando aportaciones de nuestros pasajeros y del público en relación con las necesidades, prioridades y cuestiones relacionadas con la coordinación de este nuevo servicio.

Nuestras fechas de audiencia son:

Viernes, 19 de febrero @ 5-7 PM

Sábado, 20 de febrero de 2021 @ 10 AM-12 PM

Lunes, 22 de febrero @ 5-7 PM

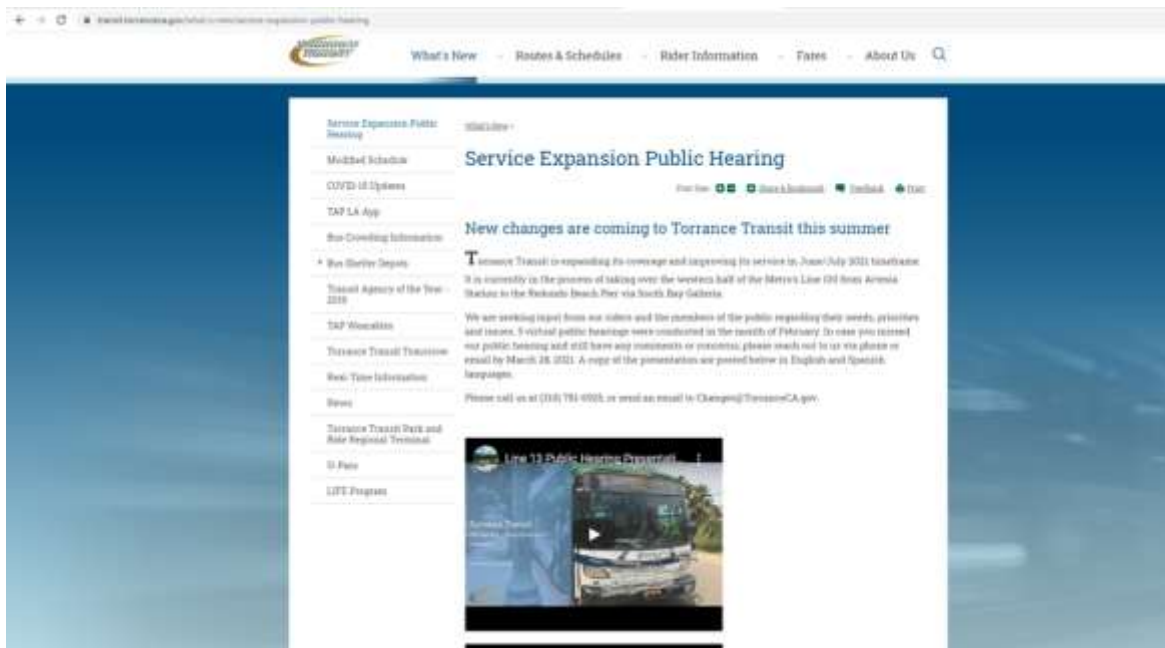
Miércoles, 24 de febrero de 2021 @ 5 pm - 7 pm

Domingo, 28 de febrero de 2021 @ 1 pm - 3 pm



Para más información, llame al (310) 618-6266 o visita TorranceTransit.Org

Digital Communications



Digital Communications: Facebook



SERVICE ALERT

Torrance Transit
Like Your Page · 1,000 likes · 100

TORRANCE TRANSIT 2021 EXPANSIÓN Y MEJORAS DEL SERVICIO
 Torrance Transit se encuentra actualmente en el proceso de hacerse cargo del servicio de la Línea 130 de METRO Y PROPORCIONAR MEJORAS A NUESTRO SERVICIO en Junio/Julio de 2021! Estamos BUSCANDO INSUMOS de nuestros pasajeros y del público en cuanto a NECESIDADES, PRIORIDADES y PROBLEMAS con la coordinación de este nuevo servicio.

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Para información, llame al (310) 781-6925, visite TorranceTransit.org, o envíe un correo electrónico a Changes@TorranceCA.gov

Torrance Transit

February 19 · 🌐

Attend our first Zoom virtual public hearing today, February 19, 2021, at 5 PM PST to learn about Torrance Transit taking over the western portion of Metro's Line 130.

Zoom Meeting Information
 Meeting Link <https://zoom.us/j/8368423326>
 Meeting ID: 836 842 3326... [See More](#)

ZOOM.US

Join our Cloud HD Video Meeting

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Like
 Comment
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Torrance Transit

February 19 · 🌐

Attend our second virtual public hearing on February 20, 2021, at 10 AM PST to learn about Torrance Transit's acquisition the western portion of Metro's Line 130.

Zoom Meeting Information

Meeting Link <https://zoom.us/j/8368423326>

Meeting ID: 836 842 3326

Joining by Phone: ... [See More](#)

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Torrance Transit added an event.

February 19 · 🌐

SERVICE ALERT

TORRANCE TRANSIT 2021 SERVICE EXPANSION AND IMPROVEMENTS

Torrance Transit is currently in the process of taking over METRO's Line 130

Service AND PROVIDING IMPROVEMENTS TO OUR SERVICE in June/July 2021! We are SEEKING INPUT from our passengers and the public regarding NEEDS, PRIORITIES, AND ISSUES with the coordination of this new service.

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- Monday, February 22nd @ 5-7 PM
- Wednesday, February 24th @ 5-7 PM
- Sunday, February 28th @ 1-3 PM



For more information, call (310) 781-6925.

SAT, FEB 20

Line 13 Public Hearing

Online Event

👍 3

👍 Like

💬 Comment

➦ Share



Torrance Transit

February 22 · 🌐

Join Zoom virtual public hearing today, February 20, 2021, at 10 AM PST to learn about Torrance Transit taking over the western portion of Metro's Line 130.

Meeting Link: <https://zoom.us/j/8368423326>

Meeting ID: 836 842 3326... See More

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Like



Comment



Share



Torrance Transit

February 22 · 🌐

Attend our third virtual public hearing on February 22, 2021, at 5 PM PST to learn about Torrance Transit's acquisition the western portion of Metro's Line 130.

Zoom Meeting Information

Meeting Link <https://zoom.us/j/8368423326>

Meeting ID: 836 842 3326

Joining by Phone: ... See More

SERVICE ALERT

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Sunday, February 28th @ 1-3 PM



For more information, call (310) 781-6925,

visit TorranceTransit.org,

or email Changes@TorranceCA.gov

👍 2

1 Share



Torrance Transit

February 24 · 🌐

Attend our fourth virtual public hearing on February 24, 2021, at 5 PM PST to learn about Torrance Transit's acquisition the western portion of Metro's Line 130.

Zoom Meeting Information

Meeting Link <https://zoom.us/j/8368423326>

Meeting ID: 836 842 3326

Joining by Phone: ... See More

SERVICE ALERT

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- Sunday, February 28th @ 1-3 PM



For more information, call (310) 781-6925, visit TorranceTransit.org, or email Changes@TorranceCA.gov



Torrance Transit

February 28 · 🌐

Attend our last virtual public hearing on February 28, 2021, at 1 PM PST to learn about Torrance Transit's acquisition the western portion of Metro's Line 130.

Zoom Meeting Information

Meeting Link <https://zoom.us/j/8368423326>

Meeting ID: 836 842 3326

Joining by Phone: ... See More

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Like

Comment

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Torrance Transit

March 2 · 🌐

Torrance Transit is expanding its coverage and improving its service in June/July 2021 timeframe. In case you missed our public hearing and still have any comments or concerns, please reach out to us via phone or email by March 28, 2021.

Please call us at (310) 781-6925, or send an email to Changes@TorranceCA.gov.

You can watch the presentations here

<https://www.youtube.com/watch?v=1BOOZZCF5Kg> (English)

<https://www.youtube.com/watch?v=6Ty4HhqCer4> (Spanish)




Digital Communications: Twitter

SERVICE ALERT

TORRANCE TRANSIT 2021 EXPANSIÓN Y MEJORAS DEL SERVICIO
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Sunday, February 28th @ 1-3 PM

 For more information, call (310) 781-6925, visit TorranceTransit.org, or email Changes@TorranceCA.gov



Torrance Transit @TorranceTransit · Jan 26



Torrance Transit is seeking input from its riders regarding their needs, priorities and issues. Please attend one of the five virtual meetings.

Meeting Link zoom.us/j/8368423326

Meeting ID: 836 842 3326

Joining by Phone:

Call: (669) 900 6833

Meeting ID: 836 842 3326

	<p>Join our Cloud HD Video Meeting</p> <p>Zoom is the leader in modern enterprise video communications, with an easy, reliable cloud ...</p> <p>zoom.us</p>
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4



Torrance Transit @TorranceTransit · Feb 19



Attend our first Zoom virtual public hearing today, February 19, 2021, at 5 PM PST to learn about Torrance Transit taking over the western portion of Metro's Line 130.

Meeting Link: zoom.us/j/8368423326

Meeting ID: 836 842 3326

Call: (669) 900 6833

Meeting ID: 836 842 3326

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1





Torrance Transit @TorranceTransit · Feb 19



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Torrance Transit @TorranceTransit · Feb 20



Join our virtual public hearing today, February 20, 2021, at 10 AM PST to learn about Torrance Transit taking over the western portion of Metro's Line 130.

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Torrance Transit @TorranceTransit · Feb 24



Join our virtual public hearing today, February 24, 2021, at 5 PM PST to learn about Torrance Transit taking over the western portion of Metro's Line 130.

Meeting Link: zoom.us/j/8368423326

Meeting ID: 836 842 3326

Call: (669) 900 6833

Meeting ID: 836 842 3326

Join our Cloud HD Video Meeting

Zoom is the leader in modern enterprise video communications, with an easy, reliable cloud ...

zoom.us



Torrance Transit @TorranceTransit · Mar 2



In case you missed our public hearing and still have any comments or concerns, please reach out to us via phone 310-781-6925 or email Changes@TorranceCA.gov by March 28, 2021.

Watch our presentations here:

youtube.com/watch?v=1BOOZZ... (English)

youtube.com/watch?v=6Ty4Hh... (Spanish)

Línea 13 Presentación de audiencia pública

Obtenga más información sobre la adquisición por parte de Torrance Transit de la parte occidental de l...

youtube.com





Torrance Transit @TorranceTransit · Feb 28



Join our last virtual public hearing today, February 28, 2021, at 1 PM PST to learn about Torrance Transit taking over the western portion of Metro's Line 130.

Meeting Link: zoom.us/j/8368423326
Meeting ID: 836 842 3326

Call: (669) 900 6833
Meeting ID: 836 842 3326

TORRANCE TRANSIT 2021 SERVICE EXPANSION AND IMPROVEMENTS
 Torrance Transit is currently in the process of taking over METRO's Line 130 Service AND PROVIDING IMPROVEMENTS TO OUR SERVICE in June/July 2021! We are SEEKING INPUT from our passengers and the public regarding NEEDS, PRIORITIES, AND ISSUES with the coordination of this new service.
Our hearing dates are:
 Friday, February 19th @ 5-7 PM
 Saturday, February 20th @ 10 AM-12 PM
 Monday, February 22nd @ 5-7 PM
 Wednesday, February 24th @ 5-7 PM
 Sunday, February 28th @ 1-3 PM

 For more information, call (310) 781-6925, visit TorranceTransit.org, or email Changes@TorranceCA.gov



Torrance Transit @TorranceTransit · Feb 22



Join our virtual public hearing today, February 22, 2021, at 5 PM PST to learn about Torrance Transit taking over the western portion of Metro's Line 130.

Meeting Link: zoom.us/j/8368423326
Meeting ID: 836 842 3326

Call: (669) 900 6833
Meeting ID: 836 842 3326

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ATTACHMENT D: LEP Plan

City of Torrance Limited English Proficiency Plan

Updated May 2019

LIMITED ENGLISH PROFICIENCY [LEP] PLAN

TORRANCE TRANSIT SYSTEM CITY OF TORRANCE, CALIFORNIA Updated May 2019

Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address Torrance Transit's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance".

Torrance Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color, or national origin.

This plan was developed to guide Torrance Transit in its administration and management of Title VI related activities.

Plan Summary

Torrance Transit has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency [LEP] who wish to access services provided. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. In order to prepare this plan, the Torrance Transit undertook the U.S. Department of Transportation's four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a Torrance Transit program, activity or service.
2. The frequency with which LEP persons come in contact with Torrance Transit programs, activities or services.
3. The nature and importance of programs, activities or services provided by Torrance Transit to the LEP population.

4. The resources available to Torrance Transit and overall cost to provide LEP assistance.

A summary of the results of the four-factor analysis is in the following section.

Four-Factor Analysis

- 1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a Torrance Transit program, activity or service.**

Torrance Transit reviewed 2020 (ACS 5-year estimates) U.S Census tract level data. Those census tracts that were within ¼ mile of a Torrance Transit route were considered part of the Torrance Transit service area. The review indicated that the total service area has a population of reportedly **865,071 individuals** who are five years of age or older. Of those persons, **200,526 (23.18%) speak English** “less than very well”. Of those persons with limited English proficiency, **137,984 (68.81%) speak Spanish**. The next languages listed with the highest number of persons that speak English “less than very well” were: 1) **Korean at 15,528 persons (7.74%); Chinese (including Mandarin and Cantonese) at 10,629 (5.30%); Filipino/Tagalog at 9,312 (4.64%); and Vietnamese at 3,921 (1.96%)**. A number of other language groups (i.e. – Japanese, Arabic, Persian, Hindi, etc.) make up the remainder of limited English speaking persons in the service area.

As detailed in Figures 1 through 3, census tracts with the majority of limited English speaking persons were located primarily in the Downtown Los Angeles area and I-110 Freeway corridor as well as portions of the service area in the communities of Carson, Wilmington and Long Beach. These tracts had a population of limited English speaking persons ranging from a low of **15%** to a high of **60%** or more. In contrast, the majority of English only speakers were mainly located among the western portion of our service area. Cities such as Manhattan Beach, Redondo Beach, and the Southwest portion of Torrance had the highest concentrations of English only speakers.

- 2. The frequency with which LEP persons come in contact with Torrance Transit programs, activities or services.**

Torrance Transit reviewed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes reviewing phone inquiries and surveying bus operators and customer service staff. To date, Torrance Transit bus operators and staff have had almost 62% report they received requests for assistance in languages other than English. In an optional survey of bus operators and administrative staff, approximately 35% or 12 individuals indicated a fairly high level of interaction with LEP persons. Most (88%) bus operators surveyed indicated that they have daily interaction with LEP persons. Approximately 18% of bus operators surveyed interact with LEP persons 10 or more times a day. The predominant language encountered by bus operators is Spanish (70%), with some

interaction with Korean-speaking passengers (3%). There have been few requests made to bus operators for language translation of public information, with 38% of operators indicating that passengers do not request translated materials.



TORRANCE
TRANSIT SYSTEM

CITY OF
TORRANCE

MEMO # 22-008OP

Memo

To: All Operations Personnel
From: Eddie Harris, Jr., Operations Manager
Date: Tuesday, March 29, 2022
Re: Limited English Encounter Survey

ehj

As part of the Federal Transit Administration's (FTA) requirement for the Title VI Plan, each agency is asked to identify how often employees, operators, and other staff members come into contact with customers/riders who speak languages other than English. We are also looking to find out how often the public has requested translation for information in languages other than English.

Please complete this short anonymous survey and return it to the Dispatch Office. This survey will help improve our overall communication with the public through translation of important policies and documents in the future.

If you have any questions, please see me.

Thank you in advance for your assistance.

Title VI Operator and Admin Staff Survey

Purpose: To identify the frequency with which Limited English Proficient (LEP) persons come in contact with Torrance Transit staff, programs, activities or services as part of the FTA Title VI Limited English Proficiency requirements.

This survey is anonymous; please do not identify who you are. Please return to the Planning mailbox.

1. Have you had interactions with people who do not speak English within the past year? (Select one)

Mark only one oval.

Yes

No

2. How many times a week do you interact with someone with limited English speaking skills? (Select one)

Mark only one oval.

0

1-5

6-10

10+

Please see opposite side!

3. How many times a day do you interact with someone with limited English speaking skills? (Select one)

Mark only one oval.

- 0
 1-5
 6-10
 10+

4. Has a passenger ever requested for language translation of public information? (Select one)

Mark only one oval.

- Yes
 No

5. If Yes to previous question, which of the following language(s) did the customers request? (Check all that apply)

Check all that apply.

- Spanish
 Korean
 Filipino/Tagalog
 Chinese
 Other
 Not Sure

6. If you selected other, please write down the name of the language(s) that was requested for translation.

In a 2018 survey for the Torrance Transit Tomorrow Plan riders were asked about the languages they speak. Most respondents are fluent in English (82%) and it is the most common language spoken at home. Spanish is the next most common language (28%), followed by Tagalog (6%). Four percent of respondents chose “Other” as an option. None of the written responses accounted for a majority of those who selected “Other.”

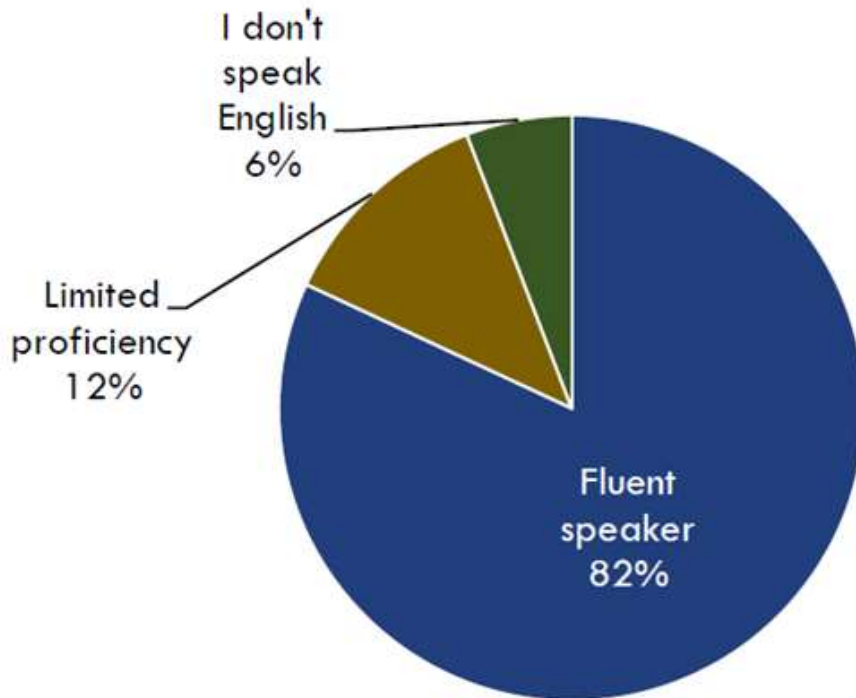
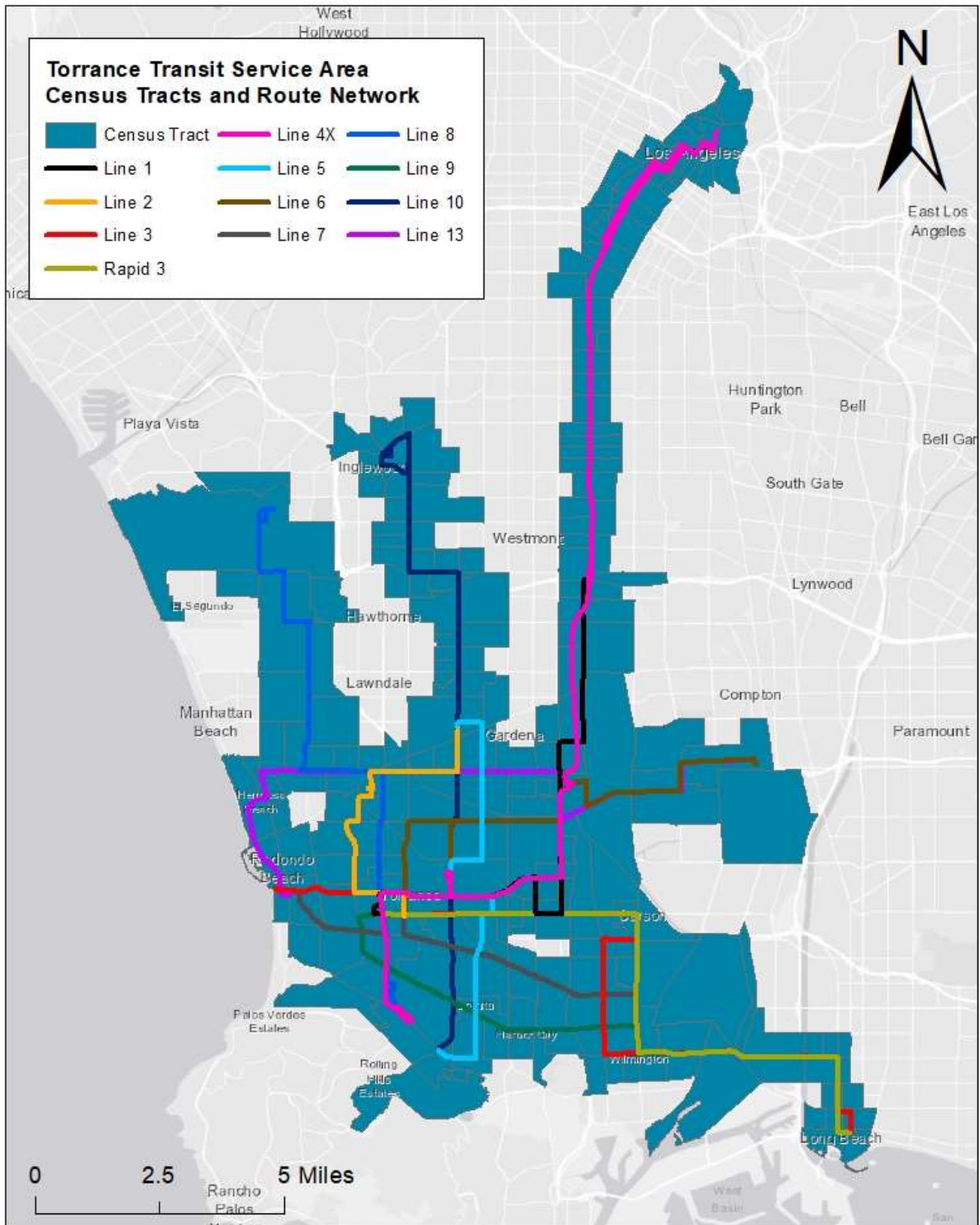
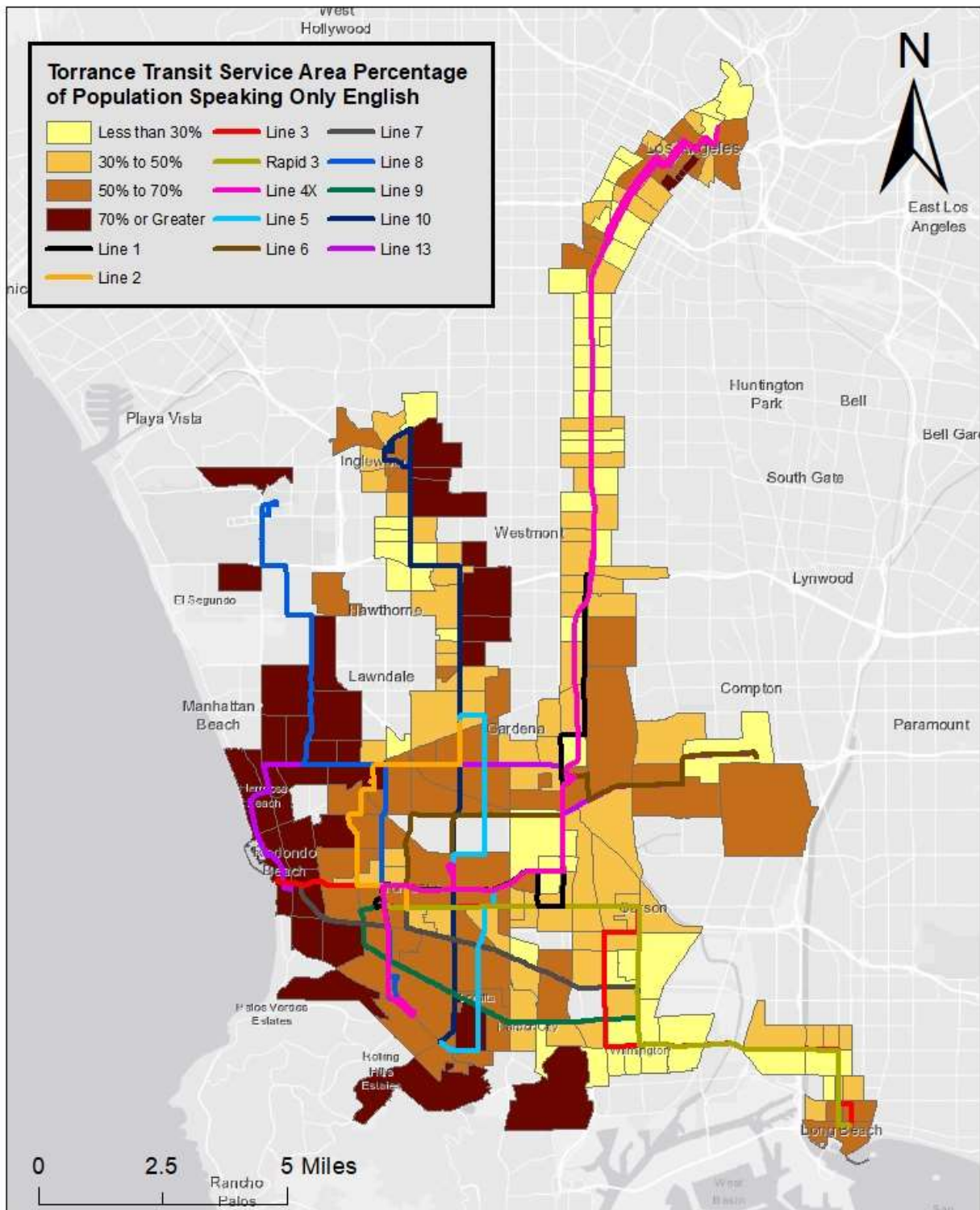


Figure 1: Torrance Transit Service Area Census Tracts and Route Network



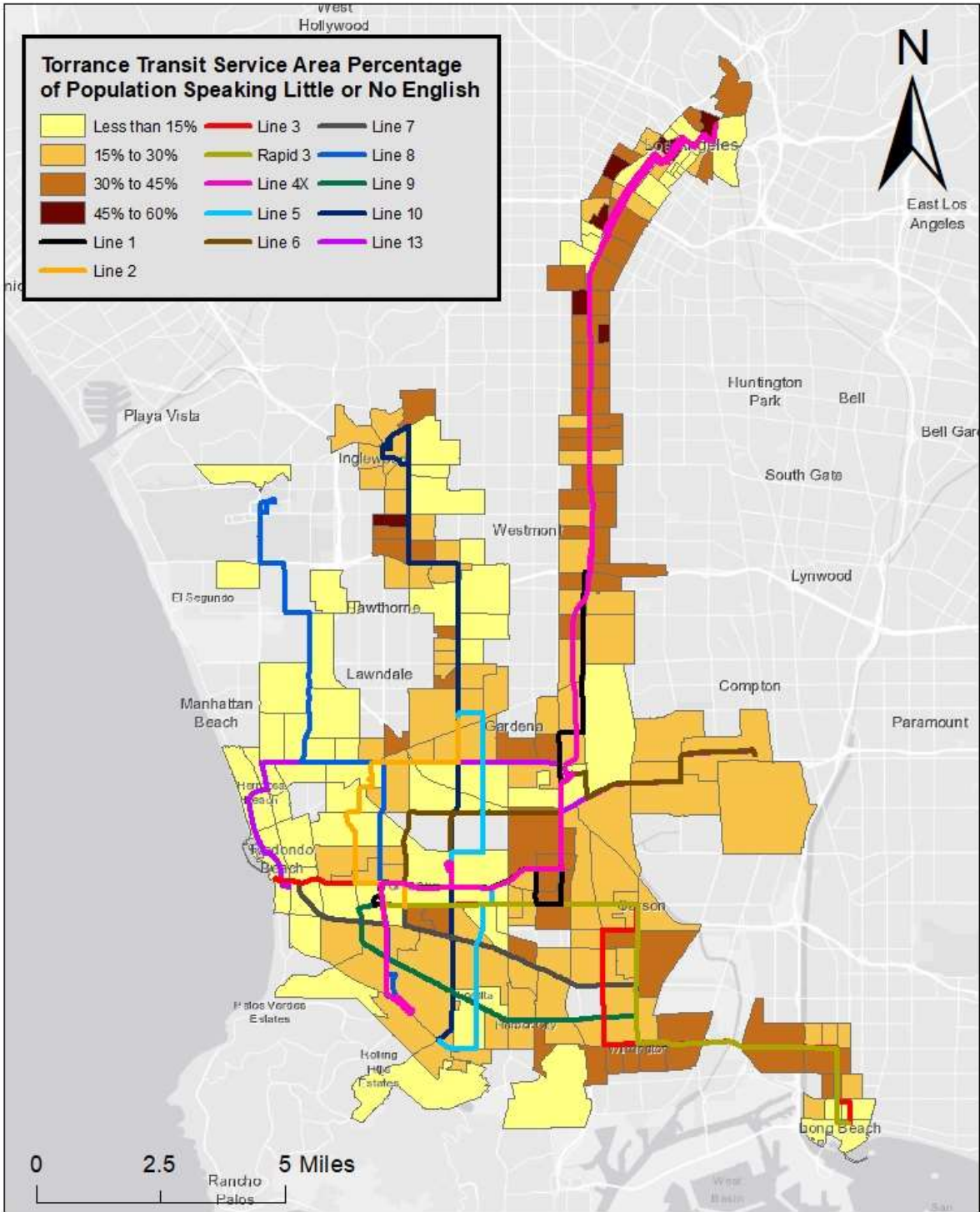
Prepared March 31, 2022 by Torrance Transit Planning & Design.
 Data Source: Torrance Transit System, Los Angeles GeoHub Census Tracts 2020
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Figure 2: Percentage of Population Speaks English Only



Prepared March 31, 2022 by Torrance Transit Planning & Design.
 Data Source: Torrance Transit System, U.S. Census 2020 American Community Survey 5-Year Estimates
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Figure 3: Percentage of Population Speaks with Little or No English Proficiency



Prepared March 31, 2022 by Torrance Transit Planning & Design.
 Data Source: Torrance Transit System, U.S. Census 2020 American Community Survey 5-Year Estimates
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3. The nature and importance of programs, activities or services provided by Torrance Transit to the LEP population.

As detailed in Figures 1 through 3, census tracts with the majority of limited English speaking persons were located primarily in the Downtown Los Angeles area and I-110 Fwy. corridor as well as portions of the service area in the communities of Wilmington and Long Beach. Because Torrance Transit service to Downtown Los Angeles is express-oriented with few stops, the largest geographic concentration of LEP individuals in the Torrance Transit service area that has access to local bus service is in the Wilmington area. Between 30% - 60% of the Wilmington community is Spanish-speaking with little or no English proficiency. The Wilmington Branch of the Los Angeles Public Library System, located near Torrance Transit Line 3, provides literacy programs to community residents as well as residents of surrounding communities. In speaking with the literacy program director, many program participants use transit, although it is unknown how much they use Torrance Transit compared to other local transit providers (Metro, City of Los Angeles DASH). The director expressed that many individuals in the community look to the library as a source for information, and it was noted that the LEP population is usually reluctant to inquire about services or resources due to their residency status, their lack of fluency of English and illiteracy in Spanish. These factors contribute to their unwillingness to make their needs known regarding transit and other issues.

4. The resources available to Torrance Transit and overall cost to provide LEP assistance.

Torrance Transit reviewed its available resources that could be used for providing LEP assistance, which of its documents would be the most valuable to be translated if the need should arise, and evaluated resources that could be used for outreach and translation efforts. Based on the four-factor analysis, Torrance Transit developed its LEP Plan as outlined in the following sections.

Language Assistance

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to Torrance Transit's programs and activities. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language. Torrance Transit will determine when interpretation and/or translation are needed and are reasonable. How the Torrance Transit staff may identify an LEP person who needs language assistance:

- Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.
- When Torrance Transit sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
- Have Census Bureau *Language Identification Flashcards* available at Torrance Transit events near the registration table. Individuals self-identifying as persons not proficient in English may not be able to be accommodated with translation assistance at the event, but it will assist the sponsoring agency in identifying language assistance needs for future events.
- Network with local human service organizations, such as the Wilmington Library, that provide services to LEP individuals and seek opportunities to provide information on transit services.
- Vehicle operators and other front-line staff, including bus operators, supervisors, customer service representatives, clerical staff and dispatchers will be informally surveyed periodically on their experience concerning any contacts with LEP persons during the previous year.

Language Assistance Measures - Torrance Transit will strive to offer the following measures to LEP individuals, that is, persons who speak English "less than very well";:

- Torrance Transit's Title VI Policy and Torrance Transit staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating in English. Torrance Transit has been providing Spanish translation for important documents such as presentations, advertisements, car cards, and take ones. Torrance Transit will also provide translation to other languages when requested.
- If a client asks for language assistance and Torrance Transit determines that the client is an LEP person and that language assistance is necessary to provide meaningful access, reasonable efforts will be made to provide free language assistance. If reasonably possible, Torrance Transit will provide the language assistance in the LEP client's preferred language. Torrance Transit has the discretion to determine whether language assistance is needed, and if so, the type of language assistance necessary to provide meaningful access.
- Torrance Transit will periodically assess client needs for language assistance based on requests for interpreters and/or translation, as well as the literacy skills of the clients.
- When an interpreter is needed, in person or on the telephone, staff will attempt to determine what language is required and then access language assistance at one or more of the available resources identified under the section "Formal Interpreters" on Page 9.

Safe Harbor Stipulation

Federal law provides a “Safe Harbor” stipulation so that recipients can ensure with greater certainty that they comply with their obligations to provide written translations in languages other than English. A “safe harbor” means that if a recipient provides written translations under certain circumstances, such action will be considered strong evidence of compliance with the recipient's written-translation obligations under Title VI.

The failure to provide written translations under the circumstances does not mean there is noncompliance, but rather provides a guide for recipients that would like greater certainty of compliance than can be provided by a fact-intensive, four-factor analysis. For example, even if a safe harbor is not used, if written translation of a certain document(s) would be so burdensome as to defeat the legitimate objectives of its program, it is not necessary. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

Strong evidence of compliance with the recipient's written-translation obligations under ‘safe harbor’ includes providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Torrance Transit’s translation of other documents, if needed, can be provided orally.

This safe harbor provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. However, within the past 2 years, Torrance Transit have been providing oral translation in Spanish at all of our public hearing sessions and in person outreach.

Only the Spanish, Chinese (including Mandarin and Cantonese), and Korean-speaking LEP language groups in the Torrance Transit service area constitutes the 5% or 1,000 persons of population threshold for which written translations of vital documents should be provided meet the safe harbor standard. Given the small number of LEP language group members speaking other languages, the Torrance Transit budget, and the number of staff, it is deemed that written translations of core documents in languages other than Spanish would be so burdensome as to defeat the legitimate objectives of our programs. It is more appropriate in these cases for Torrance Transit to proceed with oral interpretation options for compliance with LEP regulations. With the identification of Korean and Chinese-speaking population (including Mandarin and Cantonese) exceeding the threshold, Torrance Transit will translate important documents related to policies and programs in these two languages moving forward.

Staff Training

The following training will be provided to Torrance Transit staff:

- Information on the Title VI Policy and LEP responsibilities.
- Description of language assistance services offered to the public.
- Use of the *Language Identification Flashcards*.
- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.

Information will be distributed to all Torrance Transit staff.

Translation of Documents

- In those cases where the need arises for LEP outreach, Torrance Transit will consider the following options:
 - When staff prepares a document, or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population.
 - Bus schedules, maps, and other transit publications will be made available in an alternative language for the known LEP population.

Formal Interpreters

- When necessary to provide meaningful access for LEP clients, Torrance Transit will provide qualified interpreters, including any bilingual staff of the City of Torrance, if available. At important stages that require one-on-one contact, written translation and verbal interpretation services will be provided consistent with the four-factor analysis used earlier.
- Torrance Transit may require a formal interpreter to certify to the following:
 - The interpreter understood the matter communicated and rendered a competent interpretation.
 - The interpreter will maintain private information. Non-public data will not be disclosed without written authorization from the client.
 - Bilingual City employees, when available, can provide limited assistance to Torrance Transit staff and LEP clients as part of their regular job duties.

Informal Interpreters

- Informal interpreters may include the family members, friends, legal guardians, service representatives or advocates of the LEP client. Torrance Transit staff will determine whether it is appropriate to rely on informal interpreters, depending upon the circumstances and subject matter of the communication. However, in

many circumstances, informal interpreters, especially children, are not competent to provide quality and accurate interpretations. There may be issues of confidentiality, competency, or conflict of interest.

- An LEP person may use an informal interpreter of his or her own choosing and at their expense, either in place of or as a supplement to the free language assistance offered by Torrance Transit. If possible, Torrance Transit should accommodate an LEP client's request to use an informal interpreter in place of a formal interpreter.
- If an LEP client prefers an informal interpreter, after Torrance Transit has offered free interpreter services, the informal interpreter may interpret.
- If an LEP client wants to use his or her own informal interpreter, Torrance Transit reserves the right to also have a formal interpreter present.

Monitoring

Monitoring and Updating the LEP Plan - Torrance Transit will update the LEP as required by U.S. DOT. At a minimum, the plan will be reviewed and updated when data from the 2020 U.S.

Census is available, or when it is clear that higher concentrations of LEP individuals are present in the Torrance Transit service area. Updates will include the following:

- The number of documented LEP person contacts encountered annually
- How the needs of LEP persons have been addressed
- Determination of the current LEP population in the service area
- Determination as to whether the need for translation services has changed
- Determine whether local language assistance programs have been effective and sufficient to meet the need
- Determine whether transit system's financial resources are sufficient to fund language assistance resources needed
- Determine whether Torrance Transit fully complies with the goals of this LEP Plan
- Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals

Dissemination of the Torrance Transit LEP Plan

- A link to the Torrance Transit LEP Plan and the Title VI Plan will be included on the City of Torrance website.
 - <https://transit.torranceca.gov/our-city/transit/rider-information/title-viv>
- Any person or agency with internet access will be able to access and download the plan from the City of Torrance website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and shall be

provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which Torrance Transit will provide, if feasible.

- Questions or comments regarding the LEP Plan may be submitted to Torrance Transit, 20500 Madrona Avenue, Torrance, CA 90503, phone (310) 618-6266.

**ATTACHMENT E:
SERVICE STANDARDS, POLICIES, AND MONITORING**



**TORRANCE TRANSIT SYSTEM
TITLE VI SERVICE STANDARDS, POLICIES, AND MONITORING**

April 4, 2022

BACKGROUND

Federal Title VI requirements of the Civil Rights Act of 1964 were recently updated by the Federal Transit Administration (FTA) and now require each public transportation provider's to adopt five standards and policies:

- Major Service Change Policy;
- Disparate Impact Policy;
- Disproportionate Burden Policy;
- System-wide Service Standards; and
- System-wide Service Policies

Torrance Transit staff has developed draft standards and policies and included them within this document for review and adoption by the Torrance City Council.

The first policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population. The last two policies define service standards and policies to be used when determining whether service and amenities are distributed equitably to minority and non-minority routes and facilities.

Information about the Title VI process, complaint procedures, and the proposed standards and policies are available via the Torrance Transit website as well by calling the customer service phone number.

These policies are in draft form and will be revised based on input from the public and the Board. They will be brought back as final recommendations for approval by the Torrance City Council at a later time.

MAJOR SERVICE CHANGE POLICY

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 Torrance City Council for consideration and included in the Torrance Transit Title VI Program with a record of action taken by the City Council.

A major service change is defined as:

- A. All changes to the existing level of service (whether an increase or decrease) on any of TTS's existing eleven routes, of greater than **twenty five (25) percent** of revenue vehicle hours or revenue vehicle miles shall necessitate the solicitation of public comment.
- B. Experimental service changes of no more than 180 days will not require public comment.
- C. Emergency service changes of no more than 12 months will not require public comment.
- D. All fare changes shall require public comments.

Major Service changes and fare changes are subject to Service and Fare Equity Analysis (SAFE) as well, as stipulated by the Federal Transit Administration's enforcement of Title VI of the Civil Rights Act of 1964. Impacts of the proposed changes are analyzed to specifically ensure that they do not disproportionately impact the minority or low income population utilizing the service. The analysis accomplishes the following goals:

1. Defines and evaluates the impact on rider.
2. Identifies adverse impacts to low-income and minority riders as defined by the FTA's enforcement of Title VI.
3. Considers alternatives or mitigating solutions to proposed service changes if there are adverse impacts.

DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations. Per FTA Circular 4702.1 B:

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.

The policy shall establish a threshold for determining when adverse effects of [fare/] service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by nonminority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.

In the course of performing a Title VI Equity Analysis, Torrance Transit must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, Torrance Transit must evaluate whether there is an alternative that has a more equitable impact. Otherwise, Torrance Transit must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at fifteen (15) percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations. The table below provides the existing minority population by route, based on the 2020 American Community Survey 5-Year Estimates Census Tracts.

Route	Population (Within 1/4 mi.)	Percent Minority	Minority Route?
Line 1	121,891	82.9%	Yes
Line 2	105,653	63.7%	No
Line 3	218,976	74.7%	Yes

Rapid 3	175,844	76.7%	Yes
Line 4X	360,213	80.1%	Yes
Line 5	98,491	64.2%	No
Line 6	94,871	78.3%	Yes
Line 7	108,439	63.3%	No
Line 8	131,128	53.3%	No
Line 9	108,976	67.7%	No
Line 10	207,924	80.6%	Yes
Line 13	173,535	61.8%	No
System-wide	935,060	74.5%	

DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1 B: *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations ... The disproportionate burden threshold must be applied uniformly ... and cannot be altered until the next [Title VI] program submission.... At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare[service] change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare [service] changes.*

The Torrance Transit’s Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at fifteen (15) percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations. The table below provides the existing low-income population by

route, based on the US American Community Survey 2016-2020 by Census Tract. The low income status is defined as households and families earning less than or equal to \$53,200, which is the very low income threshold for a three-person household in Los Angeles County. This monetary figure typically reflects 50 percent of the median family income for Los Angeles County as determined by the U.S. Department of Housing and Urban Development revised on December 31, 2021.

Route	Population (within 1/4 mi)	Percent Low Income	Low-Income Route?
Line 1	121,891	75.9%	Yes
Line 2	105,653	33.3%	No
Line 3	218,976	54.9%	No
Rapid 3	175,844	58.5%	Yes
Line 4X	360,213	69.5%	Yes
Line 5	98,491	23.8%	No
Line 6	94,871	45.0%	No
Line 7	108,439	19.2%	No
Line 8	131,128	28.6%	No
Line 9	108,976	34.6%	No
Line 10	207,924	52.1%	No
Line 13	173,535	36.1%	No
System-wide	935,060	57.7%	

SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1 B Torrance Transit must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by Torrance Transit for other purposes.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- Vehicle Load Factor;
- Vehicle Headways;
- On-Time Performance; and
- Service Availability

For the purposes of defining service standards and policies for Torrance Transit fixed-route service, the agency has split its system into three route categories:

Local: Moves passengers on arterial streets with stop spacing on average of 0.25 mile between major transfer points, employment centers, shopping areas, and other points of interest.

Rapid: A limited stop service on arterial streets with minimum stop spacing on average of 0.8 mile.

Express: Serves passengers during peak hours and Saturday in and out of downtown Los Angeles via HOT ExpressLane with limited stops.

Category	Line Number
Local	1, 2, 3, 5, 6, 7, 8, 9, 10
Rapid	Rapid 3
Express	4X

The categories were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. Torrance Transit also defines service standards differently for peak and off-peak service. "Off-Peak" refers to weekday midday and evening service, as well as Saturday, Sunday, and Holiday service. Peak travel times are defined between 6 a.m. and 9 a.m. and 3 p.m. and 7 p.m.

1. Vehicle Load Factor

Vehicle Load Factor is described as follows by FTA Circular 4702.1 B:

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.1 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed-route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.

Torrance Transit calculates Vehicle Load Factor by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route. Vehicle Load Factor is monitored regularly to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. Vehicle Load Factor standards are presented in the table below.

Category	Peak	Off-peak
Local Service	1.1	1.1
Rapid Service	1.1	N/A
Express Service	1.0	1.0

2. Vehicle Headway

Service demand, scheduling, constraints, fiscal constraints, and time's capital resources are considerations to setting Torrance Transit's vehicle headways. Vehicle headway is described as follows by FTA Circular 4702.1 B:

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., four buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is

one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15- minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.

Torrance Transit calculates headway by determining the average length of time between buses on each route during peak and off-peak times. In the event a route regularly exceeds Vehicle Load Factor standards, Torrance Transit will evaluate whether frequency on that route should be adjusted within the confines of existing or expected funding levels. Vehicle headway standards are presented in the table below.

Category	Peak	Off-peak
Local Service	20 - 90 min	30 - 90 min
Rapid Service	35 - 55 min	N/A
Express Service	55 - 90 min	N/A

3. On Time Performance

Torrance Transit has a system-wide on-time performance goal of 80%. On-time performance is described as follows by FTA Circular 4702.1 B:

On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to

five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed line time window.”

A bus is determined to be late if it departs the scheduled "time point" five (5) or more minutes later than the published time. Buses are considered early if they depart from a published time point one (1) minute or more prior to the scheduled departure. It is Torrance Transit' goal to be on-time at least 70 percent of the time. On-time performance is tracked and published on a quarterly basis and is included in the Key Performance Indicator report to the Torrance Transit Director and Managers. Transit Operations staff regularly performs on road monitoring and on-time performance is one of the areas checked. Operators who consistently fail to meet on-time performance standards are counseled and advised as to how to best meet this requirement. Discussions with bus operators are also used to identify vehicle scheduling issues which are corrected through service changes four times annually. On-time performance standards are presented in the table below.

Category	Peak	Non-peak
Local Service	80%	80%
Rapid Service	80%	N/A
Express Service	80%	80%

4. Service Availability

Service availability/transit access is described as follows by FTA Circular 4702.1 B:

Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of

routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.

Torrance Transit's goal is to ensure 70% percent of minority residents live within walking distance (i.e. - one quarter mile) of a bus stop. Torrance Transit service is particularly strong in communities with significant minority and low-income populations. Transit access is determined by mapping all active bus stops within the system and then calculating the population (based on latest Census data) within one-quarter mile radii of those stops. This information is then compared to the total service area population.

SYSTEMWIDE SERVICE POLICIES

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. Transit providers also may opt to set policies for additional indicators. The following system-wide policies differ from service standards in that they are not necessarily based on meeting a quantitative threshold, but rather qualitative evaluation results:

- Vehicle Assignment; and
- Transit Amenities

1. Vehicle Assignment

Torrance Transit operates a fleet of 63 Alternative-Fuel Buses - 53 Compressed Natural Gas (CNG) 40-foot coaches and 10 Gasoline-Electric Hybrid (GE) 41-foot buses. Five diesel-powered buses are maintained as the emergency/contingency fleet, though they rarely see operation presently. All coaches are wheelchair accessible, air-conditioned, including bike racks, and are low-floor design and have a kneeling feature for ADA wheelchair ramp. Additionally, all Torrance Transit buses are also equipped with on board Computer Aided Dispatch/Automatic Vehicle Locator (AVL) system, which includes on board camera, passenger counters, and automatic voice annunciators. All vehicles have electronic head signs and validating fare boxes. Vehicle assignment is described as follows by FTA Circular 4702.1 B:

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide

average. *The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.*

Torrance Transit's policy with respect to vehicle assignment is service-specific. Torrance Transit currently has three modes of service (e.g. – Local, Rapid and Express). With the exception of the Rapid buses, which are specifically designated for those services, all Fixed Route buses are continuously rotated in service so that all the buses serve all lines on a rotational basis.

All buses have the same level of amenities available to riders. Buses are assigned in such a manner to ensure they are distributed equitably among the communities Torrance Transit serves. Buses are not assigned to a specific community or city within Torrance Transit's area based on vehicle age, size or propulsion system or size.

When new buses are purchased, they are distributed based on the age and mileage of the coaches at the yard. Coaches with the highest mileage or the oldest are selected first for retirement and replaced with a new bus.

2. Distribution of Transit Amenities

Transit amenities is described as follows by FTA Circular 4702.1 B:

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed-route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This...is not intended to impact funding decisions for transit amenities. Rather, this ... applies after a transit provider has decided to fund an amenity.

Transit amenities are distributed on a system-wide basis. Transit amenities include shelters, benches and trash receptacles. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference (in the case of shelters which feature

advertisements).

Torrance Transit is responsible for the transit amenities at all bus stops located within the City of Torrance. Other bus stop locations system-wide that are outside of the City of Torrance are maintained by individual cities in cooperation with Torrance Transit. Additionally, Torrance Transit will also help those cities identify high traffic bus stops by providing ridership information and information regarding the bus routes servicing individual stops.

A. Bus Shelters

Local policy states that shelters are considered for installation based on the following criteria:

- Stops where more than 30 passengers boardings/transfer per day
- Local policy also states that all bus shelters within Torrance city limits shall include trash receptacles and that all stops with shelters and benches will be cleaned and have their trash receptacles emptied twice per week.

B. Bus Stop Benches

Benches are considered for installation based on the following criteria:

- Stops where more than 20 passengers boards.

C. Trash Receptacles

Trash receptacles are considered for installation based on the following criteria:

- Required by law for all stops with Torrance city boundaries.

Torrance Transit utilizes a contractor and City staff to empty bus stop trash receptacles within the City of Torrance at least once each week.

Since the previous program update, Torrance Transit has upgraded two bus shelters in January 2020 at the Del Amo Mall on Carson Street and Del Amo Circle. These two bus shelters are funded by local tax measures strictly for Rapid Bus Program (non-federal fund) to enhance Rapid 3 bus stops. However, the two stops are also served by Line 3, Line 6, Line 7, and Line 9. Rapid 3, Line 3, and Line 6 are minority routes and will serve these recently upgraded bus stops.

As reported in previous Title VI program, Torrance Transit has been in the process of constructing a new Regional Transit Center at 465 Crenshaw Blvd. in the City of Torrance. The new facility was funded under a local half-cent sales tax Transportation Measure called Measure R (for Los Angeles County) to pay

for transportation projects and improvements. The Measure R was approved by voters in L.A. County. In addition, the location of the facility was chosen and proved by the Torrance City Council, which consist of all elected officials.

Bus Stop Guidelines

The placement of bus stops is usually dependent on multiple factors including density of the area as well as location of the bus stop at the intersection. This section provides a guideline for Torrance Transit when seeking to relocate existing or determine new bus stops.

1. Bus Stop Spacing

The spacing of bus stops is important in ensuring a free-flow level of service, maintaining on-time performance threshold, and providing access to passengers within the area of a bus stop. When bus stops are located too closely to one another, the walking distance will be reduced. However, the operating speed of the bus significantly increases. Buses will also have to stop and pick up passengers more often and will not reach an optimum speed desired. Closely-spaced bus stops will create an overall longer bus trip time.

The goal of Torrance Transit is ensure that passengers have easily accessible bus stops, while at the same time, our buses can maintain optimal system speeds. The table below provides minimum and maximum spacing to all three modes of service provided by Torrance Transit. These threshold will be used when reviewing bus stop placement on any given line.

Category	Minimum Spacing (Mile)	Maximum Spacing (Mile)
Local Service	0.25	0.5
Rapid Service	0.8	1.25
Express Service	0.5	2.5

Whenever possible, bus stops will be placed at the minimum spacing to allow for reduced travel times throughout the system. When a route travels on freeway or through a low density land use area (e.g. commercial, industrial, etc.), minimum spacing may increase due to the lack of safe location to stop.

2. Bus Stop Placement

Torrance Transit utilizes a possible of three locations at any given intersection for a bus stop: near-side, (immediately before the intersection), mid-block (between two intersections), and far-side (immediately after the intersection). As a guideline, when relocating or installing new bus stops, bus poles should be installed on the far-side of an intersection. Far-side stops are often a preferential option over mid-block or near-side because far-side locations are better in terms of safety and schedule adherence. In the case of our Rapid 3 Line, fare-side stops also compliments to the Bus Signal Priority Program (BSP).

Near-side stops are also acceptable when a school or hospital is located on the same side as it eliminates the vulnerability of the passengers having to cross the street. In this case, near-side stop is often preferred as they provide a safer environment for passengers. Below is an assessment of our bus stops improvements process for new service beginning June 2022. Minority routes are proposed to have a 6.78% reduction in stops compared to 7.65% for non-minority routes, or a difference of 0.88 percentage points. Low-income routes will not see a reduction in stops, while non-low income routes will see an 8.54% reduction.

Minority Routes		Non-Minority Routes		Difference In Percent Removed
Total Stops	738	Total Stops	549	
Proposed Number of Removed Stops	50	Proposed Number of Removed Stops	42	
Percent of All Stops Removed	6.78%	Percent of All Stops Removed	7.65%	0.88%

Low Income Routes		Non-Low Income Routes		Difference In Percent Removed
Total Stops	210	Total Stops	1077	
Proposed Number of Removed Stops	0	Proposed Number of Removed Stops	92	
Percent of All Stops Removed	0.00%	Percent of All Stops Removed	8.54%	8.54%

GUIDELINES FOR MONITORING SERVICE STANDARDS AND PROCEDURES

In compliance with FTA Circular 4702.1B, Torrance Transit must perform a system-wide monitoring process of its performance relative to its service standards and service policies provide in previous sections not less than every three years. The monitoring process includes comparing minority transit routes to non-minority transit routes to ensure that equal service is being provided

system wide. Similar process is also compared between low-income and non-low-income routes.

A minority route is defined as one in which the route’s minority population percentage is greater than the minority population percentage found in the service area. The table below describes existing minority routes and non-minority routes within the system.

Route	Population (Within 1/4 mi.)	Percent Minority	Minority Route?
Line 1	121,891	82.9%	Yes
Line 2	105,653	63.7%	No
Line 3	218,976	74.7%	Yes
Rapid 3	175,844	76.7%	Yes
Line 4X	360,213	80.1%	Yes
Line 5	98,491	64.2%	No
Line 6	94,871	78.3%	Yes
Line 7	108,439	63.3%	No
Line 8	131,128	53.3%	No
Line 9	108,976	67.7%	No
Line 10	207,924	80.6%	Yes
Line 13	173,535	61.8%	No
System-wide	935,060	74.5%	

The low income status is defined as households and families earning less than \$53,200, which is the very low income threshold for a three-person household in Los Angeles County. This monetary figure typically reflects 50 percent of the median family income determined by the U.S. Department of Housing and Urban Development revised on December 31, 2021. A low-income route is defined as one in which the route’s low-income percentage is greater than the overall low-income percentage found in the service area. The table below describes existing minority routes and non-minority routes within the system.

Route	Population (within 1/4 mi)	Percent Low Income	Low-Income Route?
Line 1	121,891	75.9%	Yes
Line 2	105,653	33.3%	No
Line 3	218,976	54.9%	No
Rapid 3	175,844	58.5%	Yes
Line 4X	360,213	69.5%	Yes
Line 5	98,491	23.8%	No
Line 6	94,871	45.0%	No
Line 7	108,439	19.2%	No
Line 8	131,128	28.6%	No
Line 9	108,976	34.6%	No
Line 10	207,924	52.1%	No
Line 13	173,535	36.1%	No
System-wide	935,060	57.7%	

Additionally, service standards to be analyzed by route and minority vs. non-minority and low-income vs. non-low-income are:

1. Vehicle load
2. Vehicle headway
3. On-time performance
4. Service availability

Service policies to be analyzed system-wide:

1. Vehicle assignment

2. Distribution of transit amenities

METHODOLOGY FOR TITLE VI SERVICE STANDARD AND POLICY ASSESSMENT

Vehicle Load: Vehicle loads will be analyzed by individual route during peak and off peak times. Peak travel times are defined as 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m. Off-peak times are early morning, midday, late evening, as well as Saturday, Sunday, and holidays. Maximum load factors is defined as the maximum achievable capacity calculated by dividing the actual total seated and standing capacity by the seated capacity of the vehicle. In this analysis, Torrance Transit staff will utilize data from the most recent schedule change. The tables below provide examples that will be included in the results of the analysis. Data may also be presented in graphical format.

Route	Minority Route?	Low Income Route?	AM Peak		Off-Peak		PM Peak	
			Average Load Factor	Standard Load Factor	Average Load Factor	Standard Load Factor	Average Load Factor	Standard Load Factor
1	Yes	Yes	0.4	1.1	0.3	1.1	0.3	1.1
2	No	No	0.3	1.1	0.2	1.1	0.3	1.1
3	Yes	No	1.0	1.1	0.8	1.1	0.9	1.1
R3	Yes	Yes	0.6	1.1	--	--	0.5	1.1
4X	Yes	Yes	0.4	1.0	0.3	1.0	0.5	1.0
5	No	No	0.2	1.1	0.1	1.1	0.3	1.1
6	Yes	No	0.4	1.1	0.3	1.1	0.3	1.1
7	No	No	0.2	1.1	0.2	1.1	0.3	1.1
8	No	No	0.4	1.1	0.4	1.1	0.5	1.1
9	No	No	0.2	1.1	0.2	1.1	0.3	1.1
10	Yes	No	0.4	1.1	0.3	1.1	0.4	1.1
13	No	No	0.5	1.1	0.3	1.1	0.5	1.1

Route	AM Peak		Off-Peak		PM Peak	
	Average Load Factor	Standard Load Factor	Average Load Factor	Standard Load Factor	Average Load Factor	Standard Load Factor

Average Minority Route	0.5	1.1	0.4	1.1	0.5	1.1
Average Non-Minority Route	0.3	1.1	0.2	1.1	0.3	1.1

Route	AM Peak		Off-Peak		PM Peak	
	Average Load Factor	Standard Load Factor	Average Load Factor	Standard Load Factor	Average Load Factor	Standard Load Factor
Average Low-Income Route	0.5	1.1	0.3	1.1	0.4	1.1
Average Non-Low-Income Route	0.4	1.1	0.3	1.1	0.4	1.1

Vehicle Headway: Vehicle headway will be analyzed by individual route during peak and off peak times. Peak travel times are defined as 6 a.m. to 9 a.m. and 3 p.m. to 7 p.m. Off-peak times are early morning, midday, late evening, as well as Saturday, Sunday, and holidays. Maximum load factors is defined as the maximum achievable capacity calculated by dividing the actual total seated and standing capacity by the seated capacity of the vehicle. In this analysis, Torrance Transit staff will utilize data from the most recent schedule change. The tables below provide examples that will be included in the results of the analysis. Data may also be presented in graphical format.

Route	Minority Route?	Low Income?	AM Peak		Off-Peak		PM Peak	
			Actual Headway	Standard Headway	Actual Headway	Standard Headway	Actual Headway	Standard Headway
1	Yes	Yes	64.5 min	30-70 min	64.17 min	30-80 min	71.21 min	30-70 min
2	No	No	63.25 min	30-70 min	67.33 min	30-80 min	68.51 min	30-70 min
3	Yes	No	36.36 min	30-70 min	38.11 min	30-80 min	33.96 min	30-70 min
R3	Yes	Yes	19.5 min	11-35 min	N/A	N/A	41.19 min	11-35 min
4X	Yes	Yes	59.49 min	20-40 min	58.24 min	60-65 min	63.31 min	20-40 min
5	No	No	62.54 min	30-70 min	64.62 min	30-80 min	65.41 min	30-70 min
6	Yes	No	57.67 min	30-70 min	58.54 min	30-80 min	58.52 min	30-70 min
7	No	No	63.32 min	30-70 min	61.29 min	30-80 min	66.33 min	30-70 min
8	No	No	67.88 min	30-70 min	70.45 min	30-80 min	76.22 min	30-70 min
9	No	No	57.17 min	30-70 min	62.14 min	30-80 min	60.63 min	30-70 min
10	Yes	No	59.17 min	30-70 min	62.14 min	30-80 min	60.63 min	30-70 min
13	No	No	41.02 min	30-70 min	53.89	30-80 min	39.90	30-70 min

AM Peak	Off-Peak	PM Peak
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Route	Actual Headway	Standard Headway	Actual Headway	Standard Headway	Actual Headway	Standard Headway
All Minority Route	52.06 min	26-60 min	60.77 min	35-78 min	59.01 min	26-60 min
All Non-Minority Route	59.20 min	30-70 min	63.17 min	30-80 min	63.28 min	30-70 min

Route	AM Peak		Off-Peak		PM Peak	
	Actual Headway	Standard Headway	Actual Headway	Standard Headway	Actual Headway	Standard Headway
Average Low-Income Routes	47.83 min	21-48 min	61.21 min	40-73 min	58.64 min	21-48 min
Average Non-Low-Income Routes	56.49 min	30-70 min	59.76 min	30-80 min	59.20 min	30-70 min

On-time Performance: On-time performance will be analyzed by individual route during weekday and weekends for peak and off-peak time period. Torrance Transit shall include comparisons of overall on-time performance of minority lines and non-minority lines. A bus is determined to be late if it departs the scheduled "time point" five (5) or more minutes later than the published time. Buses are considered early if they depart from a published time point one (1) minute or more prior to the scheduled departure. In this analysis, Torrance Transit staff will utilize data from the most recent schedule change. The tables below provide examples that will be included in the results of the analysis. Data may also be presented in graphical format.

Route	Minority Route?	Low Income?	AM Peak		Off-Peak		PM Peak	
			Actual OTP	Standard OTP	Actual OTP	Standard OTP	Actual OTP	Standard OTP
1	Yes	Yes	73.0%	80.0%	69.5%	80.0%	68.7%	80.0%
2	No	No	74.6%	80.0%	70.6%	80.0%	47.2%	80.0%
3	Yes	No	66.8%	80.0%	66.5%	80.0%	49.0%	80.0%
R3	Yes	Yes	74.1%	80.0%	--	--	51.9%	80.0%
4X	Yes	Yes	52.2%	80.0%	51.1%	80.0%	30.2%	80.0%
5	No	No	75.1%	80.0%	68.5%	80.0%	40.8%	80.0%
6	Yes	No	87.8%	80.0%	80.3%	80.0%	69.6%	80.0%
7	No	No	76.5%	80.0%	72.7%	80.0%	67.5%	80.0%
8	No	No	69.1%	80.0%	70.3%	80.0%	61.7%	80.0%
9	No	No	72.4%	80.0%	70.0%	80.0%	68.6%	80.0%
10	Yes	No	72.9%	80.0%	75.9%	80.0%	53.5%	80.0%
13	No	No	69.6%	80.0%	78.7%		49.5%	80.0%
Average System Wide			72.0%		70.4%		54.9%	

Route	AM Peak		Off-Peak		PM Peak	
	Actual OTP	Standard OTP	Actual OTP	Standard OTP	Actual OTP	Standard OTP
Average Minority Routes	71.1%	80.0%	68.7%	80.0%	53.8%	80.0%
Average Non-Minority Routes	72.9%	80.0%	71.8%	80.0%	55.9%	80.0%
Average System Wide	72.0%	80.0%	70.4%	80.0%	54.9%	80.0%

Route	AM Peak		Off-Peak		PM Peak	
	Actual OTP	Standard OTP	Actual OTP	Standard OTP	Actual OTP	Standard OTP
Average Low-Income Routes	66.4%	80.0%	60.3%	80.0%	50.3%	80.0%
Average Non-Low-Income Routes	73.9%	80.0%	72.6%	80.0%	56.4%	80.0%
Average System Wide	72.0%	80.0%	70.4%	80.0%	54.9%	80.0%

Service Availability: Service availability will be analyzed and measured by comparing the percentage of minority and non-minority population within ¼ mile of Torrance Transit bus stops. These numbers will also be used to compare with the overall service area percentage. Below is our proposed service availability for June 2022 Service Change. Almost 71% of minority will have access to bus stops within our service area, based on a ¼ mile walking distance.

Households	Within 1/4 Mile
Minority	205,882
Non-Minority	84,482
System-Wide	290,364

Category	Households	Within 1/4 Mile
Local Service	Minority	170,829
	Non-Minority	71,897
Rapid Service	Minority	46,807
	Non-Minority	14,252
Express Service	Minority	75,159
	Non-Minority	24,961

Vehicle Assignment: Torrance Transit operates a fleet of 63 Alternative-Fuel Buses - 53 Compressed Natural Gas (CNG) 40-foot coaches and 10 Gasoline-Electric Hybrid (GE) 41-foot buses. Five diesel-powered buses are maintained as the emergency/contingency fleet, though they rarely see operation presently. Torrance Transit's policy with respect to vehicle assignment is service-specific. Torrance Transit currently has three modes of service (e.g. – Local, Rapid and Express). With the exception of the Rapid buses, which are specifically designated for those services, all Fixed Route buses are continuously rotated in service so that all the buses serve all lines on a rotational basis.

Using the table below, Torrance staff will compare minority and non-minority routes being served by the types of buses, average age of the buses, and their purchase dates. Data may also be presented in a graphical format as well.

Type of Buses	No. of Minority Routes Served	Avg. Age of Buses	Avg. Date of Purchase
Compressed Natural Gas (CNG)	6	6	2013
Gasoline-Electric Hybrid	6	6	2013
Diesel-Powered	--	--	--

Distribution of Transit Amenities: As mentioned in our “Service Policies” section, Torrance Transit is responsible for the transit amenities at all bus stops located within the City of Torrance. Other bus stop locations system-wide that are outside if the City of Torrance are maintained by individual cities in cooperation with Torrance Transit. Additionally, Torrance Transit will also help those cities identify high traffic bus stops by providing ridership information and information regarding the bus routes servicing individual stops.

Torrance Transit staff will provide a map of our system wide transit amenities including, transit centers, bus shelters, benches, trash receptacles, etc. relative to the location of the bus routes overlaying the locations of minority and non-minority populations. Additionally, a separate map will be provided showing just the transit amenities located in the City of Torrance overlaying the locations of minority and non-minority populations within the city. Data may also be presented in table format in addition to transit amenities overlay maps.

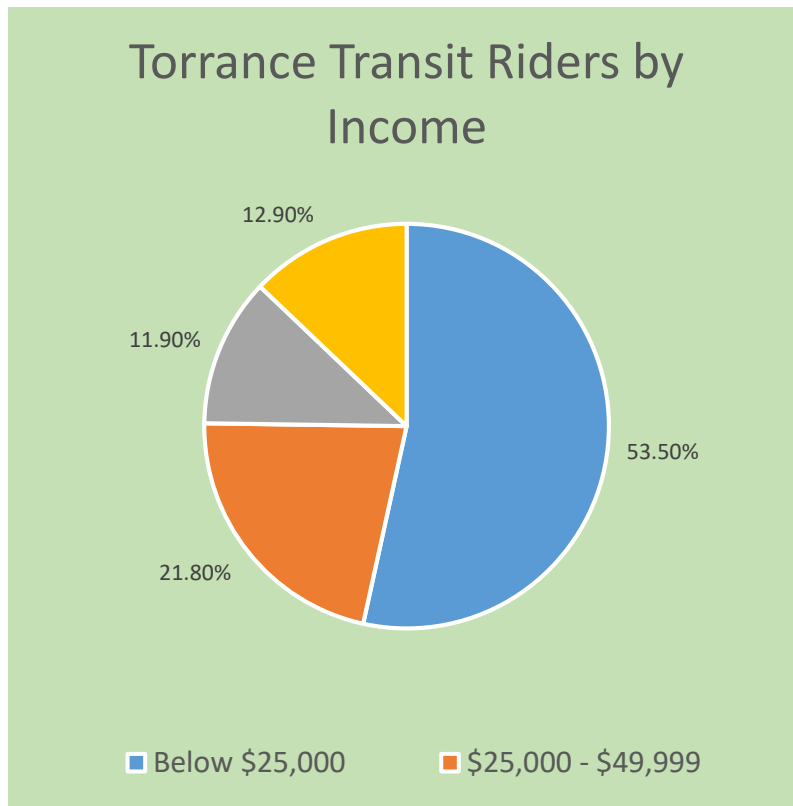
Since the previous program update, Torrance Transit has upgraded two bus shelters in January 2020 at the Del Amo Mall on Carson Street and Del Amo Circle. These two bus shelters are funded by local tax measures strictly for Rapid Bus Program (non-federal fund) to enhance Rapid 3 bus stops. However,

the two stops are also served by Line 3, Line 6, Line 7, and Line 9. Rapid 3, Line 3, and Line 6 are minority routes and will serve these recently upgraded bus stops.

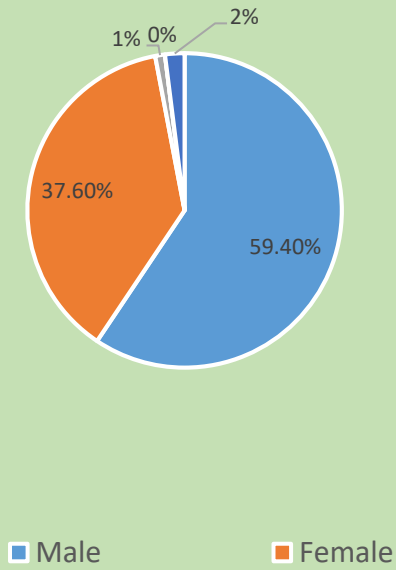
As reported in previous Title VI program, Torrance Transit has been in the process of constructing a new Regional Transit Center at 465 Crenshaw Blvd. in the City of Torrance. The new facility was funded under a local half-cent sales tax Transportation Measure called Measure R (for Los Angeles County) to pay for transportation projects and improvements. The Measure R was approved by voters in L.A. County. In addition, the location of the facility was chosen and proved by the Torrance City Council, which consist of all elected officials.

DEMOGRAPHIC OF RIDERSHIP

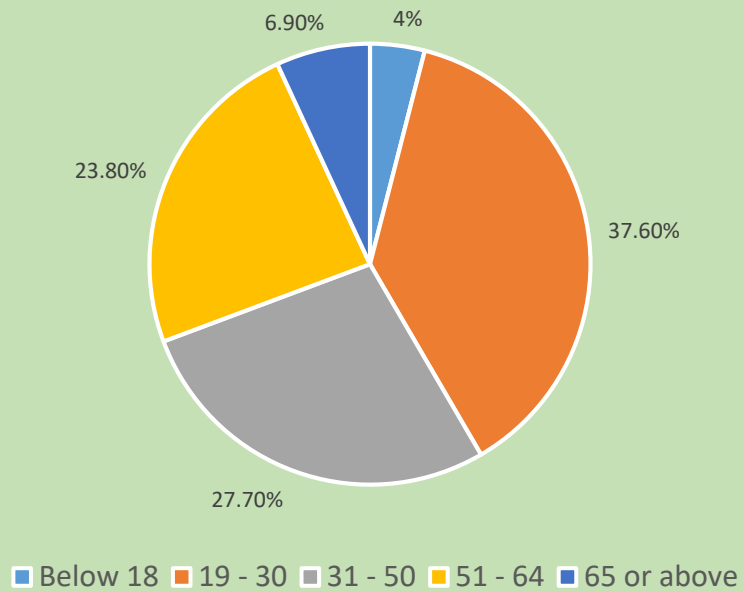
Torrance Transit conducted two surveys, one in 2020 and another in 2021 to further understand our riders and their travel patterns. Both surveys were administered online due to ensuring the safety and comfort of our staff and riders. These surveys were also advertised on our buses, on our website, and through Transit App. Transit App has shown to help improve outreach to disadvantaged communities.



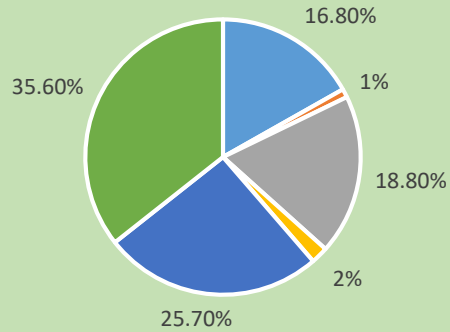
Torrance Transit Riders by Gender Identity



Torrance Transit Riders by Age

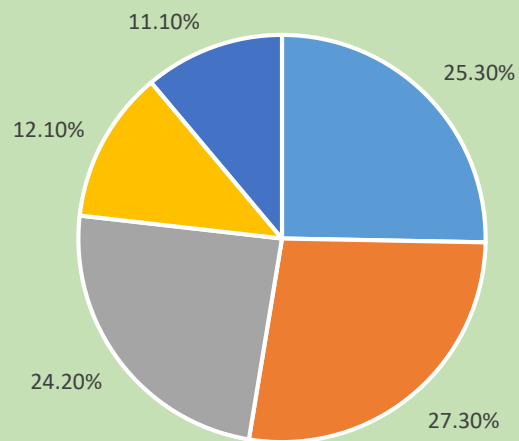


Torrance Transit Riders by Race/Ethnicity



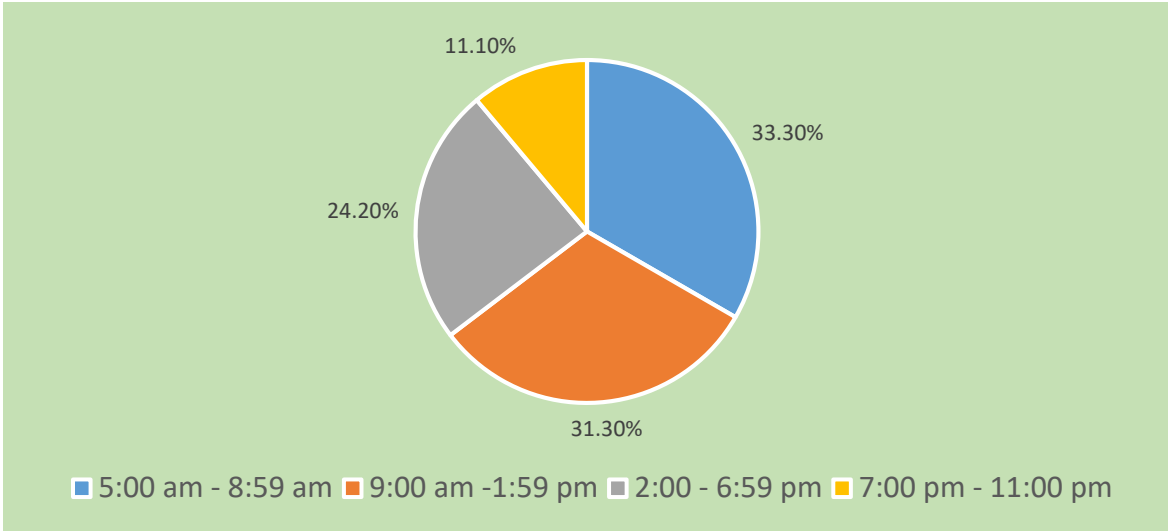
- African American
- American Indian/Alaskan Native
- Asian
- Native Hawaiian/Pacific Islander
- Caucasian/White
- Hispanic/Latino

Torrance Transit Riders' Satisfaction

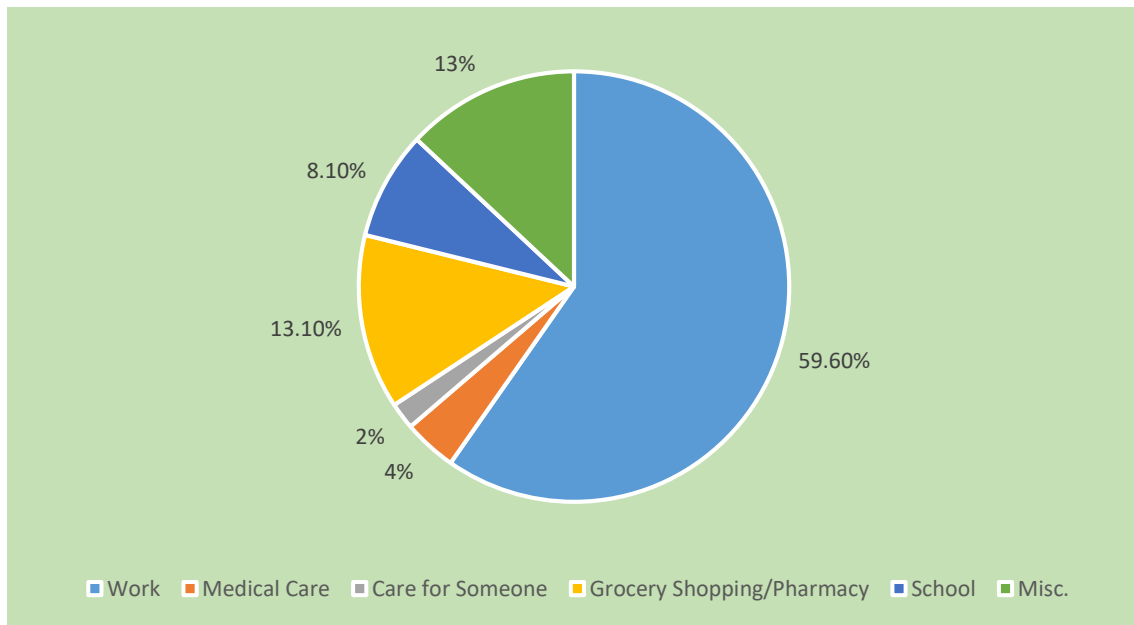


- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

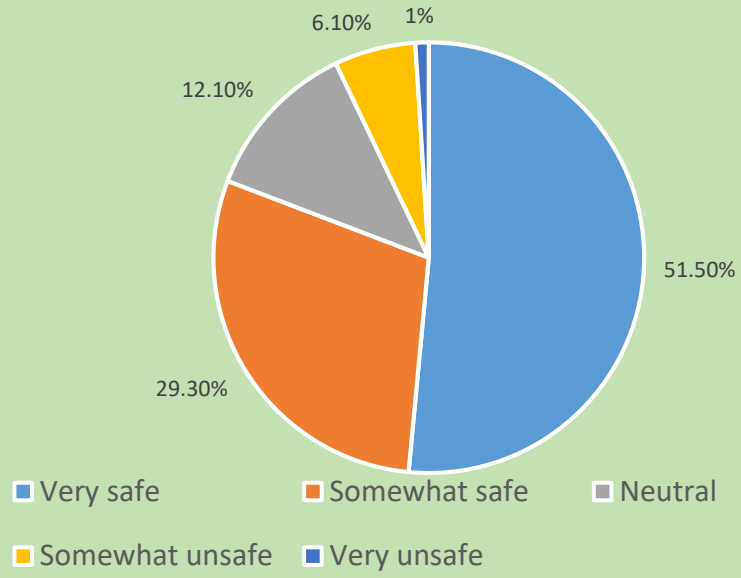
When are people riding Torrance Transit?



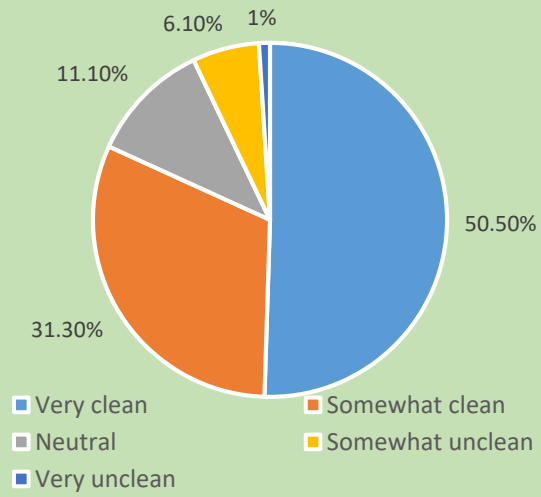
Why do people use Torrance Transit?



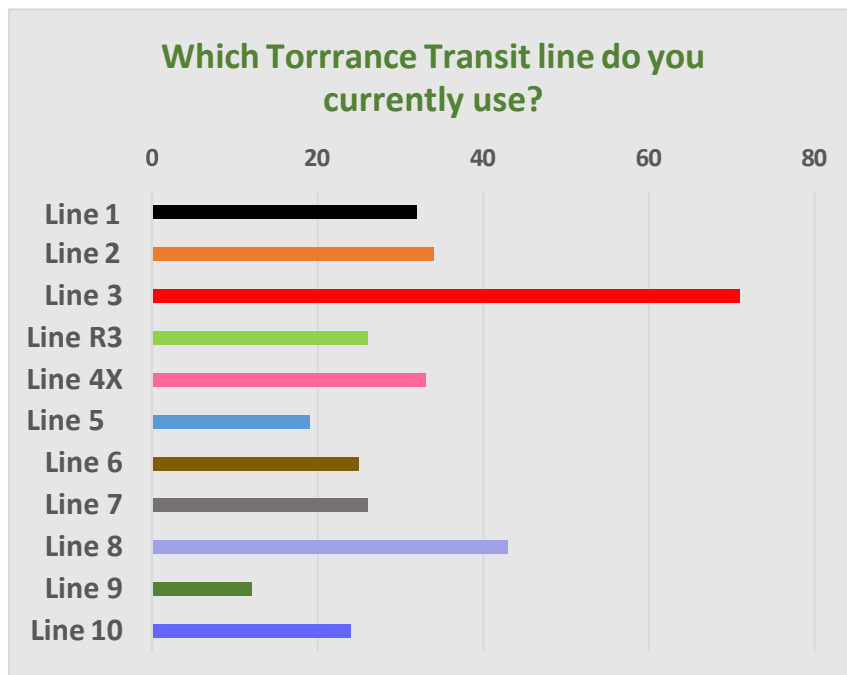
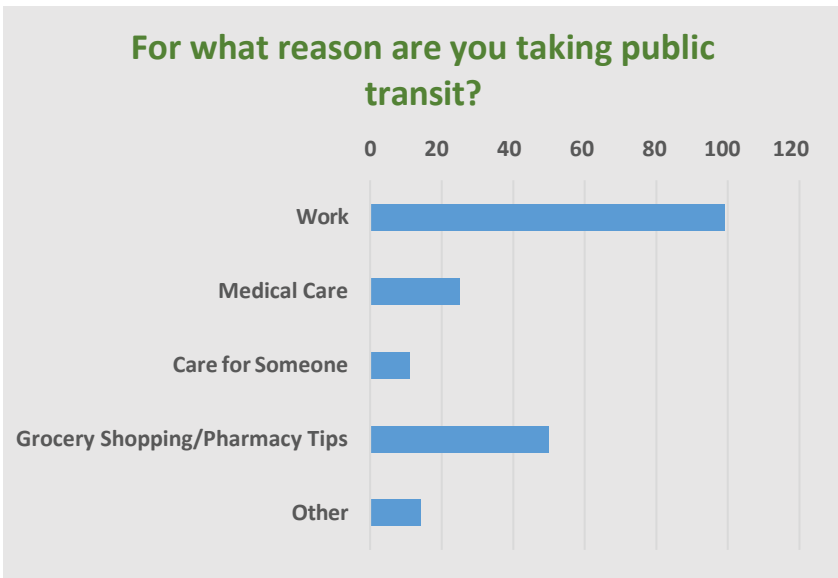
Torrance Transit Riders' Level of Safety



Torrance Transit Buses' Cleanliness



TRAVEL PATTERNS



SERVICE AND FARE EQUITY ANALYSIS

A Title VI Equity Analysis completed for a major service change or proposed fare change must be presented to the Torrance City Council for consideration and included in the Torrance Transit Title VI Program with a record of action taken by the City Council. Additionally, Torrance Transit has developed threshold for disparate impact and disproportionate burden per FTA Circular C 4702.1B. These thresholds are intended to ensure that major service changes or fare changes do not unfairly burden minority and low-income populations within our service area.

In order to meet with the requirements of the Circular, Torrance Transit must evaluate each service change and determine if it exceeds the major service change threshold. Should that threshold is exceeded, or when a fare change is proposed, Torrance Transit must provide analysis of the service change based on the disparate impact and disproportioned burden policies.

Major Service Change Analysis: As stated and defined in our major Service Change Policy, all major increases or decreases in transit service of greater than 25 percent of revenue vehicle hours or revenue vehicle miles shall subject to a Title VI Equity Analysis prior to Board approval of the service change and shall necessitate the solicitation of public comment.

The minority population of the entire service area is **74.5 percent** and the low-income population of the entire service area is **27.5 percent**. The Data for the minority population was derived from the 2020 American Community Survey 5-Year Estimates Census Tracts. The low-income data was determined by the U.S. Department of Housing and Urban Development revised on December 31, 2021. The table below provides an example of what our agency have been using to perform an analysis for all major service changes. The analysis compares the number of people trips before and after the service change for each individual route and the cumulative impact as a whole with respect to minority and low-income populations. The analysis will also compare the impact borne by minority and low-income groups for the service changes against the respective service area average.

During the Pandemic Torrance Transit has made some temporary changes due COVID-19 to stay home orders and adjusted service levels to the decline in travel demands. In addition, Torrance Transit also made some service cuts due to staffing and bus operator's shortage back in November 2021. A comprehensive public engagement process was conducted between March 9 through April 9, 2022 to gather public feedback and providing the public with the Service and Fare Equity Analysis for the proposed changes. Starting June 2022, Torrance Transit will be add some service back into the system as our agency continues to aggressively hire more bus operators.

	Pre-Pandemic					June 2022						
Route	Population	Percent Minority	Percent Low-Income	Minority Route?	Low-Income Route?	Population	Proposed Percent Minority	Proposed Percent Low-Income	Minority Route?	Low-Income Route?	Disparate Impact	Disproportionate Burden
Line 1	121,888	82.9%	27.0%	Yes	No	121,891	82.9%	27.0%	Yes	No	0.0%	0.0%
Line 2	186,127	75.8%	21.2%	Yes	No	105,653	63.7%	13.8%	No	No	-11.1%	-7.4%
Line 3	218,976	74.7%	23.9%	No	No	218,976	74.7%	23.9%	Yes	No	0.0%	0.0%
Rapid 3	214,945	74.6%	24.0%	No	No	175,844	76.7%	26.2%	Yes	No	1.9%	2.2%
Line 4X	360,210	80.1%	37.3%	Yes	Yes	360,213	80.1%	37.3%	Yes	Yes	0.0%	0.0%
Line 5	127,679	71.7%	15.2%	No	No	98,491	64.2%	12.8%	No	No	-10.7%	-2.4%
Line 6	88,895	79.6%	19.7%	Yes	No	94,871	78.3%	19.2%	Yes	No	3.4%	-0.5%
Line 7	108,439	63.3%	14.1%	No	No	108,439	63.3%	14.1%	No	No	0.0%	0.0%
Line 8	131,128	53.3%	11.6%	No	No	131,128	53.3%	11.6%	No	No	0.0%	0.0%
Line 9	108,976	67.7%	16.1%	No	No	108,976	67.7%	16.1%	No	No	0.0%	0.0%
Line 10	123,655	73.8%	15.5%	No	No	207,924	80.6%	22.6%	Yes	No	5.7%	7.0%
Line 13	N/A	N/A	N/A	No	No	173,535	61.8%	15.9%	No	No	100%	100%
System-wide	830,443	74.9%	27.9%			935,060	74.5%	27.5%			-0.4%	-0.4%
Total												

	Pre-Pandemic (2019-10d)			June 2022			Percent Change				
Route	Revenue Miles	Revenue Hours	Number of Trips	Revenue Miles	Revenue Hours	Number of Trips	Revenue Miles	Revenue Hours	Number of Trips	Minority Route	Low-Income Route
Line 1	225,967	14,809	16,780	141,115	9,337	9,455	-38%	-37%	-44%	Yes	No
Line 2	127,821	8,603	9,810	53,525	4,467	7,140	-58%	-48%	-27%	No	No
Line 3	557,990	38,890	31,835	336,527	25,850	19,030	-40%	-34%	-40%	Yes	No
Rapid 3	120,694	8,339	7,395	58,194	3,991	3,570	-52%	-52%	-52%	Yes	No
Line 4X	148,379	7,956	6,855	118,848	6,698	4,590	-20%	-16%	-33%	Yes	Yes
Line 5	196,421	9,354	11,015	82,745	5,831	7,395	-58%	-38%	-33%	No	No
Line 6	126,184	8,717	10,710	65,907	4,301	4,590	-48%	-51%	-57%	Yes	No
Line 7	95,677	6,767	10,905	64,857	4,743	7,395	-32%	-30%	-32%	No	No
Line 8	275,377	19,838	20,645	130,790	9,750	8,925	-53%	-51%	-57%	No	No
Line 9	84,556	4,775	10,230	59,157	4,080	7,140	-30%	-15%	-30%	No	No
Line 10	232,445	15,121	19,940	169,342	14,951	10,950	-27%	-1%	-45%	Yes	No
Line 13	-	-	-	230,603	16,686	14,630	100%	100%	100%	No	No
Total	2,191,511	143,167	156,120	1,511,609	110,684	104,810	-31%	-23%	-33%		

Minority Routes			
Service Period	Revenue Miles	Revenue Hours	Number of Trips
June 2022	379,395	24,803	25,775
October 2019	628,352	40,084	44,155
Non-Minority Routes			
Service Period	Revenue Miles	Revenue Hours	Number of Trips
June 2022	901,611	69,195	64,405
October 2019	1,563,159	103,083	111,965
Percent Change from October 2019 to June 2022 Service Period			
	Revenue Miles	Revenue Hours	Number of Trips
Minority	-39.6%	-38%	-41.6%
Non-Minority	-42.3%	-33%	-42.5%
Difference in Percent Change (Non Minority - Minority)			
	Revenue Miles	Revenue Hours	Number of Trips
	2.7%	5%	0.9%

Low Income Routes			
Service Period	Revenue Miles	Revenue Hours	Number of Trips
June 2022	118,848	6,698	4,590
October 2019	148,379	7,956	6,855
Non-Low Income Routes			
Service Period	Revenue Miles	Revenue Hours	Number of Trips
June 2022	1,162,158	87,299	85,590
October 2019	2,043,132	135,211	149,265
Percent Change from October 2019 to June 2022 Service Period			
	Revenue Miles	Revenue Hours	Number of Trips
Low Income	-20%	-15.8%	-33%
Non-Low Income	-43%	-35.4%	-43%
Difference in Percent Change (Low Income and Non-Low Income)			
	Revenue Miles	Revenue Hours	Number of Trips
	23%	19.6%	10%

Route	November 2021					June 2022					Disparate Impact	Disproportionate Burden
	Population	Percent Minority	Percent Low-Income	Minority Route?	Low-Income Route?	Population	Proposed Percent Minority	Proposed Percent Low-Income	Minority Route?	Low-Income Route?		
Line 1	121,888	82.9%	27.0%	Yes	Yes	121,891	82.9%	27.0%	Yes	No	0.0%	0.0%
Line 2	186,127	75.8%	21.2%	Yes	No	105,653	63.7%	13.8%	No	No	-9.7%	-13.1%
Line 3	218,976	74.7%	23.9%	Yes	No	218,976	74.7%	23.9%	Yes	No	0.0%	0.0%
Rapid 3	N/A	N/A	N/A	N/A	N/A	175,844	76.7%	26.2%	Yes	No	100%	100%
Line 4X	360,210	80.1%	37.3%	Yes	Yes	360,213	80.1%	37.3%	Yes	Yes	0.0%	0.0%
Line 5	127,679	71.7%	15.2%	No	No	98,491	64.2%	12.8%	No	No	-9.2%	-14.1%
Line 6	88,895	79.6%	19.7%	Yes	No	94,871	78.3%	19.2%	Yes	No	4.8%	-7.7%
Line 7	108,439	63.3%	14.1%	No	No	108,439	63.3%	14.1%	No	No	0.0%	0.0%
Line 8	131,128	53.3%	11.6%	No	No	131,128	53.3%	11.6%	No	No	0.0%	0.0%
Line 9	108,976	67.7%	16.1%	No	No	108,976	67.7%	16.1%	No	No	0.0%	0.0%
Line 10	123,655	73.8%	15.5%	Yes	No	207,924	80.6%	22.6%	Yes	No	7.1%	-4.3%
Line 13	173,535	61.8%	15.9%	No	No	173,535	61.8%	15.9%	No	No	0.0%	0.0%
System-wide	866,069	73.4%	26.9%			935,060	74.5%	27.5%			1.1%	0.6%

Route	November 2021			June 2022			Percent Change			Minority Route	Low-Income Route
	Revenue Miles	Revenue Hours	Number of Trips	Revenue Miles	Revenue Hours	Number of Trips	Revenue Miles	Revenue Hours	Number of Trips		
Line 1	134,087	9,137	9,910	141,115	9,337	9,455	5%	2%	-5%	Yes	Yes
Line 2	86,340	6,214	6,630	53,525	4,467	7,140	-38%	-28%	8%	No	No
Line 3	336,527	25,702	19,030	336,527	25,850	19,030	0%	1%	0%	Yes	No
Rapid 3	-	-	-	58,194	3,991	3,570	100%	100%	100%	Yes	No
Line 4X	111,800	6,231	4,590	118,848	6,698	4,590	6%	8%	0%	Yes	Yes
Line 5	153,377	6,834	7,650	82,745	5,831	7,395	-46%	-15%	-3%	No	No
Line 6	66,116	4,497	5,610	65,907	4,301	4,590	0%	-4%	-18%	Yes	No
Line 7	64,857	4,752	7,395	64,857	4,743	7,395	0%	0%	0%	No	No
Line 8	130,700	9,555	9,490	130,790	9,750	8,925	0%	2%	-6%	No	No
Line 9	59,157	3,999	7,140	59,157	4,080	7,140	0%	2%	0%	No	No
Line 10	96,510	6,796	8,160	169,342	14,951	10,950	75%	120%	34%	Yes	No
Line 13	240,853	17,463	15,285	230,603	16,686	14,630	-4%	-4%	-4%	No	No
Total	1,480,325	101,178	100,890	1,511,609	110,684	104,810	2%	9%	4%		

Minority Routes			
Service Period	Revenue Miles	Revenue Hours	Number of Trips
June 2022	943,458	69,594	59,325
November 2021	831,380	58,575	53,930
Non-Minority Routes			
Service Period	Revenue Miles	Revenue Hours	Number of Trips
June 2022	568,152	41,090	45,485
November 2021	648,944	42,603	46,960
Percent Change from November 2021 to June 2022 Service Period			
	Revenue Miles	Revenue Hours	Number of Trips
Minority	13.5%	18.8%	10%
Non-Minority	-12.4%	-3.6%	-3%
Difference in Percent Change (Non Minority - Minority)			
	Revenue Miles	Revenue Hours	Number of Trips
	25.9%	22.4%	13%

Low Income Routes			
Service Period	Revenue Miles	Revenue Hours	Number of Trips
June 2022	259,963	16,035	14,045
November 2021	245,886	15,367	14,500
Non-Low Income Routes			
Service Period	Revenue Miles	Revenue Hours	Number of Trips
June 2022	1,251,646	94,649	90,765
November 2021	1,234,438	85,811	86,390
Percent Change from November 2021 to June 2022 Service Period			
	Revenue Miles	Revenue Hours	Number of Trips
Low Income	5.7%	4%	-3%
Non-Low Income	1.4%	10%	5%
Difference in Percent Change (Low Income - Non- Low Income)			
	Revenue Miles	Revenue Hours	Number of Trips
	4.3%	6%	8%

Fare Equity Analysis: According to our Fare Change Policy, all fare changes are subject to Equity Analysis as stipulated by the Federal Transit Administration's enforcement of Title VI of the Civil Rights Act of 1964. Impacts of the proposed changes are analyzed to specifically ensure that they do not disproportionately impact the minority or low income population utilizing the fare media.

As part of the Fare Equity Analysis, Torrance Transit staff will provide graphical information regarding fare payment by ridership groups (minority, low-income and overall ridership). Additionally, the staff will also provide a table similar to the one shown below to identify a pattern in fare media usage by groups, the percent change of the fare media proposed, and how that proposed fare media change will affect minority and low-income groups compared with the overall usage based on our disparate impact and disproportionate burden threshold policies.

Torrance Transit **did not** make any fare change since the previous update on Title VI Service Standards, Policies, and Monitoring Report.

However, Torrance Transit is currently participating in a pilot regional GoPass program (Fareless System Initiative) to provide free fare to students only. The program is being paid by the school districts and Torrance Transit System charges the school districts for the same fare under existing student pricing. Therefore, there is no change in fare structure or pricing. Torrance Transit has identified that our agency is only serving less than 1% of the overall number of students in Los Angeles County that are utilizing the GoPass. Other agencies like L.A. Metro and Big Blue Bus currently serve more districts that have opted in to pay for the program. This program is currently being spearheaded by LA Metro, a county transportation authority. LA Metro has applied on the behalf of other participating agencies a waiver to extend the pilot.



U.S. Department
of Transportation
**Federal Transit
Administration**

Headquarters

East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

May 11, 2021

Mr. Philip A. Washington
Chief Executive Officer
Los Angeles County Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, CA 90012-2952

Dear Mr. Washington,

This correspondence is to confirm receipt and approval of Los Angeles County Metropolitan Transportation Authority's (Metro) request for a waiver from the requirement to conduct a fare equity analysis after implementing a promotional fare for six months as outlined in Federal Transit Administration (FTA) Circular 4702.1B, Chapter 4, Section 7(b). This waiver grants Metro an additional 12 months (18 months total) after implementing its Fareless System Initiative (FSI) pilot program to gather data. This waiver is not date specific; however, it only applies to the pilot program and activities identified in the request.

As described to FTA, the FSI pilot program is a potential first step in determining the viability of a fareless system for all who ride Metro. This pilot program will eliminate fares for low-income individuals and K-12 students on Metro rail and bus services. The 12-month extension will provide Metro the necessary time to collect more accurate data from its large service area—more detailed data will help to more accurately identify challenges and concerns of the stakeholders in the region. If Metro decides to keep the pilot program permanently, the agency will conduct a fare equity analysis as required by FTA Circular 4702.1B and submit to FTA within three months of the end of the data-gathering period.

The FTA Office of Civil Rights is available to offer technical assistance throughout the data collection and equity analysis periods upon request. If you have any questions or concerns, please contact Nicholas Sun directly at (312) 705-1267 or via email at Nicholas.Sun@dot.gov.

Sincerely,

Selene Faer Dalton-Kumins
Associate Administrator
Office of Civil Rights

cc: Ray Tellis, Regional Administrator, FTA Region 9
Monica McCallum, Acting Deputy Associate Administrator, FTA Office of Civil Rights

Percent of Total	Cost		Change		Usage by Group		
	Existing	Proposed	Absolute	Percentage	Minority	Low-Income	Overall
Local Base Fare							
L.A. Express Base Fare							
Senior Local Fare							
Senior L.A. Express Fare							
Children Base Fare							
Students Local Fare							
Students L.A. Express Fare							
Disable Local Fare							
Disable L.A. Express Fare							
Blind Base Fare							
Medicare Local Fare							
Medicare L.A. Express Fare							
Interagency Transfer							
Regular Local Pass							
Regular L.A. Express Pass							
Student Local Pass							
Student L.A. Express Zone Fare							

Local EZ Pass							
L.A. Express EZ Pass							
Senior Local EZ Pass							
Senior L.A. Express EZ Pass							

ATTACHMENT F: BOARD APPROVAL

The City of Torrance no longer provide copy minutes or resolution for any council items. However, the public may view recorded council meeting videos at the following link with regards to any council items discusses at the particular council meeting. On Tuesday, May 24th, 2022, the Torrance City Council approved Item 8I under consent calendar for Torrance Transit's Title VI Program Report.

http://torrance.granicus.com/ViewPublisher.php?view_id=8

EXCERPT OF MINUTES

Minutes Approved
 Minutes Subject to Approval

May 24, 2022

**MINUTES OF A REGULAR MEETING
OF THE TORRANCE CITY COUNCIL**

1. CALL TO ORDER

The Torrance City Council convened in a regular meeting on Tuesday, May 24, 2022 at 5:00 p.m. in the Council Chamber and via teleconference.

ROLL CALL

Present: Councilmembers Ashcraft, Chen, Griffiths, Kalani, Mattucci, Walser, and Mayor Furey

Absent: None

Present: City Manager Chaparyan, Deputy City Attorney Sarigumba, City Clerk Rebecca Poirier and other staff representatives

8I. Transit – Approve Submission of Required Title VI Program Report to Federal Transit Administration. Expenditure: None.

Recommendation of the Transit Director that City Council approve the submission of the Transit Department's Title VI Program Report as required by the Federal Transit Administration.

MOTION: Councilmember Walser moved to approve the Consent Calendar except for items 8B and 8E. Councilmember Kalani seconded the motion. The motion carried unanimously by a vote of 7-0.

End of Excerpt

Council Meeting of
May 24, 2022

Honorable Mayor and Members
of the City Council
City Hall
Torrance, California

Members of the Council:

SUBJECT: Transit – Approve the Submission of the Required Title VI Program Report to the Federal Transit Administration. Expenditure: None.

RECOMMENDATION

Recommendation of the Transit Director that City Council approve the submission of the Transit Department's Title VI Program Report as required by the Federal Transit Administration.

FUNDING

Not Applicable.

BACKGROUND/ANALYSIS

Transit is required to develop and submit a Title VI Program and Service Standards report to the Department of Transportation/Federal Transit Administration (FTA) every three years as part of the Civil Rights Act of 1964. This program demonstrates Transit's on-going effort to ensure non-discrimination and equal access to transit services regardless of race, color, or national origin. Our Limited English Proficiency (LEP) Plan as well as our Service Standards are included in this report.

Staff posted legal notice regarding the Title VI Program Report on April 8, 2022 to the Daily Breeze Newspaper, La Opinion, Transit's website and social media pages in order to notify the public. In addition, staff also allowed the public 45 days to provide feedback and comments regarding the plan as required by FTA. Finally, staff conducted a virtual hearing on April 19, 2022 @ 6pm in order to gather feedback and comments from the public regarding our public participation plan and how we define major service change, disparate impact and disproportionate burden threshold.

Staff identified that approximately 23% of the population within Torrance Transit service area speaks English "less than very well". Moreover, within the population that speaks English "less than very well", almost 69% speak Spanish, almost 8% speaks Korean and a little over 5% speaks Chinese (including Mandarin and Cantonese). The Transit department has been consistent in our effort to provide translation of important documents and notices in Spanish. For the last two years, staff has been including a Spanish translator at our public hearings. However, with the increase in the percentage of non-English speakers who speak Korean and Chinese (including Mandarin and Cantonese), staff will increase our effort in translating important documents in those languages as well.

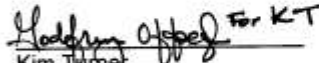
Included in the Title VI Program Report is the results of the monitoring of our service by vehicle headway, vehicle load, on-time performance, service availability, vehicle assignments, and

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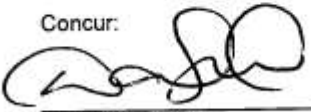
distribution of transit amenities. These categories were analyzed through equity lenses by comparison between minority vs. non-minority and low-income vs. non-low-income routes.

With your honorable review and approval, this triennial program report will allow Transit to remain in compliance and effective starting on August 1, 2022 through July 31, 2025. Submission of the Title VI Program report is required to ensure compliance with FTA funding requirements, provisions and financial responsibilities.

Respectfully submitted,


Kim Turner
Transit Director

Concur:


for: Aram Chaparyan
City Manager

Attachment(s):

- A. Title VI Program Report 2022-2025
- B. Legal Notice For Daily Breeze
- C. Legal Notice for La Opinion in Spanish

**TORRANCE CITY COUNCIL AGENDA
MAY 24, 2022
REGULAR MEETING
5:00 P.M. - CLOSED SESSION
6:30 P.M. - REGULAR BUSINESS BEGINS
IN COUNCIL CHAMBER AT 3031 TORRANCE BL. AND
VIA TELECONFERENCE OR OTHER ELECTRONIC MEANS
THE COUNCIL CHAMBER WILL REMAIN CLOSED TO THE PUBLIC**

Pursuant to Assembly Bill 361, the City Council and staff may participate in this meeting in person or via teleconference or other electronic means. The Council Chamber is closed to the public in the interest of maintaining appropriate social distancing and in order to reduce the risk of spreading COVID-19. The public can view the meeting and participate in the meeting as outlined below.

VIEW THE MEETING via CitiCABLE Channel 3 (Spectrum) and Channel 31 (Frontier), streaming on TorranceCA.Gov, Facebook @ City of Torrance CA Government, and YouTube Channel TorranceCitiCABLE.

PARTICIPATE BEFORE THE MEETING by emailing CouncilMeetingPublicComment@TorranceCA.Gov and write ♦Public Comment♦ in the subject line. In the body of the email include the item number and/or title of the item with your comments. All comments emailed by 2 p.m. on Tuesday, May 24, 2022 will be included as a ♦Supplemental♦ on the City♦s website prior to the meeting. Comments received after 2 p.m., but prior to the end of the meeting will be added to the record.

PARTICIPATE DURING THE MEETING by calling 310-618-2404.

CITY COUNCIL MAY TAKE ACTION ON ANY ITEM LISTED ON THE AGENDA

[City Council Agenda 05-24-22](#)

1. [CALL MEETING TO ORDER](#)

[ROLL CALL](#)

14. [CLOSED SESSION](#)

14A. [CONFERENCE WITH LABOR NEGOTIATOR \(California Government Code §54957.6\): Agency Negotiator: Aram Chaparyan Employee Organization/Association:](#)

1. Certain Full-Time Salaried and Hourly Employees
2. Certain Part-Time Hourly Employees
3. Crossing Guards
4. Elected Officials

5. Engineers and Torrance Fiscal Employees Association
6. Executive & Management Employees
7. Police & Fire Trainees
8. Safety Management Employees
9. Torrance City Employees Association
10. Fire Safety Management
11. Torrance Fire Fighters Association
12. Torrance Library Employees Association
13. Torrance Municipal Employees/AFSCME Local 1117 AFL-CIO
14. Torrance Police Commanders Association (TPCA)
15. Torrance Police Officers Association
16. Torrance Professional Parks & Recreation Employees Organization
17. Torrance Professional & Supervisory Association
18. Torrance Recurrent Recreational Employees Organization
19. City Treasurer
20. City Attorney
21. City Manager

14A - STAFF REPORT

**14B. REAL PROPERTY – CONFERENCE WITH REAL PROPERTY NEGOTIATOR
(California Government Code §54956.8):**

- 1) Property: Wilson Park, 2200 Crenshaw Boulevard, Torrance, CA 90501 Agency Negotiator: Aram Chaparyan Negotiating Parties: City of Torrance and LA Galaxy Under Negotiation: Price and terms and conditions of lease
- 2) Property: 2600 Airport Drive and 25210 Crenshaw Boulevard, Torrance, CA 90505 Agency Negotiator: Aram Chaparyan Negotiating Parties: City of Torrance and Rolling Hills Plaza, LLC Under Negotiation: Price and terms and conditions of lease
- 3) Property: Parcels 7532-011-900 and 7532-011-901 (formerly 4730 Via Corona), Torrance, CA 90505 Agency Negotiator: Aram Chaparyan Negotiating Parties: City of Torrance and Jill S. David, Esq. (Jason Oldenburg and Flavia Fontolan) Under Negotiation: Price and terms and conditions of lease
- 4) Property: 3141 Torrance Boulevard, Torrance, CA 90503 Agency Negotiator: Aram Chaparyan Negotiating Parties: City of Torrance and Dish Wireless, LLC Under Negotiation: Price and terms and conditions of lease

RECESSED TO CLOSED SESSION - Pursuant to Government Code Section 54956.9 (d)(1)

RECONVENED IN PUBLIC SESSION

2. FLAG SALUTE: Councilmember Kalani

NON SECTARIAN INVOCATION: Councilmember Mattucci

3. REPORT OF THE CITY CLERK ON THE POSTING OF THE AGENDA. The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Monday, May 16, 2022 /s/ Rebecca Poirier

MOTION TO WAIVE FURTHER READING OF RESOLUTIONS AND ORDINANCES AFTER NUMBER & TITLE – See Council Rules of Order Section 2.11 (Resolution 2006-65)

4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS

5. [COUNCIL COMMITTEE MEETINGS AND ANNOUNCEMENTS](#)
6. [COMMUNITY MATTERS](#)
 - 6A. [PROCLAMATION declaring June 2022 as LGBTQ Pride Month in the City of Torrance.](#)
[6A - STAFF REPORT](#)
7. [ORAL COMMUNICATIONS #1 \(Limited to a 15 minute period\) This portion of the meeting is reserved for comment on items under the Consent Calendar or items that are not on the agenda. Under the Ralph M. Brown Act, City Council cannot act on items raised during public comment, but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under Orals are limited to either Oral Communications #1 or Oral Communication #2 and no longer than 1 minute per speaker. Speakers please turn off the volume on any City Council meeting broadcast you may have in the background when speaking.](#)
[PUBLIC COMMENT](#)
[PUBLIC COMMENT RECEIVED BETWEEN 2:00 P.M. AND 10:47 P.M.](#)
8. [CONSENT CALENDAR](#)

Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Councilmember from the Consent Calendar and considered separately..

 - 8A. **City Clerk – Approve City Council Minutes. Expenditure: None.**
Recommendation of the City Clerk that City Council approve the City Council minutes of April 26, 2022.
 - 8B. [Finance – Accept and File Investment Report for the Month of March 2022.](#)
Expenditure: None.
Recommendation of the Finance Director that City Council accept and file the Investment Report for the month of March 2022.
[8B - STAFF REPORT](#)
 - 8C. **City Manager/Human Resources – Approve Revised Class Specification for Human Resources Director. Expenditure: None.**
Recommendation of the Civil Service Commission and the City Manager that City Council approve the revised class specification for Human Resources Director.
[8C - STAFF REPORT](#)
 - 8D. **Communications and Information Technology – Authorize Purchase Order for Computer Equipment. Expenditure: Not-to-Exceed \$284,569.64 (General Fund).**
Recommendation of the Communications and Information Technology Director that City Council authorize a purchase order to Lenovo USA, Inc. of Morrisville, NC for an amount not-to-exceed \$284,569.64 for computer equipment on an as-requested basis beginning May 25, 2022 and ending June 30, 2023.
[8D - STAFF REPORT](#)
 - 8E. [Community Development – Consider License Agreement Between City of Torrance and Limitless Hospitality Group, LLC DBA Local Kitchen for Use of City-Controlled Parking Spaces Located at 1231-1261 Cabrillo Avenue.](#)
Expenditure: None.

Recommendation of the Community Development Director that City Council consider entering into a license agreement with Limitless Hospitality Group, LLC DBA Local Kitchen for use of 19 City-controlled parking spaces located in the subterranean parking structure at 1231-1261 Cabrillo Avenue in conjunction with the operation of a restaurant located at 1321 Sartori Avenue.

[8E - STAFF REPORT](#)
[8E - SUPPLEMENTAL](#)

8F. Community Development – Approve First Amendment to Consulting Services Agreement for Survey of At-Risk Buildings and Preparation of Seismic Retrofit Ordinance. Expenditure: None.

Recommendation of the Community Development Director that City Council approve a first amendment to the consulting services agreement with Degenkolb Engineers of Los Angeles, CA (C2021-019) to extend the term through June 30, 2023.

[8F - STAFF REPORT](#)
[8F- SUPPLEMENTAL](#)

8G. Transit – Approve First Amendment for Trapeze Payroll System Interface and Enhancement. Expenditure: \$34,113 (Non-General Fund).

Recommendation of the Transit Director that City Council approve the first amendment to Software License and Maintenance Agreement with TripSpark Technologies, an operating division of Trapeze Group, Inc. of Mississauga, Canada (C99-239), in the amount of \$34,113, for a new not-to-exceed amount of \$187,553 for the enhancement of the Trapeze OPS payroll system interface with the City's new ADP payroll system.

[8G - STAFF REPORT](#)
[8G - SUPPLEMENTAL](#)

8H. Transit – Award Contract Services Agreement for Custodial Services at Regional Transit Center. Expenditure: \$132,780 (Non-General Fund).

Recommendation of the Transit Director that City Council approve a contract services agreement with Commercial Building Management, Inc. of Santa Ana, CA (RFP B2021-02) in the amount of \$132,780 for custodial services at Regional Transit Center for a one-year period beginning June 1, 2022 and ending May 31, 2023.

[8H - STAFF REPORT](#)
[8H - SUPPLEMENTAL](#)

8I. Transit – Approve Submission of Required Title VI Program Report to Federal Transit Administration. Expenditure: None.

Recommendation of the Transit Director that City Council approve the submission of the Transit Department's Title VI Program Report as required by the Federal Transit Administration.

[8I - STAFF REPORT](#)

9. ADMINISTRATIVE MATTERS

9A. City Manager – Provide COVID-19 Recovery Update and Determine Direction on Orders from the County of Los Angeles and the State of California Regarding COVID-19. Expenditure: None.

Recommendation of the City Manager that City Council:

- 1) Receive COVID-19 Recovery Update (for Discussion Only); and
- 2) Determine whatever action deemed appropriate for responding to Orders from the County of Los Angeles and the State of California Regarding COVID-19.