

Civil Rights Progress Update

Executive Management Committee

March 15, 2012



Metro

Background

- **Metro has provided update to Corrective Action Plan & updated schedule**
 - Includes tweaks to methodologies and evidence of completed actions
 - Metro will rectify most deficiencies by June 2012, and all by *January 2013*

Deficiencies

- **Focus over next year on:**
 - **Limited English Proficiency (LEP)**
 - **Service & fare equity**
 - **Service Monitoring**

Limited English Proficiency

- **Factor 1 is complete and has been sent to FTA for their review**
- **Consultant has been selected and work about to begin on Factors 2 and 3**
- **On schedule for December 2012 completion**

Service & Fare Equity

- **Work on resolving deficiencies is advancing on multiple fronts, but must be sequential**
- **All reports and analysis must be vetted by FTA before reaching Board**
- **Still waiting for FTA approval of some key items**

Service & Fare Equity – Completed this Month

- **Report will be presented to Board this month on Service Equity for:**
 - **Orange Line BRT (3 months earlier than CAP)**
 - **Service changes for June (not in CAP)**
- **Attached is analysis of free fare for opening of Orange and Expo lines**
 - **Both lines are being treated the same, Expo serves minority area, Orange serves non-minority area**

Service & Fare Equity - Underway

- **Scope of work submitted for approval to FTA for Equity Analysis of:**
 - **Regional Connector**
 - **Westside Subway**
 - **Crenshaw/LAX Transit Corridor**
- **Same scope to be used for Foothill and Expo II, but will extend to Jan 2013**
 - **Data issues due to separate authorities creates delay to Jan 2013**

Service & Fare Equity - Underway

- **Equity analysis of 2010 & 2011 service changes**
 - To Board in May 2012
 - Delay needed for FTA approvals
- **Equity analysis of 2010 and 2011 fare changes**
 - To Board in June, 2012
- **No change to end of fiscal year target**

Service Monitoring

- **FTA found deficiencies with the existing service monitoring program**
 - **New communications program planned to be implemented in May 2012 to resolve past disparities**
 - **A new quantitative monitoring system is being developed for implementation by July 1, 2012 to watch for future issues**

Other Commitments & Activities

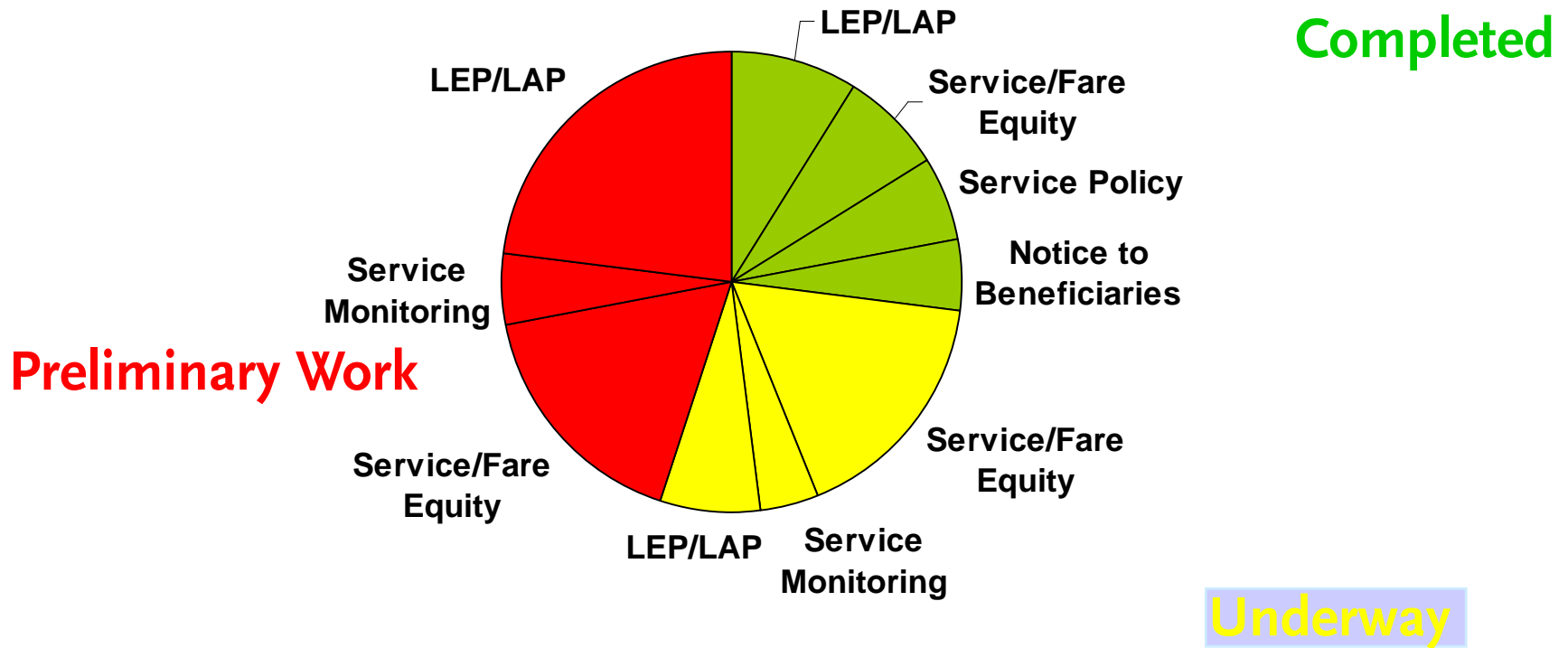
- **Increasing training on civil rights**
 - FTA has agreed to send trainer to LA

Schedule

- **Service and fare equity deficiencies rectified by June 30, 2012**
- **Limited English Proficiency deficiencies rectified by December 31, 2012**
- **Major Guideway Projects deficiencies rectified by January 2013**

Where We Are...

Civil Rights Dashboard



Questions