

**AGENDA  
 PALOS VERDES PENINSULA TRANSIT AUTHORITY  
 REGULAR MEETING  
 JULY 21, 2016  
 ROLLING HILLS ESTATES CITY HALL, 4045 Palos Verdes Drive North  
 Rolling Hills Estates, CA 90274**

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**Time Estimates:** The time noted next to an agenda item is only an estimate of the amount of time that will be spent during the meeting on that particular item. Accordingly, these estimates should not be relied on in determining when a matter will be heard, especially since agenda items are often re-ordered during a meeting and may be discussed at any time.

**6:00 P.M. REGULAR SESSION**

(5 mins) **CALL TO ORDER:**

**ROLL CALL:**

**FLAG SALUTE:**

**CONFIRM POSTING OF THE AGENDA BY ROLLING HILLS ESTATES CITY CLERK:**

**PUBLIC COMMENTS:** (All matters listed under the Consent Calendar are considered to be routine and will be enacted by one vote. There will be no discussion of these items unless members of the Board request specific items to be removed from the Consent Calendar for separate action.

(5 mins) **APPROVAL OF CONSENT CALENDAR:**

1. Minutes of the April 21, 2016 Board Meeting. Page 3
2. Register of Standing demands and Previously Authorized demands under Resolution 94/95-01 and per attached listing: Page 7

	Checks	Amount
April	5624-5647	\$217,873.28
May	5648-5670	\$160,667.40
June	5671-5691	\$95,551.31
<b>TOTAL</b>		<b>\$474,051.99</b>

If you need special assistance to participate in an Authority meeting under the Americans with Disabilities Act (ADA) or as a person with limited English proficiency (LEP) under Executive Order 13166, please contact the Secretary (310-544-7108) with request for reasonable accommodation at least forty-eight hours prior to the meeting.

**(10 mins) ADMINISTRATOR REPORT:**

**(45 mins) REGULAR BUSINESS:**

**I. MONTHLY & REGULAR REPORTS**

- A. Operations Report Page 10  
1. Review of ridership data for the period ending 06/30/16

**Recommendation:** Receive and file report

- B. Finance  
1. Financial Statements as of June 30, 2016 Page 13

**Recommendation:** Receive and file statements.

**II. NEW BUSINESS**

1. Title VI Program Page 14

**Recommendation:** Approve Title IV Program

**III. OLD BUSINESS**

1. Fare Policy Page 40

**Recommendation:** Approve staff recommendation

**(5 mins) FUTURE AGENDA ITEMS:** (This section of the agenda is designated for individual Board Members to request that an item be placed on a future PVPTA meeting agenda.)

**(10 mins) CHAIR AND MEMBER ITEMS REPORT:**

- A. METRO South Bay Governance Council Update Verbal  
B. PVPUSD Update Verbal

**ADJOURNMENT: Rolling Hills Estates City Hall, October 20, 2016**

**DRAFT**  
**MINUTES**  
**PALOS VERDES PENINSULA TRANSIT AUTHORITY**

**Thursday, April 21, 2016**

The meeting was called to order at 6:10 p.m. by Chairperson Goodhart at Rolling Hills Estates City Hall, 4045 Palos Verdes Drive North Rolling Hills Estates, CA 90274

**REGULAR SESSION:**

Board roll call was answered as follows:

**PRESENT:** Betty Peterson, PVE, Jerry Duhovic, RPV, Jim Goodhart, PVE;  
Steve Zuckerman, RHE, Britt Huff, RHE

**ABSENT:** Susan Brooks, RPV

Also present were Martin Gombert, PVPTA; Greg Grammer, RHE; Ken Rukavina, PVE; and Koral Shishido, BCWS

**PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was led by Chairperson Goodhart.

**CONFIRM POSTING OF THE AGENDA BY ROLLING HILLS ESTATES CITY CLERK**

City of Rolling Hills Estates confirmed the posting of the Authority Agenda.

**APPROVAL OF CONSENT CALENDAR (1-2):**

Member Zuckerman moved approval of the Consent Calendar, seconded by Member Huff, and approved by unanimous vote.

**PUBLIC COMMENTS: (Audience Comments regarding Items not on the Agenda)**

None

**II. NEW BUSINESS**

Member Huff requested that New Business Item #3 (South Bay Cities Council of Governments, Senior Transportation), be moved up in the Agenda.

Ms. Jacki Bacharach, Executive Director made a presentation on the possibility of using ride share companies to provide transportation to senior and disabled individuals. There were comments and questions by Board Members and the topic will be placed on a later agenda for follow-up.

#### **MONTHLY AND REGULAR REPORTS:**

- A.1 Operations Report: Mr. Gombert presented the operations report for the period ending March 31, 2016. There were several comments by Board Members.

Member Duhovic moved to receive and file the Operations Report, seconded by Member Huff and approved by unanimous vote.

- B.1 Financial Report: Mr. Martin Gombert, Administrator reviewed the financial report for the period ending March 31, 2016. There was discussion.

Member Duhovic moved to receive and file the Financial Report, seconded by Member Peterson and approved by unanimous vote.

- B.2 Proposed Budget for FY 2016-17:

Member Goodhart moved to open the public hearing, seconded by Member Zuckerman.

The motion passed on the following roll call vote:

**AYES:** Goodhart, Peterson, Duhovic, Zuckerman, Huff  
**NOES:** None  
**ABSENT:** Brooks

Mr. Gombert presented the proposed budget for Fiscal Year 2016-17. He reviewed in detail estimated expenses, revenue, and proposed fare levels.

There were several comments on expense and revenue items by Board Members.

There were no public comments on the Fiscal Year 2016-17 budget.

Member Goodhart moved to close the public hearing and adopt the Fiscal Year 2016-17 budget in the amount of \$2,054,347 for operations and \$0 for capital, seconded by Member Zuckerman.

The motion passed on the following roll call vote:

**AYES:** Goodhart, Peterson, Duhovic, Zuckerman, Huff  
**NOES:** None  
**ABSENT:** Brooks

## **NEW BUSINESS**

### **II. A. Capital Improvement Program**

Administrator Gombert made a brief presentation on the staff report.

Member Zuckerman moved to approve the staff recommendation to purchase one (1) Blue Bird bus from A-Z Bus Sales for a price not to exceed \$244,503 plus a project contingency of 10%, seconded by Member Goodhart.

The motion passed on the following roll call vote:

**AYES:** Goodhart, Peterson, Duhovic, Zuckerman, Huff  
**NOES:** None  
**ABSENT:** Brooks

### **II.B Contract for Authority Administrator**

Administrator Gombert made the staff report and noted the original contract in 2005 had been revised by the Authority's attorney and no changes were recommended this year.

There was discussion by the Board on several items.

Member Duhovic moved to approve the staff recommendation, seconded by Member Huff.

The motion passed on the following roll call vote:

**AYES:** Goodhart, Peterson, Duhovic, Zuckerman, Huff  
**NOES:** None  
**ABSENT:** Brooks

## **OLD BUSINESS**

None

## **FUTURE AGENDA ITEMS**

None

## **ADMINISTRATOR ITEMS**

Administrator Gombert reviewed several items including minor route changes scheduled for September.

## **CHAIR AND MEMBER ITEMS**

There was a brief updated on Metro items provided by Member Goodhart.

## **ADJOURNMENT**

At 7:38 p.m. Chairperson Goodhart moved to adjourn the Board Meeting until July 21, 2016 at 6 pm.

# Palos Verdes Peninsula Transit Authority Checks Written for Month

Date	Num	Name	Memo	Paid Amount
04/19/2016	5624	Administrative Services Co-Op	March 2016	-15,838.87
04/19/2016	5625	AT&T	Account No. 0206360576001	-179.40
04/19/2016	5626	California J.P.I.A.	Invoice PRIM01225	-10,114.00
04/19/2016	5627	Clean Energy	CE11863628 March 2016	-10,936.69
04/19/2016	5628	County Sanitation Districts of LA County	May 2016	-7,075.41
04/19/2016	5629	Macias Gini & O'Connell, LLP	FYE June 30, 2015 Audit	-5,938.60
04/19/2016	5630	Maneri Sign Co., Inc.	Invoice 91556	-261.60
04/19/2016	5631	Mutual Liquid Gas & Equipment Co., Inc.	March 2016	-4,499.70
04/19/2016	5632	MV Transportation, Inc.	March 2016	-133,664.96
04/19/2016	5633	PC Parlor	Internet Upgrade	-1,195.68
04/19/2016	5634	PitneyBowes Global Financial Services	Quarterly Lease 4/20/16-7/20/16	-286.67
04/19/2016	5635	Postmaster	Postal Box 2656	-154.00
04/19/2016	5636	R.K.M Communications Inc.	Computer Cable Installation	-307.50
04/19/2016	5637	ReadyRefresh by Nestle	Water	-23.96
04/19/2016	5638	Verizon California 310 544-7108	310 544-7108	-148.12
04/19/2016	5639	Venzon California 310 544-7109	310 544-7109	-21.70
04/19/2016	5640	Wells Fargo	Acct 4484610002154188	-1,091.08
04/19/2016	5641	White Wings Cleaning Service	Invoice 6753	-145.00
04/19/2016	5642	Xerox	Account 719892051	-317.17
04/19/2016	5643	Betsy Emerson	Refund - 12 DAR @ \$6.00 each	-72.00
04/21/2016	5644	Lomita Business Machines	Invoice 50910	-120.00
04/29/2016	5645	Mobility Advancement Group	Administrative Services for April 2016	-17,394.75
04/29/2016	5646	County Sanitation Districts of LA County	June 2016 Parking Lot Lease	-7,075.41
04/29/2016	5647	PVPUSD	Gas and Electric for October '15 through March '16	-1,011.01
<b>TOTAL APRIL 2016</b>				<b>-217,873.28</b>

Date	Num	Name	Memo	Original Amount	Paid Amount
05/19/2016	5648	Margaret Majid	DAR Member Ihsan Majid #6222	-20.00	-20.00
05/19/2016	5649	Arran Stewart	DAR Member Charles Stewart #6047	-70.00	-70.00
05/24/2016	5650	Administrative Services Co-Op	April 2016	-12,980.82	-12,980.82
05/24/2016	5651	AT&T	Account No. 0206360576001	-127.75	-127.75

# Palos Verdes Peninsula Transit Authority Checks Written for Month

Date	Num	Name	Memo	Paid Amount
05/24/2016	5652	Clean Energy	CE11876011 April 2016	-9,177.84
05/24/2016	5653	Darold D. Pieper	Invoice 20222	-250.00
05/24/2016	5654	Decals By Design	Decal Removal	-200.00
05/24/2016	5655	Frontier Communications4542	Telecommunications	-429.73
05/24/2016	5656	Frontier Communications7108	310 544-7108-062795-5	-291.11
05/24/2016	5657	Frontier Communications7109	310-544-7109-080800-5	-44.61
05/24/2016	5658	Gayle Albin-Bailey	1/21/16, 1/28/16, 2/18/16, 3/17/16 and 4/19/16	-862.50
05/24/2016	5659	Mutual Liquid Gas & Equipment Co., Inc.	April 2016	-2,591.23
05/24/2016	5660	MV Transportation, Inc.	April 2016	-102,481.68
05/24/2016	5661	PC Parlor	Internet Installation	-31.25
05/24/2016	5662	PVPUSD-Rent	Nov, Dec 2015 and Jan-Apr 2016	-300.00
05/24/2016	5663	ReadyRefresh by Nestle	Account 0024293722	-11.98
05/24/2016	5664	Trillium Solutions	Invoice 1697 6/1/16-5/31/17	-1,200.00
05/24/2016	5665	Wells Fargo	Acct 4484610002154188	-1,139.96
05/24/2016	5666	White Wings Cleaning Service	Office Cleaning	-290.00
05/24/2016	5667	Xerox	Account 719892051	-341.88
05/31/2016	5668	Mobility Advancement Group	Administrative Services for May 2016	-17,395.32
05/31/2016	5669	CKG Communications	Invoice PVPTA 105 for Marketing Services	-1,656.25
05/31/2016	5670	County Sanitation Districts of LA County	June 2016 Parking Lot Lease	-8,773.49
<b>TOTAL MAY 2016</b>				<b>-160,667.40</b>

Date	Num	Name	Memo	Original Amount	Paid Amount
06/14/2016	5671	Wells Fargo	Acct 4484610002154188	-500.00	-500.00
06/14/2016	5672	MFR Graphics	Invoice 25053	-474.15	-474.15
06/14/2016	5673	PC Parlor	Invoice 13210	-62.50	-62.50
06/28/2016	5674	Administrative Services Co-Op	May 2016	-16,039.68	-16,039.68
06/28/2016	5675	AT&T	Account No. 0206360576001	-215.27	-215.27
06/28/2016	5676	Clean Energy	CE11884887 May 2016	-10,576.30	-10,576.30
06/28/2016	5677	County Sanitation Districts of LA County	August 2016	-7,287.67	-7,287.67
06/28/2016	5678	Frontier Communications7108	310 544-7108-062795-5	-412.78	-412.78
06/28/2016	5679	Lytx, Inc.	Drivecam Service fee for FY 2016-17, 50% deducte	-10,212.00	-10,212.00
06/28/2016	5681	NextBus, Inc.	Annual service 6/1/16-5/31/17	-29,747.00	-29,747.00





**Palos Verdes Peninsula Transit Authority  
Checks Written for Month**

Date	Num	Name	April 2016	Memo	Paid Amount
06/28/2016	5682	Office Depot	Account 34585368		-86.73
06/28/2016	5683	Palos Verdes On the Net	Invoice 2016-04 2Q 2016		-1,300.00
06/28/2016	5684	Purchase Power	Acct. 8000-9090-0212-1536		-300.00
06/28/2016	5685	PVPUSD			-325.92
06/28/2016	5686	ReadyRefresh by Nestle	Account 0024293722		-11.98
06/28/2016	5687	Wells Fargo	Acct 4484610002154188		-63.84
06/28/2016	5688	White Wings Cleaning Service	Invoice 6880		-145.00
06/28/2016	5689	Xerox	Account 719892051		-360.12
06/28/2016	5690	Ernie O'Brien			-10.00
06/30/2016	5691	Mobility Advancement Group	Administrative Services for June 2016		-17,380.37
<b>TOTAL JUNE 2016</b>					<b>-95,511.31</b>

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## MEMORANDUM

TO: AUTHORITY MEMBERS  
FROM: Martin Gombert, Administrator  
DATE: July 16, 2016  
SUBJECT: Operations Report for the period ending June 30, 2016

### **PV TRANSIT**

PV Transit ridership for the period ending June 30, 2016 totaled 152,853, a 2.7% drop from previous year's totals.

PV Transit operators have driven 300 days without an accident through June 30, 2016.

Summer service began on June 20<sup>th</sup> and was well-received by customers.

Staff is working with the Salvation Army to transport 10+ passengers daily from their campus on Hawthorne Boulevard to Miraleste Intermediate School. This could result in an increase in over 3,000 additional passengers in the coming school year.

Staff will present information on the Summer Beach bus at the Board Meeting. This service will operate between Peninsula cities and Rat Beach in Palos Verdes Estates between August 1<sup>st</sup> and the 26<sup>th</sup>.

### **DIAL-A-RIDE**

Dial-A-Ride ridership totaled 11,229 for the period ending June 30, 2016, a 1.37% increase over previous year's totals.

Copies of the ridership graphs for both fixed route and dial-a-ride service are attached.

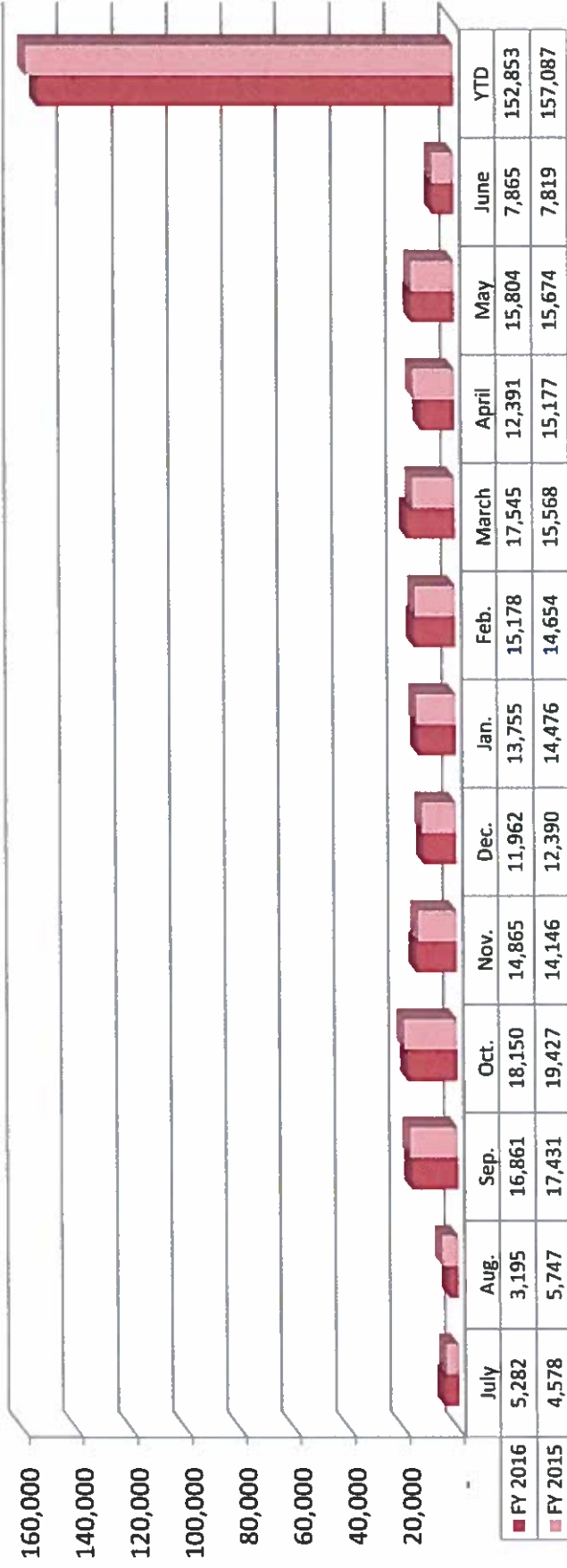
### **GONVERMENT RELATIONS**

During the past three months staff has attended meetings of Metro's Local Transit Service Subcommittee (LTSS), Access Services Board Meetings, and Metro's Bus Operations Subcommittee (BOS).

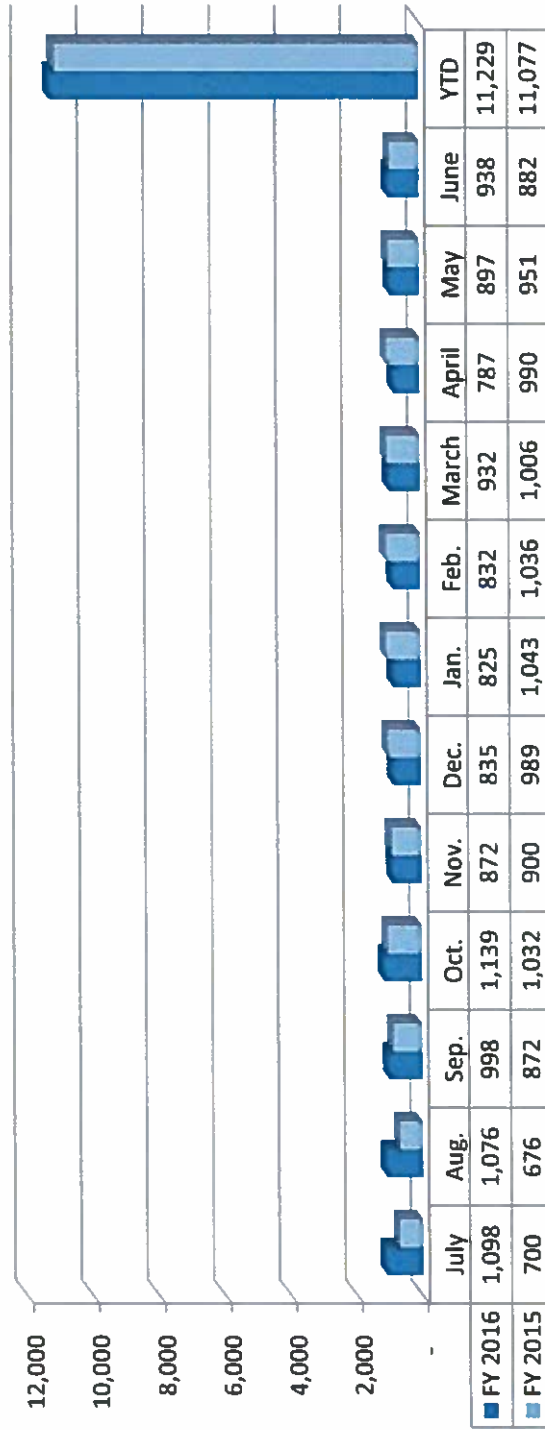
### **RECOMMENDATION**

Receive and file report.

## PV TRANSIT RIDERSHIP



## Dial-A-Ride/Lift Ridership Palos Verdes Peninsula Transit Authority



**MEMORANDUM**

TO: AUTHORITY MEMBERS  
FROM: Martin Gombert, Administrator  
DATE: July 16, 2016  
SUBJECT: Financial Statements for the period ending June 30, 2016

This document will be provided under separate cover. We have not closed the fiscal year yet.

**MEMORANDUM**

TO: AUTHORITY MEMBERS  
FROM: Martin Gombert, Administrator  
DATE: July 16, 2016  
SUBJECT: PVPTA Title VI Program

**INTRODUCTION**

The PVPTA has received federal funding through Metro for ten (10) vehicles that were purchased in FY 2012-13. Federal regulations require that the PVPTA develop a Title VI Plan every three years and must receive Board approval for the following reports: (1) Title VI Report; (2) Public Participation Plan, and (3) Limited English Proficiency Plan.

**BACKGROUND**

Title VI is a Federal law that was enacted to ensure that government-funded services provide such services to communities in a non-discriminatory manner. Specifically, “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 C 4702.1B, II-1-2).

Following the guidance of FTA Circular 4702.1B (October, 2012) “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” PVPTA is required to update the Title VI program every three years. Also, per requirements set forth in FTA Circular 4702.1B, PVPTA must have Board approval for its Title VI documentation prior to the reports being submitted to Metro.

PVPTA’s Title VI documentation is separated into three distinctive categories, which together make up PVPTA’s Title VI required documents. Each of these separate reports is described below.

**PVPTA’s Title VI Report**

PVPTA’s Title VI Report demonstrates that PVPTA complies with the separate elements contained in FTA Circular 4702.1B.

- a) Approval of Agency Title VI Policies by PVPTA Board of Directors;

- b) Notification of Customers of Protection Under Title VI;
- c) Requirement to Develop Title VI Complaint Procedures and Complaint Form;
- d) Requirement to Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits;
- e) Requirement to Record Minority Representation on Planning and Advisory Boards;
- f) Requirement to Monitor Subrecipients.

PVPTA's Title VI Report contains language to demonstrate that PVPTA is in compliance with Federal Title VI requirements.

#### PVPTA Services' Public Participation Plan

The purpose of PVPTA Services' Public Participation Plan is to (a) illustrate how PVPTA reaches out to its customers; (b) how PVPTA' public outreach methods serve to educate minority as well as non-minority communities about the services PVPTA offers to the public and (c) to develop recommendations going forward as to how PVPTA could improve its outreach activities in order to continue to ensure that information of PVPTA' agency services are available to all persons irrespective of race or gender throughout the agency's service area.

#### PVPTA Services' Limited English Proficiency Plan

PVPTA Services' Limited English Proficiency Plan recognizes that there are many existing and potential PVPTA customers who may not be proficient in English, but still need information about the services that PVPTA provides to customers. As per Federal guidance, PVPTA must conduct a "four-factor analysis" and perform analyses of the population PVPTA serves as well as the overall community in PVPTA service area.

The Limited English Proficiency Plan then presents features that PVPTA offers in order to effectively communicate with its customers and members of the public about the services that PVPTA provides. Finally, similar to the Public Participation Plan, the Limited English Proficiency Plan must contain language associated with future recommendations PVPTA will implement in order to continue to improve its efforts to reach out to those members of the public who have limited proficiency in English (spoken or written).

#### **IMPACT ON BUDGET**

None

## **RECOMMENDATION**

Staff requests the Board approve PVPTA Services' Title VI Plan which encompasses the following reports:

- 1) Title VI Report;
- 2) Public Participation Plan; and
- 3) Limited English Proficiency Plan





Title VI  
Program Update  
Effective: July 21, 2016

Palos Verdes Peninsula Transit Authority  
Title VI Program Update

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## CONTACT

## I. INTRODUCTION

### PVPTA's Commitment to Civil Rights

This update of Palos Verdes Peninsula Transit Authority's (PVPTA) Title VI Program has been prepared to ensure that the level and quality of PVPTA's fixed route and demand response services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to PVPTA's riders and other community members. Additionally, through this program, PVPTA has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

While it is a matter of principle that PVPTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of PVPTA's services on the basis of race, color or national origin, the contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

*"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 assistance."*

—Civil Rights Act of 1964  
Title VI Program | Effective March 31, 2013

Under the Civil Rights Act of 1964, and as a recipient of federal funding under the programs of the Federal Transit Administration (FTA) of the U.S. Department of Transportation (US DOT), PVPTA has an obligation to ensure that:

*"Federal agencies are to examine the services they provide, identify any need for services to those with limited English proficiency, and develop and implement a system to provide those services so LEP persons can have meaningful access to them."—Executive Order 13166*

- The benefits of its bus services are shared equitably throughout the service area;
- The level and quality of bus services are sufficient to provide equal access to all riders in its service area;
- No one is precluded from participating in PVPTA's service planning and development process;
- Decisions regarding service changes or facility locations are made without regard to race, color or national origin and that development and urban renewal benefitting a community as a whole not be unjustifiably purchased through the disproportionate allocation of its adverse environmental and health burdens on the community's minority population; and
- A program is in place for correcting any discrimination, whether intentional or unintentional.

PVPTA has engaged the public in the development of this program. The service standards detailed in this program, along with the public engagement process and the events triggering public outreach were all presented and discussed at a Board Meeting on July 21, 2016.

PVPTA's Board of Directors was actively involved in the update of this program. The content of the program was approved and adopted by the Board at a meeting on July 21, 2016.

This program contains all of the elements required of a transit provider operating in an urbanized area of 200,000 or more in population and operating less than fifty vehicles in peak service.

PVPTA's Title VI Program is effective as of July 21, 2016. It has been prepared using data from the most recent (Year 2010) U.S. Census.<sup>1</sup>

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<sup>1</sup> American Fact Finder 2014 data

## II. GENERAL REQUIREMENTS

### Notice to the Public

To make PVPTA's riders aware of its commitment to Title VI compliance, and of their right to file a civil rights complaint, PVPTA has presented the following language, in both English, Chinese, Korean and Japanese, on its website [pvtransit@palosverdes.com](mailto:pvtransit@palosverdes.com), buses, and in its bus schedules:

### **Your Civil Rights**

*The Palos Verdes Peninsula Transit Authority (PVPTA) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with PVPTA. For more information on PVPTA's civil rights program and the procedures to file a complaint, please contact 310-544-7108; email [pvtransit@palosverdes.com](mailto:pvtransit@palosverdes.com) or visit our administrative office at 38 Crest Road West, Rolling Hills, CA 90274. For more information about PVPTA programs and services, visit [www.palosverdes.com/pvtransit](http://www.palosverdes.com/pvtransit). If information is needed in another language, please contact 310-544-7108*

### Discrimination Complaint Procedures

PVPTA has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by PVPTA may file a Title VI complaint by completing and submitting the agency's Title VI Complaint procedures are available at our administrative offices or on our website [palosverdes.com/pvtransit](http://palosverdes.com/pvtransit).

### The Procedure

Civil rights complaints should be filed immediately. However, PVPTA will investigate complaints up to 180 days after the alleged incident. PVPTA will process complaints that are complete. Once the complaint is received, PVPTA will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by PVPTA.

PVPTA has up to thirty days to investigate the complaint. If more information is needed to resolve the case, the PVPTA may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If PVPTA's investigator is not contacted by the complainant or does not receive the additional information within thirty days, PVPTA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:  
Federal Transit Administration

Office of Civil Rights  
201 Mission St. #1650  
San Francisco, CA 94105  
Title VI Complaint Form

#### Active Lawsuits, Complaints or Inquiries Alleging Discrimination

PVPTA maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming PVPTA that allege discrimination on the basis of race, color or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by PVPTA in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are no complaints pending and none have been received in the past three years.

### III. PVPTA'S PUBLIC PARTICIPATION PLAN

#### Key Principals

PVPTA's Public Participation Plan (PPP) has been prepared to ensure that no one is precluded from participating in PVPTA's service planning and development process. It ensures that:

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public's contribution can and will influence PVPTA's decision making;
- The concerns of all participants involved will be considered in the decision-making process; and
- PVPTA will seek out and facilitate the involvement of those potentially affected.

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

Through an open public process, PVPTA has developed a public participation plan to encourage and guide public involvement efforts and enhance access to PVPTA's transportation decision-making process by minority and Limited English Proficient (LEP) populations. The public participation plan describes the overall goals, guiding principles and outreach methods that PVPTA uses to reach its riders.

#### Early, Continuous and Meaningful

The steps outlined in the public participation plan offer early (in the planning process), continuous and meaningful opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at PVPTA. It is a guide for how PVPTA engages its diverse community. PVPTA may continue to improve its public participation methods over time based on feedback from all of its riders and community members including low-income, minority and LEP populations as well as customer and community-based organizations.

#### Goals of the Public Participation Plan

The overarching goals of PVPTA's PPP, which were presented for public review in July 2016 include:

- **Clarity in Potential for Influence** -The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.
- **Consistent Commitment** -PVPTA communicates regularly, develops trust with riders and our community and builds community capacity to provide public input.

- **Diversity** -Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low income neighborhoods, ethnic communities and residents from Limited English Proficiency
- **Accessibility** -Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- **Relevance** -Issues are framed in such a way that the significance and potential effect is understood by participants.
- **Participant Satisfaction** -People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- **Partnerships** - PVPTA develops and maintains partnerships with communities through the methods described in its public participation plan.
- **Quality Input and Participation** -The comments received by PVPTA are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

#### Objectives of the Public Participation Plan

PVPTA's Public Participation Plan is based on the following principles:

- **Flexibility** -The engagement process will accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusiveness** -PVPTA will proactively reach out to and engage low income, individuals with disabilities, minority and LEP populations from the PVPTA service area.
- **Respect** - All feedback will be given careful and respectful consideration.
- **Proactive and Timeliness** -Participation methods will allow for early involvement and be ongoing.
- **Clear, Focused and Understandable** -Participation methods will have a clear purpose and use for the input, and will be described in language that is easy to understand.
- **Honest and Transparent** -Information provided will be accurate, trustworthy and complete.
- **Responsiveness** -PVPTA will respond and incorporate appropriate public comments into transportation decisions.
- **Accessibility** - Meetings will be held in locations which are fully accessible and welcoming to all area residents, including, but not limited to, individuals with disabilities, low-income and minority members of the public and in locations relevant to the topics being presented and discussed.

PVPTA will use its public participation plan when considering fare changes, modifications to routes and schedules and other transit planning projects when:

- A fare increase or significant change in the method of fare payment is being considered;
- A new route is established;



- An existing route is proposed for elimination;
- Considering the total discontinuance of service on any line or group of lines on any given day when service is currently offered;
- Any system-wide change in service hours that exceeds (plus or minus) 10% of current total service hours;
- Routing on any given route or group of routes that affects more than 25% of the riders using the affected route(s); or
- Schedules are changed on any given route or group of routes that reduces the total number of one-way bus trips by more than 25% of the current number of bus trips.
- For minor schedule and service changes not rising to the level of those above, PVPTA will post service change notices on appropriate buses and stops sixty days in advance of the change date.

### PVPTA's Public Participation Process

PVPTA's PPP includes many new mediums extending beyond the traditional approach which relied on legal notices and intermittent media coverage. While PVPTA maintains these elements to its outreach program along with traditional seat-drop flyers, PVPTA has availed itself of the communication methods more widely used by members of our community and riders.

While there may be minor variation in the outreach process from time-to-time, the outline below provides the general steps for engaging riders in the decision making process using a fare or service change as an example.

1. A service/fare change proposal is developed internally or as a result of public comment;
2. If required, authorization from the PVPTA Board of Directors is sought to proceed to a public comment period;
3. Public outreach venues, dates and times are determined with consideration of the proposed changes and their impact on specific locations/populations within the PVPTA service area;
4. Bilingual (English and Chinese, Japanese, and Korean) public outreach materials and a program are developed;
5. Outreach In advance of public information sessions is released (using tool-box of mediums listed below);
6. An Email is transmitted to PVPTA community partners;
7. TV-33 interviews may be conducted (if available);
8. The public comment period ends;
9. A PVPTA Board of Directors summary package is presented detailing the outcome of the public participation process along with staff recommendations;
10. The final service/fare change date is set;
11. Outreach is conducted in advance of any service or fare change;
12. Bilingual system timetable and website updated in advance of the proposed change.

## Selection of Meeting Locations

When determining locations and schedules for public meetings, PVPTA will:

- Schedule meetings at times and locations that are convenient and accessible for minority and LEP communities including mornings, afternoon and evenings to allow people with conflicting work schedules to attend;
- Host meetings in ADA compliant buildings;
- Employ different meeting sizes and formats including town hall type meeting formats;
- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;
- Consider radio, television, or newspaper ads as well as podcasts that serve LEP populations.
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews or use of audio or video recording devices to capture oral comments.

## PVPTA Mediums (Bi-Lingual)

- Print – Newspapers and other periodicals
- Website – PVPTA has assembled a comprehensive website with automatic alerts
- PVPTA has developed a monthly email which now reaches 280+ opt-in readers
- Video/YouTube – PVPTA has developed a How to Ride Video
- Seat Drops, On-board Flyers – PVPTA regularly uses seat drops and flyers to provide riders with details of service changes and schedules of public meetings and hearings.
- Direct Mail to Community Partners
- Public Information Sessions
- Public Hearings
- Legal Notices

## Addressing Comments-The Incorporation of Public Comments into Decisions

All comments received through the public participation plan are given careful, thoughtful consideration. Because there are a number of different ways riders or members of the community can comment on proposed service or fare changes (mail, email, social media, public meetings and others), all comments are assembled into a single document for presentation the PVPTA Board of Directors for consideration.

## Identification of Stakeholders-Our Community Partners

Stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders can come from a number of groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses. While stakeholders may vary based on the plan or program being considered, PVPTA has assembled a listing of stakeholders with whom we regularly communicate through email and direct mail. A complete list of PVPTA's community stakeholders can be obtained by contacting PVPTA.

### Stakeholder List

Any community organization or person can be added to PVPTA's stakeholder list and receive regular communications regarding service changes by contacting the PVPTA administrative office at (310) 544-7108. Local organizations and businesses can also request that a speaker from PVPTA attend their regular meeting at the same number or through the PVPTA website [palosverdes.com/pvtransit](http://palosverdes.com/pvtransit)

## IV. LANGUAGE ASSISTANCE PLAN

### Improving Access for People with Limited English Proficiency

In order to ensure meaningful access to programs and activities, PVPTA uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps PVPTA to determine if it communicates effectively with LEP persons and informs language access planning.

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by PVPTA;
2. The frequency with which LEP persons come into contact with PVPTA services and programs;
3. The nature and importance of PVPTA's services and programs in people's lives; and
4. The resources available to PVPTA for LEP outreach, as well as the costs associated with that outreach.

### **Analysis Using Four Factor Framework**

The PVPTA has conducted the following analysis using the four factors identified in the DOT LEP Guidance:

#### **I. Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.**

##### Task 1, Step 1: Examine prior experiences with LEP individuals

Bus operators and customer service staff report infrequent interactions with LEP persons in the Palos Verdes Peninsula. The majority of interactions with LEP persons are request for information relating to the use of transit services, including route, schedule, fare, and transfers. This occurs primarily on Route 225-226 at San Pedro and Redondo Beach transfer points.

##### Task 1, Step 2: Become familiar with data from The U.S. Census

The U.S. Census 2009-2013 American Community Survey (ACS) describes languages spoken in Los Angeles County and number speaking each language as follows:

<b>Language</b>	<b>Number of Speakers</b>
English Only	3,991,721
Spanish	3,653,909
Chinese	349,899
Tagalog	227,658
Korean	183,007
Armenian	168,485
Vietnamese	80,624
Persian	72,908
Japanese	51,713
Russian	49,310
Arabic	43,544
French	38,633

**Task 1, Step 2A: Identify the geographic boundaries of the area that your agency serves**

PVPTA's transit service operates almost exclusively in the Palos Verdes Peninsula. The bus routes serve Palos Verdes Estates, Rancho Palos Verdes, Rolling Hills Estates and small parts of San Pedro and Redondo Beach.

The City's service area is also illustrated in the map shown in the following section.

**Task 1, Step 2B: Obtain Census data on the LEP population in your service area**

Shown below is the ACS data<sup>2</sup> on *Language Spoken at Home by ability to Speak English for the Population 5 Years and over*.

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<sup>2</sup> U.S. Census, American Fact Finder 2014

<b>Language Spoke at Home- Population 5 years and over-Palos Verdes Peninsula</b>	<b>Estimate</b>	<b>Percent</b>
English Only	43,709	70.88%
Language other than English	17,953	29.11%
Speaks English less than "very well"	6,182	10.02%
<b>Chinese</b>	3,908	6.33%
Speaks English less than "very well"	1,596	2.58%
<b>Japanese</b>	2,868	4.65%
Speaks English less than "very well"	1,399	2.22%
<b>Korean</b>	2,681	4.34%
Speaks English less than "very well"	1,158	1.88%
<b>Spanish</b>	2,271	3.68%
Speaks English less than "very well"	752	1.21%
<b>Other languages</b>	6,225	10.09%
Speaks English less than "very well"	1,277	2.07%

Task 1, Step 2C: Analyze the data you have collected

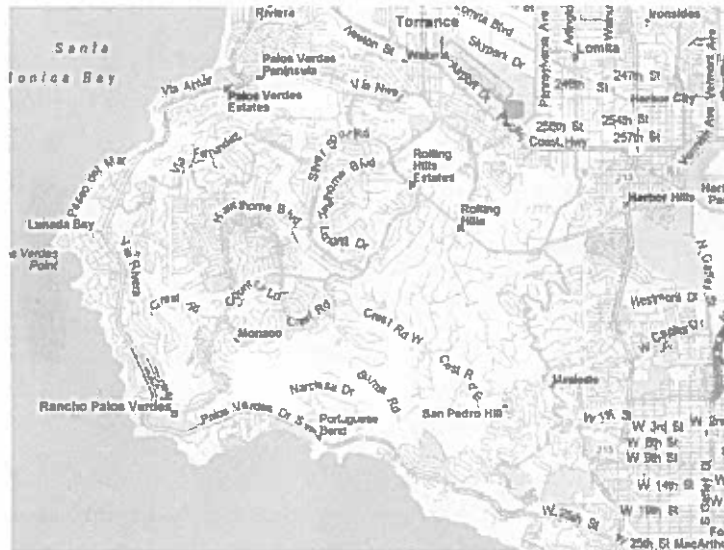
Limited English Proficiency is determined by adding those who speak English in all categories other than very well.

The Palos Verdes Peninsula's total population is 61,621. A total of 6,182 persons (10.02%) are identified with limited English proficiency. Of these persons 1,596 speak Chinese, 1,399 speak Japanese, 1,158 speak Korean, and 752 speak Spanish.

Task 1, Step 2D: Identify any concentrations of LEP persons within your service area

The large majority of Peninsula patrons with LEP speak Chinese, Japanese, and Korean and reside in all areas of the Peninsula as shown below.

## PVPTA SERVICE AREA



### Task 1, Step 3: Consult state and local sources of data

Data obtained from the Department of Labor supports the conclusion that Spanish speaking persons make up the majority of all persons not speaking English "very well" in Los Angeles County. LEP persons speaking Chinese, Korean, Persian and Tagalog are also well represented. While the data from the Department of Labor encompasses a much larger area than PVPTA's service area, the data is anecdotally useful.

PV Transit bus operators come in contact with Spanish speakers on Route 226-226.

### Task 1, Step 4: Reach out to community organizations that serve LEP persons

LEP persons are served by many organizations in the Peninsula and surrounding communities, including various school districts, government agencies, churches, and other community organizations.

### Task 1, Step 4A: Identify community organizations

The PVPTA is in contact with several community organizations that serve the LEP community. PV Transit will reach out to these organizations to explain the Authority's service and learn how the Agency can better serve these communities.

Task 1, Step 4B: Contact relevant community organizations

PVPTA staff is in contact with the organizations listed in Step 4A as well as the Palos Verdes Peninsula Unified School District.

**II. Factor 2: The Frequency with Which LEP Individuals Come into Contact with your programs, activities, and services**

Bus operators and customer service staff report infrequent interactions with LEP persons in the Palos Verdes Peninsula. The majority of interactions with LEP persons are request for information relating to the use of transit services, including route, schedule, fare, and transfers. This occurs primarily on Route 225-22 at San Pedro and Redondo Beach transfer points.

Task 2, Step 1: Review the relevant programs, activities, and services you provide

LEP individuals inquire about the programs and services that the PVPTA provides on an infrequent basis. Operational services include fixed-route and dial-a-ride service. LEP individuals come into contact with PVPTA staff by calling and emailing the administrative office and talking to bus drivers.

Task 2, Step 2: Review information obtained from community organizations

As part of a future transit study (FY 2016-17), PVPTA will conduct surveys on the frequency in which LEP individuals use transit service, and what modes of service or particular routes are used most frequently.

Task 2, Step 3: Consult directly with LEP persons

Almost all of the LEP persons that utilize PVPTA transit services speak Chinese, Japanese, and Korean. The PVPTA continually interacts with community groups and will identify any new LEP groups that speak languages other than Chinese, Japanese, and Korean and provide additional language assistance as necessary.



### **III. Factor 3: The Importance to LEP Persons of Your Program, Activities and Services**

#### **Task 3, Step 1: Identify your agency's most critical services**

PVPTA's most critical services include:

- Fixed Route transit service
- Dial-A-Ride Service

If English is a barrier to using these services then the consequences for the individuals are serious, including limited access to obtain health care, education, employment, and faith-based institutions. Critical information from PVPTA which can affect access includes:

- Route and Schedule information
- System rules and information about how to ride
- Public service announcements
- Safety and security announcements
- Complaint and commendation forms
- Web Pages
- Communication related to program changes
- Information about dial-a-ride service

#### **Task 3, Step 2: Review input from community organizations and LEP persons**

Based on input for LEP persons, the most critical services provided by PVPTA are:

- Fixed Route transit service
- Dial-a-ride service

### **IV. Factor 4: The Resources Available to the Recipient and Costs**

#### **Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs.**

Several bus drivers and one administrative staff member speak Spanish. No PVPTA staff or contractors speak Chinese, Japanese, or Korean.

Task 4, Step 2: Determine what, if any, additional services are needed to provide meaningful access

Two additional services were identified as part of the Four Factor Analysis:

- Create bi lingual information for dial-a-ride and fixed route service (Korean, Chinese, Japanese)
- Utilize **Language Line Solutions** translation service on an as-needed basis for customers that speak Chinese, Japanese, or Korean. This information will be included in the bi lingual information noted above.

Task 4, Step 3: Analyze your budget

The cost associated with implementing further LEP measures are limited to staff time, translation fees, and printing costs.

Task 4, Step 4: Consider cost effective practices for providing language services

PVPTA collaborates with community organizations identified in Task 1 to provide cost effective practices to provide:

- Distribution channels for printed information
- Educational and outreach opportunities to help improve access for LEP persons.

## V. OUTCOMES

### New tools and alerting riders of language assistance

Based on the information presented in the Four Factor Analysis previously reviewed, the Authority will implement the following items to assist the LEP population in utilizing the PVPTA's services:

- Create bi lingual (Chinese, Japanese, or Korean) information for dial-a-ride and fixed route service as well as Title VI complaint forms, Title VI Civil Rights Notice and complaint procedures.
- Utilize Language Line translation service on an as-needed basis for customers that speak Chinese, Japanese, or Korean.

The PVPTA is a very small organization with only 2-3 staff members in the office at any one time. The Administrator interacts with staff on a daily basis and learns about any contacts with the LEP population. Any changes to the Authority's LEP program will made as-needed basis.

## VI. DECISION MAKING BODIES

### Non-Elected Committees and Councils

At PVPTA, decisions regarding policy, service changes, fares, capital programming and facility locations are made by a municipally appointed Board of Directors. PVPTA's Board of Directors is composed of six Council Members representing three cities who are members of PVPTA.

Meetings of the PVPTA Board of Directors are always open to the public, held at the Rolling Hills Estates City Hall and other locations in the Peninsula.

Body	Caucasian	Latino	African American	Asian American	Native American
Board of Directors	6	0	0	0	0

## VII. SERVICE STANDARDS AND POLICIES

PVPTA has developed a set of quantifiable service standards and policies. These service standards were updated in 2013 through a public participations process, approved by PVPTA's Board of Directors. Outreach includes a public hearing held on fare changes in September 2013. There have been no fare changes since 2013.

These service standards and policies include:

- Vehicle Load
- Headways (Frequencies)
- On-time Performance (Schedule Adherence)
- Service Availability
- Vehicle Assignment Policy
- Transit Amenity Policy

### Vehicle Load

Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle.

Vehicle Type	Seated Capacity	Standing Capacity	Total Capacity	Maximum Load
Aerotech	24	6	30	1.25
MST II	30	8	38	1.25
Blue Bird-CSRE	44	11	55	1.25
Blue Bird	52	0	52	1.00

### Vehicle Headway (Frequency)

Vehicle headway is the amount of time between two buses traveling in the same direction on a given route. PVPTA buses are scheduled with a variety of frequencies based generally on demand. Routes are schedule in 15 and 30 minute frequencies and hourly on Route 225-226.

Shown below is vehicle headway by route. Please note that all routes, except Route 225-225 only run during the peak periods (6 a.m. to 9:00 a.m. and 2:00 p.m. to 5:00 p.m.).

	Green	Gold	Silver	White	Blue	Orange	225-226
Frequency	15-30 min.	60 min.	10-20 min.	10-20 min.	10-20 min.	10-20 min.	40-50 min.

PVPTA will also consider more frequent service where ridership levels warrant and funding levels permit and less frequent services where demand dictates.

### On-Time Performance

Among the most important service standard for riders is on-time performance or adherence to published schedules.

- A vehicle is considered on time if it departs a scheduled time point no more than one minute early and no more than 5 minutes late.
- PVPTA's on-time performance objective is 90% or greater.

### Service Availability – Access to the Bus

PVPTA currently provides transit service so that 80% of all residents of the Peninsula are within a 1,300 feet (1/4 mile) walk of bus service. Consideration is given to new markets as demand warrants and as resources become available.

### Vehicle Assignment Policy

With several practical considerations, PVPTA assigns buses to service so that average age of the buses serving each route does not exceed the average age of the fleet. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route.

Larger buses (30' +) cannot be operated on the White, Blue, and Silver Routes due to turning radius issues at several locations.

### Transit Amenity Policy

PVPTA has over 200 bus stops in the Peninsula area. Many of these bus stops were located 20-30 years ago. PVPTA works with the three cities in the Peninsula along with Metro to coordinate the installation, removal, and upgrades of bus stops in the service area.

Residents requesting changes to bus stops can make their request through the PVPTA's website or by e-mail at [pvtransit@palosverdes.com](mailto:pvtransit@palosverdes.com)

Bus benches and shelters are installed and maintained by member agencies.

### Summary of Changes

There are been no changes in the PVPTA's fare structure in the past three years. There have been minor service changes in the past three years that have not triggered at Title VI determination.

### Construction Equity Analysis

The PVPTA owns no facilities and has no plans to construct any new facilities.

## VIII. PROGRAM SPECIFIC REQUIREMENTS

### Title VI Monitoring

The results of the ongoing monitoring of service standards as defined in the PVPTA's 2016 program can be obtained by contacting PVPTA.

### Sub recipient Compliance

During this report period, PVPTA did not engage with any sub recipients.

### Equity Analysis for Facility

During the past three years, PVPTA has not constructed a vehicle storage, operations center or maintenance facility.

### Demographic Service Profile

Because PVPTA operates fewer than 50 buses in peak service, a demographic service profile was not prepared for this plan update.

## **IX. GRANTS, REVIEWS AND CERTIFICATIONS**

### Pending Applications for Financial Assistance

PVPTA has no pending applications for financial assistance for any federal agency.

### Pending FTA Grants

None

### Open FTA Grants

CA-90-Y294 (sub recipient to Metro)

### Civil Rights Compliance Reviews in the Past 3 Years

Sub-recipient to Metro

### Recent Annual Certifications and Assurances

PVPTA submits above document to Metro annually.

### Previous Triennial Review Findings

Sub-recipient to Metro

## **CONTACT**

For addition information on the Palos Verdes Peninsula Transit Authority Title VI Plan, or its efforts to comply with the Civil Rights Act of 1964 or Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency, please contact:

Mr. Martin Gombert Administrator  
PVPTA  
P.O. Box 2656  
Palos Verdes Peninsula, CA 90274

[pvtransit@palosverdes.com](mailto:pvtransit@palosverdes.com)



## MEMORANDUM

TO: AUTHORITY MEMBERS  
FROM: Martin Gombert, Administrator  
DATE: July 16, 2016  
SUBJECT: Fare Policy

### INTRODUCTION

At the January 2016 Board Meeting staff presented options to modify the Authority's existing fare policy to include a pass discount for low-income residents of the Peninsula.

### PROPOSED POLICY

Staff reviewed low-income fare policies offered by the following agencies:

- San Francisco Municipal Transportation Agency (SFMTA)
- Metro (Rider Relief Program)
- Santa Clara Valley Transportation Authority (VTA)
- King County Metro (Seattle)
- Miami-Dade County

Based on the review of existing low-income fare policies and discussions with local transit managers, the proposed policy is designed to be easy to understand and administer.

#### Eligibility

Peninsula residents eligible for the low-income pass program would have to meet the household income guidelines shown below. These guidelines match Metro's Rider Relief Transportation Program (RRTP), which are based on Federal HUD Poverty Guidelines for Los Angeles County.

<b>Annual Income</b>	<b>Persons in Household</b>
\$30,000 or below	1
\$34,750 or below	2
\$39,100 or below	3
\$43,400 or below	4
\$46,900 or below	5
\$50,350 or below	5

Individuals would affirm that the Annual Household Income listed is correct. The Authority reserves the right to request additional information to verify household income.

**Pass Discount**

Monthly and semester passes would be discounted 50% for qualified applicants.

	<b>Current Price</b>	<b>Discount</b>
Monthly Pass	\$78	\$39
Semester Pass	\$295	\$148

**Estimated Number of Eligible Residents**

Based on an analysis of U.S. Census data, up to 36 customers could utilize the pass discount program annually.

**FINANCIAL IMPACT**

The maximum annual reduction in fare revenue would be approximately \$10,656 if 36 customers utilized the program.

**RECOMMENDATION**

Approve modification to the Authority fare policy to implement a discount pass program.