

# **Washington Metropolitan Area Transit Authority**

## **Title VI Program Update 2023 Triennial Submittal**

December 2023



## Background and Introduction

### Overview and Service Area – Washington Metropolitan Transit Authority

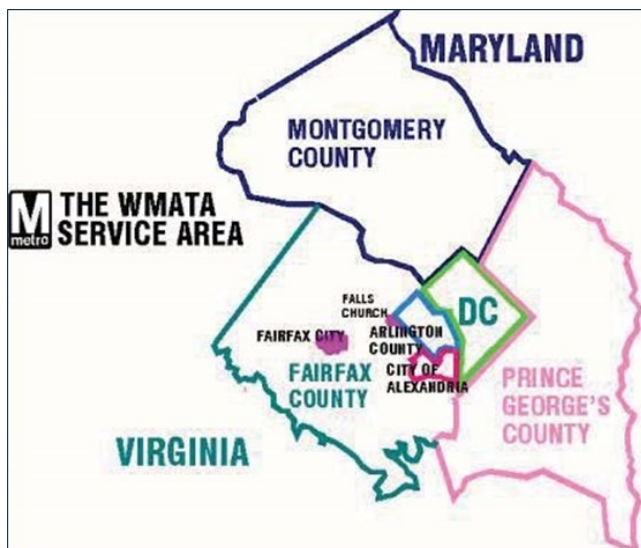
As the fifth largest transit agency in the United States, the Washington Metropolitan Area Transit Authority (WMATA or “Metro”) operates the third largest heavy rail transit system, the sixth largest bus network, and the fifth largest paratransit service in the United States. Safe, clean, and reliable, “America’s Transit System” transports more than a third of the federal government to work and millions of tourists to the landmarks in the Nation’s Capital.

Metro was created in 1967 by an Interstate Compact to plan, develop, build, finance, and operate a balanced regional transportation system in the National Capital area. Compact members consist of eight local jurisdictions: the District of Columbia, the Maryland counties of Montgomery and Prince George’s, the Northern Virginia counties of Arlington and Fairfax, and the cities of Alexandria, Fairfax, and Falls Church. With the completion of the new Silver Line Loudoun County became the ninth member of the Compact.

Metro began building its rail system in 1969, acquired four area bus systems in 1973 to form Metrobus, and began operating the first phase of Metrorail in 1976. The final leg of the original 103-mile rail network was completed in early 2001. The 2004 additions of the Blue Line extension to Largo and New York Avenue Red Line infill station, along with the 2014 addition of the Silver Line Phase 1, the completion of the Silver Line Phase 2 brought the total number of rail stations in service to 97, crossing 6 different rail lines. Metro began its paratransit service, MetroAccess, in 1994.

Prior to the COVID-19 pandemic, Metro provided approximately 300 million trips per year. In FY 2023 Metrorail provided approximately 96 million passenger trips and Metrobus provided approximately 102 passenger trips. Metro projects ridership for FY2024 at 223.1 million trips. Metrorail operates 7 days per week, opening at 5 a.m. on weekdays, 7 a.m. on Saturdays, and 8 a.m. on Sundays, and closing at 11:30 p.m. Monday to Thursday, 1 a.m. on Friday and Saturday, and 11 p.m. on Sunday. MetroAccess hours complement fixed-route service hours.

### Metro Service Area



Metro provides service to this tri-jurisdictional area through its three core transit functions, Metrorail, Metrobus, and MetroAccess paratransit. It is one of the largest transit agencies in the United States covering an area of approximately 1,500 square miles and serving a population of approximately 4.6 million people. The average weekday daily ridership on Metrorail from 2019 is 505,903, and on Metrobus is 287,624.

Metro's service area contains a diverse population. According to the 2016-2020 American Community Survey data on language use and English-speaking ability, 21.5 percent of the total U.S. population aged five and over, or 66.1 million people, reported that they spoke a language other than English at home. Census data also indicate that the proportion of the population aged five and over who spoke English less than "Very Well" has been growing from 4.8 percent in 1980, to 6.1 percent in 1990, and to 8.1 percent (or 21.3 million people) in 2000. Combined, this means the population of people that speak English less than "Very Well" in the U.S. increased by 3.3% in 20 years. Of those limited and non-English proficient individuals, 49 percent speak Spanish.

The U.S. Census Bureau American Community Survey (ACS) data show that the Washington, D.C. region has a total of 1.4 million people, or 33 percent of the region's population, 5 years and older, who speak a language other than English at home (2016 - 2020; 2020 ACS 5-year). Of these individuals, 518,503 or 12 percent speak English less than "Very Well," and thus are considered to have limited or no-English proficiency. The terms limited and no-English proficient (LEP/NEP) refer to individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It also includes individuals who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Metro's most obvious benefit to the region is providing mobility to area residents who need to travel. Metrorail, Metrobus and MetroAccess paratransit services carried more than 427 million passenger trips in the last year alone. Metro is the mode of choice to major special events including the National Cherry Blossom Festival, July 4th ceremonies, sports events, concerts, parades, festivals and historic celebrations such as presidential inaugurations.

## **Metro's Title VI Update**

Metro has integrated Title VI and the related requirements of Environmental Justice (EJ) and LEP into all aspects of its service planning and delivery since 2006, when it took an objective look at how it had been complying with the applicable requirements. Metro proceeded to develop a methodology and implementation plan to assure compliance with all related requirements and, since that time, has considered and implemented innovative and alternative approaches to both meet the requirements and incorporate the requirements into day-to-day decision-making to better serve the needs of Metro's diverse service area. For the period of the plan, this largely remained Metro's approach, however, with the introduction of the COVID-19 pandemic, Metro was forced to reconsider its approach and utilize alternative means to ensure its ability to meet the diverse needs of the service area. While considering this submission, Metro wishes to reiterate that Metro does not have subrecipients, and Metro does not receive operational or planning assistance for transit management/operations contractors.

## **I. Metro's Annual Title VI Certification and Assurance**

Metro submits its annual Title VI certification and assurance as part of its Annual Certifications and Assurances submission to FTA in the web-based TrAMS Grants Management System. Metro's Federal Fiscal Year 2020 FTA Certification and Assurances were executed on May 1, 2020. The FY2021 Certification and Assurances were executed April 8, 2021, and the FY2022 Certification and Assurances were executed on April 9, 2022. Metro's former General Manager and CEO, Paul Wiedefeld, acted as the Official Certifying Officer for Metro in these instances. The Certification and Assurances for FY2023 was executed on April 27, 2023, with current General Manager and CEO Randy Clarke acting as the Official Certifying Officer for Metro.

**FEDERAL FISCAL YEAR 2020 CERTIFICATIONS AND ASSURANCES FOR FTA  
ASSISTANCE PROGRAMS**

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Washington Metropolitan Area Transit Authority

The Applicant certifies to the applicable provisions of categories 01–20. \_\_\_\_\_

*Or,*

The Applicant certifies to the applicable provisions of the categories it has selected:

<b>Category</b>	<b>Certification</b>
01 Certifications and Assurances Required of Every Applicant	<u>X</u>
02 Public Transportation Agency Safety Plans	<u>                    </u>
03 Tax Liability and Felony Convictions	<u>X</u>
04 Lobbying	<u>X</u>
05 Private Sector Protections	<u>X</u>
06 Transit Asset Management Plan	<u>X</u>
07 Rolling Stock Buy America Reviews and Bus Testing	<u>X</u>
08 Urbanized Area Formula Grants Program	<u>X</u>
09 Formula Grants for Rural Areas	<u>                    </u>
10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	<u>X</u>
11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	<u>X</u>

12	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	<u>X</u>
13	State of Good Repair Grants	<u>X</u>
14	Infrastructure Finance Programs	<u>X</u>
15	Alcohol and Controlled Substances Testing	<u>X</u>
16	Rail Safety Training and Oversight	<u>X</u>
17	Demand Responsive Service	<u></u>
18	Interest and Financing Costs	<u>X</u>
19	Construction Hiring Preferences	<u>X</u>
20	Cybersecurity Certification for Rail Rolling Stock and Operations	<u>X</u>

**FEDERAL FISCAL YEAR 2020 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE**

**PAGE**

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2020)

**AFFIRMATION OF APPLICANT**


Name of the Applicant: Washington Metropolitan Area Transit Authority

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2020, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2020.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature  Date: 5/1/2020


Name Paul J. Wiedefeld Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Washington Metropolitan Area Transit Authority

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature Patricia Lee E023989 WMATA  Digitally signed by Patricia Lee  
E023989 WMATA  
Date: 2020.05.01 14:52:03 -04'00' Date: 5/1/2020

Name Patricia Y. Lee Attorney for Applicant

*Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.*



**FEDERAL FISCAL YEAR 2021 CERTIFICATIONS AND ASSURANCES FOR FTA  
ASSISTANCE PROGRAMS**

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Washington Metropolitan Area Transit Authority

The Applicant certifies to the applicable provisions of categories 01–21. \_\_\_\_\_

*Or,*

The Applicant certifies to the applicable provisions of the categories it has selected:

<b>Category</b>	<b>Certification</b>
01 Certifications and Assurances Required of Every Applicant	<u>X</u>
02 Public Transportation Agency Safety Plans	<u>X</u>
03 Tax Liability and Felony Convictions	<u>X</u>
04 Lobbying	<u>X</u>
05 Private Sector Protections	<u>X</u>
06 Transit Asset Management Plan	<u>X</u>
07 Rolling Stock Buy America Reviews and Bus Testing	<u>X</u>
08 Urbanized Area Formula Grants Program	<u>X</u>
09 Formula Grants for Rural Areas	<u>                    </u>
10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	<u>X</u>
11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	<u>X</u>

Certifications and Assurances

Fiscal Year 2021

		<u>X</u>
12	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	<u>X</u>
13	State of Good Repair Grants	<u>X</u>
14	Infrastructure Finance Programs	<u>X</u>
15	Alcohol and Controlled Substances Testing	<u>X</u>
16	Rail Safety Training and Oversight	<u>X</u>
17	Demand Responsive Service	<u>                    </u>
18	Interest and Financing Costs	<u>X</u>
19	Construction Hiring Preferences	<u>X</u>
20	Cybersecurity Certification for Rail Rolling Stock and Operations	<u>X</u>
21	Tribal Transit Programs	<u>                    </u>

**FEDERAL FISCAL YEAR 2021 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE**

**PAGE**

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2021)

**AFFIRMATION OF APPLICANT**

Name of the Applicant: Washington Metropolitan Area Transit Authority

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2021, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2021.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to

FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature  Date: 4/8/2021


Name Paul J. Wiedefeld Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): Washington Metropolitan Area Transit Authority

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature **Patricia Y. Lee**  Digitally signed by Patricia Y. Lee  
Date: 2021.04.08 14:06:51 -04'00' Date: 4/8/2021

Name Patricia Y. Lee Attorney for Applicant

*Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.*

**FISCAL YEAR 2021  
SPECIAL CERTIFICATION FOR WMATA**

The Washington Metropolitan Area Transit Authority (WMATA) certifies that:

- (a) No federal financial assistance made available under a program authorized by 49 U.S.C. chapter 53 will be used in awarding a contract or subcontract after December 20, 2019, for the procurement of rolling stock for use in public transportation, if the manufacturer of the rolling stock meets the description at 49 U.S.C. § 5323(u)(1); and
- (b) As a condition of receiving an award under the State of Good Repair Grants (49 U.S.C. § 5337) program in the current fiscal year, WMATA will not award any contract or subcontract for the procurement of rail rolling stock for use in public transportation to a manufacturer described at 49 U.S.C. § 5323(u)(1).



Paul J. Wiedefeld, GM/CEO

4/8/2021

Date

**AFFIRMATION OF ATTORNEY:**

As the undersigned Attorney for WMATA, I hereby affirm to WMATA that it has authority under state, local, or tribal government law, as applicable, to make and comply with this Certification. I further affirm that, in my opinion, the Certification has been legally made and constitutes a legal and binding obligation on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of this Certification, or of the performance of its FTA assisted Award.

Patricia Y. Lee

Digitally signed by Patricia Y. Lee  
Date: 2021.04.08 14:07:22 -04'00'

Patricia Y. Lee, Chief Counsel

4/8/2021

Date

**FEDERAL FISCAL YEAR 2022 CERTIFICATIONS AND ASSURANCES FOR FTA  
ASSISTANCE PROGRAMS**

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Washington Metropolitan Area Transit Authority

The Applicant certifies to the applicable provisions of all categories: (*check here*) \_\_\_\_\_.

*Or,*

The Applicant certifies to the applicable provisions of the categories it has selected:

<b>Category</b>	<b>Certification</b>
01 Certifications and Assurances Required of Every Applicant	<u>X</u>
02 Public Transportation Agency Safety Plans	<u>X</u>
03 Tax Liability and Felony Convictions	<u>X</u>
04 Lobbying	<u>X</u>
05 Private Sector Protections	<u>X</u>
06 Transit Asset Management Plan	<u>X</u>
07 Rolling Stock Buy America Reviews and Bus Testing	<u>X</u>
08 Urbanized Area Formula Grants Program	<u>X</u>
09 Formula Grants for Rural Areas	<u>                    </u>
10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	<u>X</u>
11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	<u>X</u>

12	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	<u>          X          </u>
13	State of Good Repair Grants	<u>          X          </u>
14	Infrastructure Finance Programs	<u>                          </u>
15	Alcohol and Controlled Substances Testing	<u>          X          </u>
16	Rail Safety Training and Oversight	<u>          X          </u>
17	Demand Responsive Service	<u>                          </u>
18	Interest and Financing Costs	<u>          X          </u>
19	Cybersecurity Certification for Rail Rolling Stock and Operations	<u>          X          </u>
20	Tribal Transit Programs	<u>                          </u>
21	Emergency Relief Program	<u>                          </u>

**CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE**

**AFFIRMATION OF APPLICANT**

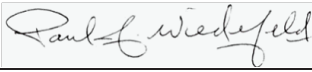
Name of the Applicant: Washington Metropolitan Area Transit Authority

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature  Date: 4/29/2022


Name Paul J. Wiedefeld Authorized Representative of Applicant

**AFFIRMATION OF APPLICANT'S ATTORNEY**

For (Name of Applicant): Washington Metropolitan Area Transit Authority

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature Patricia Y. Lee  Digitally signed by Patricia Y. Lee  
Date: 2022.04.29 12:55:40 -04'00' Date: 4/29/2022

Name Patricia Y. Lee Attorney for Applicant

*Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.*

**FEDERAL FISCAL YEAR 2023 CERTIFICATIONS AND ASSURANCES FOR FTA  
ASSISTANCE PROGRAMS**

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Washington Metropolitan Area Transit Authority

The Applicant certifies to the applicable provisions of all categories: (*check here*) \_\_\_\_\_

*Or,*

The Applicant certifies to the applicable provisions of the categories it has selected:

<b>Category</b>	<b>Certification</b>
01 Certifications and Assurances Required of Every Applicant	<u>          X          </u>
02 Public Transportation Agency Safety Plans	<u>                                </u>
03 Tax Liability and Felony Convictions	<u>                                </u>
04 Lobbying	<u>                                </u>
05 Private Sector Protections	<u>                                </u>
06 Transit Asset Management Plan	<u>          X          </u>
07 Rolling Stock Buy America Reviews and Bus Testing	<u>          X          </u>
08 Urbanized Area Formula Grants Program	<u>          X          </u>
09 Formula Grants for Rural Areas	
10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	<u>          X          </u>
11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	<u>          X          </u>



Certifications and Assurances

Fiscal Year 2023

12	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	<u>X</u>
13	State of Good Repair Grants	<u>X</u>
14	Infrastructure Finance Programs	<u>                    </u>
15	Alcohol and Controlled Substances Testing	<u>X</u>
16	Rail Safety Training and Oversight	<u>X</u>
17	Demand Responsive Service	<u>                    </u>
18	Interest and Financing Costs	<u>X</u>
19	Cybersecurity Certification for Rail Rolling Stock and Operations	<u>X</u>
20	Tribal Transit Programs	<u>                    </u>
21	Emergency Relief Program	<u>                    </u>

**CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE**

**AFFIRMATION OF APPLICANT**

Name of the Applicant: Washington Metropolitan Area Transit Authority

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

Certifications and Assurances

Fiscal Year 2023

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature  Date: 04/27/23

Name Randy S. Clarke Authorized Representative of Applicant

**AFFIRMATION OF APPLICANT'S ATTORNEY**

For (Name of Applicant): Washington Metropolitan Area Transit Authority

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature  Date: 04/27/2023

Name Patricia Y. Lee Attorney for Applicant

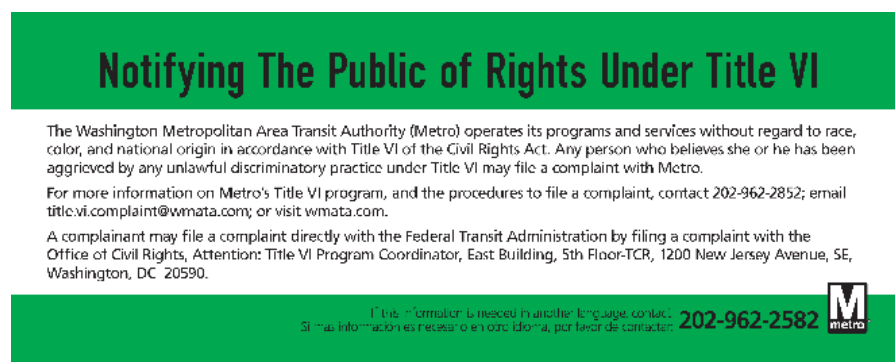
*Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.*



## II. Notice to Beneficiaries of Protection under Title VI

### Metro's Notice to Beneficiaries

Metro provides information to the public regarding its Title VI obligations and apprises members of the public of the protections against discrimination afforded to them by Title VI. Metro disseminates this information to the public through postings on its website and frequent distribution of the Title VI notice brochures both electronically and as paper copies. Metro also has postings on its buses and permanent plaques outlining Title VI information. The photos below reflect Title VI notices on buses and in rail stations.



**Notifying The Public of Rights Under Title VI**

The Washington Metropolitan Area Transit Authority (Metro) 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 she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Metro.

For more information on Metro's Title VI program, and the procedures to file a complaint, contact 202-962-2582; email [title.vi.complaint@wmata.com](mailto:title.vi.complaint@wmata.com); or visit [wmata.com](http://wmata.com).

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.

If this information is needed in another language, contact: 202-962-2582

**M**  
metro

Notice to the Public verbiage

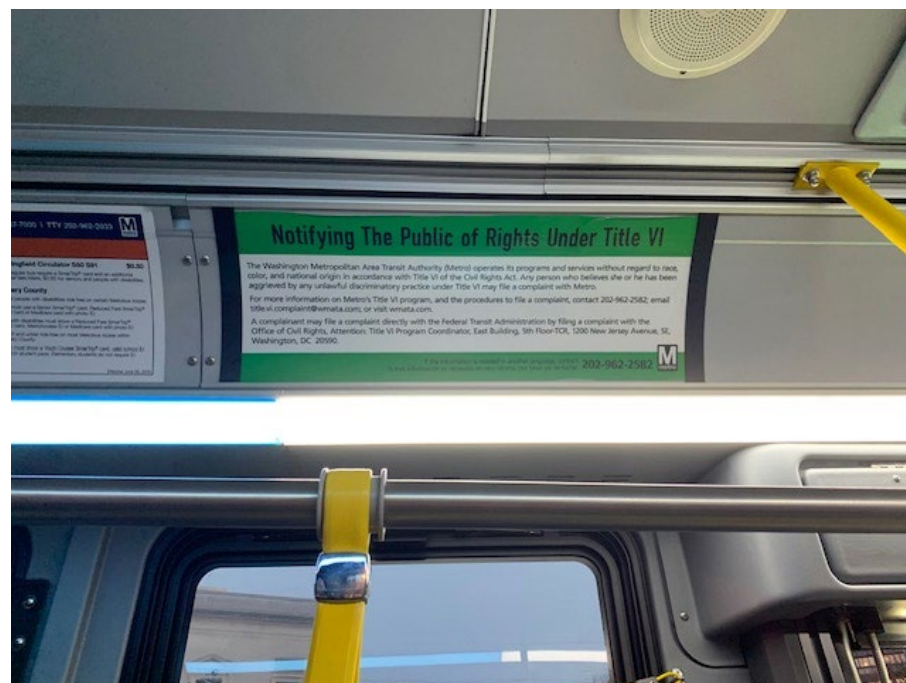


Photo of Notice to Public on Metro buses

In addition to the Title VI notice brochures, Metro has created permanent plaques that are displayed at each station manager kiosk throughout the rail system. Metro has similarly posted Title VI notices as placards on the inside and on the left outside, by the front door, of all Metrobuses.



Photo of permanent fixed plaques with Notice to Public

Title VI notice brochures have been translated into twelve languages (Spanish, Amharic, Arabic, Chinese, Farsi, French, Korean, Portuguese, Russian, Tagalog, Urdu, and Vietnamese) spoken by LEP individuals in the service area. To ensure that LEP/NEP (non-English proficient) individuals have meaningful access to WMATA's transit related programs and activities, Metro translates vital documents into other languages upon request. Additional samples of translated copies of the Title VI notice brochure are available upon request.

*"Simple justice  
requires that  
public funds,  
to which all  
taxpayers  
of all races  
[colors, and national  
origins] contribute,  
not be spent  
in any fashion  
which encourages,  
entrenches,  
subsidizes or results  
in racial [color or  
national origin]  
discrimination."*

*President John F. Kennedy  
calling for the enactment of  
Title VI in 1963*

If you need this information in another language,  
contact 202-962-2582.

Si mas información es necesario en otro idioma,  
por favor de contactar 202-962-2582.

Si vous désirez recevoir ces informations dans une  
autre langue, contactez le 202-962-2582.

Nếu cần thông tin này bằng một ngôn ngữ khác, xin liên lạc 202-962-2582.

영어 이외의 외국어 설명이 필요하시면, 전화 202-962-2582 로 연락주세요.

ይህን መረጃ በሌላ ቋንቋ ከፈለጉ በ 202-962-2582 ይደውሉ



Washington Metropolitan  
Area Transit Authority

Office of Equal Employment Opportunity

300 7th Street, SW

Washington, DC 200024

202-962-2582

email: title.vi.complaint@wmata.com

For general information about Metro, please  
visit [wmata.com](http://wmata.com)

or call 202-637-7000 (TTY 202-962-2033).

METRO

english

## TITLE VI Notice to the Public



For help riding Metrobus,  
Metrorail and MetroAccess  
in your language,  
call 202-637-7000 (TTY 202-638-3780)  
or go to [wmata.com](http://wmata.com).



Washington Metropolitan  
Area Transit Authority

Office of Equal Employment Opportunity 6

300 7th Street, SW

Washington, DC 20024

202-962-2582

## *Title VI Notice to the Public*

This brochure is designed to assist you in understanding your rights under Title VI of the Civil Rights Act (CRA) of 1964. Title VI is the federal law that protects individuals and groups from discrimination on the basis of their race, color or national origin in programs that receive federal financial assistance.

## *Metro's Title VI Policy Statement*

The Washington Metropolitan Area Transit Authority (Metro) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services or otherwise subjected to discrimination on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is Metro's objective to:

1. Ensure that the level and quality of transportation service is provided without regard to race, color or national origin.
2. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
3. Promote the full and fair participation of all affected populations in transportation decision-making.
4. Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
5. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The general manager, senior management, supervisors and employees share the responsibility of carrying out Metro's commitment to Title VI. The Title VI/Language Assistance coordinator is responsible for the day-to-day operation of the program. The Office of Equal Employment Opportunity staff receives and investigates Title VI complaints that come through the complaint procedures process.

## *Metro's Limited English Proficiency Policy Statement*

Federal Transit Administration recipients must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for people with limited English proficiency.

To that end, Metro has developed a Language Assistance Plan for people with limited English proficiency. Upon request, free language assistance is provided to assist them in riding Metrobus, Metrorail and MetroAccess.

Telephonic interpretation services are provided for over 100 languages and are available by calling Metro's Office of Customer Service at 202-637-7000 (TTY: 202-638-3780). Customer service hours are Monday – Friday from 6 a.m. to 8:30 p.m. and Saturday and Sunday from 7 a.m. to 8:30 p.m. Written language assistance is provided at [wmata.com](http://wmata.com).

## *Who May File a Title VI Complaint?*

If you believe that you have been subjected to discrimination under Title VI on the basis of race, color or national origin, you may file a Title VI complaint with Metro. Metro investigates complaints received no more than 180 days after the alleged incident.

The written, signed complaint should include:

- Your name, address, email address and telephone number
- How, why and when you believe you were discriminated against. Include as much specific, detailed information as possible
- The names, if known, of people whom you allege discriminated against you
- The names, if known, of any people who Metro can contact to support or to clarify your allegations
- Your signature

A printable Title VI complaint form is available at [wmata.com](http://wmata.com) or by calling 202-962-2582.

All complaints will be investigated promptly. Once received, the complaint will be assigned to an investigator. Based upon receipt of all the information required, the Office of Equal Employment Opportunity will normally complete an investigation of a Title VI complaint within 90 days of receipt. Receipt of additional relevant information may expand the timing of the complaint resolution.

If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request should be filed, in writing, within 10 calendar days of the initial notification of complaint resolution. The written appeal must include the customer's name, address and telephone number. A statement of reason(s) why the complainant believes the determination of the initial investigation was inappropriate is recommended.

The director of the Office of Equal Employment Opportunity will make the final determination and approve the final response to the complainant, including notifying the complainant of his/her right to file an external complaint.





### **III. Title VI Complaint Procedures and Training**

#### **Metro's Complaint Procedures**

Metro formalized the procedures developed for resolving, investigating, and tracking Title VI complaints. The Title VI Complaint Policy and Procedures are included below. The Metro Title VI Complaint Form is also included herein. The Title VI Complaint Form is currently available in nine languages and is accessible to the public through a variety of media, including on Metro's website, and via telephonic and electronic requests.

Metro's Office of Equal Employment Opportunity (OEEO) has met with management and staff responsible for customer services for riders of MetroBus, MetroRail, and MetroAccess. The purpose of these meetings is to confirm how service-related complaints are handled and to explain Metro's commitment to ensuring nondiscrimination in accordance with the provisions of Title VI of the Civil Rights Act, as amended. Additionally, Metro's OEEO staff has since the fall of 2021 provided weekly Title VI training to employees whose responsibilities include public contact as part of their periodic refresher training. Metro's OEEO staff also works closely with management and staff to ensure that Title VI complaints are investigated, and identified employees determined to have violated policy are subject to corrective action, when appropriate, and to counsel employees to ensure that the mission of Title VI is carried out.



Washington Metropolitan Area Transit Authority

## **PROCEDURE**

### **Procedure Number: FAIR-OEEO-**

*Title VI Complaint  
Procedure*

June 2023

## Revision History

Revision No.	Revision Date	Reviser/Author	Document Section No. (if applicable)	Description of Changes
0	06/30/23	OEE0	N/A	Update
				f

## ***Table of Contents***

1	Scope.....	4
2	Purpose.....	4
3	Definitions .....	4
4	Acronyms .....	6
5	Responsibilities .....	6
6	Procedure .....	7
7	References.....	13

## 1 Scope

The procedure covers all elements that comprise the Washington Metropolitan Area Transit Authority (WMATA or Metro) Office for Equal Employment Opportunity's (OEEO) Title VI Complaint Procedure.

## 2 Purpose

The purpose of this procedure is to describe WMATA's OEEO's Title VI Complaint handling processes.

## 3 Definitions

- 3.1 **Corrective Action** – action identified and taken intended to address and correct discrimination determined through investigation.
- 3.2 **Customer Relations Management** – an Oracle-based software used to document and track customer interactions related to WMATA service, including complaints from customers.
- 3.3 **Discrimination** – treating someone differently and/or adversely because of one or more of the protected categories (race, ancestry, color, age, national origin, ethnicity, religious creed or belief, disability, marital or familial status, genetic information, military or veteran status, sex (including pregnancy, childbirth, breastfeeding, or related medical condition), gender (including gender identity and gender expression), sexual orientation, citizenship status), identified in WMATA's non-discrimination policies.
- 3.4 **Language Assistance Plan** – covers all efforts by WMATA to reach out to riders with limited English proficiency (LEP) in order to inform them of changes regarding BUS, RAIL, and MetroAccess projects.
- 3.5 **Limited English Proficient** – refers to individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.
- 3.6 **Low-Income Populations** – low-income populations refer to any readily identifiable group of low-income persons who live in a geographic proximity and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed Federal Transit Administration (FTA) program, policy, or activity.
- 3.7 **Metro** – a term to be used synonymously with WMATA or the Authority.
- 3.8 **Minority Populations** – minority populations mean any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.
- 3.9 **Minority Persons** – minority persons include the following:
  - 3.9.1 **American Indians and Alaska Natives** – individuals with origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment;
  - 3.9.2 **Asians** – individuals with origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent. (i.e., Cambodia, China, India,

- Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam);
- 3.9.3 **Blacks or African-Americans** – individuals with origins in any of the black racial groups of Africa;
  - 3.9.4 **Hispanics or Latinos** – a person who reports origins such as “Mexican”, “Mexican- American”, “Chicano”, “Puerto Rican”, “Cuban”, “other Spanish”, “Hispanic”, or “Latino”;
  - 3.9.5 **Native Hawaiians or Other Pacific Islanders** – people with origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands; and,
  - 3.9.6 **Multiracial Populations** – individuals with origins in multiple federally designated racial categories.
- 3.10 **Office of Customer Service** - The Office of Customer Service is a team of employees comprising four departments: Customer Relations, Customer Information, Social Media, and Lost and Found. Customer service handles hundreds of thousands of inquiries via the phone, email, chat, web and social media.
- 3.11 **Title VI of the Civil Rights Act of 1964 (Title VI)** – prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

## 4 Acronyms

<b>CRM</b>	Oracle RightNow software for documenting customer inquiries
<b>DOT</b>	U. S. Department of Transportation
<b>EEO</b>	Equal Employment Opportunity
<b>FAIR/OEEO</b>	Office of Fair Practices/Office of Equal Employment Opportunity OEEO
<b>FTA</b>	Federal Transit Administration
<b>LAP</b>	Language Assistance Plan
<b>LEP</b>	Limited English Proficient
<b>OEEO</b>	Office of Equal Employment Opportunity
<b>WMATA</b>	Washington Metropolitan Area Transportation Authority (interchangeable with “Metro” and/or “the Authority”)

## 5 Responsibilities

- 5.1 The **Office of Equal Employment Opportunity (OEEO)** has overall responsibility for implementing, communicating, maintaining, and executing this procedure WMATA-wide.
- 5.2 WMATA’s **Office of Customer Service (CSVC)** is responsible for receiving,

documenting, and responding to customer inquiries, including complaints.

- 5.3 The **Director of OEEO** is responsible for overall supervision of the Title VI Complaint handling and processing.
- 5.4 Supervisory personnel in Bus Transportation, Rail Transportation, Plant Maintenance are responsible for investigating and documenting efforts to properly identify the complained of employee and other relevant information.
- 5.5 **Office of Equal Employment Opportunity (OEEO) staff** ensures that WMATA adheres to all relevant policies and procedures.
- 5.6 **OEEO** shall carry out provisions of federal law, as applicable, specifically the receipt, investigation of and handling of Title VI complaints.
- 5.7 All **OEEO staff** are responsible for ensuring that WMATA complies with the stated WMATA EEO policies.
- 5.8 **OEEO personnel** are responsible for the investigation of formal Title VI complaints and documenting investigative activities and outcomes, including overseeing maintenance of complaint documentation in the customer service software.
- 5.9 **Operations personnel** are responsible for the initial investigation of complaints lodged by customers and patrons and providing requested documentation to OEEO.

## 6 Complaint Procedures

- 6.1 Customer service agents are the initial point of contact and can infer or deduce from the complainant if it is based on race, color, or national origin as well as any of a number of other protected categories (age, ethnicity, religious creed or belief, disability, genetic information, sex (including pregnancy, childbirth, breastfeeding, or related medical condition), gender (including gender identity and gender expression), sexual orientation, citizenship status) as determined by OEEO.
- 6.2 OEEO does a cursory review of questionable customer complaints to ensure all appropriate complaints are identified and tagged of OEEO oversight.
- 6.3 Customer service personnel review complaints lodged by customers and patrons evaluating and identifying those that implicate discrimination, discriminatory harassment, adverse treatment based on low-income status and/or service inequities. Customer service agents forward complaints identified as asserting claims or allegations of discrimination or inequitable service related to low-income status to OEEO, and the appropriate operational unit (bus division, rail division, Plant maintenance) via the customer service software, CRM by email.
- 6.4 Customers with complaint can also contact OEEO directly at the Title VI complaint phone number where voice mail messages can be left. OEEO personnel monitor

messages left in this voice mailbox and reach out to callers for specific information and to invite callers to file a formal complaint. Certain contacts are received from the MTPD Harassment email box forwarded to OEEO.

## 6.5 Informal Complaint Process

- 6.5.1 OEEO personnel are assigned operational areas and oversee handling of customer complaints of discrimination or discriminatory harassment or other Title VI covered issues in their assigned area. OEEO personnel interact with operations management or other departmental personnel investigate to ensure the respondent employee is identified, all sources of relevant evidence are checked, any determination as to the validity of the complaint are forwarded to OEEO for maintenance in complaint records files.
- 6.5.2 OEEO personnel document contacts with operations personnel handling the Title VI complaints. OEEO personnel update EEO sections located in CRM-Oracle with specific information useful for tracking complaints and the resolution thereof.
- 6.5.3 In certain circumstances, the Director or designee will determine the informal complaint will be investigated by OEEO personnel in the same manner as formal complaints are investigated and documented.

## 6.6 Formal Complaint Process

- 6.6.1 OEEO personnel are assigned operational areas and oversee handling of Title VI complaints in their assigned area.
- 6.6.2 In circumstances where more serious allegations of discrimination or discriminatory harassment are raised, contact can be made with complaining party(ies) by operations management or OEEO personnel to invite complaining party(ies) to file a formal Title VI complaint. Title VI complaint forms are available on OEEO's webpage or may be emailed to complainants for completion and signature.
- 6.6.3 Where a formal complaint is lodged OEEO begins an investigation by assigning a staff member to conduct the investigation, after receiving a signed complaint form. Assigned OEEO personnel communicate with the complainant for any additional information relevant to the complaint.
- 6.6.4 A comprehensive investigation is conducted for all formal complaints received. Reports of Investigation are prepared by the assigned OEEO staff member and reviewed by OEEO management for sufficiency and completeness. Reports of investigation will include finding or **Cause** or **No Cause** as well as recommendation for corrective action where a



finding of cause has been determined.

6.6.5 Where a finding of **Cause** is rendered, a determination memorandum is prepared and sent to the senior member of management (senior or executive Vice President level) of the department or office from which the complaint arose, containing a synopsis of the investigation, evidence used to reach the determination of **Cause**, and any recommendation. The Director of OEEO, or designee, has one-on-one close-out meetings with senior management personnel to address any questions regarding the investigation. Action on recommendations is driven and taken by department or office management personnel.

6.6.6 Letters of determination are sent to the Complainant and the Respondent. The Complainant's letter advises of rights to complaint to the FTA Office of Civil Rights. The Respondent's letter contains admonitions against any form of retaliation.

#### 6.7 Inclusion in Title VI Investigations, Complaints, and Lawsuits

OEEO personnel are assigned to collect and compile the following comprehensive documentation regarding Title VI investigations.

6.7.1 A list of transit related Title VI investigations, complaints, and lawsuits are attached to the Title VI Plan.

6.7.2 A list of all complaints is maintained where race, color, or national origin are mentioned as the basis for the complaint. Additionally, documentation is captured and maintained of complaints where other bases of discrimination are the reason for the complaints, as well as service and low-income discrimination complaints.

6.7.3 Information is gathered from complaints to examine policies and practices of the organization. Operational changes are implemented as appropriate to detect misconduct in its earliest stages, improve customer service skills of frontline employees, and identify areas that should be emphasized in future training sessions.

## 7 References

7.1 FTA Circular 4702.1B

7.2 Title VI of the Civil Rights Act of 1964

7.3 Section 504 of the Rehabilitation Act of 1973

7.4 49 CFR Part 21: Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964.

7.5 Age Discrimination Act of 1975

7.6 DOT's LEP Guidance

7.7 Executive Order 13166 of August 11, 2000: Limited English Proficiency

7.8 DOT Order of April 15, 1997: DOT Order to Address Environmental Justice in Minority Populations and Low-Income Populations "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons," U.S. Department of Transportation

7.9 Title VI Complaints Log

## 8 Approvals

---

Name Jan M. Bryant

Title: Director of Office of Equal Employment Opportunity

---

Signature

*Jan M Bryant*

June 2023

---

---

Insert complaint form

## **Training**

During the Title VI Plan period Metro undertook weekly training sessions for all Metro Transit Police Department uniformed personnel on Title VI requirements related to their public contacts, training 142 employees. Additionally, Title VI training was provided to 350 Metro employees (station managers) with public contact positions as part of periodic refresher training. The training component offered is included below.

In support of Metro's public participation activities training was offered four times during the Title VI Plan period (December 2 & 3, 2021 and December 15 & 16, 2022) for a variety of employees and non-employees involved in those activities. Participants, totaling 476 individuals, included Project Managers, Program Managers, contracted professional outreach staff, and Procurement department personnel including managers, supervisors, and customers.

# **Fairness & Equity in Service Provision to the Public**

## **Title VI of the Civil Rights Act and Non-Discrimination**

**Washington Metropolitan Area Transit  
Authority (WMATA)  
OEE0**



# Title VI & Non-discrimination for Patrons & Customers



- Why

---

---

---

---

- What

---

---

---

---

- How

---

---

---

---

- Communicating with **All** Our Customers

# Background

## Title VI of the Civil Rights Act of 1964

- Title VI states that “[n]o 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.”

Metro is responsible to provide public transportation services & Language Assistance **without** discrimination

# Types of Discrimination

## ➤ Race

---

---

---

## ➤ Color

---

---

---

## ➤ National Origin

---

---

---

## ➤ Sex

---

---

---

## ➤ Sexual Orientation

---

---

---

# Types of Discrimination

## ➤ Religion

---

---

---

## ➤ Age

---

---

---

## ➤ Disability

---

---

---

## ➤ Pregnancy

---

---

---

## ➤ Sexual Harassment

---

---

---



# Beware of Stereotypes & Generalizations

- Don't practice **Ethnocentrism** – the tendency to look at the world primarily from the perspective of one's own culture! It leads to stereotyping and negative perspectives and ignoring individuality!



- *Native Americans are alcoholics.*
- *All Latinos are from Mexico.*
- *Asians are awesome at math and straight A students.*
- *African Americans are athletic and unintelligent.*
- *Women are emotional and unpredictable.*

---

---

---

---

---

---

---

---

# Stereotypes



# STEREOTYPES

Exist for a reason

# Cultural Sensitivity

1  
8



**Cultural sensitivity:** valuing and learning from diversity and being willing to quickly and adequately respond to differences.

**How can you be culturally sensitive?**

---

---

---

---

---

# Definitions

- **Culture:** values, assumptions and perceptions that are instilled early on in life and are expressed in the way we behave and interact.
- **Diversity:** all of the things that make us different from one another.
- **Cultural competence:** ability to work effectively with individuals from different cultural and ethnic backgrounds.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

# Be Culturally Competent



- Positively interact and foster relationships with people of different backgrounds.

---

---

---

---

- Understand cultural differences in communication styles.

---

---

---

---

- Show sensitivity toward others' beliefs at all times.

---

---

---

---

---

- Demonstrate fairness and respect for different cultures, religions, genders, and ages.

---

---

---

---

---

# Let's take 3 Seconds...

- What you say and how you communicate can make all the difference in how people respond to you.
- Take 3 seconds to think before you speak.

# How Do We Overcome Service Access Barriers

- Limited information and knowledge of services  

---

---

---
- Being embarrassed about asking for help outside of family (or church)  

---

---

---
- Lack of English fluency to communicate or understand  

---

---

---
- Lack of bilingual/bicultural front line staff  

---

---

---
- Agency misunderstanding due to lack of cultural awareness of front line staff  

---

---

---
- Misconceptions or anti-immigration sentiments on part of front line staff  

---

---

---

# Practice the Platinum Rule

- Golden Rule:
  - Treat others the way YOU want to be treated.
  
- Platinum Rule:
  - Treat others the way THEY want to be treated.



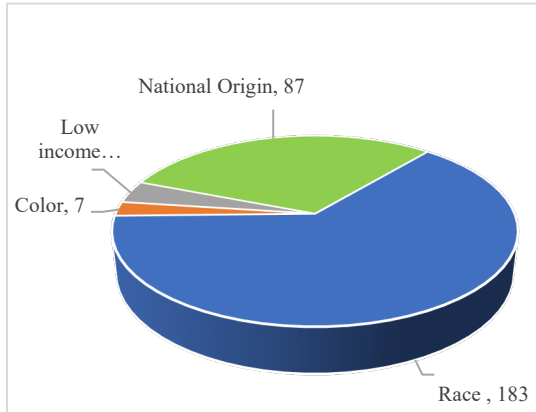
# Office of Equal Employment Opportunity

Please feel free to contact our office  
for information, advice, guidance or  
to file a complaint of discrimination  
202-962-1082

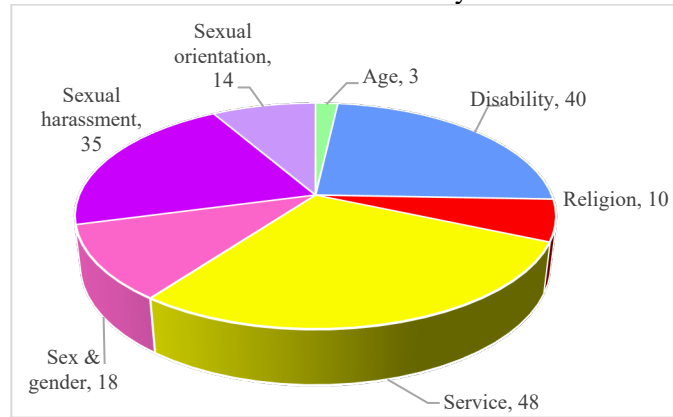
#### IV. List of Title VI Investigations, Complaints & Lawsuits

There were no formal Title VI complaints or lawsuits lodged during the Title VI Plan period (June 30, 2020 – June 30, 2023). Metro maintains a list of all customer complaints that have identified race, color, or national origin as the basis of the complaint. During the reporting period, Metro reviewed numerous complaints that indicated a possible Title VI basis. The breakdown of those complaints is reflected in the charts below. Metro also provides heightened scrutiny for customer complaints involving bases of discrimination not included under Title VI. They are also reflected in a chart below.

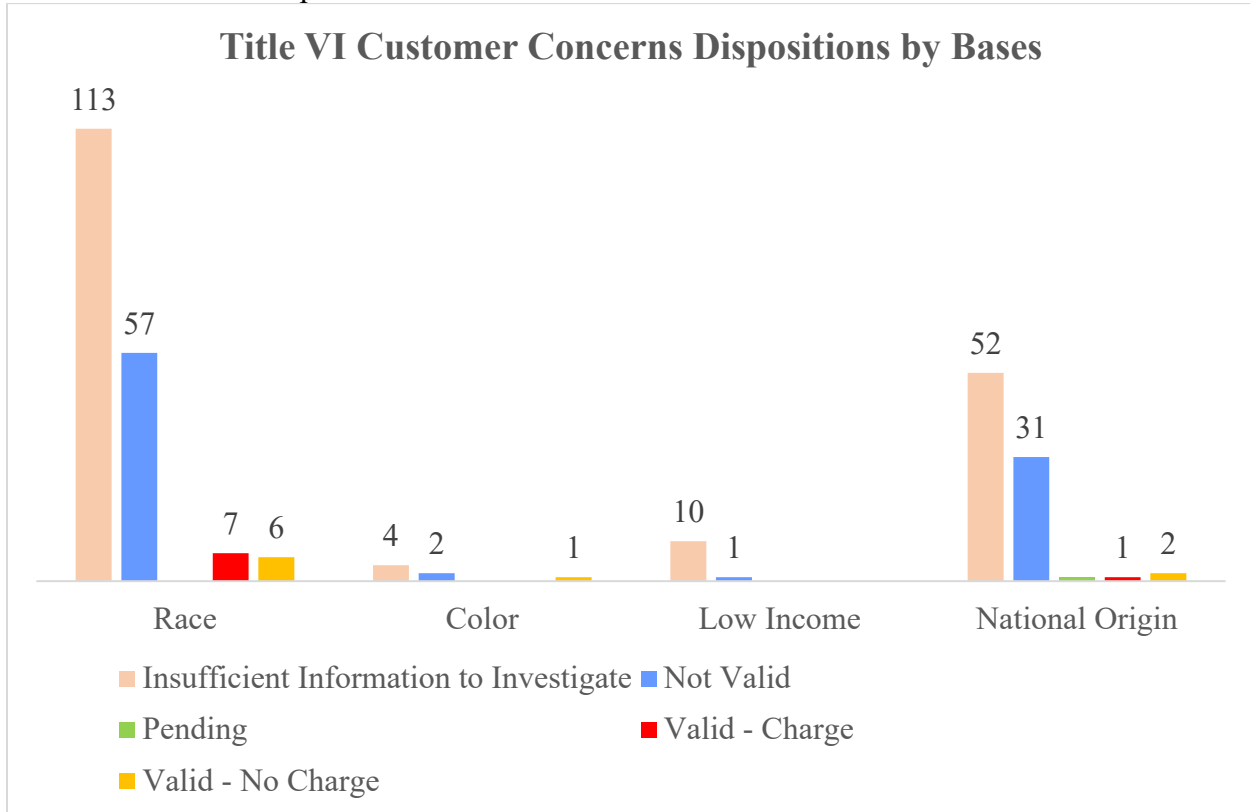
Title VI Customer Concerns by Bases



Non-Title VI Customer Concerns by Bases



An overview of the disposition of the Title VI customer concerns are reflected in the table below.



A summary list of these investigations has been included at the end of this section, including the disposition of the concerns.

Reference #	Interactants	EEOCategory	EEODisposition
200701-000000	Employee vs Customer	Race	Not Valid
200706-000116	Operator Vs Customer	National origin	Not Valid
200707-000121	Station Manager vs Customer	National origin	Insufficient Information to Investigate
200718-000006	Station Manager vs Customer	Race	Not Valid
200727-000069	Station Manager vs Customer	Race	Not Valid
200807-000074	Operator Vs Customer	National origin	Insufficient Information to Investigate
200811-000081	Operator Vs Customer	Race	Valid - Charge
200812-000018	Operator Vs Customer	Race	Valid - No Charge
200813-000100	Operator Vs Customer	National origin	insufficient Information to Investigate
200819-000259	Operator Vs Customer	Race	Insufficient Information to Investigate
200903-000074	Operator Vs Customer	Race	Not Valid
200904-000049	Operator Vs Customer	National origin	Insufficient Information to Investigate
200909-000015	Operator Vs Customer	Race	Insufficient Information to Investigate
200918-000055	Operator Vs Customer	Race	Insufficient Information to Investigate
200922-000067	Operator Vs Customer	Race	Insufficient Information to Investigate
200923-000086	Employee vs Customer	Race	Insufficient Information to Investigate
201002-000088	Operator Vs Customer	Race	Insufficient Information to Investigate
201014-000588	Operator Vs Customer	Race	Valid - Charge
201019-000098	Operator Vs Customer	Race	Insufficient Information to Investigate
201020-000058	Station Manager vs Customer	Race	Not Valid
201021-000034	Operator Vs Customer	Race	Not Valid
201023-000075	Operator Vs Customer	Race	Insufficient Information to Investigate
201113-000002		Race	Not Valid
201117-000104		Race	Not Valid
201121-000000	Operator Vs Customer	Race	Insufficient Information to Investigate
201201-000105	Operator Vs Customer	Race	Insufficient Information to Investigate
201203-000004	Employee vs Customer	National origin	Not Valid
201204-000042	Employee vs Customer	Race	Not Valid
201208-000002	Operator Vs Customer	Race	Not Valid
201230-000095	Operator Vs Customer	Race	insufficient Information to Investigate
210111-000034	Operator Vs Customer	Race	Valid - Charge
210111-000118	Operator Vs Customer	National origin	Insufficient Information to Investigate
210111-000118	Operator Vs Customer	Color	Insufficient Information to Investigate
210112-000090	Employee vs Customer	Race	Insufficient Information to Investigate
210115-000019	Operator Vs Customer	Race	Valid - Charge

210123-000023	Operator Vs Customer	Race	Insufficient Information to Investigate
210126-000065	Station Manager vs Customer	National origin	Not Valid
210127-000006	Operator Vs Customer	Race	Insufficient Information to Investigate
210202-000010	Operator Vs Customer	National origin	Not Valid
210209-000022	Station Manager vs Customer	Race	Not Valid
210210-000014	Operator Vs Customer	Race	Insufficient Information to Investigate
210210-000015	Operator Vs Customer	National origin	Pending
210212-000036	Customer vs Customer	Race	Not Valid
210214-000009	Station Manager vs Customer	Race	Not Valid
210214-000010	Station Manager vs Customer	Race	Not Valid
210216-000011	Operator Vs Customer	Race	Not Valid
210224-000096	Operator Vs Customer	National origin	Not Valid
210225-000021	Operator Vs Customer	Race	Insufficient Information to Investigate
210302-000013		National origin	Insufficient Information to Investigate
210304-000078	Operator Vs Customer	Race	Not Valid
210305-000052	Station Manager vs Customer	Race	Not Valid
210311-000029	Operator Vs Customer	Race	Insufficient Information to Investigate
210312-000025	Station Manager vs Customer	National origin	Not Valid
210316-000071	Operator Vs Customer	National origin	Not Valid
210322-000011	Operator Vs Customer	Race	Insufficient Information to Investigate
210322-000026	Operator Vs Customer	Race	Insufficient Information to Investigate
210329-000108		Race	Insufficient Information to Investigate
210414-000057	Operator Vs Customer	Race	Insufficient Information to Investigate
210414-000057	Operator Vs Customer	National origin	Insufficient Information to Investigate
210416-000062	Operator Vs Customer	Race	Insufficient Information to Investigate
210416-000072	Operator Vs Customer	National origin	Insufficient Information to Investigate
210419-000001	Operator Vs Customer	National origin	Insufficient Information to Investigate
210428-000035	Station Manager vs Customer	Race	Not Valid
210504-000016	Operator Vs Customer	Race	Insufficient Information to Investigate
210510-000028	Operator Vs Customer	Race	Not Valid
210510-000110	Station Manager vs Customer	Race	Not Valid
210512-000000	Employee vs Customer	Race	Not Valid
210513-000075	Employee vs Customer	Race	Not Valid
210514-000027	Employee vs Customer	Race	Not Valid
210517-000114	Operator Vs Customer	Race	Insufficient Information to Investigate
210518-000165	Operator Vs Customer	Race	Not Valid

210520-000045	Operator Vs Customer	Color	Insufficient Information to Investigate
210526-000035	Operator Vs Customer	Race	Not Valid
210526-000093	Station Manager vs Customer	National origin	Insufficient Information to Investigate
210531-000026	Operator Vs Customer	National origin	Insufficient Information to Investigate
210601-000016	Operator Vs Customer	Race	Not Valid
210601-000022	Operator Vs Customer	Race	Insufficient Information to Investigate
210602-000100	Operator Vs Customer	National origin	Not Valid
210602-000100	Operator Vs Customer	Race	Not Valid
210604-000018	Operator Vs Customer	National origin	Not Valid
210604-000032	Operator Vs Customer	Race	Not Valid
210604-000077	Operator Vs Customer	National origin	Insufficient Information to Investigate
210606-000032	Operator Vs Customer	Race	Not Valid
210616-000031	Operator Vs Customer	Race	Insufficient Information to Investigate
210616-000118	Operator Vs Customer	Race	Insufficient Information to Investigate
210617-000000	Operator Vs Customer	Race	Insufficient Information to Investigate
210617-000033	Operator Vs Customer	Race	Valid - No Charge
210617-000057	Operator Vs Customer	National origin	Valid - No Charge
210617-000066	Station Manager vs Customer	Race	Insufficient Information to Investigate
210619-000029		Race	Not Valid
210619-000029		National origin	Not Valid
210620-000018	Employee vs Customer	Race	Not Valid
210622-000161	Operator Vs Customer	Race	Insufficient Information to Investigate
210625-000107	Operator Vs Customer	Race	Valid - Charge
210707-000153	Station Manager vs Customer	Race	Insufficient Information to Investigate
210713-000016	Operator Vs Customer	Race	Insufficient Information to Investigate
210715-000094	Operator Vs Customer	Race	Insufficient Information to Investigate
210715-000104	Operator Vs Customer	Race	Insufficient Information to Investigate
210716-000181	Employee vs Customer	Race	Insufficient Information to Investigate
210720-000313	Operator Vs Customer	Race	Insufficient Information to Investigate
210723-000156	Operator Vs Customer	Race	Insufficient Information to Investigate
210723-000156	Operator Vs Customer	National origin	Insufficient Information to Investigate
210726-000075	Station Manager vs Customer	Race	Not Valid
210727-000035	Station Manager vs Customer	Race	Insufficient Information to Investigate
210731-000026	Operator Vs Customer	Race	Insufficient Information to Investigate
210803-000032	Operator Vs Customer	Race	Insufficient Information to Investigate
210805-000111	Station Manager vs Customer	Race	Insufficient Information to Investigate

210811-000016	Employee vs Customer	Race	Insufficient Information to Investigate
210816-000093		National origin	Insufficient Information to Investigate
210824-000074	Station Manager vs Customer	Race	Insufficient Information to Investigate
210826-000135	Operator Vs Customer	Race	Insufficient Information to Investigate
210827-000077	Station Manager vs Customer	Color	Not Valid
210828-000009		Race	Insufficient Information to Investigate
210831-000004	Operator Vs Customer	Race	Insufficient Information to Investigate
210902-000176	Operator Vs Customer	Race	Not Valid
210903-000077	Operator Vs Customer	National origin	Not Valid
210908-000061	Operator Vs Customer	National origin	Not Valid
210908-000087	Operator Vs Customer	National origin	Insufficient Information to Investigate
210910-000063	Operator Vs Customer	National origin	Insufficient Information to Investigate
210913-000147	Operator Vs Customer	National origin	Insufficient Information to Investigate
210913-000056	Employee vs Customer	Race	Valid - No Charge
210914-000046	Station Manager vs Customer	Race	Not Valid
210914-000046	Station Manager vs Customer	Color	Not Valid
210922-000027		National origin	Insufficient Information to Investigate
210922-000027		Race	Insufficient Information to Investigate
210922-000198		Race	Insufficient Information to Investigate
210923-000015		Race	Insufficient Information to Investigate
210927-000234	Operator Vs Customer	Race	Insufficient Information to Investigate
210930-000148	Operator Vs Customer	Race	Insufficient Information to Investigate
211005-000240		Race	Insufficient Information to Investigate
211006-000098	Operator Vs Customer	Race	Insufficient Information to Investigate
211008-000083	Operator Vs Customer	National origin	Insufficient Information to Investigate
211013-000106		Race	Insufficient Information to Investigate
211015-000111	Operator Vs Customer	National origin	Insufficient Information to Investigate
211015-000108	Operator Vs Customer	National origin	Not Valid
211015-000180	Operator Vs Customer	Race	Insufficient Information to Investigate
211018-000095	Station Manager vs Customer	Race	Insufficient Information to Investigate
211020-000155	Station Manager vs Customer	National origin	Insufficient Information to Investigate
211020-000132	Operator Vs Customer	National origin	Not Valid
211022-000221	Employee vs Customer	National origin	Insufficient Information to Investigate
211025-000026		Race	Not Valid
211025-000164	Operator Vs Customer	National origin	Not Valid
211026-000003	Operator Vs Customer	National origin	Insufficient Information to Investigate



211026-000061	Operator Vs Customer	Race	Insufficient Information to Investigate
211026-000061	Operator Vs Customer	National origin	Insufficient Information to Investigate
211101-000081	Operator Vs Customer	Race	Insufficient Information to Investigate
211103-000022	Operator Vs Customer	Race	Insufficient Information to Investigate
211112-000133	Operator Vs Customer	Race	Insufficient Information to Investigate
211119-000069	Operator Vs Customer	National origin	Insufficient Information to Investigate
211122-000027	Operator Vs Customer	National origin	Insufficient Information to Investigate
211122-000051		Race	Insufficient Information to Investigate
211122-000059	Station Manager vs Customer	Race	Valid - No Charge
211122-000118	Operator Vs Customer	Race	Insufficient Information to Investigate
211124-000146	Operator Vs Customer	National origin	Insufficient Information to Investigate
211128-000012	Station Manager vs Customer	National origin	Insufficient Information to Investigate
211130-000033	Employee vs Customer	Race	Insufficient Information to Investigate
211203-000203		Race	Insufficient Information to Investigate
211214-000092	Operator Vs Customer	Race	Insufficient Information to Investigate
211228-000008	Operator Vs Customer	Race	Insufficient Information to Investigate
211228-000088	Operator Vs Customer	National origin	Insufficient Information to Investigate
211229-000065		National origin	Not Valid
211229-000166	Employee vs Customer	National origin	Insufficient Information to Investigate
220101-000005	Operator Vs Customer	National origin	Insufficient Information to Investigate
220105-000142	Operator Vs Customer	National origin	Not Valid
220125-000047		Race	Insufficient Information to Investigate
220128-000080	Station Manager vs Customer	Race	Insufficient Information to Investigate
220205-000000	Operator Vs Customer	Race	Not Valid
220208-000058	Operator Vs Customer	National origin	Not Valid
220208-000212	Station Manager vs Customer	National origin	Insufficient Information to Investigate
220215-000033	Operator Vs Customer	National origin	Not Valid
220217-000027	Station Manager vs Customer	Race	Not Valid
220304-000135	Operator Vs Customer	Race	Not Valid
220310-000062	Operator Vs Customer	Race	Not Valid
220318-000045	Operator Vs Customer	Race	Not Valid
220318-000137	Operator Vs Customer	Race	Insufficient Information to Investigate
220319-000041	Operator Vs Customer	National origin	Insufficient Information to Investigate
220322-000057	Station Manager vs Customer	National origin	Not Valid
220324-000232	Station Manager vs Customer	Race	Insufficient Information to Investigate
220329-000160	Station Manager vs Customer	Race	Not Valid

220401-000175	Operator Vs Customer	Race	Insufficient Information to Investigate
220402-000046	Operator Vs Customer	Race	Insufficient Information to Investigate
220403-000014	Station Manager vs Customer	Race	Insufficient Information to Investigate
220407-000178	Station Manager vs Customer	Race	Not Valid
220408-000152	Station Manager vs Customer	Race	Not Valid
220411-000091	Operator Vs Customer	Color	Insufficient Information to Investigate
220413-000190	Station Manager vs Customer	Color	Valid - No Charge
220415-000031	Operator Vs Customer	National origin	Insufficient Information to Investigate
220418-000161	Operator Vs Customer	Race	Insufficient Information to Investigate
220421-000112	Operator Vs Customer	Race	Not Valid
220421-000171	Station Manager vs Customer	Race	Insufficient Information to Investigate
220422-000140	Operator Vs Customer	Race	Insufficient Information to Investigate
220422-000140	Operator Vs Customer	National origin	Insufficient Information to Investigate
220426-000076	Operator Vs Customer	Race	Not Valid
220426-000105	Operator Vs Customer	Race	Insufficient Information to Investigate
220429-000176	Customer vs Customer	National origin	Insufficient Information to Investigate
220513-000004	Customer vs Customer	Race	Not Valid
220530-000050		Race	Not Valid
220603-000088	Operator Vs Customer	Race	Insufficient Information to Investigate
220606-000074	Operator Vs Customer	Race	Insufficient Information to Investigate
220606-000165	Operator Vs Customer	Race	Insufficient Information to Investigate
220606-000065	Operator Vs Customer	Race	Insufficient Information to Investigate
220614-000138	Station Manager vs Customer	Race	Not Valid
220615-000039	Operator Vs Customer	Race	Insufficient Information to Investigate
220615-000151	Customer vs Customer	Race	Not Valid
220617-000130	Employee vs Customer	Race	Insufficient Information to Investigate
220621-000125	Operator Vs Customer	National origin	Insufficient Information to Investigate
220622-000128	Operator Vs Customer	Race	Insufficient Information to Investigate
220707-000049	Employee vs Customer	Race	Not Valid
220718-000112	Operator Vs Customer	race	Insufficient Information to Investigate
220720-000158	Operator Vs Customer	National origin	Insufficient Information to Investigate
220721-000100	Station Manager vs Customer	Race	Not Valid
220721-000117	Station Manager vs Customer	Race	Insufficient Information to Investigate
220725-000030		Race	Insufficient Information to Investigate
220726-000193	Operator Vs Customer	Race	Not Valid
220802-000080	Operator Vs Customer	National origin	Not Valid



220805-000185	Station Manager vs Customer	Race	Insufficient Information to Investigate
220818-000088	Station Manager vs Customer	Race	Not Valid
220818-000199	Operator Vs Customer	National origin	Insufficient Information to Investigate
220824-000242	Station Manager vs Customer	Race	Valid - No Charge
220827-000075	Operator Vs Customer	Race	Insufficient Information to Investigate
220831-000105	Operator Vs Customer	Race	Valid - No Charge
220905-000030	Station Manager vs Customer	National origin	Not Valid
220906-000109		Race	Insufficient Information to Investigate
220907-000090		Race	Insufficient Information to Investigate
220913-000258		Race	Insufficient Information to Investigate
220914-000046	Station Manager vs Customer	Race	Not Valid
220914-000175	Operator Vs Customer	National origin	Insufficient Information to Investigate
220921-000166	Employee vs Customer	Race	Insufficient Information to Investigate
220921-000294	Operator Vs Customer	National origin	Insufficient Information to Investigate
220922-000218	Operator Vs Customer	National origin	Valid - Charge
220923-000139	Operator Vs Customer	National origin	Not Valid
221001-000072	Customer vs Customer	National origin	Not Valid
221006-000048	Station Manager vs Customer	National origin	Not Valid
221015-000071	Operator Vs Customer	Race	Insufficient Information to Investigate
221020-000097	Station Manager vs Customer	Race	Not Valid
221021-000166	Operator Vs Customer	National origin	Insufficient Information to Investigate
221024-000061	Operator Vs Customer	Race	Insufficient Information to Investigate
221026-000142	Operator Vs Customer	Race	Insufficient Information to Investigate
221027-000072	Station Manager vs Customer	Race	Valid - Charge
221105-000065	Operator Vs Customer	race	Insufficient Information to Investigate
221110-000184		Race	Insufficient Information to Investigate
221118-000053	No Value	Race	Not Valid
221121-000198	Operator Vs Customer	National origin	Insufficient Information to Investigate
221122-000230	Station Manager vs Customer	National origin	Not Valid
221212-000003	Station Manager vs Customer	National origin	Insufficient Information to Investigate
221221-000193	Station Manager vs Customer	National origin	Not Valid
221227-000092	Operator Vs Customer	Race	Insufficient Information to Investigate
230106-000007	Operator Vs Customer	National origin	Insufficient Information to Investigate
230111-000211	Operator Vs Customer	Race	Insufficient Information to Investigate
230113-000146	Operator Vs Customer	Race	Insufficient Information to Investigate
230201-000090	Station Manager vs Customer	Race	Valid - Charge

230201-000101	Station Manager vs Customer	Race	Not Valid
230206-000028	Operator Vs Customer	Race	Insufficient Information to Investigate
230213-000055	Operator Vs Customer	National origin	Insufficient Information to Investigate
230302-000023	Operator Vs Customer	Race	Insufficient Information to Investigate
230303-000064	Operator Vs Customer	National origin	Insufficient Information to Investigate
230306-000212	Operator Vs Customer	Race	Insufficient Information to Investigate
230307-000031	Operator Vs Customer	National origin	Insufficient Information to Investigate
230309-000093	Operator Vs Customer	National origin	Insufficient Information to Investigate
230310-000129	Station Manager vs Customer	Race	Insufficient Information to Investigate
230322-000159	Operator Vs Customer	National origin	Not Valid
230322-000251	Operator Vs Customer	Race	Insufficient Information to Investigate
230329-000159	Station Manager vs Customer	National origin	Insufficient Information to Investigate
230403-000244	Station Manager vs Customer	National origin	Not Valid
230419-000130	Employee vs Customer	Race	Insufficient Information to Investigate
230422-000050	Operator Vs Customer	National origin	Valid - No Charge
230427-000201	Operator Vs Customer	National origin	Not Valid
230427-000211	Station Manager vs Customer	Race	Insufficient Information to Investigate
230503-000050	Operator Vs Customer	Race	Insufficient Information to Investigate
230503-000117	Station Manager vs Customer	Race	Insufficient Information to Investigate
230512-000094		Race	Insufficient Information to Investigate
230521-000013	Operator Vs Customer	Color	Insufficient Information to Investigate
230522-000023	Operator Vs Customer	National origin	Not Valid
230523-000186	Operator Vs Customer	National origin	Insufficient Information to Investigate
230531-000002	Operator Vs Customer	Race	Insufficient Information to Investigate
230531-000002	Operator Vs Customer	National origin	Insufficient Information to Investigate
230623-000201	Operator Vs Customer	Race	Insufficient Information to Investigate

## **V. Promoting Inclusive Public Participation via Public Participation Plan /Summary of Public Outreach**

### **Metro's Public Outreach to Minorities, Low Income Individuals, and Persons with Limited English Proficiency**

Metro's Public Participation Plan was developed to satisfy Title VI requirements, its framework is designed to be applied to all communications efforts around projects and initiatives, whether required or not. Public communication and participation activities that fall within this plan are designed to be accessible to all persons through strategies that improve accessibility for groups with constraints and remove barriers that may limit their participation. Metro has sought to ensure meaningful access to programs and activities for minority groups, low-income individuals, and persons with limited and no-English proficiency by developing comprehensive interdepartmental initiatives aimed at engaging and recruiting members of these communities' participation related to service and fare adjustments, enhancements, or changes. Beyond merely translating information into various languages, Metro has implemented a coordinated and specialized approach by several departments to reach out to limited and non-English proficient persons to ensure that information is effectively communicated and that input and participation is received at representative levels.

The COVID 19 pandemic and its restrictive impact on personal interactions forced Metro to adopt new public engagement tactics to ensure public access and participation. For example, for FY 2022 Budget process all public hearings were held virtually on a new platform to streamline the public hearing process, ensure accessibility for the public and make easier public participation. For FY 2023 Budget process hybrid proceedings allowed the public to participate in-person or virtually. Direct mailings to approximately 20,000 residents in targeted zip codes was used to encourage low-income and minority participation in the FY 2022 budget process. Street teams were deployed at over 228 pop-ups at Metro stations and bus stops to engage the public and to distribute brochures, including 17% of such interactions being conducted in languages other than English.

There were significant station openings during the Title VI Plan period, such as the Silver Line extension to Ashburne, VA and the new Potomac Yard station in Alexandria VA. Metro personnel engaged in 330,700 customer interactions including 71,000 non-English customer interactions, conducted 310 outreach events, experienced more than 532,000 electronic page views, and received 3 million social media impressions from the public.

From January 2021 through May 2023 Metro executed major construction projects resulting in temporary rail station closures. With these closures Metro engaged in extensive multichannel communications and outreach campaigns geotargeting the communities most impacted by the closures. The customer engagement efforts included multilingual in-person customer support every day of each shutdown, bilingual webpages, station-specific handouts, signage, virtual and in-person information sessions, newsletters and advertisements on-line and in local publications. Communications regarding these major construction projects included approximately 300,000 handouts distributed, more than 2.2 million customer interactions, more than 387,000 web-page views, more than 2.7 million social media impressions posted, more than 3,700 signs posted including in language signage, 264 news stories, and 35 newsletters sent.

Strategies to reach Metro's community stakeholders, partners, and customers evolved during the challenges posed by the COVID-19 pandemic and its aftermath. To safely engage customers as

COVID-19 abated Metro adjusted its in-person outreach strategy using community locations such as fairs, festivals, libraries, recreation centers, shopping centers, laundromats, sporting events, concert venues, farmers markets, grocery stores, and mobile markets. More than 45,300 individuals were engaged at 64 community events from mid-2022 through the end of the Title VI Plan period. In February 2023 bus ride-alongs were re-implemented interacting with customers directly for the first time since the pandemic began reaching more than 3,600 customers.

Community Based Organizations (CBOs) and social service agencies are key resources for Metro to gather feedback and different perspectives on projects and initiatives requiring public input. With over 330 CBO representatives in our stakeholder database, Metro reaches out regularly to maintain communication to facilitate engagement. Contacts via email were made with 1900 CBO representatives with information on a variety of projects and how the public could provide input. In spite of the closure of many CBOs during the COVID-19 pandemic which made reaching the target populations difficult, efforts have been rejuvenated as in-person engagement became safe again. In-person visits proved to be more successful than email or phone calls in sharing information with community leaders. Metro distributed over 2,600 project brochures in-person to 22 of the 44 CBOs continuing to function. The current list of CBOs is included below. The updated Public Participation Plan is included as Appendix D.

Organization	Services	Populations Served	Languages Spoken	City	State
11th Street Bridge Park Team	Comm. Help Org.	African-American, Low-Income		Washington	DC
801 East Men's Shelter and Housing	Homeless	Skills/Job Training		Washington	DC
826DC	Education	Org.	Spanish	Washington	DC
A Wider Circle	Low-Income	Asian. Limited English proficient, Housing, Hispanic Latino	Spanish	Silver Spring	MD
AARP District of Columbia State Office	Senior Comm.	Proficiency, Low-Income, Persons with Disabilities, Senior	Spanish, Vietnamese	Washington	DC
Adams Place Shelter--Catholic Charities	Homeless	Proficiency, Low-Income	Spanish	Washington	DC
Adventist Community Services of Greater Washington	Homeless	Hispanic/Latino, Limited English Proficiency		Silver Spring	MD
Advocates for the Rights of Korean Americans	Asian Comm.			Annandale	VA
African Communities Together	African Comm.	African, Civil Engagement	Amharic, Arabic, French, Somali	Washington	DC
African Community Center (ACC-DC)	African Comm.	Children/Teens, Homeless		Silver Spring	MD
African Immigrant Caucus (AIC)	African Comm.				MD
African Immigrant Caucus The Voice of the African Diaspora	African Comm.	African	Amharic, Arabic, French	Olney	MD
African Women's Cancer Awareness Association	African Comm.	African, Comm. Help Org. , Health , Women	Amharic, Arabic, French	Greenbelt	MD
AHC, Inc.	Latino Comm.	Limited English Proficiency, Low-Income, Senior	French, Hindi, Spanish	Arlington	VA
American Association on Health and Disability (AAHD)	Medical and Disabilities	Persons with Disabilities			
American Cancer Society - Greenbelt	Medical	Citizens/Elderly, Women		Greenbelt	MD
American Coalition for Filipino Veterans, Inc.	Asian Comm.			Arlington	VA
American University School of Law - Immigrant Justice Clinic Community Affairs	Education	African, African-American, Asian, Caribbean, Hispanic/Latino, LGBTQ+, Limited English Proficiency, Persons with Disabilities	Amharic, Arabic, Bengali, Chinese (Cantonese), Chinese (Mandarin), French, Gujarati, Hindi, Korean, Persian	Washington	DC
Ana G Mendez University System Capital Area Campus	Education	Low-Income, Middle Eastern	Korean, Spanish, Vietnamese	Wheaton	MD
Anacostia Arts Center	Education	African-American, Low-Income	Spanish	Washington	DC
Andromeda Transcultural Health	Medical	Hispanic/Latino	Amharic, French, Spanish	Washington	DC
APCA	Asian Comm.			Potomac	MD
Arabic Baptist Church	Faith Community			Washington	DC
Arlington Education & Employment Program (REEP)	Comm. Help Org.	Proficiency, Low-Income		Arlington	VA
Arlington Free Clinic	Medical	Hispanic/Latino, Limited English Proficiency, Low-Income		Arlington	VA
Arlington Mill Community High School	Education	Low-Income, Senior Citizens/Elderly, Women		Arlington	VA
Arlington Partnership for Affordable Housing (APAH)	Rental Housing	Asian, Women		Arlington	VA
Art Museum of the Americas	Education	Disabilities	Spanish	Washington	DC
Arthritis Foundation, Mid Atlantic Region	Disabilities	Children/Teens		Rockville	MD
Asia Society Washington DC	Asian Comm.			Washington	DC
Asian & Pacific Islander American Health Forum	Asian Comm.			Washington	DC
Asian American Government Executives	Asian Comm.			Washington	DC
Asian American Justice Center	Asian Comm.	Asian, Limited English Proficiency		Washington	DC
Asian American LEAD - DC	Asian Comm.	Asian, Children/Teens, Hispanic/Latino	Chinese (Mandarin), Spanish, Vietnamese	Washington	DC
Asian American LEAD - MD	Asian Comm.	Asian, Limited English Proficiency		Silver Spring	MD
Asian Americans Advancing Justice (AAJC)	Asian Comm.	Women	Hindi, Korean, Vietnamese	Washington	DC
Asian Liaison Unit	Government			Washington	DC
Asian Pacific American Institute of Congressional Studies	Asian Comm.			Washington	DC
Asian Pacific American Labor Alliance	Asian Comm.	Asian, Limited English Proficiency, Senior Citizens/Elderly	Hindi, Korean, Tagalog, Vietnamese	Washington	DC
Asian Pacific American Legal Resource Center	Asian Comm.	Women	Korean, Urdu, Vietnamese	Washington	DC
Asian Women's Self Help Association	Asian Comm.			Rockville	MD
Asian/Pacific Islander Domestic Violence Resource Project	Asian Comm.	Asian, Women	Hindi, Vietnamese	Washington	DC
Asylum Works	Immigrant Comm.	Immigration/Inclusion , LGBTQ+, Limited English Proficiency	Amharic, Arabic, French, Spanish	Washington	DC
Autism Society of Northern Virginia	Disabilities	African, Asian, Caribbean, Children/Teens, Hispanic/Latino, Limited English Proficiency, Low-Income, Middle Eastern, Women		Falls Church	VA
Ayuda - DC/MD	Latino Comm.	African, Asian, Hispanic/Latino, Homeless, Limited English Proficiency, Low-Income, Middle Eastern, Persons with Disabilities, Women	Amharic, Arabic, Chinese (Cantonese), Chinese (Mandarin), French, Korean, Spanish, Vietnamese	Washington	DC
Ayuda - VA Office	Latino Comm.	African, African-American, Children/Teens, Hispanic/Latino, LGBTQ+, Limited English Proficiency, Low-Income, Persons with Disabilities, Senior Citizens/Elderly, Women	Amharic, Chinese (Cantonese), Chinese (Mandarin), French, Spanish, Vietnamese	Fairfax	VA
Back On My Feet - DC Chapter	Homeless/ Shelters	Advocacy/Poverty , Comm. Help Org. , Low-Income		Washington	DC
Bangladesh Association of America, Inc.	Asian Comm.			Potomac	MD
Bangladesh Center for Community Development Inc.	Asian Comm.			Arlington	VA
Bernice Fonteneau Senior Wellness Center	Senior Comm.	Women	Spanish	Washington	DC
Bethesda Cares	Homeless/ Shelters	Advocacy/Poverty , Comm. Help Org. , Homeless, Low-Income		Bethesda	MD
Bethesda Urban Partnership	Comm. Help Org.			Bethesda	MD
Boat People SOS, Inc.	Disadvantaged Comm.	Low-Income, Women/Asian Comm. , Youth Org.	Vietnamese	Falls Church	VA
Boys & Girls Club - Dunbar Alexandria-Olympic Branch	Youth Org.	Hispanic/Latino, Limited English Proficiency, Low-Income	Spanish	Alexandria	VA
Boys & Girls Club - George Ferris Jr. Clubhouse	Youth Org.	Children/Teens, Low-Income		Washington	DC
Boys & Girls Club - Prince Georges County	Youth Org.			Greenbelt	MD
Boys & Girls Clubs of Greater Washington - Richard England Clubhouse 14	Youth Org.	Children/Teens, Persons with Disabilities		Washington	DC
Bread for the City	Comm. Help Org.			Washington	DC
Bread for the City (Northwest Center)	Comm. Help Org.	Low-Income	Korean, Spanish, Vietnamese	Washington	DC
Bread for the City (Southeast Center)	Comm. Help Org.	Middle Eastern, Women	Spanish, Vietnamese	Washington	DC
Brightwood Community Association	Comm. Help Org.	Asian, Hispanic/Latino, Low-Income	Korean, Spanish, Vietnamese	Washington	DC
Briya Adams Morgan	Education	Hispanic/Latino, Limited English Proficiency, Low-Income	Spanish	Washington	DC
Briya Mt. Pleasant	Education	African, African-American, Asian, Hispanic/Latino	Amharic, French, Spanish, Vietnamese		DC
Briya Petworth	Education	Hispanic/Latino, Limited English Proficiency, Low-Income	Spanish	Washington	DC
BU-GATA Tenants Association of Arlington County	Housing	English Proficiency, Low-Income	Spanish	Arlington	VA
Calvary Women's Shelter	Homeless/Shelters	Homeless, Low-Income, Women		Washington	DC
Capital Area Food Bank	Comm. Help Org.	Hispanic/Latino, Low-Income	Spanish	Washington	DC
Capitol Area Immigration Reform (CAIR) Coalition	Immigrant Comm.	Hispanic/Latino, Immigration/Inclusion	Spanish	Washington D.C.	DC
Capitol Hill Group Ministry - Shirley's Place	Homeless/Shelters			Washington	DC
CASA de Virginia, Falls Church	Comm. Help Org.	Eastern		Falls Church	VA
CASA Multicultural Center (HQ)	Comm. Help Org.	Income	(Mandarin), French, Korean, Spanish,	Hyattsville	MD
CASA Pine Ridges Community Center	Comm. Help Org.	Income		Silver Spring	MD
CASA Prince Georges	Comm. Help Org.	Hispanic/Latino, Limited English Proficiency, Low-Income		Hyattsville	MD
CASA Rockville Welcome Center	Comm. Help Org.	Income	Amharic, French, Spanish	Rockville	MD
CASA Silver Spring	Comm. Help Org.	Income		Silver Spring	MD

CASA Wheaton Center	Comm. Help Org.	Income		Wheaton	MD
CASA Woodbridge Welcome Center	Comm. Help Org.	Children/Teens, Comm. Help Org. , Hispanic/Latino, Limited English Proficiency, Low-Income, Skills/Job Training , Women	Spanish	Woodbridge	VA
Catholic Charities - Mulumba House	Comm. Help Org.	African, African-American, Hispanic/Latino, Homeless		Washington	DC
Catholic Charities Archdiocese of Washington	Comm. Help Org.	Hispanic/Latino, Limited English Proficiency, Low-Income, Persons with Disabilities, Women	Spanish	Washington	DC
Catholic Charities McCarrick Family Center	Comm. Help Org.	African-American, Asian, Hispanic/Latino	(Mandarin), French, Spanish, Vietnamese	Silver Spring	MD
Catholic Charities of Arlington - Diocese of Arlington	Comm. Help Org.	Hispanic/Latino, Homeless, LGBTQ+, Limited English	French, Gujarati, Hindi, Korean, Persian,	Arlington	VA
Catholic Charities of the Archdiocese of Washington (HQ)	Comm. Help Org.	Low-Income	(Mandarin), French, Korean, Spanish,	Washington	DC
Central American Resource Center (CARECEN)	Latino Comm.	Hispanic/Latino	Spanish	Washington	DC
Central Union Mission	Homeless/Shelters	Children/Teens, Hispanic/Latino		Washington	DC
Central Union Mission	Homeless/ Shelters	Children/Teens, Hispanic/Latino		Washington	DC
Centro de Habla Hispana, LLC	Latino Comm.	Middle Eastern		Hyattsville	MD
CentroNia - DC	Latino Comm.	Proficiency, Low-Income		Washington	DC
Children of Mine	Comm. Help Org.			Washington	DC
Children's Law Center	Youth Org.	Homeless, Low-Income		Washington	DC
Chinatown Service Center	Asian Comm.	Asian, Limited English Proficiency	Chinese (Cantonese), Chinese (Mandarin)	Washington	DC
Chinatown Service Center of the Chinese Community Church	Asian Comm.			Washington	DC
Chinatown Steering Committee	Asian Comm.			Washington	DC
Chinese Consolidated Benevolent Association of Washington, D.C.	Asian Comm.				
Coalition for Juvenile Justice	Youth Org.	Civil Engagement , Comm. Help Org. , Youth Org.		Washington	DC
Coalition for Smarter Growth	Comm. Help Org.				
Coalition for Smarter Growth - DC.MD.VA	Comm. Help Org.			Washington,	DC
Coalition for the Homeless	Homeless/Shelters	Homeless, Limited English Proficiency, Low-Income	Spanish	Washington	DC
Coalition of Asian Pacific Americans of Virginia	Asian Comm.			Reston	VA
Columbia Lighthouse for the Blind - DC	Disabilities	Proficiency, Low-Income, Persons with Disabilities	Spanish	Washington	DC
Columbia Lighthouse for the Blind - Silver Spring	Disabilities	Children/Teens, Low-Income, Persons with Disabilities		Silver Spring	MD
Columbia Pike Revitalization Organization	Comm. Help Org.	Income	Amharic, Spanish	Arlington	VA
Community Action Partnership	Comm. Help Org.	African-American, Hispanic/Latino, Low-Income	Spanish	Washington	DC
Community Connections	Disabilities	Children/Teens, Homeless, Low-Income		Washington	DC
Community Council for the Homeless at Friendship Place	Homeless/Shelters	African-American, Children/Teens, Homeless, Low-Income		Washington	DC
Community Family Life Services - Milestone Place	Comm. Help Org.	Women		Washington	DC
Community of Hope	Comm. Help Org.			Washington	DC
Community Preservation and Development Corporation	Comm. Help Org.			Washington	DC
Community Support Services, Inc.	Disabilities	African-American, Children/Teens, Low-Income		Gaithersburg	MD
Communiy Bridges - Silver Spring	Youth Org.	Children/Teens, Comm. Help Org. , Women/Family , Youth Org.		Silver Spring	MD
Congress Heights Community Training and Development Corporation (CHCTDC)	African Comm.	African-American		Washington	DC
Congress Heights Training & Development Corporation	African Comm.	African-American		Washington	DC
Consortium for Child Welfare	Family and Child Services	Help Org. , Women/Family			
Consortium of Universities of the Washington Metropolitan Area (the Consortium)	Education			Washinton	DC
Consulado de Mexico Community Affairs	Government	Hispanic/Latino	Spanish	Washington	DC
Council of Korean Americans	Asian Comm.	Asian	Korean	Washington	DC
Counselors Helping (South) Asian/Indians	Youth Org.			Ellicott City	MD
Covenant House Washington	Homeless/Shelters	African-American, Children/Teens, Homeless, Low-Income		Washington	DC
Dar Al-Hijrah Islamic Center	Faith Community	Children/Teens, Limited English Proficiency, Women		Falls Church	VA
DC Action	Youth Org.	English Proficiency, Low-Income	Spanish	Washington	DC
DC Affordable Law Firm (DCALF)	Comm. Help Org.	Limited English Proficiency, Low-Income	Spanish	Washington	DC
DC Center for Independent Living	Disabilities	Senior Citizens/Elderly, Women	French, Spanish	Washington	DC
DC Center for the LGBT Community	LGBTQ Comm.	LGBTQ+, Limited English Proficiency	Amharic, Spanish	Washington	DC
DC Central Kitchen	Comm. Help Org.	English Proficiency, Low-Income	Amharic, Spanish	Washington	DC
DC Chamber of Commerce	Comm. Help Org.	African-American, Hispanic/Latino, Women	Spanish	Washington	DC
DC Child Care Connections	Disabilities			Washington	DC
DC Coalition Against Domestic Violence	Comm. Help Org.	Homeless, Low-Income		Washington	DC
DC Department of Health	Government	Eastern, Senior Citizens/Elderly, Women		Washington	DC
DC Employment Justice Center (EJC)	Comm. Help Org.	Citizens/Elderly	Spanish	Washington	DC
DC for Democracy	Civil Engagement			Washington	DC
DC Hunger Solutions	Comm. Help Org.	African-American, Children/Teens, Hispanic/Latino		Washington	DC
DC Metro Asian Pacific American Marrow Network	Asian Comm.			North Potomac	MD
DC Office on African Affairs	Government	African, Children/Teens, Civil Engagement , Education , Government/Comm. Affairs , Hispanic/Latino, Limited English Proficiency, Low-Income, Senior Citizens/Elderly	Amharic, Arabic, French	Washington	DC
DC Office on Asian & Pacific Islander Affairs	Government	Asian, Children/Teens, Civil Engagement , Comm. Help Org. , Government/Comm. Affairs , Hispanic/Latino, Low-Income, Middle Eastern, Persons with Disabilities, Senior Citizens/Elderly, Women	Arabic, Bengali, Chinese (Cantonese), Chinese (Mandarin), Gujarati, Hindi, Korean, Vietnamese	Washington	DC
DC Office on Latino Affairs	Government	Caribbean, Hispanic/Latino, Homeless, Limited English Proficiency, Low-Income, Senior Citizens/Elderly, Women	Spanish	Washington	DC
Department of Health and Human Services Aging and Disability Services	Government	Hispanic/Latino, Limited English Proficiency	Spanish	Rockville	MD
Dharma Realm Buddhist Association (DRBA)	Faith Community			Bethesda	MD
District Alliance for Safe Housing (DASH)	Comm. Help Org.			Washington	DC
Diyanet Center of America	Religious Org.	Middle Eastern		Lanham	MD
Doorways for Women and Families	Women and Family Org.	Youth Org.		Arlington	VA
Dress for Success	Comm. Help Org.	Low-Income, Women		Washington	DC
Dulles Area Transportation Association (DATA)	Comm. Help Org.			Chantilly	VA
East River Family Strengthening Collaborative	Comm. Help Org.			Washington	DC
Edgewood Brookland Family Support Collaborative	Comm. Help Org.	African-American, Children/Teens, Women		Washington	DC
Edu-Futuro	Youth Org.	African-American, Homeless		Arlington	VA



Educational Foundation, Inc.	Education	African, African-American, Asian, Caribbean, Children/Teens, Hispanic/Latino, LGBTQ+, Limited English Proficiency, Low-Income, Persons with Disabilities, Women	Amharic, Arabic, Bengali, Chinese (Cantonese), Chinese (Mandarin), French, Hindi, Korean, Persian, Spanish, Vietnamese	Rockville	MD
Emory Beacon of Light	Comm. Help Org.	Low-Income		Washington	DC
ENDependence Center of Northern Virginia (ECNV)	Disabilities	Advocacy/Poverty , Persons with Disabilities		Arlington	VA
Entre Amigas Women's Comprehensive Health, La Clinica del Pueblo	Comm. Help Org.	Hispanic/Latino, Limited English Proficiency, Women	Spanish	Washington	DC
Ethiopian Community Center	Community Ctrs.	African, Limited English Proficiency, Low-Income		Washington	DC
Ethiopian Community Development Council, Inc. (ECDC)	Asian Comm.	Income, Senior Citizens/Elderly	Amharic	Arlington	VA
Everyone Home DC Headquarters	Homeless/ Shelters	African-American, Children/Teens, Homeless		Washington	DC
Facets	Homeless/ Shelters	African-American, Children/Teens, Hispanic/Latino, Homeless, Low-Income, Senior Citizens/Elderly, Women	Spanish	Fairfax	VA
Fair Budget Coalition	Advocacy/ Poverty	Income		Washington	DC
Fairfax County Dept of Family Services	Government	African, African-American, Asian, Caribbean, Hispanic/Latino, Limited English Proficiency, Low-Income, Middle Eastern, Women		Fairfax	VA
Fairfax County Neighborhood & Community Services	Government			Fairfax	VA
Fairfax County Public Schools - Adult ESOL	Education	Low-Income		Springfield	VA
Family Counseling Center of Greater Washington	Medical	Asian, Children/Teens, Low-Income, Women	Korean, Vietnamese	Vienna	VA
Federal Asian Pacific American Council	Asian Comm.			Washington	DC
Federal City Council	Government				
First Generation College Bound	Education			Laurel	MD
Food and Friends	Comm. Help Org.	African-American, Low-Income		Washington	DC
Food Justice DMV / Justicia Alimentaria DMV	Homeless/Shelters	Proficiency	Spanish		
Friends of Guest House	Medical	African-American, Hispanic/Latino, Low-Income, Women		Alexandria	VA
Friendship Place	Homeless/ Shelters	Advocacy/Poverty , African-American, Comm. Help Org. , Hispanic/Latino, Homeless, Low-Income, Persons with Disabilities, Women/Family	Spanish	Washington	DC
Gala Hispanic Theatre	Hispanic Comm.	Children/Teens, Education , Hispanic/Latino, Immigration/Inclusion , Limited English Proficiency, Low-Income	Spanish	Washington	DC
Gilchrist Center for Cultural Diversity	Immigrant Comm.	African, Asian, Hispanic/Latino		Wheaton	MD
Global Health Projects	Health			Riverdale	MD
Goodwill of Greater Washington	Comm. Help Org.	African-American, Low-Income, Women		Arlington	VA
Greater Washington Hispanic Chamber Commerce	Latino Comm.	Hispanic/Latino	Spanish	Washington	DC
Greater Washington Partnership	Comm. Help Org.				
Greater Washington Urban League	Comm. Help Org.	African-American, Low-Income		Washington	DC
GreaterGreaterWashington	Comm. Help Org.				
Habitat for Humanity - Metro Maryland	Comm. Help Org.			Gaithersburg	MD
Halau O 'Aulani	Asian Comm.			Bowie	MD
Hearing Loss Association of America MD	Disabilities	Low-Income, Persons with Disabilities		Rockville	MD
Hepatitis B Initiative of Washington DC (HBI-DC)	Medical	Asian, Limited English Proficiency, Senior Citizens/Elderly	Chinese (Cantonese), Chinese (Mandarin), Russian, Vietnamese	Washington	DC
Hillcrest Children and Family Center	Comm. Help Org.			Washington	DC
Hispanic American Police Command Officers Association (HAPCOA)	Latino Comm.	Limited English Proficiency, Low-Income, Senior Citizens/Elderly, Women	Spanish	Washington	DC
Hispanic Chamber of Commerce Montgomery County	Latino Comm.	Limited English Proficiency	Spanish		
Hmong National Development, Inc.	Asian Comm.			Washington	DC
House of Ruth	Homeless/ Shelters	Children/Teens, Homeless, Women		Washington	DC
Housing Counseling Services	Comm. Help Org.	African-American, Asian, Hispanic/Latino, Limited English Proficiency, Low-Income, Persons with Disabilities	Amharic, French, Spanish, Vietnamese	Washington	DC
Human Resources Achievement Program, Inc. (HRAP)	Education			Washington	DC
Institute of Educational Leadership	Education			Washington	DC
Ivy Community Charities-Prince	Comm. Help Org.				MD
Japan America Society of Washington DC	Asian Comm.	Women		Washington	DC
Japanese American Citizens League	Asian Comm.			Washington	DC
Jewish Council for the Aging (JCA)	Elderly Comm.	Senior Citizens/Elderly		Rockville	MD
Jobs Have Priority	Comm. Help Org.	Homeless		Washington	DC
Just Neighbors	Latino Comm.	Hispanic/Latino, Limited English Proficiency, Low-Income		Falls Church	VA
K.I. Services, Inc.	Medical	African, African-American, Caribbean, Children/Teens, Hispanic/Latino, Limited English Proficiency, Low-Income, Senior Citizens/Elderly	Amharic, Spanish	Alexandria	VA
Khalistan Affairs Center	Asian Comm.			Washington	DC
Korea Economic Institute of America	Asian Comm.	Asian	Korean	Washington	DC
Korean Community Service Center of Greater Washington	Asian Comm.	Limited English Proficiency, Low-Income	Korean	Annandale	VA
La Clinica del Pueblo	Latino Comm.	Income	Spanish	Washington	DC
La Clinica del Pueblo (Interpreter Services)	Comm. Help Org.	African, Hispanic/Latino	Amharic, French, Spanish	Washington	DC
Langley Park Community Center	Community Ctrs.	African, African-American, Asian, Caribbean, Children/Teens, Limited English Proficiency, Low-Income, Middle Eastern, Persons with Disabilities, Senior Citizens/Elderly, Women		Hyattsville	MD
Langley Park Multi-Service Center	Government	Homeless, Women		Hyattsville	MD
Latin America in DC	Latino Comm.	Hispanic/Latino, Limited English Proficiency	Spanish		
Latin American Chaplain's Association	Latino Comm.	Women		Hyattsville	MD
Latin American Youth Center (LAYC- DC)	Latino Comm.	African, African-American, Asian, Children/Teens, Hispanic/Latino	Amharic, Chinese (Cantonese), Chinese (Mandarin), French, Korean, Spanish, Vietnamese	Washington	DC
Latin American Youth Center - MMYC	Latino Comm.	Hispanic/Latino, Low-Income		Silver Spring	MD
Latino Economic Development Center (LEDC)	Latino Comm.	Comm. Help Org. , Hispanic/Latino, Limited English Proficiency	Spanish	Washington	DC
LCDP 2	Medical	African, Hispanic/Latino, Limited English Proficiency			
League of United Latin American Citizens (LULAC)	Latino Comm.	Hispanic/Latino, Limited English Proficiency, Low-Income, Persons with Disabilities, Senior Citizens/Elderly, Women	Spanish	Washington	DC

League of Women Voters, National Capital	Women				
Legal Aid - Maryland	Comm. Help Org.	African, African-American, Asian, Caribbean, Children/Teens, Homeless, Limited English Proficiency, Low-Income, Persons with Disabilities, Senior Citizens/Elderly, Women		Landover	MD
Legal Aid DC	Latino Comm.	Children/Teens, Hispanic/Latino, Limited English Proficiency	Spanish	Washington	DC
Legal Aid Justice Center	Latino Comm.	Hispanic/Latino, Limited English Proficiency, Low-Income		Falls Church	VA
Liberty's Promise	Youth Org.			Alexandria	VA
LIFT - DC	Comm. Help Org.	Comm. Help Org. , Community Ctrs. , Homeless, Housing , Low-Income		Washington DC	DC
Little Lights	Comm. Help Org.	African-American, Children/Teens, Youth Org.	Spanish	washington	DC
Loudoun County	Government	Asian, Limited English Proficiency, Low-Income, Senior Citizens/Elderly		Leesburg	VA
Low Vision Information Center	Disabilities	Persons with Disabilities, Senior Citizens/Elderly		Bethesda	MD
Lutheran Social Services - National Capital Area	Children/ Refugees	African-American, Children/Teens, Hispanic/Latino, Limited English Proficiency, Low-Income, Senior Citizens/Elderly, Women	Amharic, French, Spanish	Silver Spring	MD
Many Languages One Voice	Immigration/ Inclusion	African, African-American, Asian, Children/Teens, Hispanic/Latino, Homeless, LGBTQ+, Limited English Proficiency, Low-Income, Senior Citizens/Elderly, Women	Amharic, Arabic, Bengali, Chinese (Mandarin), French, Korean, Spanish	Washington	DC
Marion Street Intergenerational Garden (City Blossoms)	General	Children/Teens, Limited English Proficiency, Low-Income		Washington	DC
Mary's Center - Adelphi	Latino Comm.	Hispanic/Latino, Limited English Proficiency, Low-Income		Adelphi	MD
Mary's Center - Georgia Ave.	Latino Comm.	Hispanic/Latino, Limited English Proficiency, Low-Income, Women	Spanish	Washington	DC
Mary's Center - HQ	Latino Comm.	African, African-American, Asian, Children/Teens, Health , Hispanic/Latino, Limited English Proficiency, Low-Income, Medical , Senior Citizens/Elderly, Women/Family	Amharic, French, Spanish	Washington	DC
Mary's Center - Kennedy St.	Latino Comm.	Hispanic/Latino, Limited English Proficiency, Low-Income, Women	Spanish	Washington	DC
Mary's Center - Silver Spring	Latino Comm.	Hispanic/Latino, Limited English Proficiency, Low-Income		Silver Spring	MD
Mary's Center -- Ontario Road	Latino Comm.	Hispanic/Latino	Spanish	Washington	DC
Mary's Center Petworth Health Center	Latino Comm.	Hispanic/Latino	Spanish	Washington	DC
McClendon Center	Disabilities	African-American, Homeless, Low-Income, Persons with Disabilities		Washington	DC
Metropolitan Washington Public Health Association (MWPHA)	Medical	Persons with Disabilities			
Mexican Cultural Institute of Washington DC	Latino Comm.	Low-Income, Senior Citizens/Elderly	Spanish	Washington	DC
Montgomery County Community Engagement Cluster	Government	African, Limited English Proficiency		Rockville	MD
Montgomery County Health and Human Services (HHS)	Government	African, Hispanic/Latino, Limited English Proficiency, Low-Income	Amharic, Arabic, French, Spanish	Gaithersburg	MD
Montgomery County Office of Community Partnerships	Government			Rockville	MD
MTA Purple Line Community Affairs	Government	African-American, Hispanic/Latino, Limited English Proficiency, Low-Income, Women		Baltimore	MD
Multicultural Community Service	Comm. Help Org.	African, Asian, Hispanic/Latino, Limited English Proficiency, Low-Income, Senior Citizens/Elderly	Chinese (Mandarin), French, Hindi, Korean, Spanish, Vietnamese	Washington	DC
Muslimat Al-Nisaa	Asian Comm.	Asian, Women		Baltimore	MD
N Street Village	Homeless/ Shelters	Homeless, Low-Income, Women		Washington	DC
National Asian Pacific American Bar Association (NAPABA)	Asian Comm.	Asian	Chinese (Cantonese), Chinese (Mandarin), Korean, Vietnamese	Washington	DC
National Association for Hispanic Elderly (NAHE)	Latino Comm.	Hispanic/Latino, Limited English Proficiency, Senior Citizens/Elderly	Spanish	Washington	DC
National Coalition for Asian Pacific American Community Development	Asian Comm.			Washington	DC
National Coalition for the Homeless	Homeless/ Shelters	Homeless		Washington	DC
National Congress of Vietnamese Americans	Asian Comm.			Springfield	VA
National Council of La Raza (NCLR)	Latino Comm.	African-American, Hispanic/Latino, Homeless, Low-Income		Washington	DC
National Federation of Filipino American Associations	Asian Comm.			Washington	DC
National Federation of the Blind - DC	Disabilities	African-American, Persons with Disabilities		Washington	DC
National Federation of the Blind of Virginia - Fairfax Chapter	Disabilities	Children/Teens, Persons with Disabilities, Senior Citizens/Elderly		Fairfax	VA
National Korean American Service and Education Consortium	Asian Comm.	Asian, Children/Teens, Limited English Proficiency, Senior Citizens/Elderly	Korean	Annandale	VA
National Law Center on Homelessness & Poverty	Homeless/ Shelters	Homeless, Low-Income, Women		Washington	DC
National Pacific American Women's Forum-DC	Asian Comm.			Washington	DC
Neighborhood Opportunity Network	Youth Org.	Limited English Proficiency, Low-Income, Persons with Disabilities		Gaithersburg	MD
Neighbors Consejo	Latino Comm.	Hispanic/Latino, Homeless, Limited English Proficiency, Low-Income	Spanish	Washington	DC
Northern Virginia Chamber of Commerce	Government			Tysons, VA	VA
Northern Virginia Family Service	Comm. Help Org.	Advocacy/Poverty , Comm. Help Org. , Community Ctrs. , Low-Income			VA
Northern Virginia Family Service - Multicultural Center	Comm. Help Org.	African, African-American, Asian, Children/Teens, Hispanic/Latino, Limited English Proficiency, Low-Income, Senior Citizens/Elderly, Women	Amharic, Arabic, French, Spanish	Falls Church	VA
Northern Virginia Hispanic Chamber of Commerce	Latino Comm.	Hispanic/Latino	Spanish	Tysons	VA
Northern Virginia Transportation Alliance	Research and Outreach Org.				



NoVa Resource Center for Deaf & Hard of Hearing Persons	Disabilities	Children/Teens, Senior Citizens/Elderly, Women		Fairfax	VA
NovaSalud, Inc.	Latino Comm.			Falls Church	VA
Offender Aid & Restoration of Arlington Co, Inc. (OAR)	Comm. Help Org.	African, Asian, Caribbean, Hispanic/Latino, Limited English Proficiency, Low-Income, Middle Eastern, Women		Arlington	VA
ONE DC - Organizing Neighborhood Equity	Comm. Help Org.			Washington	DC
Oswald Durant Memorial Center	Comm. Help Org.	Low-Income		Alexandria	VA
Pakastani American Association of Greater Washington	Asian Comm.			Gaithersburg	MD
Parent Educational Advocacy Training Center (PEATC)	Disabilities	Children/Teens, Persons with Disabilities	Spanish	Springfield	VA
Parent Encouragment Program	Women/ Family	Disabilities		Kensington	MD
Partners in Print	Youth Org.				MD
PathForward	Homeless/Shelters	Proficiency	Korean, Spanish, Vietnamese	Arlington	VA
People for Fairness Coalition (PFFC)	Homeless/ Shelters			Washington	DC
Philippine Nurses Association Of Metro DC	Women/ Asian Comm.			Alexandria	VA
Phyllis Wheatley YWCA	Women/ Family			Washington	DC
Prince George's County Health Department	Government	English Proficiency, Middle Eastern		Landover	MD
Prince George's Dept of Social Services	Government	Asian, Women		Adelphi	MD
Prince George's Economic Development Corporation	Government	African-American, Hispanic/Latino	Spanish	Largo,	MD
Prince Georges Child Resource Center, Inc.	Government	African-American, Hispanic/Latino, Limited English Proficiency, Low-Income		Adelphi	MD
Prince Georges County Dept Family Services	Government			Camp Springs	MD
Prince Georges County Public Schools	Government	African, Asian, Limited English Proficiency, Low-Income		Adelphi	MD
Project Create	Youth Org.			Washington	DC
Quality Trust for Individuals with Disabilities	Disabilities			Washington	DC
Renaissance Center	Education	African, Children/Teens, Youth Org.	Amharic, French	Washington	DC
RISE Prince Georges	Comm. Help Org.				
Rockville Memorial Library	Government	English Proficiency, Low-Income, Middle Eastern, Senior		Rockville	MD
Run Hope Work	Youth Org.	African-American, Children/Teens		Washington	DC
Salvation Army - National Capital Area Command & Potomac Divisional Headquarters	Comm. Help Org.	Advocacy/Poverty , Comm. Help Org. , Senior Citizens/Elderly, Women/Family	Amharic, French, Spanish	Washington	DC
Sanskriti (Bengali Community)	Asian Comm.			Silver Spring	MD
Second Story in the Community	Youth and Family Org.	African-American, Children/Teens, Hispanic/Latino, Low-Income		Falls Church	VA
Sheperds Table	Homeless/Shelters	Advocacy/Poverty , Homeless, Low-Income		Silver Spring	MD
Sikh American Legal Defense and Education Fund	Asian Comm.			Washington	DC
Sikh Foundation of Virginia	Asian Comm.			Fairfax	VA
Silver Spring Learning Center and Leo Bernstein Jewish Academy of Fine Arts	Caribbean Comm.	Children/Teens		Silver Spring	MD
Silver Spring Library	Government/ Senior Comm.	African, Children/Teens, Senior Citizens/Elderly		Silver Spring	MD
Smithsonian Institution Asian Pacific American Program	Asian Comm.			Washington	DC
So Others Might Eat (SOME)	Homeless/ Shelters	Limited English Proficiency, Low-Income	(Mandarin), Korean, Spanish, Vietnamese	Washington	DC
South Asian American Voting Youth	Asian Comm.			Washington	DC
South Asian Americans Leading Together	Asian Comm.	Asian	Hindi, Urdu	Takoma Park	MD
South Asian Bar Association of Washington (SABA-DC)	Asian Comm.	Asian	Bengali, Hindi, Nepali, Sinhala	Washington	DC
South Government Senior Center	Senior Comm.	Children/Teens, Hispanic/Latino, Limited English Proficiency, Low-Income		Alexandria	VA
Southeast Asia Resource Action Center	Asian Comm.			Washington	DC
Southeast Ministry	Comm. Help Org.			Washington	DC
Southeast Ministry 2	Comm. Help Org.	African-American, Homeless, Low-Income		Washington	DC
Sri Lanka Association Washington DC	Asian Comm.			Bethesda	MD
Taiwanese Youth Arts Foundation	Asian Comm.			Bethesda	MD
TESS Community Center	Government			Silver Spring	MD
The Alliance of Concerned Men	Youth Org.	African-American, Children/Teens, Comm. Help Org. , Low-Income		Washington	DC
The Arc of Prince Georges County, Inc.	Disabilities	Children/Teens, Persons with Disabilities	Spanish	Largo	MD
The Essential Theatre	Education			Washington	DC
The National Capital Area Chapter of the American Council of the Blind of Maryland	Disabilities	Persons with Disabilities			
The Next Step Public Charter School	Education	African-American, Education , Hispanic/Latino, Limited English Proficiency, Low-Income	Spanish	Washington	DC
The Next Step Public Charter School II	Education				DC
The Restaurant Association Metropolitan Washington (RAMW)	Comm. Help Org.	African, African-American, Asian, Caribbean, Hispanic/Latino, Limited English Proficiency, Skills/Job Training	Amharic, Arabic, Chinese (Cantonese), Chinese (Mandarin), French, Korean, Spanish	Washington	DC
The Wanda Alston Foundation	LGBTQ Youth	Children/Teens, Homeless, LGBTQ+		Washington	DC
Torture Abolition and Survivors Support Coalition	Comm. Help Org.	African, Comm. Help Org. , Immigration/Inclusion , Limited English Proficiency	Amharic	Washington	DC
United Cambodian American Resource for Enrichment	Asian Comm.			Rockville	MD
United States Indonesia Society of Washington DC	Asian Comm.			Washington	DC
US India Political Action Committee	Asian Comm.			Reston	VA
US Pan Asian American Chamber of Commerce	Asian Comm.			Washington	DC
US-Japan Culture Center	Asian Comm.	Children/Teens, Women		Washington	DC
Vietnamese American Buddhist Association- Ky Vien Tu	Faith Comm.	Asian, Limited English Proficiency, Low-Income		Washington	DC
Vietnamese American Voters Association	Asian Comm.			Fairfax	VA
Virginia Coalition of Latino Organizations (VACOLAO)	Latino Comm.			Arlington	VA
Virginia Williams Family Resource Center (VWFRC)	Government/ Homeless	African-American, Hispanic/Latino, Low-Income, Persons with Disabilities, Women		Washington	DC
Washington Area Bicyclist Association (WABA)	Comm. Help Org.				
Washington Area Community Investment Fund	Comm. Help Org.			Washington	DC
Washington Area Community Investment Fund	Comm. Help Org.			Washington	DC
Washington DC Taiwanese School	Asian Comm.			Potomac	MD

Washington DCJCC	Youth Org.			Washington	DC
Washington English Center	Education	African, Asian, Hispanic/Latino, Limited English Proficiency, Low-Income, Middle Eastern	Amharic, Arabic, Chinese (Cantonese), Chinese (Mandarin), French, Portuguese, Russian, Spanish	Washington	DC
Washington International Japanese Church	Faith Community	Asian		Vienna	VA
Washington Lawyers' Committee for Civil Rights & Urban Affairs	Comm. Help Org.	African-American, Low-Income, Persons with Disabilities	Spanish	Washington	DC
White House Initiative on Asian Americans and Pacific Islanders	Asian Comm.	African-American, Children/Teens		Washington	DC
Whitman Walker Clinic	Medical	African, Comm. Help Org. , Health , Hispanic/Latino, LGBTQ+, Limited English Proficiency	Amharic, Arabic, Spanish	Washington	DC
Whitman-Walker Clinic: Max Robinson Center	Medical	African-American, Health , Hispanic/Latino, LGBTQ+, Low-Income, Medical , Women	Spanish	Washington	DC
Year Up National Capital Region	Asian Comm.	African-American, Children/Teens, Hispanic/Latino, Low-Income		Arlington	VA
YMCA Alexandria	Youth Org.			Alexandria	VA
YMCA Arlington	Youth Org.			Arlington	VA
YMCA Calomiris Program Center	Youth Org.			Washington	DC
YMCA of Metropolitan Washington	Youth Org.	African-American, Children/Teens, Low-Income, Women		Washington	DC
Young Playwrights' Theater	Youth Org.	African, Children/Teens, Hispanic/Latino, LGBTQ+, Limited English Proficiency, Low-Income	Amharic, Bengali, French, Korean, Spanish, Vietnamese	Washington	DC
Youth For Understanding USA	Youth Org.	African, Hispanic/Latino	Amharic, French, Spanish	Washington	DC

## **VI. Metro's 2020 – 2023 Language Assistance Plan**

As a recipient of federal funds, Metro has a responsibility not only to federal regulations pertaining to non-discrimination, but also to serve its clientele, many of whom are not proficient in English, yet require vital information to navigate public transit. The plan for accomplishing this is based upon a careful analysis of demographics, and utilization of Metro riders' survey information on the population's needs in the tri-jurisdictional area.

The Language Assistance Plan (LAP) provides updated information on the four-factor analysis, illustrated some of the language assistance measures employed by Metro as they were implemented, reported on efforts to implement its 2020-2023 Language Assistance Plan, and proposed language access initiatives planned for the next three years. The updated LAP highlights the changes in the service region's limited and non-English proficient population during Title VI Program Plan period, specifically increases in suburban areas along with decreases in those populations in the District and Alexandria resulting in the same overall percentage of 12% of the total population using census data. Maps of the various languages targeted are included in the LAP.

Metro serves a very diverse population living and working in Metro's tri-jurisdictional service area. This demographic diversity has consistently increased in numbers and distribution across jurisdictions, and for some groups, evidenced by new Census data, additional languages have started to emerge. The number of limited and non-English proficient individuals in the region continues to include a solid representation of the five habitable continents in the world.

The LAP as updated, provides information of the steps taken by Metro within the review period to ensure meaningful access to benefits, services, information, and other important portions of its programs and activities for limited and non-English proficient individuals. These steps include, interpretation for limited and non-English proficient individuals who contact Metro's Customer Information Call Center, the Transit Accessibility programs, Metro Transit Police and other services. Translation of written notification provided to customers and communities in Metro's service area also has taken place throughout the review period. All efforts to ensure full participation for limited and non-English proficient individuals in Metro's activities have been monitored during the review period. Initiatives to improve the experience of limited and non-English proficient individuals interacting with Metro are enumerated in the updated LAP. The full updated LAP is included as Appendix C

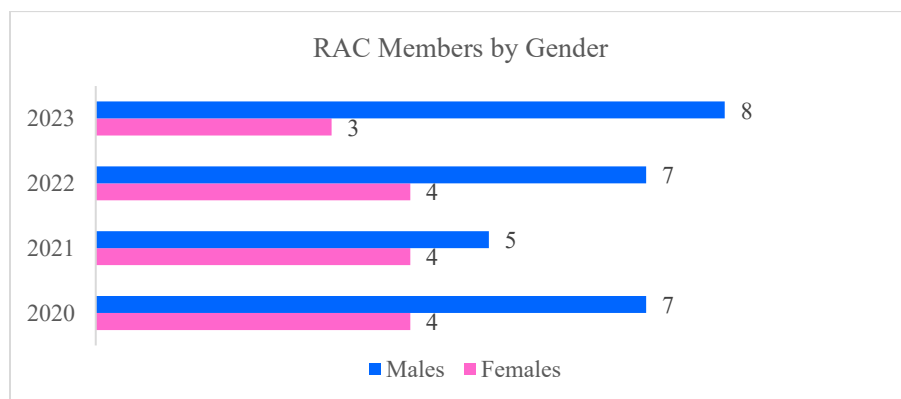
## VII. Minority Representation on Advisory Boards - Metro Advisory Boards

Metro has two advisory committees for which it recruits and selects members to represent Metro riders: Riders' Advisory Council (RAC) and the Accessibility Advisory Committee (AAC).

The RAC advises the Board on issues affecting Metrobus, Metrorail, and MetroAccess service. The eleven-member Council includes two members each from Maryland, Virginia and the District of Columbia, four at-large members and a representative from the Accessibility Advisory Committee. A member of Metro's Board of Directors attends meetings as a liaison between the Board and the RAC. Monthly meetings are open to the public and are conducted virtually. RAC applications are reviewed on a 100-point scale to provide a list of finalists for further interviews with Metro staff or member of the Metro Board of Directors. The evaluation criteria include, among other criteria: 1) jurisdiction of residence, 2) participation in community groups, 3) if an individual is low-income (household income under \$30,000 annually), and 4) balancing riders on different modes (bus, rail, paratransit). While minority representation is not a specific consideration, Metro takes special care to recruit minorities to serve on the RAC. The table below reflects the demographic breakdown of the RAC by race during the Title VI Plan period (June 30, 2020 – June 30, 2023).

Riders Advisory Council by Demographics				
Race/Ethnicity	2020	2021	2022	2023
White	5	4	5	7
Black	4	3	2	2
Hispanic	1	1	2	1
Asian	5	4	2	1

The RAC membership has varied in its gender breakdown; for 2020 females made up 36% and males were 64% of the committee, for 2021 females comprised 44% and males comprised 56% of the committee, for 2022 females dropped to 36% and males made up 64% of the committee, and in 2023 females made up only 27% and males made up 73% of the RAC.).



The AAC consists of 18 regular members and two additional members recommended by the Chair of the Metropolitan Washington Council of Governments Access for All Committee (AFA). All members of the AAC are appointed by WMATA's Board of Directors; six from each of WMATA's signatory jurisdictions. Additional Honorary, Emeritus, and/or ex-officio (non-voting) members may also be appointed by the Board Secretary. To ensure the representative nature of the AAC, to the extent possible, the AAC ensures that membership is equitably apportioned among the jurisdictions, types of disability, and seniors. An AAC member may be both a senior citizen and a person with a disability and may also be selected by the Board

of Directors from an organization serving persons with disabilities and/or seniors. To ensure that a broad diversity in viewpoints are represented, preference may be given to prospective members that have affiliations with organizations serving the disabled or seniors and who have expertise and experience in the activities and policies of those organizations sufficient to represent the customers those organizations serve. To ensure effective participation in evaluating service, all persons seeking AAC membership must either be users of WMATA's fixed-route or paratransit service or be a part of an organization that represents users of WMATA's fixed-route or paratransit service. Prospective Committee members must have a willingness to work with WMATA toward the improvement of that service delivery system for all customers.

The AAC vacancies are posted on WMATA website along with AAC membership application. The vacancy information is announced during the AAC (full and subcommittee) meetings. Information is shared to various organizations through the AAC members and the members of the public.

Accessibility Advisory Committee by Demographics								
Race/Ethnicity	2020		2021		2022		2023	
	Female	Male	Female	Male	Female	Male	Female	Male
White	3	5	4	4	4	4	5	5
Black	6	2	6	3	6	3	4	4
Hispanic		1		1		1		
Asian		1		1		1	1	1

## VIII. Determination of Site or Location of Facilities

Since 2021 Metro has acquired the following properties: for the Bladensburg Bus Division three properties; and for the Western Bus Division a former Lord & Taylor property. It is worth noting that the Metro OEEO staff responsible for Title VI compliance also works on environmental justice. Meaningful public engagement with minorities and low-income individuals is important for both Title VI analyses of planned facilities and environmental justice analyses of joint development projects. Metro is aware that gentrification and potential displacement of these populations is occurring in the service area and will examine these issues when expanding existing facilities or building new facilities. *(The Environmental Justice Report for the Bladensburg project is available upon request.)*

For the Bladensburg properties an environmental analysis report was completed. For the Lord and Taylor property, FTA authorized Protective Acquisition which allowed WMATA to acquire the property prior to completing NEPA (See FTA Concurrence letter attached). NEPA must be completed prior to construction and is currently underway. In addition, the property was vacant and no residents or businesses were relocated or displaced as a result of the acquisition. Documentation included below.



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

REGION III  
Delaware, District of  
Columbia, Maryland,  
Pennsylvania, Virginia,  
West Virginia

1835 Market Street  
Suite 1910  
Philadelphia, PA 19103  
215-656-7100

June 29, 2022

Ms. Liz Price  
Vice President, Office of Real Estate and Parking  
WMATA  
600 Fifth Street NW  
Washington, DC 20001

**RE: Protective Acquisition Request – Western Bus Garage**

Dear Ms. Price:

This letter is in response to the Washington Metropolitan Area Transit Authority's (WMATA) letter of June 16, 2022 requesting a protective acquisition for a property at 5255 Western Avenue NW Washington, DC. WMATA's protective acquisition request to the Federal Transit Administration (FTA) is being made pursuant to FTA's National Environmental Policy Act (NEPA) regulations at 23 CFR 771.118(d)(3)(ii). Under 23 CFR 771.118(d)(3)(ii) protective acquisitions are done to prevent imminent development of a parcel that may be needed for a proposed transportation corridor or site.

WMATA has determined that its outdated Western Avenue Bus Garage, built in 1936, has exceeded its useful life and is in need of replacement. Planning efforts by WMATA have identified the site that would accommodate a modernized and updated facility with electric bus vehicle charging stations, overnight parking for 120-140 buses, and efficient bus movements. However, the Lord & Taylor building is at risk of imminent redevelopment incompatible with WMATA's future plans for the property due to a pending sale/contract for sale, redevelopment planning efforts, and up-zoning planning processes by a private developer.

Based on the documentation provided by WMATA in its June 16, 2022 letter, FTA concurs with the protective acquisition request. This Categorical Exclusion finding under NEPA serves only to allow for the acquisition of the property at 5255 Western Avenue NW Washington, DC and does not grant WMATA the authority to begin any construction-related activities at this time. WMATA must complete a NEPA review of the overall project prior to any construction-related activities for the associated property. Should you have any clarifying questions about this response, please contact: [daniel.koenig@dot.gov](mailto:daniel.koenig@dot.gov) of my staff.

Sincerely,

Terry Garcia Crews  
Regional Administrator

cc: Patty Lee, WMATA

## VIII. Demographic Analysis of Service Area and Customers

### *Census and Place of Residence Data*

Metro, the regional transit agency for the Washington, D.C. metropolitan area, is an interstate compact agency created in 1967 by the District of Columbia, the State of Maryland and the Commonwealth of Virginia. Metro's transit service area includes:

- Washington, D.C.
- Montgomery County (MD)
- Prince George's County (MD)
- City of Alexandria (VA)
- City of Fairfax (VA)
- City of Falls Church (VA)
- Arlington County (VA)
- Fairfax County (VA)
- Loudoun County (VA)

### *Compact Area Demographics*

Metro owns and operates both rail and bus service in these compact jurisdictions with some jurisdictions that also operate supplementary local bus service. In Fiscal Year 2023, Metrorail provided approximately 96 million passenger trips and Metrobus provided approximately 102 million passenger trips. Based on the 2016-2020 American Community Survey the 2,000-square-mile Metro compact area is home to 4.6 million people, of which 56.3 percent are minorities and 17.6 percent are living in poverty. \*

*\*Metro's service area profile uses the household poverty thresholds set by the U.S. Department of Health and Human Services. Metro's ridership profile defines a low-income household as one that earns 200 percent of the federal poverty level. The market research conducted to identify low-income bus routes, bus transfer centers, Metrorail stations, and neighborhoods used 200 percent of the federal poverty level as a low-income threshold. The federal poverty level ranges by household size, and ranges from \$12,760 income for a household of one to \$30,680 for a household of five.*

As shown in the map below, these populations are not distributed equally throughout the region.

	District of Columbia	Maryland (Compact areas)	Virginia (Compact areas)
High Minority Areas	<ul style="list-style-type: none"><li>• Northeast quadrant</li><li>• Northwest quadrant east of 16th Street NW</li><li>• Southeast quadrant</li><li>• Eastern and southern portions of Southwest quadrant</li></ul>	<ul style="list-style-type: none"><li>• Eastern Silver Spring</li><li>• Wheaton/Glenmont</li><li>• Aspen Hill</li><li>• White Oak</li><li>• Gaithersburg</li><li>• Germantown</li><li>• Fairland</li><li>• Prince George's County</li></ul>	<ul style="list-style-type: none"><li>• Herndon</li><li>• Chantilly</li><li>• Centreville</li><li>• Lorton</li><li>• Bailey's Crossroads</li><li>• Annandale</li><li>• Springfield</li><li>• Hybla Valley</li></ul>
High Low-Income Areas	<ul style="list-style-type: none"><li>• Brightwood</li><li>• Fort Totten</li><li>• Northeast quadrant</li><li>• Southeast quadrant</li><li>• Southern portion of Southwest quadrant</li></ul>	<ul style="list-style-type: none"><li>• Eastern Silver Spring</li><li>• Aspen Hill</li><li>• Gaithersburg</li><li>• Germantown</li><li>• Prince George's County inside the Beltway</li></ul>	<ul style="list-style-type: none"><li>• Hybla Valley</li><li>• Woodlawn</li><li>• Bailey's Crossroads</li><li>• Annandale</li><li>• West Falls Church</li><li>• Chantilly</li><li>• Ashburn</li></ul>

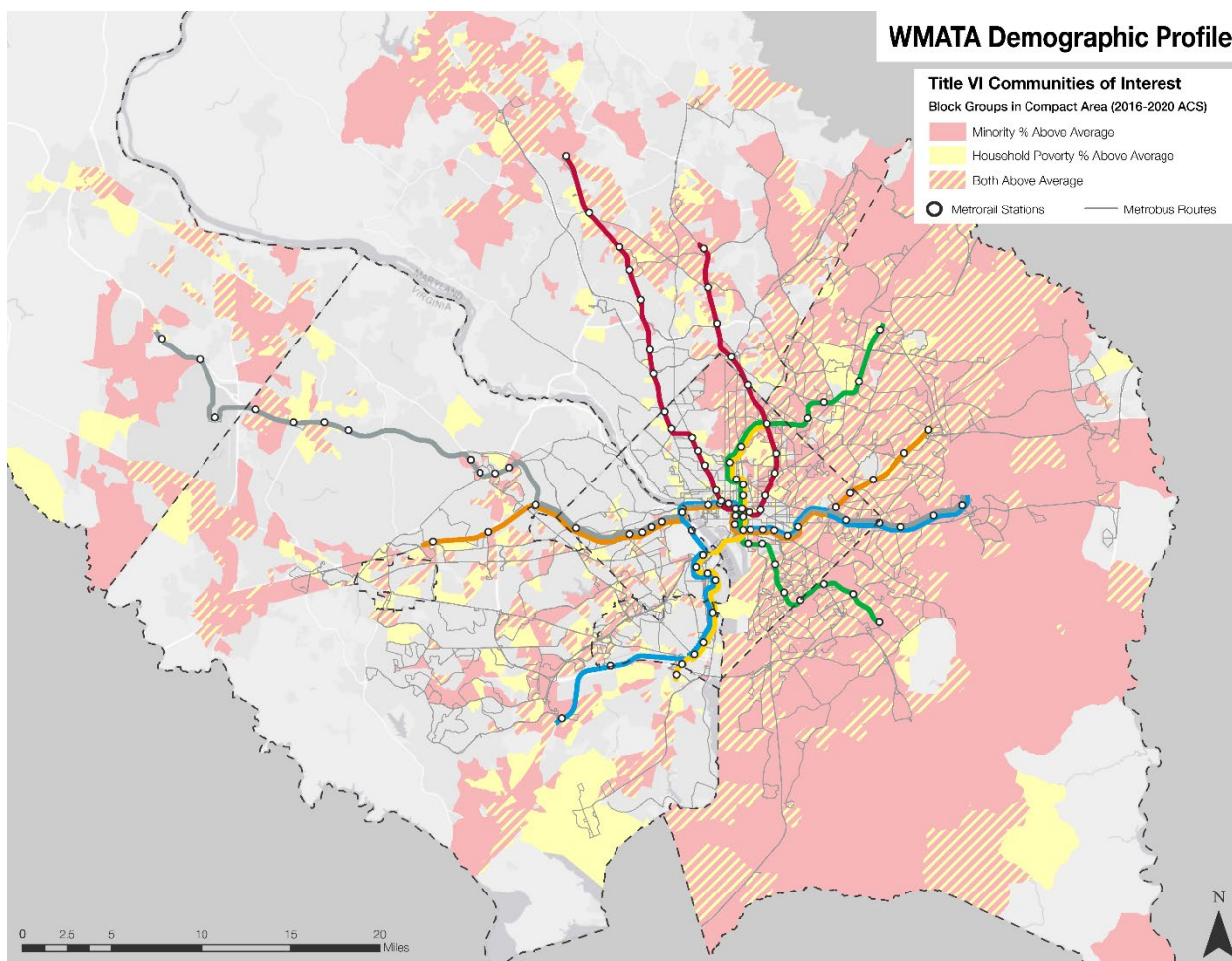


## WMATA Demographic Profile

**Title VI Communities of Interest**  
Block Groups in Compact Area (2016-2020 ACS)

- Minority % Above Average
- Household Poverty % Above Average
- Both Above Average

○ Metrorail Stations    — Metrobus Routes





## Compact Area Limited English Proficient (LEP) Populations

Using 2016-2020 Public Use Microdata Sample (PUMS) data, Metro identifies the number of limited and non-English proficient (LEP/NEP) individuals in the Metro service area by language spoken at home. These data help to inform Metro on factor one (number of limited and non-English proficient people served or potentially being encountered) within the Washington region.

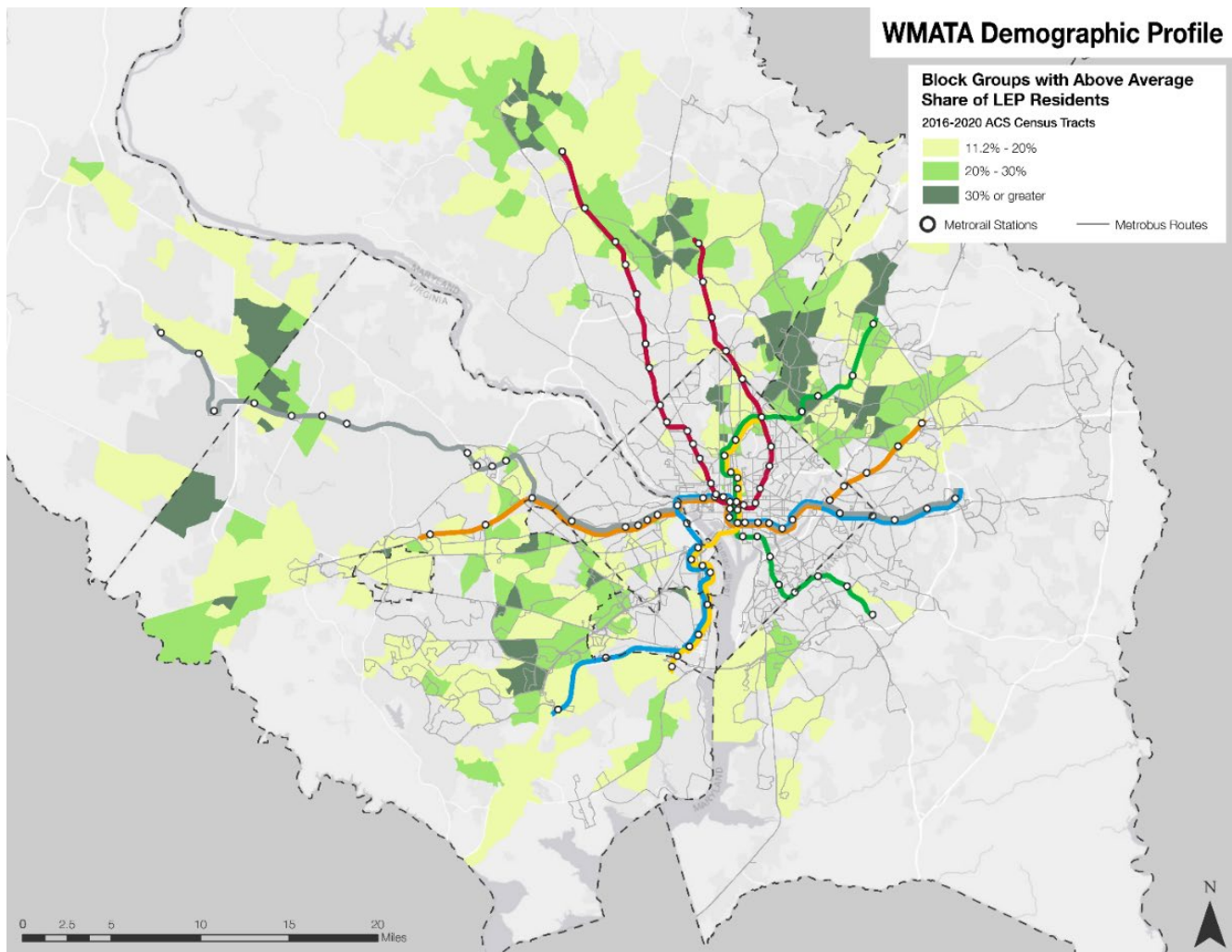
The U.S. Census Bureau's American Community Survey (2016 - 2020), ACS 5-year estimate data release shows that the Washington, D.C. region has 1.4 million people, constituting 33 % of the region's population, 5 years and older, who speak a language other than English at home. Of these individuals, 518,503 or 37 % speak English less than very well or not at all. The limited English and non-English proficient population for each of the jurisdictions served by Metro is shown in the table below.

Jurisdiction	Total Population (Ages 5+)	Speak Only English	Speak another language at home	% of Speakers of another language at home	LEP -- Speak English Less than "Very Well"			
					LEP	% of Total Population	% of LEP in each Jurisdiction	% of Region LEP in Each Jurisdiction
DC	657,061	544,039	113,022	17%	37,257	5.7%	33.0%	7%
MD--Montgomery County	982,321	580,901	401,420	41%	143,346	14.6%	35.7%	28%
MD--Prince George's County	850,822	614,495	236,327	28%	108,572	12.8%	45.9%	21%
VA--Arlington County	222,588	158,314	64,274	29%	18,480	8.3%	28.8%	4%
VA--Fairfax County	1,075,736	656,217	419,519	39%	153,485	14.3%	36.6%	30%
VA--Loudoun County	376,861	255,057	121,804	32%	36,401	9.7%	29.9%	7%
VA--City of Alexandria	146,970	100,051	46,919	32%	17,279	11.8%	36.8%	3%
VA--City of Fairfax	21,666	14,443	7,223	33%	2,904	13.4%	40.2%	1%
VA--City of Falls Church	13,536	10,852	2,684	20%	779	5.8%	29.0%	0%
<b>Region</b>	<b>4,347,561</b>	<b>2,934,369</b>	<b>1,413,192</b>	<b>33%</b>	<b>518,503</b>	<b>12%</b>	<b>36.7%</b>	<b>100%</b>

Metro attends to a very diverse population living and working in its tri-jurisdictional service area. This demographic diversity has consistently increased in numbers and distribution across jurisdictions, and for some groups, new languages have started to emerge. The number of limited and non-English proficient individuals in the Metro service area continues having a solid representation of the five habitable continents in the world. Languages spoken in the area include Spanish, Chinese (Cantonese, Mandarin), Korean, Vietnamese, Thai, Filipino (including Tagalog); Afro-Asiatic languages (Arabic, Amharic, and Tigrinya), African and West African languages (French, Yoruba, Akan [including Twi]), Igbo, and distinct Niger-Congo languages (and others within Niger-Congo language family's languages, such as Bantu languages). There is also Persian (Farsi-Dari), and a growing representation of various Indic family languages (Urdu, Bengali, Punjabi, Telegu, Nepali, Gujarati, Tamil, and Sinhala). Haitian, Burmese, and some Dravidian languages (Telugu, Tamil). Khmer, Russian, German, and Portuguese are also among languages spoken in the Compact where the number of speakers speaking English less than "very well" exceeds 1,000 persons.

This approach then helps Metro to identify the top languages making up eighty-four percent (falling within a 1.0 percent threshold) of all Metro's limited and non-English proficient potential customers:

Persons that Speak English Less than "Very Well" in the Metro Service Area		% of Service Area LEP Population	% of Total Population that Speaks Language
Language	Number		
Spanish	201,517	58.5%	14.16%
Chinese	18,048	5.2%	1.29%
French	14,981	4.3%	1.68%
Amharic	12,171	3.5%	1.02%
Korean	10,527	3.1%	0.76%
Vietnamese	9,243	2.7%	0.58%
Arabic	4,676	1.4%	0.65%
Farsi	4,112	1.2%	0.49%
Russian	4,053	1.2%	0.45%
Portuguese	3,964	1.2%	0.42%
Tagalog	3,606	1.0%	0.53%
Mandarin	3,567	1.0%	0.34%



## Limited English Proficient (LEP) Residents, By Jurisdiction



### Metrorail

Jurisdiction	Residents with 1/2 Mile	% LEP
DC	11,250	5%
Maryland	10,570	14%
Montgomery County	5,480	12%
Prince George's County	5,090	17%
Virginia	10,430	9%
Fairfax County	4,690	14%
Arlington County	5,090	8%
Loudoun County	90	9%
City of Alexandria	550	3%
City of Falls Church	40	5%
Region	32,280	8%

- Spanish (52%)
- Chinese - including Mandarin and Cantonese (13%)
- Korean (3%)
- French (3%)
- Arabic (3%)
- Vietnamese (2%)
- Other (7%)



### Metrobus

Jurisdiction	# Riders Per Day	% LEP
DC	30,830	5%
Maryland	120,680	16%
Montgomery County	43,090	15%
Prince George's County	77,600	16%
Virginia	69,990	14%
Fairfax County	53,290	18%
Arlington County	16,700	9%
City of Alexandria	15,450	12%
City of Falls Church	590	6%
City of Fairfax	1,700	13%
Region	237,540	12%

- Spanish (60%)
- Chinese - including Mandarin and Cantonese (5%)
- French (4%)
- Korean (4%)
- Vietnamese (4%)
- Arabic (2%)
- Other or Not Available (9%)

## Metrorail and Metrobus System Demographics

Metro regularly measures the customer composition and demographics of bus and rail ridership by conducting surveys at rail stations and on-board buses. This program, run by the Office of Customer Research, follows federal timelines for completion.

Surveys are conducted at least every five years. The program has been in place since 2000 with the most recent bus data being collected in the fall of 2018 and rail in the fall of 2022.

Based on this information collected, Metro has collected minority and low-income demographic profiles by system and by mode of transportation (Metrorail and Metrobus). Low-income is considered an annual household income of less than 200% of the federal poverty line, rounded to the nearest \$10,000 increment. The table below reflects for Metro Customer Demographic Profiles by all modes and another table by individual mode. All information in these tables is from the customer surveys.

## Metro Customer Demographic Profile, Rail and Bus Combined

Minority	Low-Income
65%	40%

## Metro Customer Demographic Profiles by Rail & Bus

Demographic Group	Metrorail	Metrobus
Minority	45%	83%
Low-Income	19%	60%
Asian American	11%	5%
African American	24%	61%
Hispanic/ Latino	11%	16%

## *Fare Media Demographics*

### Metro Customer Demographics by Fare Media

	Minority	Low-Income
<b>Metrorail</b>		
Stored-Value Distanced-Based Fares	45%	17%
Daily and Weekly Passes	50%	30%
Monthly Passes	40%	16%
Transit Link Pass	49%	9%
<b>Metrobus</b>		
Stored-Value Regular Fares	83%	59%
Weekly Regional Bus Pass	92%	64%

## IX. System-Wide Service Standards and Policies

Metro uses certain service standards to monitor transit service to ensure that its service design and operational practices do not result in discrimination on the basis of race, color, or national origin. Metro first developed these Title VI service standards and policies in 2013 through several efforts:

- Review of existing standards and policies, available data, and monitoring tools
- Review of examples from peer multi-modal, multi-jurisdictional agencies
- Input from cross-departmental working group including review of proposed standards
- Development of a memorandum and presentation to inform the Board of the Title VI requirements including the proposed standards and policies.

Since then, there have been a number of updates. In December of 2020 Metro's Board of Directors adopted updated Metrobus Service Guidelines and in December of 2021 Metro's Board of Directors adopted updated Metrorail Service Guidelines. The following tables summarize these standards for Metrorail and Metrobus.

### Metrorail Service Standards

FTA Monitoring Requirement	Metro's Standard	Definition
Vehicle Load	Passenger time in crowded conditions	Percent of passenger time spent on vehicles that exceed crowding guideline. The guideline is 100 passengers per car during rush hour periods and seated load during other times.
Vehicle Headway	Frequency	Scheduled time interval between trains. Minimum frequencies vary by line and by time of day
On-Time Performance	Customer on-time performance	Percent of customer journeys completed on time. Each station-to-station pair has a defined travel time target
Service Availability	Population served by Metrorail	Percent of population living near a Metrorail station

## Metro Bus Service Standards

FTA Monitoring Requirement	Metro's Standard	Definition
Vehicle Load	Passenger time in crowded conditions	Percent of passenger time spent on vehicles that exceed crowding guidelines. Guidelines vary by route and by time of day, with 120% of seated load on certain routes during rush hours and 100% seated load in other cases
Vehicle Headway	Frequency	Scheduled time interval between buses. Minimum frequencies vary by route type and by time of day
On-Time Performance	Schedule adherence	Percent adherence to scheduled service. Measured as the percent of timepoint pull-outs that between two minutes early and seven minutes late
Service Availability	Population served by Metrobus	Percent of population living near a Metrobus stop

## X. Monitoring Procedures and Results

### Metro Monitoring Procedures

As established in FTA's Title VI Circular, transit agencies must establish four types of service standards and monitor them to ensure that no one is denied equitable transit service based on these standards:

- On-time performance (OTP)
- Vehicle headways
- Vehicle load
- Service availability

In addition, the Circular requires transit agencies to monitor the two types of "service policies" including the distribution of transit amenities and vehicle assignment for each fixed-route mode of service. Metro evaluates the distribution transit amenities (such as elevators, escalators, and passenger information displays) at Metrorail stations. Since Metro does not own or operate bus stops beyond Metrorail station property, Metro only evaluates bus bays at its rail stations. Monitoring for the vehicle assignment service policies focuses on evaluating fleet age, and whether minority and low-income riders disproportionately ride on buses or railcars that are significantly older than the mode average.

## **Results of the 2023 Title VI Monitoring Analysis**

The monitoring analysis focuses on minority and low-income passenger trips experiencing service that does not meet Metro's standards or policies, comparing the demographic make-up of those customers to that of the total ridership during the same time period. Operating data from Spring 2023 were integrated with demographic data to evaluate differences in service for different customer segments. Staff used the 2022 Metrorail Passenger Survey and the 2018 Metrobus Passenger Survey as its primary sources of demographic data for most of the analyses. However, to evaluate the service availability standard, staff used the American Communities Survey (2016-2020) data since this standard does not pertain to existing customers, but to the availability of service to the region's population overall.

To evaluate whether service is equitably provided across each mode, Metro staff applied the Board-approved disparate impact/disproportionate burden (DI/DB) test for those riders that experienced service that did not meet its established standards or policies.

The results of the 2023 analysis revealed no significant difference in service provided to minority and low-income passengers versus other passengers vis-à-vis the standards and policies established for Title VI service monitoring. For most service standards and policies, minority and low-income riders tended to experience service that is better than the mode average. For cases where minority and low-income riders experienced service that failed to meet a given standard more than the mode average, the results fell within the DI/DB threshold.

## **XI. Major Service Change, Disproportionate Burden Policies**

FTA's Title VI Circular requires Metro to conduct equity analyses for major service changes and all fare changes prior to implementation. The equity analysis determines if the planned changes are likely to result in disparate impacts on minority populations and/or disproportionate burdens on low-income populations. As the foundation of this process, Metro must develop a definition for "major service change," as only major service changes are subject to a service equity analysis.

Metro uses the required Disparate Impact and Disproportionate Burden (DI/DB) policies when performing equity analyses for proposed major service changes or any fare change. The DI/DB policies establish a threshold to determine if the benefits of transit service are denied to minority populations (disparate impact) or low-income populations (disproportionate burden). Federal requirements state that the thresholds must be applied uniformly, regardless of mode, and could not be altered until Metro's next Title VI Program. The major service change policy and DI/DB policies also require Board approval and comment from the public before the changes can be implemented.

The DI/DB policies are important because they influence whether Metro may implement proposed service or fare changes. If the equity analysis finds a potential disparate impact on minority populations, then Metro must analyze alternatives in order to avoid, minimize, or mitigate the potential disparate impacts. If Metro finds that, even after revisions, the proposed changes will still result in a disparate impact on minority populations, Metro may implement the change only if:

- There is a substantial legitimate justification for the proposed change, and
- Metro can demonstrate that there are no alternatives that would have a less disparate impact on minority and low-income riders but would still accomplish the legitimate program goals.

If the equity analysis finds a potential disproportionate burden on low-income populations, then Metro should take steps to avoid, minimize, or mitigate impacts where practicable.

Metro staff completed an intensive process to first develop these Title VI definitions and policies in 2013, including:

- Review of Metro’s current definitions and policies;
- Research and review of examples from peer agencies;
- Input from a broad range of staff during an agency-wide training on Title VI requirements;
- Input from a cross-departmental Title VI working group;
- Consultation with statisticians regarding the disparate impact and disproportionate burden thresholds;
- Testing of proposed thresholds on previous service and fare changes;
- Approval of proposed definitions and policies by executive leadership team and General Manager;
- Public input on the proposed definitions and policies via an online survey and focus groups; and
- Development of materials to brief the General Manager and present the proposed definitions and policies to the Board for approval.

### Major Service Change Definition

Metro’s major service change definitions for Metrobus and Metrorail are included in the tables below.

<b>Table xx: Major Service Change Definitions for Metrobus</b>	
<b>Parameters</b>	<b>Metrobus Definitions</b>
Span	Change in span of service on a line of more than one hour in a single fiscal year.
Frequency	Change in revenue miles on a line of more than 20% in a single fiscal year.
Coverage/ Availability	Change in route miles on a line of 15% in a single fiscal year.  Projected change of 10% of the riders on a line in a single fiscal year.

<b>Table xx: Major Service Change Definitions for Metrorail</b>	
<b>Parameters</b>	<b>Metrorail Definitions</b>
Span	Change in span of normal operations above or below the current service levels
Frequency	Change in frequency of normal operations above or below the current service levels
Coverage/ Availability	Complete and permanent scheduled station closure for one or more days in a week; opening of a new station.  Addition or abandonment of a line.



## Disparate Impact and Disproportionate Burden Policies

The DI/DB policies are important because they influence whether Metro may implement proposed service or fare changes. If the equity analysis finds a potential disparate impact on minority populations, then Metro must analyze alternatives in order to avoid, minimize, or mitigate the potential disparate impacts. If Metro finds that, even after revisions, the proposed changes will still result in a disparate impact on minority populations, Metro may implement the change only if:

- There is a substantial legitimate justification for the proposed change, and
- Metro can demonstrate that there are no alternatives that would have a less disparate impact on minority and low-income riders but would still accomplish the legitimate program goals.

If the equity analysis finds a potential disproportionate burden on low-income populations, then Metro should take steps to avoid, minimize, or mitigate impacts where practicable. Metro's DI/DB policies for service equity analysis and fare equity analysis are summarized below.

***DI/DB Policy for Service Equity Analysis:*** Metro has determined that a proposed service change has a potential disparate impact/disproportionate burden when the following thresholds for statistically significant disparities are met. These thresholds capture both the margin of error of the survey data as well as the probability that riders make a given trip (a concept well accepted in many court decisions in employment discrimination). The same thresholds apply for proposed service reductions and increases.

Table 3: DI/DB Thresholds for Service Equity Analysis		
Total Affected Service Change (per weekday)	Riders by	Threshold for Significant Disparity (between % minority/low-income riders affected by service change and % of minority/low-income riders for the system or mode)
Up to 10,000		8%
10,001 to 20,000		7%
20,001 to 40,000		6%
Over 40,000		5%

***DI/DB Policy for Fare Equity Analysis:*** A disparate impact or disproportionate burden may exist if the difference between the percent changes in average fare for minority/low-income populations and for non-minority/non-low-income populations is greater than 5% (percentage points).

## 2023 Changes To Major Service Change Definitions and Disparate Impact Thresholds

As part of this Title VI Program update, Metro has identified two sets of changes to its major service change definitions and one change to its disparate impact/ disproportionate burden thresholds. These modifications will allow for better alignment with Metro's Strategic Plan by focusing on service excellence and improve Metro's ability to equitably connect a growing region. In addition, Metro has also identified a change in its definition of low-income. Though not a change to the definition of disproportionate burden thresholds themselves, this change in the definition of the low-income would change the application of the threshold and is therefore summarized included in this section of the document.

### ***Changes to Major Metrobus Service Change and Disparate Impact/ Disproportionate Burden Thresholds - Bus Network Redesign***

Metro is currently undergoing a comprehensive redesign of the entire Metrobus network. However, Metro’s existing major service change definitions look at the change in service to existing routes and customers. They are designed to look at “incremental changes to bus service” rather than “a full-scale, clean slate redesign.”<sup>1</sup>

Therefore, Metro will adopt a new Title VI approach for assessing service changes associated with the redesign. For a major service change would be triggered by a significant change in service to a **Census block group**, rather than a change to a **Metrobus line**. The table below summarizes the changes:

#### **Updates to Metrobus Major Service Change for Bus Network Redesign**

<b>Category</b>	<b>Current Definitions</b>	<b>Bus Network Redesign Definitions</b>
Span	Increase or decrease in span of service on a line of more than one hour in a single fiscal year.	Increase or decrease in span of service for a <b>Census Block Group</b> of one hour or more in a single fiscal year
Frequency	Increase or decrease in revenue miles on a line of more than 20 percent in a single fiscal year.	Increase or decrease in <b>number of scheduled buses</b> of more than <b>five percent for a Census Block Group</b>
Coverage / Availability	Increase or decrease in route miles on a line of 15 percent in a single fiscal year. Projected increase or decrease of 10 percent of the riders on a line in a single fiscal year.	

For Disparate Impact/Disproportionate Burden instead of looking at difference in treatment to existing customers, the disparate impact/disproportionate burden thresholds would look at the distribution of services or benefits to minority and low-income residents of that Census block group.

Note that for other Metrobus service changes not associated with the network redesign, Metro will continue to use the current major service change definitions and disparate impact thresholds.

The FTA’s Title VI Circular states that DI/DB thresholds should be applied uniformly for all major service change regardless of mode. The DI/DB thresholds used for bus service changes associated with the network redesign would be different than those used for other bus and rail service changes. However, the FTA has granted Metro a waiver for this new threshold to not be applied uniformly for other service changes in this specific case.

### ***Changes to Major Metrorail Service Change Definitions***

The current major service change definition for Metrorail frequency requires an equity analysis and public outreach for any “change in frequency of normal operations above or below the current service levels.” This policy does not

<sup>1</sup> *Assessing Equity and Identifying Impacts Associated with Bus Network Redesigns*, published by the Transit Cooperative Research Board in September of 2021

allow for small adjustments, thus hindering Metro’s ability to address changes in demand and to improve the customer experience.

Therefore, starting in this upcoming Title VI Program period, Metro will use a new definition of frequency for a major rail service change. The table below summarizes the new definitions.

#### **Metrorail Major Service Change Updates – Service Frequency**

<b>Time Period</b>	<b>Current Definition</b>	<b>Revised Definitions</b>
Rush Hours (6:30 AM to 9:30 AM, 3:00 PM to 7:00 PM)	Any change in normal operations.	Any decrease below previously authorized all day service levels OR increase or decrease >20% relative to authorized peak levels*
All Day (Opening to 9:30 PM)		Any decrease below previously authorized all day service levels OR increase >20% relative to authorized all day levels*
Late night (After 9:30 PM)		Any decrease below previously authorized late night service levels OR increase >20% relative to authorized late night levels*

\*As defined by the average number of scheduled trains per hour over the time period

In addition, starting this upcoming Title VI Program period, there will be two more updates to the definitions of major rail service change as shown in **bold** in the table below.

#### **Metrorail Major Service Change Revisions – Service Span and Availability**

<b>Category</b>	<b>Current Definition</b>	<b>Revised Definition</b>
Span	Any change in normal operations	Change in span of <b>30 minutes or more</b>
Coverage/ Availability	Complete and permanent scheduled station closure for one or more days in a week; opening of a new station.  Addition or abandonment of a line.	<b>Any change in service pattern</b>  Complete and permanent scheduled station closure for one or more days in a week; opening of a new station.  Addition or abandonment of a line.

Any change service pattern (changes in the alignment of a line/line color to serve a different set of stations) would be considered a major service change. Metro recommends this clarification because even though service frequencies may not change, a change in which lines serve which stations may require a customer to now make a transfer to complete a trip.

Note, Metro analyzes service changes cumulatively over the course of a year, as number of minor changes could not be made simply to mask a major change. In addition, service changes lasting less than one year are considered temporary under Title VI and not subject to a Title VI equity analysis.

### ***Changes to Definition of Low Income for Service and Fare Equity Analyses***

The cost of living has increased significantly in the past 10 years; however, Metro’s definition of low-income as \$30,000 per family has not changed. Starting in this upcoming Title VI Program period, Metro will use a standard that is based on 200% of the federal poverty level by household size up to a household size of six. The table below shows the corresponding income levels as of 2023:

Household Size	2023 Annual Income Level
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280
6 or more	\$80,560

When applying this standard using customer survey data, Metro would round these values to the nearest survey break-point (usually set at \$10,000 increments). This threshold would be automatically updated each year as the federal poverty levels are adjusted.

### **Public Outreach and Comment**

When first developing the equity analysis definitions and policies in 2013, Metro used a two-pronged approach to collecting and considering public input on its proposed definitions for major service change, disparate impact, and disproportionate burden including: 1) focus groups with targeted community based organizations (CBOs), and 2) an online survey, video, and blog. These efforts and the results are summarized below.

In terms of proposed changes included in this Title VI Program, Metro led a communications and outreach effort this fall to solicit public feedback. Using customer data and demographics, Metro identified limited English proficiency (LEP) and low-income populations to develop targeted communications and outreach efforts. Specifically, Metro developed a website and survey in both English and Spanish and created multilingual flyers in Amharic, Arabic, Chinese (traditional and simplified), Korean, French, Somali, and Vietnamese. To reach LEP and low-income populations, Metro sent more than 3,000 stakeholder emails to community-based organizations, social service agencies, partners, and government officials. In addition to a press release, Metro also announced the effort on social media, resulting in over 18,000 impressions and engagements. Most importantly, Metro also leveraged its partnership with TransitApp to send notifications in both English and Spanish to about 200,000 users.

Survey results from the approximately 600 respondents support these changes. Approximately 78% of those surveyed support using Census data for the DI/DB test and 73% using it for a major service change for the Bus Network Redesign, 81% support the change in major service change definition for Metrorail, and 83% support the new definition of low-income.

## **XII. Equity Evaluations of Major Service Changes and Fare Changes**

### **Written Equity Analysis Procedures**

#### ***Data Sources***

To assess the impacts of service changes and fare increases on minority and low-income communities, Metro relies on the following data sources and tools:

- Metrorail Farebox data
- Metrobus Farebox data
- Metro Trip Planner (Trapeze scheduling and fare data)
- Metrorail Passenger Survey data
- Metrobus Passenger Survey data
- Metrobus Ridecheck data
- Metrobus Automatic Passenger Counter (APC) data

#### ***Methodology***

In order to adequately assess impacts, data are analyzed at the trip-making level

- For Metrorail, race, ethnicity and income information is derived from a 2022 passenger origin/destination survey.
- For Metrobus, demographic data collected from a 2018 bus survey on minority and income status is assigned at the bus line level.

#### ***Fare Equity Analyses***

Using annualized ridership, revenue, and survey data, an average current fare is calculated for each fare category by demographic cohort. Future fares are then calculated in the same way using the proposed fare policy changes. Average future fares for minority and low-income riders are then compared with average future fares for non-minority and non-low-income riders to determine if differences between the average fares paid between the groups are greater than Metro's established disparate impact/disproportionate burden thresholds.

#### ***Service Equity Analyses***

To assess the impacts of service changes (rail or bus) on ridership, the proposal is evaluated to determine the number of trips the service change will affect, both negatively by service reductions and positively by service increases for a given mode.

The ratio of minority/low income trips affected is calculated as follows: the corresponding number of minority and low-income customers for each service change is tabulated using on-board survey data for each bus line, if a bus service change, or by origin-destination pair, if a rail service change. The cumulative number of impacted minority and low-income customers is then calculated as percentage of all impacted trips and compared to the modal average. The difference in these percentages are then compared to the corresponding disparate impact and disproportionate burden thresholds to determine compliance.

## ***Bus Network Redesign***

Metro will adopt a new Title VI approach for assessing service changes associated with the redesign as part of this Title VI Program update. Instead of looking at difference in treatment using an impacted customers method, the analysis would look at the change in service levels for minority and low-income residents of each Census block group. The cumulative number of impacted minority and low-income residents is calculated as a percentage of all impacted residents and compared to the service area average. The difference in these percentages is then compared to the corresponding disparate impact and disproportionate burden thresholds to determine compliance.

## **2020 to 2023 Metro Equity Evaluations**

During the past three years, Metro staff has evaluated significant system-wide service and fare changes to determine whether those changes would have a disparate impact on minority customers or disproportionate burden on low-income customers.

As described in this section for service changes this requirement applies to “major service changes” only, and Metro utilizes the thresholds established by Board Policy to determine when a service change requires an equity analysis. Any change (increase or decrease) in Metro’s fare structure requires an equity analysis.

From 2020 through Fall of 2023, Metro conducted 5 Title VI equity analyses on proposed major service changes and/or fare changes. These analyses followed the equity analysis guidance provided in FTA Circular 4702.1B:

- FY21 Operating Budget, Service and Fare Changes Analysis (April 2020)
- FY21 Revised Operating Budget, Service Equity Analysis (November 2020)
- FY22 Operating Budget, Service and Fare Changes Analysis (April 2021)
- FY23 Operating Budget, Service and Fare Changes Analysis (April 2022)
- FY24 Service and Fare Changes Analysis (April 2023)

Each analysis describes the following:

- Description of the proposed service or fare change (changes in cost or changes to fare media)
- Comparison of the impact of the service change on minority or low-income riders vs. system averages, or the impact of the fare change on minorities vs. non- minorities and on low-income individuals vs. non-low-income individuals
- Description of disparate impact or disproportionate burden, if any
- Metro’s efforts to mitigate any disparate impacts or disproportionate burdens, if applicable

These analyses were reported to the Metro Board as part of the approval process for the service or fare changes. The five equity evaluations listed above are included in Appendix A

## **XIII. BOARD APPROVALS**

Metro’s Board approved the FY2021 Budget and the related equity analysis on April 2, 2020. Metro’s Board approved repeal of previously approved fare and service changes for FY2021 and approved revised changes and the related equity analysis on November 19, 2020. Metro’s Board approved the FY2022 Budget and the related equity analysis on April 22, 2021. Metro’s Board approved the FY2023 Budget and related equity analysis on March 24, 2022. Metro’s Board approved the FY2024 Budget and related equity analysis on April 14, 2023. See Appendix B.

## **APPENDICIES**

Appendix A - Equity Analyses 2020 - 2023

Appendix B – Board Approvals 2020 - 2023

Appendix C – Metro Language Assistance Program Plan

Appendix D – Metro Public Participation Plan