Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
3rd Floor Board Room
Los Angeles, CA

Metro

Board Report

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EXECUTIVE MANAGEMENT COMMITTEE
AUGUST 18, 2022

SUBJECT: SERVICE STANDARDS POLICIES FOR TITLE VI PROGRAM UPDATE

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ADOPT Service Standards policies for Title VI Program Update presented in Attachment A.

ISSUE

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate their compliance with Title VI by adopting policies in compliance with FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," issued October 1, 2012. FTA requires the Metro Board of Directors to review and approve the Metro Service Standards to be included in the Title VI Program Update due every three years.

BACKGROUND

Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) states the following:

> No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop service standards and include them in the Title VI Program update due every three years. These service standards should be followed for the three year period until the next program update.

DISCUSSION

Metro is required under FTA Circular 4702.1B to submit Board approved Service Standards. The Service Standards assist Metro in providing bus and rail service. The Service Standards must be approved by the Metro Board every three years. The Metro Board last approved the monitoring results in September 2019 and there have been no changes.

DETERMINATION OF SAFETY IMPACT

The requested action in this report will have no direct impact on the safety of Metro's employees or customers.

FINANCIAL IMPACT

Adoption of the Service Standards Policies has no direct impact upon Metro's expenditures or revenues. Approval is consistent with the implementation of service included in the adopted FY2023 Budget. Failure to approve the Service Standards Policies could result in an incomplete Title VI Program Update which could potentially result in the loss of federal funding.

Impact to Budget

Adoption of the Title VI Equity Policies has no direct impact upon Metro's expenditures or revenues. Approval is consistent with the implementation of service included in the adopted FY203 Budget. Failure to approve the Service Standards Policies today may result in an incomplete Title VI Program Update which may impact federal grants.

EQUITY PLATFORM

Title VI sets the minimum federal requirements to prevent discrimination or benefits from being denied to federally protected groups, as noted above. The Monitoring of Transit Service for Title VI purposes meets the federal requirements, as it ensures that Metro's Service Standards are being applied consistently throughout the system. The monitoring also provides a means to measure and adjust for impacts and benefits to protected groups, which supports Metro's goal to ensure that impacts to marginalized groups are considered in transportation decisions and service delivery.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal # 5, "Provide responsive, accountable, and trustworthy governance within the Metro organization" by adhering to civil rights requirements mandated by Title VI of the Civil Rights Act of 1964.

ALTERNATIVES CONSIDERED

The alternative to not including Board approved Service Standards Policies which would have significant negative impacts to the agency. Failure to include Board approved Service Standards policies in the Title VI Program update may result in FTA, not concurring with Metro's Title VI Program Update which may result in the suspension of federal grants by being non-compliant with civil rights requirements.

NEXT STEPS

The Title VI Program Update will be scheduled for Board approval at the September 22, 2022 Board of Directors meeting. Upon Board approval, Metro's Title VI Program Update will be submitted to FTA by the due date of October 1, 2022.

ATTACHMENTS

Attachment A - Metro Service Standards

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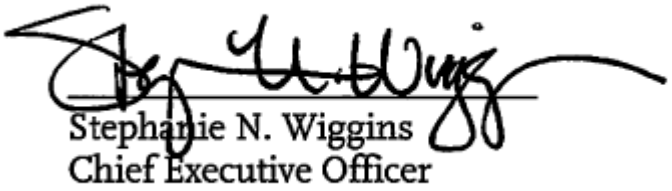

Stephanie N. Wiggins
Chief Executive Officer

2022 METRO SYSTEMWIDE OPERATING STANDARDS

Passenger Loading

Proposed passenger loading standards are summarized in Table A-1. The standard expresses the maximum average ratio of passengers to seats *by direction* for a one-hour period by time of day *and should not be exceeded for at least 95% of all hourly periods*.

	Peak Passengers/seat	Off-Peak Passengers/seat
Heavy Rail	2.30	2.30
Light Rail	1.75	1.75
BRT	1.30	1.30
Rapid	1.30	1.30
Express	1.30	1.30
All Other Bus	1.30	1.30

Table A-1
Passenger Loading Standards

Headways

Current headway standards are summarized in Table A-2. The headway standards provide for the maximum scheduled gap (in minutes) between trips *in the peak direction of travel* at the maximum load point of a line by time of day *and should not be exceeded for at least 90% of all hourly periods*.

	Peak	Off-Peak
Heavy Rail	10	20
Light Rail	12	20
BRT	12	30
Rapid	20	30
Express	60	60
Limited	30	60
All Other Bus	60	60

Table A-2
Headway Standards

On-Time Performance

On-time performance standards are based on the Board adopted fiscal year budget target for bus, light rail and heavy rail. The standards provide for the minimum desired percentage of time point departures that are between one minute early and five minutes late (excluding terminal departures). *This standard is that 90% of lines achieve at least 90% of the adopted budget target for the fiscal year*.

Stop Spacing

Proposed stop spacing standards are shown in Table A-3. The standards provide for the average stop spacing in miles by type of service *and spacing should fall within 0.1 mile of the specified average at least 90% of the time*.

Heavy Rail	1.50
Light Rail	1.50
BRT	1.25
Rapid	0.75
Express	1.25
All Other Bus	0.30

Table A-3
Average Stop Spacing Standards (in miles)

Accessibility

The current accessibility standard is shown in Figure A-1. The standard ensures the availability of fixed route service to virtually all residents of Metro's service area while limiting duplication of service by using services operated by others to achieve the standard.

Service is to be provided within ¼ mile of 99% of Census tracts within Metro's service area having at least 3 households per acre and/or at least 4 jobs per acre. Fixed route service provided by other operators may be used to meet this standard.

Figure A-1
Accessibility Standard

Passenger Amenities Policy

The current passenger amenities policy is shown in Figure A-2. The standard applies to all off-street facilities owned by Metro that permit passenger boardings.

Shelters:	HR – not applicable
	LR – at least 80 linear ft.
	Bus – at least 6 linear ft. per bay
Seating:	HR – at least 12 seats
	LR – at least 10 seats
	Bus – at least 3 seats per bay
Info Displays:	HR – at least 12
	LR – at least 10
	Bus – at least 3
LED Displays:	HR – at least 8 arrival/departure screens
	LR – not applicable
	Bus – not applicable
TVMs:	HR/LR = at least 2
	Bus – not applicable
Elevators:	HR – at least 2
	LR – at least 1 for elevated/underground
	Bus – at least 1 for multi-level terminals
Escalators:	HR – at least 4 (2 Up / 2 Down)
	LR – not applicable
	Bus – not applicable
Waste Receptacles:	HR – at least 6
	LR – at least 2
	Bus – at least 1 per 3 bays / 2 minimum

Figure A-2
Passenger Amenities Policy

Vehicle Assignment Policy

The current vehicle assignment policy is shown in Figure A-3.

Heavy Rail:	Not applicable – only one line and one vehicle type
Light Rail:	Vehicles will be assigned to individual lines on the basis of compatibility of vehicle controllers with each line's signal system. The number of vehicle types/manufacturers will be kept to no more than two at any facility to minimize parts storage and maximize maintenance expertise.
Bus:	Vehicles will be assigned to individual facilities on the basis of vehicle size requirements for lines supported by each facility.

Figure A-3
Vehicle Assignment Policy