

City of **SANTA CLARITA**  **TRANSIT**

TITLE VI PROGRAM UPDATE  
May 2023



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## **CHAPTER 1: INTRODUCTION**

### *1.1 TITLE VI OF THE CIVIL RIGHTS ACT OF 1964*

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate compliance with Title VI by submitting a Title VI Plan Update every three years. City Council must review and approve the Title VI Plan Update prior to its submittal.

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

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

The 2023 Title VI Program represents an update of the council approved 2020 Title VI Program. It consists of a report and supporting documentation that provides evidence of the equitable distribution of services; promotion of full and fair participation in public transportation decision-making without regard to race, color, or national origin, and meaningful access to transit-related programs and activities by persons with limited English proficiency. FTA reviews and concurs with the Title VI plan update or requests additional information. Failure to submit a Title VI plan update or to have a Title VI Plan Update approved by City Council and the FTA could result in the loss of Federal funding.

### *1.2 SANTA CLARITA TRANSIT*

The City of Santa Clarita Transit began operating local bus service on August 5, 1991, assuming responsibility for local transit operations from the County of Los Angeles as Santa Clarita Transit. The City provides supervision over a contract operator responsible for all transit operating and maintenance related services including: local, commuter, GO! Santa Clarita, Dial-A-Ride, and Access Services. Santa Clarita Transit began with 300,000 riders, 8 fixed local routes and 13 vehicles. By November 1991, the City began providing Dial-A-Ride services. Soon after, the City began operating commuter service to Downtown Los Angeles, UCLA, Century City, Westwood, and the San Fernando Valley.

Each year, the Santa Clarita Valley continues to grow as new residents and businesses relocate to the region. In keeping with this growth, the City of Santa Clarita Transit has expanded its services to include nine local fixed routes within the Santa Clarita Valley and seven commuter routes linking Santa Clarita and downtown Los Angeles, Century City, Westwood, Warner Center and North Hollywood.

Santa Clarita Transit's total fleet is comprised of 54 Compressed Natural Gas (CNG) buses, 1 CNG trolley, 1 diesel trolley, 7 diesel and 23 CNG commuter buses, and 33 demand response

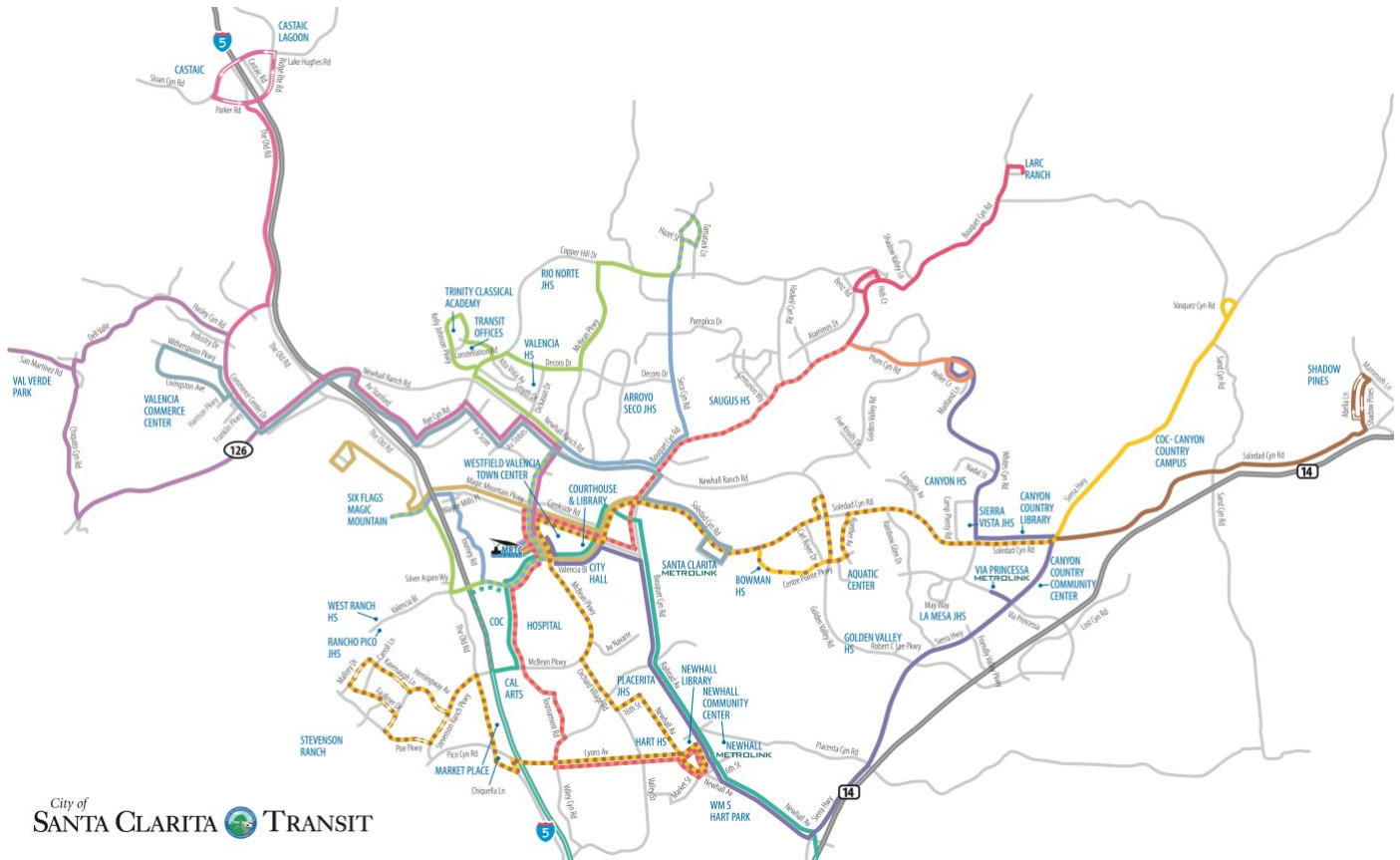
# City of SANTA CLARITA TRANSIT

Title VI Program Update  
May 2023

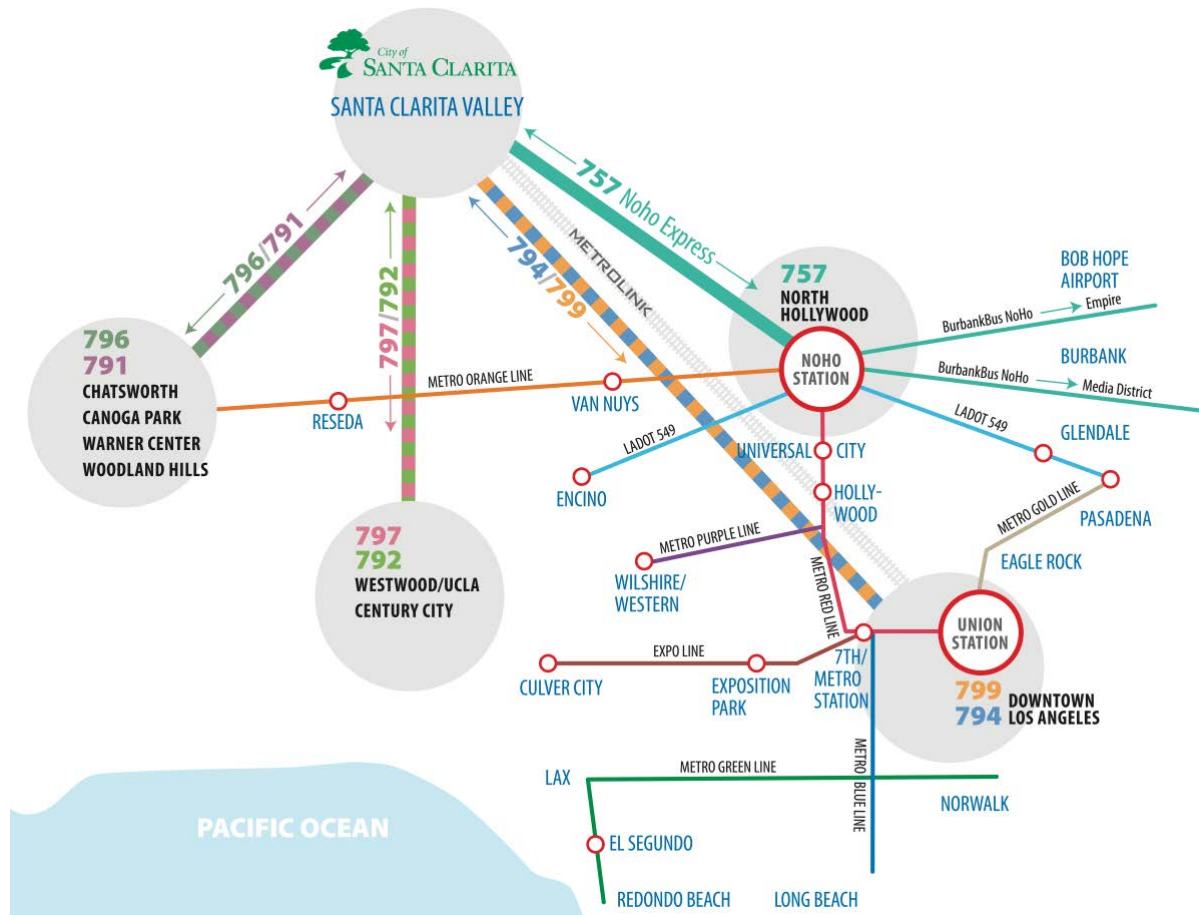
vehicles, including Dial-A-Ride, Access Services, and GO! Santa Clarita. Santa Clarita Transit operates 62 peak hour buses and provides low cost, easily accessible public transportation for approximately 9,574 patrons each week day.

Additionally, Santa Clarita Transit operates paratransit services seven days a week for seniors over 60 and the disabled within the Santa Clarita Valley, as well as the general public during evening hours. Our 119-vehicle fleet provides service to nearly two million riders annually, according to data from 2021-2022.

## Santa Clarita Transit Local Map



Santa Clarita Transit Commuter Map



**CHAPTER 2: GENERAL REPORTING REQUIREMENTS**

The FTA requires that Santa Clarita Transit provide information to the public regarding the recipient’s obligations under the Department of Transportation’s Title VI regulations and explain to members of the public of their protections against discrimination afforded to them by Title VI.

**2.1 TITLE VI NOTICE TO THE PUBLIC**

The following notice is printed on all Santa Clarita Transit brochures for routes and schedules, and is stated on the Santa Clarita Transit website<sup>1</sup>. This notice can also be found on all buses and vehicles utilized by Sana Clarita Transit and is posted publicly in the lobby of the Transit Maintenance Facility.

<sup>1</sup> <http://www.santaclaritatransit.com/about-us/title-vi-civil-rights-policy/>

### Title VI – Civil Rights Policy

The City of Santa Clarita operates its programs 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 the City of Santa Clarita.

If you believe you have been discriminated against, you may file a signed, written complaint within one hundred and eighty (180) days of the date of alleged discrimination. The complaint should include the following information:

- Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses.

The complaint may be filed in writing with the City of Santa Clarita at:

City of Santa Clarita  
28250 Constellation Road  
Santa Clarita, CA 91355

Printable Form: [Title VI Complaint Form](#) (PDF)

Email: [City of Santa Clarita](#)

Telephone: 661-295-6300  
Hearing Impaired: 661-295-6382

If information is needed in another language contact, 661-295-6300.  
Para más información en Español llame al 661-295-6300, oprima el numero 1.  
The “[Title VI Complaint Form](#)” may be used to detail the complaint, but is not mandatory. Complaint forms may also be obtained by calling 661-295-6300. The City of Santa Clarita will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

In addition to the Title VI complaint process at the City of Santa Clarita, a complainant may file a Title VI complaint with the [Federal Transit Administration \(FTA\), Office of Civil Rights](#), Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839. The FTA’s complaint procedure is contained in the FTA Circular C4702.1A.

## ***2.2 SCT TITLE VI NON-DISCRIMINATION COMPLAINT FORM AND PROCEDURES***

The following complaint form is available by e-mail, in print on request, and by PDF download on the Santa Clarita Transit website.



### **TITLE VI NON-DISCRIMINATION COMPLAINT FORM**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Santa Clarita Transit (hereinafter referred to as “SCT”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. SCT investigates complaints received no more than 180 days after the alleged incident. SCT will process complaints that are complete.

Once the complaint is received, SCT will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

SCT has 90 days to investigate the complaint. If more information is needed to resolve the case, SCT may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 60 business days, SCT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.



Print Form



28250 Constellation Rd  
Santa Clarita, CA 91355 661-294-1287 Tel  
www.santaclaritatransit.com

City of **SANTA CLARITA**  
**TRANSIT**

## Title VI Complaint Form

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that *no person in the United States shall, on the ground of race, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.*

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to the City of Santa Clarita Transit Division: 28250 Constellation Rd Santa Clarita, CA 91355

1. Complainant's Name
2. Address
3. City  State  Zip Code
4. Telephone Number (home)  (business)
5. Person discriminated against (if someone other than the complainant)  
Name   
Address   
City  State  Zip Code
6. Which of the following best describes the reason you believe the discrimination took place?  
Was it because of your:  
a. Race/Color     c. Sex     c. Disability   
b. National Origin     d. Age
7. What date did the alleged discrimination take place?



City of **SANTA CLARITA**  
**TRANSIT**

28250 Constellation Rd 661-294-1287 Tel  
Santa Clarita, CA 91355 www.santaclaritatransit.com

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?  Yes  No

If yes, check each box that applies:

- Federal agency       Federal court       State agency   
State court       Local agency

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name

Address

City  State  Zip Code

Telephone Number

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

### **2.3 TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS**

All transit recipients shall prepare and maintain a list on any of the following that allege discrimination on the basis of race, color, or national origin:

- Active investigations conducted by the FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the City of Santa Clarita Transit.

This list shall include the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in Santa Clarita Transit’s Title VI Program submitted to the FTA every three years.

There are currently no active lawsuits or investigations against the City of Santa Clarita Transit alleging discrimination on the basis of race, color or national origin arising from the service provided. Since the last Title VI Update, three (3) formal Title VI complaints were received. As shown in Appendix G, all complaints have been investigated and closed.

### **2.4 PUBLIC PARTICIPATION PLAN**

Under 49 USC Chapter 53, Section 5307, the Federal Transit Administration (FTA) requires “a locally developed process to consider public comment before raising a fare or carrying out a major reduction in transportation service”. The public, as the primary customer and beneficiary of transit service, is provided the opportunity for input and review through the public engagement process. Actions such as the establishment of new service, fare adjustments, major modifications of existing service, and/or suspension or abandonment of any bus routes may include a formal process of review by SCT, including meaningful public engagement conducted by SCT staff. SCT uses a broad range of outreach tools documented in the Public Participation Plan (Appendix A) to serve this requirement.

SCT is in communication with many organizations throughout the region and often attends meetings and events sponsored by these groups. These groups consist of cultural organizations, the local senior center, City and County partners, business associations, and others vested in SCT’s service area. In this arena we are able to create relevant conversations and dialogue between SCT and the specific community regarding transit needs.

Due to the COVID-19 pandemic, SCT had stopped all in-person outreach events and activities. Since 2021 SCT’s participation in such programs has continuously increased. The following is a list of public outreach and involvement activities between November 2020 and May 2023:

- October 14, 2021 – UCLA’s 2021 Sustainable Transportation Fair
- December 4, 2021 – 14<sup>th</sup> Annual Family Literacy Festival
- May 20, 2022 – My Green Building Conference and Expo
- August 1, 2022 – La Mesa High School Registration Day

August 2, 2022 – Golden Valley High School Registration Day; Sierra Vista Junior High School Registration Day; Castaic High School Registration Day  
August 3, 2022 – Saugus High School Registration Day; Valencia High School Registration Day; Hart High School Registration Day  
September 28, 2022 – Youth in Government  
October 6, 2022 – UCLA’s 2022 Sustainable Transportation Fair  
November 5, 2022 – Santa Clarita Valley Education Foundation’s 1<sup>st</sup> Annual Touch-a-Truck Event  
December 3, 2022 – 15<sup>th</sup> Annual Family Literacy Festival  
April 13, 2023 – La Mesa Junior High School Resource Fair  
May 10, 2023 – Caregiver Resource Day at the Santa Clarita Senior Center

This list is not exhaustive regarding all activities and actions taken by SCT and their staff outside of regular bus services and routing. SCT participates in many monthly meetings across the City and the greater Southern California region to connect and share information with other transit agencies, riders, and the general public. Additionally, all of the special events planned and assisted by SCT like providing shuttle services for City events, transportation for annual events like Dodger Day, the Beach Bus summer trips, and many other events are also always used as opportunities for public outreach and communication with riders and the public.

If special accommodations are desired at any public meeting held by SCT, the public can call SCT’s Customer Service prior to the meeting to arrange the proper accommodations. SCT will provide Spanish translation and offer interpreters for other languages, including sign language, upon request. SCT selects meeting and hearing locations to provide reasonable accommodations in accordance with the Americans with Disabilities Act of 1990. Santa Clarita Transit public meetings are all wheelchair accessible and accessible via public transit.

## **2.5 LIMITED ENGLISH PROFICIENCY PLAN (LEP)**

Per Title VI of the Civil Rights Act of 1964, the U.S. Department of Transportation (DOT) implementing regulations, and Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency (65 FR 50121, Aug. 11, 2000)”, Santa Clarita Transit is federally mandated to develop and implement a Language Assistance Plan by which Limited English Proficiency (LEP) persons can meaningfully access translations of written and oral information. As such, SCT must take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for LEP persons.

Santa Clarita Transit’s LEP plan is attached in Appendix B. The LEP documents the four-factor analysis completed to identify appropriate language assistance measures needed to improve access to SCT services and benefits for LEP persons. As a result of this analysis, it was determined that 11.5 percent of the population in SCT’s service area has limited proficiency in the English language. The most predominate language spoken other than English, is Spanish with 14,024 residents indicating that they speak English “less than very well” (See Appendix B, B-3).

To assist its Spanish speaking LEP patrons specifically, SCT has implemented the following measures:

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on Santa Clarita Transit programs and services.
- Provide a bilingual staff member at all community events and public hearings
- Provide translation of all transit flyers, alerts and notices to the public.
- Include language that “Spanish is a plus” on bus driver recruitment flyers, social media and onboard recruitment posters.
- Provide a Google Translate link for the transit website, fully translated in Spanish.
- Bilingual customer service staff for both the contractor and City.
- Use the services of a translation firm for customer calls on an as-needed basis.

**2.6 MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES**

The FTA states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.”<sup>2</sup> Santa Clarita Transit established an Accessibility Advisory Committee (AAC), comprised of interested members of the public for the purpose of giving input to Santa Clarita Transit, Access Services, Inc. and any other Santa Clarita Valley transit provider on the accessibility of its programs and services for people with disabilities and seniors. SCT created bylaws that define the name, purpose, structure, and operating guidelines for this committee.<sup>3</sup> Currently, the AAC is comprised of four (4) members, with current recruitment efforts in effect. Active members include individuals from the senior and disabled community as well as local stakeholders and riders throughout the service area. When available, membership is solicited at public meetings/workshops, with an emphasis on diversity and transit use.

*Minority Representation Among SCT’s Non-Elected Advisory Committee*

Non-Elected Advisory Committee	Asian/Pacific Islander	Black/African American	Hispanic/Latino	American Indian	White	Total Number of Sitting Members
Accessibility Advisory Committee	-	33%	-	-	67%	4

**2.7 MONITORING OF SUBRECIPIENTS AND CONTRACTORS**

Santa Clarita Transit does not have any sub recipient providers. However, SCT does contract out their transit operations and maintenance to MV Transportation. As part of its efforts to ensure MV Transportation complies with the requirements of Title VI, SCT holds periodic meetings

<sup>2</sup> FTA Title 49 CFR Section 21.5(b)(1)(vii)

<sup>3</sup> <http://www.santaclaritatransit.com/services/dial-a-ride-asi/aac-bylaws/>

with representatives from MV Transportation to discuss any Title VI issues that arise. SCT staff has briefed MV on their Title VI obligations and provided them with copies of the most recent Title VI circular from October 2012. They have agreed to abide by the Title VI requirements.

## **2.8 FIXED FACILITY IMPACT ANALYSIS**

Title VI requires a Fixed Facility (transit operations facility, yard, etc.) Impact Analysis for construction projects to assess any impacts to minority communities. If this information has been prepared as a result of an environmental impact statement, the application recipient, or sub recipient, should reference the relevant information by documenting page numbers and submission to the FTA.

A Title VI Equity Analysis should also be conducted during the planning stages to assess where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Recipient shall engage in outreach to persons potentially impacted by the placement of facilities. The Title VI equity analysis must compare the equity impacts of various site alternatives, and the analysis must occur before the selection of the preferred site.

Additionally, environmental justice principles as reflected in the DOT Order on Environmental Justice (DOT Order 5610.2(a)), address Environmental Justice in Minority Populations and Low-Income Populations. The order describes the process the Department and its modal administrations (including FTA) use to incorporate environmental justice principles into programs, policies, and activities.

As a result of FTA requirements, environmental impact analysis for fixed facilities shall include:

- A Title VI Equity Analysis conducted during planning stages to assess if or how the location will impact minority communities and provides alternatives analysis.
- A project history and background for each project or service plan within the document.
- A discussion of the potential impacts on minority communities and minority-owned businesses during and after construction.
- A discussion on all potential negative environmental impacts, such as traffic congestion, noise, air or water pollution.
- A list of minority-owned businesses and household affected by construction projects.
- A description of other significant impacts on minority communities, such as: increased traffic, reduction in parking availability, etc. and
- A description of the relocation program and/or other measures adopted by the applicant used to mitigate identified adverse social, economic or environmental effects of the proposed construction project or service plan all of which should include an environmental justice component.

## **CHAPTER 3: SERVICE STANDARDS AND POLICIES**

### **3.1 MAJOR SERVICE/FARE CHANGE POLICY**

All transit providers that operate 50 or more fixed route vehicles in peak service and are located

in urbanized areas (UZA) of 200,000 or more people must conduct a Title VI equity analysis whenever they plan a fare change and/or major service change. Santa Clarita Transit is required to develop a Major Service Change Policy that identifies what constitutes a “major service change” for its system. Transportation decisions that occurred on or after April 1, 2013 at the level of a “major service change” require a service equity analysis.

In accordance with industry standard practice, SCT defines any proposed fare increase or major service reduction that reduces service hours and/or miles by 20 percent of the entire system, as a “Major Service Change.”

### *3.2 DISPARATE AND DISPROPORTIONATE IMPACT THRESHOLD*

For any proposed change that requires an equity analysis as defined in section 3.1, SCT will determine if the change would create a disparate or disproportionate impact to minority and/or low-income populations, respectively.

Determination of whether a proposed Major Service Change has either disparate or disproportionate impact is based on whether the percentage of minority and/or low-income passengers on an affected transit route is greater than the transit system’s percentage of minority and/or low-income riders.

Determination of whether a proposed fare adjustment has either a disparate or disproportionate impact is based on minority and/or low-income populations bearing a fare rate change of greater than ten percentage points as compared to the non-minority and/or non-low-income populations.

### *3.3 SERVICE EQUITY ANALYSIS*

Transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population are required to submit a service and/or fare equity analysis. This requirement is to comply with the Title VI regulations which prohibit disparate impact discrimination, and therefore should document their policies and practices to ensure their service and fare changes do not result in disparate impacts on the basis of race, color or national origin.

As a large UZA, the City of Santa Clarita is required to conduct a service equity analysis alongside any major service or fare changes. No major service changes or fare changes were enacted during this triennial period. The last fare change was effective July 2015.

### *3.4 SERVICE STANDARDS*

FTA requires that all fixed route transit providers develop quantitative standards for all fixed route modes of operation for the indicators listed below. Providers of public transportation may set additional standards as appropriate or applicable to the type of service they provide.

#### Vehicle Load

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

For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees (total number of people/amount of seated people). According to the FTA, the average of all loads during the peak operating period should not exceed vehicles’ achievable capacities. Demand Response vehicles will always be no more than 1.0 max load factor.

The City of Santa Clarita performance standard for fixed route maximum load factor is 1.5. According to the City’s Transportation Development Plan, vehicles should operate with standees on no more than 20 percent of the runs for any route to avoid recurring loads of more than 150% of the seating capacity<sup>4</sup>. The table below shows all vehicles used at SCT, and what their total capacities (seating and standing) should be during peak operating service. While the achievable capacities are typically greater, to ensure service quality, if the ratio is exceeded by 1.5, it is the intention of City of Santa Clarita Transit to relieve any overcrowding by adding supplemental runs, or through possible routing changes.

ACHIEVABLE PASSENGER CAPACITIES				
VEHICLE TYPE	SEATED	STANDING	TOTAL	MAX. LOAD FACTOR
40' New Flyer Low Floor	40	20	60	1.5
60' Nabi Low Floor	57	26	83	1.5
29' Gillig Low Floor	24	12	36	1.5
40' Gillig Low Floor	37	20	57	1.5
28' Chance Trolley	28	15	43	1.5
35' Hometown Trolley	28	15	43	1.5
45'MCI	57	30	87	1.5
23' Glaval Universal	18	0	18	1.0
Dodge Ram Promaster	6	0	6	1.0
Ford Transit Starcraft	12	0	12	1.0
23' El Dorado Paratransit	12	0	12	1.0
23' Ford E-450	12	0	18	1.0
23' Ford E-450 Starcraft	12	0	12	1.0

Vehicle Headway

The City of Santa Clarita Transit operates nine local fixed-routes and two commuter rail feeder routes in the Santa Clarita Valley. In addition, there are seven peak hour commuter routes, operating to downtown Los Angeles, Century City, Warner Center, and North Hollywood. The nine local routes in the current fixed-route bus system provide service Sunday through Saturday.

<sup>4</sup> <http://santaclaritatransit.com/tdp/>



The commuter routes operate Monday through Friday at peak times only (approximately 5am-9am and 3pm-9pm), at approximately every 30-60 minutes, except one commuter route which operates every day, all day, from peak hours (6am-11am, 3:15pm-9pm) approximately every 45 minutes, and non-peak hours at approximately every hour.

On weekdays, all fixed-route service is provided generally between the hours of 5:15 AM and 10:30 PM at every 30 minutes, on Saturdays buses run generally between 6:30 AM and 9:30 PM at 30-minute intervals, and on Sundays and holidays, service is provided between 6:30 AM and 9:30 PM every 30 minutes. Commuter rail feeders operate a limited service during peak hour commuter times, Monday through Friday.

### On-Time Performance

A vehicle is considered on time if it departs a scheduled timepoint zero (0) minutes early and no more than five (5) minutes late. Santa Clarita Transit's on-time performance objective for fixed route service is 90.5 percent or greater. Santa Clarita Transit continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

### Service Availability

According to the 2019 Transportation Development Plan (TDP), Santa Clarita Transit's main objective is to contribute to the area's economic and social well-being by improving access to employment, shopping, and activity centers for the maximum number of residents.

In order to fulfill Santa Clarita Transit's objective, the following four (4) goals were established to reflect the five to ten-year horizon of the TDP:

- Expand transit services to enhance underserved business areas.
- Review the City's fleet and maintenance standards to address changes in technology and clean fuels and implement best management practices.
- Identify and develop a schedule for the maintenance and/or replacement of transit customer service amenities including benches, shelters, trash receptacles, and signage.
- Enhance the customer experience so that it accurately represents the City's commitment to customer service.

Like many urban areas, the Santa Clarita Valley has multiple activity centers instead of a single central business district (CBD). Within the Santa Clarita Transit service area, there are vast areas of extremely low-density housing and employment sites. The City of Santa Clarita Transit attempts to link major trip generating sites and route vehicles along major commercial thoroughfares. This approach allows for better access to schools, shopping centers, government centers, parks, libraries, hospitals, community and senior centers. The City of Santa Clarita Transit intends to continue to route vehicles so that this type of access is preserved to these facilities.

Local bus stops will be no more than 0.25 miles apart. If the geography or street infrastructure on a bus route impacts bus stop spacing, bus stops will be placed as close to the 0.25 mile standard as possible.

### 3.5 SERVICE POLICIES

The Federal Transportation Administration (FTA) requires that all providers of fixed route public transportation develop qualitative policies for the following procedures: Vehicle assignment and Transit Amenities. Santa Clarita Transit has adopted these qualitative policies, which are summarized below, and were developed to help Santa Clarita Transit better achieve equity for all of its transit riders.

#### Vehicle Assignment

The City of Santa Clarita Transit’s fleet is relatively young. SCT’s entire fixed route fleet is low-floor and also equipped with air conditioning and automated stop announcement systems.

Commuter routes will only be assigned to the larger over the road, single door, high back coaches. They will be rotated within the commuter routes. Due to the larger number of riders, steep terrain, highways and long drives, these larger coaches will ensure reliability. All local routes in the Santa Clarita Valley will rotate with the rest of the fixed route fleet of two-door, low-floor coaches. This is to ensure that all vehicles are being deployed throughout the entire local service area. Dial-A-Ride and Access vehicles are used in demand response service; they are randomly assigned daily trips as maintenance schedules and capacity allow.

Below is a list of the entire transit fleet:

#### 1. Commuter Coaches

The City of Santa Clarita Transit owns thirty (30) commuter express fixed-route vehicles. That fleet consists of six (6) 2013 MCI model D4500 coaches, as well as five (5) 2016, ten (10) 2017, three (3) 2019, two (2) 2020, and two (2) 2022 MCI model D4500 CNG coaches.

#### 2. Local Coaches

The City of Santa Clarita Transit owns fifty-six (56) local fixed-route vehicles. That fleet includes seven (7) 2010 low floor CNG New Flyer coaches, two (2) 2007 NABI 60ft CNG articulated coaches, four (4) 2022, four (4) 2021, six (6) 2020, seven (7) 2019, four (4) 2018, eleven (11) 2014, and nine (9) 2013 low floor CNG Gillig coaches, one (1) 2000 Chance Trolley, and one (1) 2017 Hometown Trolley.

#### 3. Dial-A-Ride and GO! Santa Clarita

The City of Santa Clarita Transit owns twenty-two (22) paratransit vehicles: two (2) 2016 Ford Starcraft Cutaways, two (2) 2010 Ford E450 Cutaways, sixteen (16) 2017

Ford Starcraft Cutaways, and two (2) 2022 Ford E-450 Starcraft Cutaways.

**4. Access Services**

SCT also operates eleven (11) Access-owned paratransit vehicles which are only used for Access customers. These Access vehicles consist of: two (2) 2019 Ford E-450 Cutaways, one (1) 2022 Ford E-450 Cutaway, five (5) 2016 Ford E-450 Starcraft Cutaways, one (1) 2015 Ford El Dorado van, one (1) 2019 Dodge Ram, and one (1) 2020 Ford 350HD.

**Transit Amenities**

The City of Santa Clarita Transit has 714 bus stops located within the City of Santa Clarita. In addition to the City owned bus shelters, benches and trash cans, the City of Santa Clarita contracts with a vendor who provides an additional fifty-one (51) transit advertising shelters. The installation of transit amenities along bus routes are based on the number of passenger boardings, major landmarks, major transfer points and site availability. All transit amenities installed at bus stops must meet and follow Americans with Disabilities Act (ADA) requirements: A minimum sidewalk clearance of 48 inches and/or a 5'x 8' unobstructed concrete landing pad.

**CHAPTER 4: DEMOGRAPHIC AND SERVICE PROFILE MAPS & CHARTS**

The FTA requires transit providers receiving federal assistance to provide demographic maps that shade census tracts where the percentage of total minority and low-income population reside in the service area. These maps and charts will help the transit provider determine whether and to what extent transit service is available to minority populations within the transit provider's service area. Using Census data, the City created "map layers" and created a visual display to show demographic information in relation to the City's transit bus routes. It is important to note that the commuter routes extend beyond the City of Santa Clarita into Century City, North Hollywood, and Downtown Los Angeles. As a result, the population and demographic profile differs from that of the City of Santa Clarita.

**4.1 *MINORITY CHARACTERISTICS***

The 2017-2021 American Community Survey identified 1,087,200 residents in the census tracts within the greater Santa Clarita Transit service area. The minority population includes African Americans, Asians, American Indian and Alaskan Natives, Pacific Islanders, other Non-White and Non-Hispanic two or more races. Within the Santa Clarita service area, 23.5 percent or 255,805 individuals identified as minority in 2017-2021. This nearly mirrors City of Santa Clarita demographics; however, the greater service area had a lower percentage of minorities (6.4% less) than the City. In reviewing minority populations staff used the lower threshold of 23.5 percent when analyzing census tract data.

*SCT Service Area Minority Status (2017-2021 American Community Survey)*

	Total Population	Minority		Non-Minority	
The City of Santa Clarita	232,751	69,581	29.9%	163,170	70.1%
Greater Transit Service Area	1,087,200	255,805	23.5%	831,395	76.4%

Appendix C shows the demographic map with census tracts where minorities reside within the Santa Clarita Transit service area. All local Santa Clarita Transit routes, including the local routes and the commuter routes, are shown as of May 2023. This map helped Santa Clarita Transit to determine that transit services are available to minority and non-minority populations equally within the Santa Clarita service area.

#### 4.2 INCOME CHARACTERISTICS

For the purpose of this Title VI analysis Santa Clarita Transit adopted the State’s Housing and Community Development (HCD) threshold in designating census tracts as lower income. In general, HCD considers tracts whose average household income are 80 percent or less of the local area median income as “lower-income.” According to HCD thresholds and 2017-2021 American Community Survey results, 8.04 percent of the population within Santa Clarita are designated lower income. Further, when including tracts served by the commuter routes, we see an increase in lower-income tracts as shown in the table below.

*SCT Service Area Poverty Status (2017-2021 ACS)*

	Total Population	Lower Income	Percent Lower Income
The City of Santa Clarita	232,751	18,724	8.04%
Greater Transit Service Area	1,087,200	308,675	28.40%

Appendix D shows the census tracts within Santa Clarita as well as the greater transit service area which are designated as lower-income. This map aided Santa Clarita Transit to determine that transit services are available to lower-income and non lower-income populations equally within the Santa Clarita Transit service area.

#### 4.3 DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS COLLECTED BY SURVEYS

According to the City of Santa Clarita Transit’s 2023 Limited English Proficiency plan (LEP), 30.4 percent of residents speak a language other than English. Of this group, 11.5 percent are Spanish speakers (See Appendix B).

In May of 2019 the City of Santa Clarita completed the Transportation Development Plan (TDP), to present a plan for short-term and mid-term operational, financial and capital improvements for the City of Santa Clarita’s transit program. These strategies included an onboard customer survey of our local and commuter fixed route services. Based on the TDP survey responses, 11 percent of respondents indicated that their proficiency in English was below average. Of those, Spanish was the most-cited language, representing 14.5 percent. Only 2.5 percent spoke another

language. This validates the largest LEP population in the Santa Clarita Transit service area as Spanish speakers.

The TDP customer surveys also provided data on the income levels of the local and commuter riders. On local fixed-route, the most frequent response (18.7 percent) was a household income level of under \$15,000 a year. The majority (21.3 percent) indicated an income between \$15,000 and \$34,999. On Commuter routes, the majority of respondents (78 percent) cited a household income of \$55,000 or more annually.

**4.4 MONITORING TRANSIT SERVICE**

Santa Clarita Transit regularly monitors the service throughout the service area. This evaluation includes route specific ridership, passengers per service hour by route, monthly ridership by route, vehicle loads based on electronic and traditional methods, on-time performance and level of service to various key transfer points. The U.S. Census provides demographic information by census tracts including population estimates, ethnicity, income and other quick facts. This report is used in the Santa Clarita’s LEP plan and demographic maps and data to determine where minority and low-income reside in the transit’s service area.

Through this data, it was confirmed that Santa Clarita Transit routes cover all areas of the Santa Clarita Valley. With approximately 30-minute frequencies on all routes, areas with high and low Limited English Proficiency are equally served. Based on total ridership numbers for all local routes, the highest ridership by far comes from the routes that serve our LEP and minority population of Canyon Country (91351) and Newhall (91321).

ROUTE	FY2021-2022 Ridership Totals	Service Area
Route 1	85,166	Castaic & Valencia
Route 2	57,212	Val Verde & Valencia
Route 3	36,188	Saugus and Valencia
Route 4	84,227	Newhall, Valencia and Saugus
Route 5	194,902	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 6	310,919	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 7	36,519	Saugus and Valencia
Route 12	408,113	Valencia, Newhall and Canyon Country
Route 14	82,802	Newhall, Valencia and Saugus

## **CONCLUSION**

This report fulfills the compliance reporting requirements for the Title VI as detailed in FTA Circular 4702.1B. This report detailed Santa Clarita Transit's services, long-range planning efforts and general reporting requirements mentioned in this circular. The program specific requirements were addressed with a demographic and service profile along with a description of Santa Clarita Transit's service standards and policies. Service changes and service monitoring were also described. Finally, a quality of service analysis was conducted. The results demonstrate Santa Clarita Transit services a diverse population and supplies public transportation equitably to all classified races, ethnicities, and income levels.

**APPENDICES**

**APPENDIX A – 2023 PUBLIC PARTICIPATION PLAN**

**APPENDIX B – 2023 SANTA CLARITA TRANSIT LIMITED  
ENGLISH PROFICIENCY PLAN**

**APPENDIX C – 2023 MINORITY DEMOGRAPHIC MAP**

**APPENDIX D – 2023 LOWER-INCOME DEMOGRAPHIC MAP**

**APPENDIX E – 2023 MINORITY AND LOWER-INCOME CENSUS  
TRACT DATA**

**APPENDIX F – TITLE VI LAWSUITS**

**APPENDIX G – 2023 TITLE VI COUNCIL MINUTES**

**APPENDIX A**  
**Public Participation Plan**

*City of* **SANTA CLARITA**  **TRANSIT**

**Revised May 2023**



**CITY OF SANTA CLARITA**



**SANTA CLARITA CITIZEN PARTICIPATION PLAN**  
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## **I. Public Participation**

### *Goal*

The goal of the City's Public Participation Plan is to assure the City is operating with the will of the public it serves and to provide a variety of forums for expressing the ideals, values and desires of the citizens of Santa Clarita.

It is the goal of this plan to assure that public participation includes two-way communication, with the overall goal being better decision-making by the City and supported by the public.

Citizens cannot participate effectively in decision-making unless they have been adequately informed of the alternatives and their consequences; thus, adequate public information is always a central element in any public participation program.

It is important to recognize that public participation goes beyond informing the public. The purpose of public participation is to both inform the public and get the public's reactions regarding the proposed actions or policies. The City of Santa Clarita will utilize two-way communication and problem solving.

## **II. What is Public Participation?**

Public participation is the process by which our citizens' concerns, needs, and values are identified prior to decisions, allowing the citizens to contribute to and become involved with the City of Santa Clarita's decision-making process. Two-way communication and problem solving from the onset, result in better decision making by the City supported by the citizens.

### *Public Participation and Legitimate Decisions*

Of critical importance to the decision-making process is making a decision count. It is not enough for the city to just to reach a decision. If it is going to count, a decision must be seen as legitimate by the citizenry. What makes a decision legitimate is not only the substance of the decision, but also the perception by the public that the decision-making process by which the decision was made, was fair, open and democratic.

Public participation provides a vehicle by which the citizenry is not only heard before the decision, but has an opportunity to influence the decision from beginning to end. Education is no longer enough. In effective public participation, even if groups or individuals are not entirely satisfied with the final decision, they will have had the opportunity to influence how the question or problem was posed, which alternative got considered, how the alternatives were evaluated and what adjustments were made to reduce impacts. Public participation does not ascertain that every decision will result in a consensus decision; however, it can give legitimacy to decisions, because

every decision will be made in a visible manner with opportunities throughout the process for the public to influence the outcome.

### *Santa Clarita Transit*

The City of Santa Clarita’s Transit Division is responsible for meeting the Federal Transit Administration’s (FTA) guidelines and certify that there is a locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction of transit service. This document serves this purpose. This Public Participation Plan details the opportunity for a public hearing or public meetings, how the meetings will be conducted and how the results will be considered in the process of changing fares and service. A public meeting is not mandatory; however, an opportunity for a public meeting in order to solicit comment must be given. Further details on this process are described in Section VI.

### *Benefits of Public Participation*

Public participation provides a wide range of benefits to the City. Among benefits are improved quality of decisions, consensus building, avoiding “worst case” confrontations and maintaining credibility and legitimacy.

### *Improved Quality of Decisions*

The process of consulting with the public often will assist in clarifying the objectives of a project or policy. Public participation often results in considering new alternatives and approaches for the most effective solution. The public often possesses crucial information, which makes a difference in how a decision is implemented, making the difference between a successful or unsuccessful program.

#### a. Consensus Building

A public participation program provides a better opportunity to build a solid, long term agreement and commitment between otherwise divergent parties. This builds understanding between the parties, reduces political controversy, and gives legitimacy to City decisions.

#### b. Avoiding “Worst-Case” Confrontations

Public participation provides opportunities for parties to express their needs and concerns without having to be adversarial. Early public participation can help reduce the probability that the City will be faced with acute unnecessary and avoidable confrontation; however, public participation will not reduce or eliminate all conflicts.

#### c. Maintaining Credibility and Legitimacy

The way to achieve and maintain legitimacy, particularly when controversial decisions must be made is to follow a decision-making process, which is visible and credible with the public, and involves the public. Public participation programs will also leave the public more informed and provide a rationale behind decisions.

As the creators of a new city, we in Santa Clarita have a unique opportunity to build credibility among residents early on. By fully utilizing the various techniques available, Santa Clarita can become known for its vast citizen input on major issues.

### **III. When Is Public Participation Needed?**

#### **a. Identifying issues that require public participation**

There are a few guidelines that can be used to determine when citizen participation is needed. These guidelines may or may not fit depending on the issue. New standards should be adopted according to the situation at hand.

*Public participation may be needed when?*

- The decision will have a significant impact on the community.

The key word here is significant. Anytime a person or groups within the community believe there is something to be lost or gained because of a decision that the City makes, then, it becomes significant to them. What we have to understand is no matter how significant a decision may seem it will have some form of impact on the citizens of that community, whether it is positive or negative. What you have to remember in decision making is that what is not important to you, may be to someone else.

- The decision will affect some citizens more than others.

These decisions made by the City may impact a large or a small number of its citizens. These decisions usually involve some type of benefits that a particular segment of the community will receive over others. These decisions tend to do more harm to the community as a whole, because the controversies usually center on who gets what and not the decision or the benefits of that decision. If there is any diversity among the citizens of the community, then these types of decisions usually widen the gap. It is important to look at the trade off when the City is making these types of decisions.

- The decision will impact a vested interest or use.

These decisions usually involve some form of restrictions or cuts in services. These decisions are usually controversial in nature because citizens view these decisions as a restriction of their rights or freedom. Anytime that a decision is made to take away something; it will impact someone. As City government, we hope that impact is small. Example: The big rig truck ordinance involved taking away a way of life. To the truck operators, not being able to park their rigs at home was a big deal. To most residents of the City, however, the unsightliness and blocked views that resulted from trucks being parked on residential streets were more of an issue that the City originally anticipated, thus culminating in the new ordinance. The City thought they had addressed the issue, but failed to see the total effect of the decision.

- The decision involves a subject which is controversial.

These are the City's taboo decisions; no matter what you do, it will be controversial. These taboos usually range from growth issues to City participation in economic incentive packages to companies. Each citizen or group will view the subject in a different manner. It goes back to, what is important for one may not be important to another. Example: Growth Management. Some residents view this as a necessary means to control excessive traffic, overcrowding and pollution; while others view growth management as an obstacle for financial viability.

- The City needs active support to implement decisions

These are decisions that try to "sell" the citizen on joining the bandwagon by asking them to participate in the decision-making process. This is the key element when the City needs a vast number of citizens to participate to make a decision happen or seem like the decision has mass approval, which increases the power of the decision. Example: The landfill issue. It could be said that a vast number of citizens do not want a landfill near the City. These citizens will support any action that the City takes to avoid this happening.

b. When you're not sure public participation is needed

The key to this question is when you are not sure if citizen's participation is needed, ask others. Since no one can always accurately predict what the citizen's reaction will be to a particular issue, here are some ways to increase the likelihood that you will identify those issues, which justify public participation.

The first step is to review how other cities have handled the issues.

You may be able to tell if the citizens of Santa Clarita will react similarly to the issues. This will require that you be familiar with the different actions in the City. Example: Hillside Management. There are a number of cities that could have been contacted early on to see how they handled this. That could have avoided a major issue.

- There is a combination of things that the City can do when it is not sure public input is needed

First, ask the citizens who will be affected by the decision. You usually can identify the potential level of controversy and key issues that are surrounding the decision. It is important to get a representative sample of participants in this process. Another idea is to conduct focus groups. It is not a perfect method for predicting public reaction, but you may be able to identify potential issues or controversy.

The key is to research the issues before the decision is made and not after it. It may be too late by then, and the controversy of the issues will have clouded the citizen's minds.

### *Design checkpoints*

When developing a public participation plan, include milestones as measuring points to judge the effectiveness of your plan. This may be done according to time, uses, or controversies. Do not expect to be right all of the time. This is a key area because any decision that you make will not please everyone. However, if you take the above steps, you may be able to reduce some of the controversy that surrounds the issue.

## **IV. Preparing a Public Participation Plan**

### *A. When is one required?*

City policy requires a Public Participation Plan for City decision making whenever:

- A City decision is likely to be perceived as controversial or significant by the public, or:
- The City needs active support to implement a decision.

Since the terms “significant” and “controversial” are subject to interpretation, particularly when assessing how a decision will be perceived in the future, assessing whether a decision requires public participation involves judgment on the part of the City staff.

The following guidelines will serve as a barometer to determining when something may be perceived as “significant” and “controversial”:

- The decision will have a substantial impact on City residents in terms of taxes, fees, uses or regulation (e.g., business registration fees).
- The decision will significantly affect some groups or neighborhoods in the City more than others (e.g., Palmer’s Santa Catarina project).
- The decision involves a subject, which is already controversial (e.g., developer agreements).
- A decision impacts a great many residents who may feel a sense of obligation and desire to exercise their rights of democracy as part of a sense of ownership and concern for the community.

Public Participation is also required when broad-based community support is needed to implement a program such as the Santa Clara River Recreation Plan or the City wide Recycling Program.

Each department will be responsible for completing a Public Participation Plan prior to initiating a public participation program. This plan is to be filed in the City Manager’s Office, and should be signed by appropriate management of all divisions.

a. Who is Responsible for Developing the Plan?

In most decision-making processes there is one person designated as “program or project manager”, whether or not that title is used, who is responsible for seeing that all the technical studies are done, reports are prepared, and recommendations are developed for the Council. This person will be responsible for preparing the public participation plan for their project. This person can ensure that public participation is an integral part of how the decisions get made.

This person is encouraged to draw on others in the organization to assist in preparing the plan, such as the Public Information Officer. But the overall responsibility for the plan is located with the person who is responsible for making the entire process happen.

**V. Public Participation Techniques**

a. Information Techniques

*Briefings* – Briefings are a way of keeping key elected officials, agencies or key interest groups informed on the progress of specific work/plans. Briefings may consist of a personal visit, or a phone call, to inform these persons before an action is taken.

*Exhibits/Displays* – A visual way to inform the public and stimulate people to participate is to set up exhibits or displays in public places which get a lot of foot traffic, such as major shopping malls, transportation centers, major community events, such as the SCV Business Expo or the Cowboy Festival, or even at sporting events. It is best whenever possible to staff the exhibit with a knowledgeable person.

*Feature Stories* – A feature story is actually an expanded news story, written by a reporter. Feature stories can provide an added dimension to your story, providing the public with an in-depth profile of the different sides of your project. Be sure to provide information that is timely, factual and objective.

*Mailings* – In addition to making reports and documents available at your department counter, the City Clerk’s office and in the library, expand your availability of these reports by mailing them directly to leaders of organized groups and interests, including businesses, environmental or neighborhood groups. Consider creating a 2-3 page summary of the reports to a larger list, while mailing the full report to key players.

b. Participation Techniques

*Advisory Groups/Task Forces* – For some major issues, the Council may wish to create a citizen’s advisory group, such as the General Plan Advisory Committee. Advisory Groups are useful in providing a citizen’s perspective throughout the decision-making process. To be effective, advisory groups must be perceived as truly

representative. Second, it is essential to define the limits of the group's authority must be understood in advance, preferably as part of a written mandate. Third, working with an advisory group requires a significant commitment of time and staff resources, and should not be undertaken if you are unable to commit the resources to make it work right.

Task forces are a specific kind of advisory group. While most advisory groups are set up to last the life of the decision making process, task forces usually complete a specific task, then disband. A task force might, for example, recommend criteria for site selection for a controversial facility. Or, a technically oriented task force might assess the health risks associated with using reclaimed water in parks, etc. Once the task force makes its recommendation, then it ceases to exist. It is possible that a number of issues may be resolved by consensus at the task force level, reducing the number of controversial issues, which must be addressed by policy makers.

*Focus Groups* – Focus groups are small discussion groups selected either as randomly as possible, or alternately, as closely approximating the demographics of the community as possible. Focus groups may be used as an alternative to polls to “test market” the public's emotional reactions to a product, idea, etc. The prime value of a focus group is predicting emotional reactions rather than assessing the number of people taking particular positions. Knowing what emotional reactions are likely to be, you may modify ideas, or present them in such a way that either appeals to or avoids emotional responses. In the context of a public participation group, however, there is a chance that conducting focus groups may be seen as an effort to manipulate rather than learn from the public.

*Hotlines* – Hotlines (such as the one-time hotline set up for answering questions on annexation or our on-going Concerned Citizen Hotline) allow the public to receive answers to specific questions or concerns, without risking being transferred back and forth between departments.

Hotlines are a form of two-way communication. Many people will (and do) call the hotline to ask a question, while others call only to comment.

You may also use a hotline to dispense information, such as when the next meeting will be on the subject of interest.

*New Conferences* – A news conference is a good way to stimulate the interest of the media to do a new story. The value of a news conference is that the key City player(s) will be doing the talking. It is a good rule to reserve news conferences for major announcements, such as the release of a major report or study.

Other ideas may include a series of stories in “The Quarterly Report,” which is mailed four times a year home in the Santa Clarita Valley, or articles in the Santa Clarita Valley View magazine, a monthly “freebie”, mailed to every home.



It is recommended that the wording of your articles or newsletters be reviewed by a citizen advisory group to assure the language is objective.

*Newspaper Ads/Inserts* – One way to reach the whole community with the same information is to prepare the information in the form of a newspaper insert. Remember though, the more people know about the process the more likely it is that the number of people who want to participate in the decision will increase. The newspaper insert is a good way to reach beyond the most actively involved citizens and to inform the public at large. Be sure the inserts are presented in an objective and balanced manner.

Newspaper ads or paid advertisements are an excellent way to make an announcement, especially about an upcoming meeting. Beware of large ads, which tend to draw criticism. Even if they are providing information, they may come under fire due to the use of public funds.

*Speakers' Bureau* – The City's Speakers' Bureau is an effective means for communicating with people who are influential in the community. The City regularly mails letter, brochures, and invitations for speakers and other items to our list of more than 300 clubs, organizations and homeowners associations. If you anticipate numerous presentations, perhaps a power point presentation would be beneficial and more interesting to your audiences. Be sure to tailor your presentation to the technical interests and aptitudes of your audience.

*Public Service Announcements* – Radio and television stations broadcast, without charge, a certain number of announcements. In particular, they are very likely to run announcements of public meetings, events or other opportunities for the public to participate.

*Workshops* are highly interactive; they do not work as well with large groups. When the number exceeds 20-25 people, it is difficult to achieve the kind of interaction you want, although using some form of a large/small group format is possible.

*Polls* – Most participatory techniques do not tell you the proportion of views in the community at large. Is the group you are hearing from just a small, vocal minority, or do they speak on behalf of the majority of the community? Polls allow you to quantitatively assess viewpoints in the community; however, polls do not always predict outcome. Polls are expensive and often capture a snapshot of one moment in time; not preferable if the issue is ever changing. Polls are helpful and informative, but do not replace the need for other forms of direct participation by interested parties.

### *Putting It All Together*

Remember that there is no one public participation program that meets the needs of all circumstances. The effectiveness of public participation does not result from

using a single public participation technique, but from combining involvement and participation techniques into a total program.

To illustrate the use of citizen participation, let us say, for example, we are evaluating alternate sites for a new City park.

- You decide that the meeting format most suitable for evaluating alternative sites is a workshop format. Rather than hold one large meeting, you decide to hold a series of workshops, one for each neighborhood in which there is a potential site.
- To announce the workshops you might decide to use paid advertising as well as contact the media to arrange feature stories describing the major topics to be covered in the workshops.
- In all likelihood there are technical or environmental reports that have been prepared and have information that bears on the topics to be discussed in the workshops, so you will be able to mail out technical reports or environmental documents to key agencies and groups so they can review prior to the workshops.
- Prior to the workshops, you might issue a newsletter or flyer summarizing all the key information which people will need to participate in the workshops. Before printing, you might decide to have the Citizen Advisory Group review the proposed copy for the newsletter, to be sure it seems objective and impartial.

*Meetings, Hearings, Workshops:* – The most widely used technique for public participation is the public hearing. Regrettably, public hearings are not a particularly effective device for public participation. While they do meet legal requirements, they do a poor job of trying to bring people together to resolve problems. In fact, public hearings often exaggerate difference, because during hearings, leaders of constituencies have to be seen defending their constituency's interests.

Another concept is the Town meeting, an honored tradition in New England. The spirit of the town meeting is everybody coming together as equals, trying to solve problems and make good decisions. However, public participation meetings never have legally binding power, instead they influence decisions made by our elected officials.

A good format is one that ensures everyone gets a chance to be heard. For example, some public meetings use a large group/small group format in which, following an open presentation the audience is broken down into small discussion groups. Afterwards, a spokesperson from each of the small groups makes a short presentation to the full audience, summarizing the discussion in their small groups.

You may also want to try small “coffee klatches”, informal meetings with a small group of people meeting in a private home or other intimate setting such as a local coffee shop. These are better for getting genuine involvement rather than a single large meeting. The point is, do not limit your thinking as to what constitutes a public meeting. Design a meeting format which fits your particular purpose.

One form of meeting, which has proven particularly effective in resolving issues, is the workshop. Workshops differ from other public meetings in that they have a stated purpose of completing a specific assignment.

For example, a workshop might be used to evaluate alternative sites. A workshop might also be used to eliminate sites which do not meet the siting criteria, or in getting agreement on the actions which need to be taken to mitigate any negative effects of a facility.

- You might want to hold individual briefings or a Study Session for City Councilmember’s prior to the workshops, so they feel adequately informed in case residents ask them questions.
- You might even decide to make presentations to civic and/or technical groups via the City’s Speakers’ Bureau, prior to the workshops to stimulate interest.
- You may consider operating a temporary hotline, providing information to callers, along with an opportunity to leave a message for a return call on individual questions or concerns.
- Following the workshops, you will want to get back to people to tell them what the outcome of the workshop was, so you may want to send another issue of the newsletter, or simply a report summarizing public comment. If major decisions resulted from the workshops, you might also want to hold a press conference and issue a news release describing the decision.

As this description clearly shows, public participation is not a matter of selecting a single technique, but of combining numerous techniques into a unified program.

There are a few suggestions to follow in putting together a public participation program:

- Highly interactive formats, such as workshops, cut down the chances for posturing and rabble rousing and are usually very satisfactory for the average participant.
- The two biggest problems with advisory groups are: (1) whenever there is uncertainty about the group’s charter – exactly what its authority is or is not – there is a potential for conflict and hard feelings; and (2) advisory groups can spend so much time discussing procedures that they drive away people concerned with substance. The need for elaborate procedures can be sharply reduced if an advisory group agrees to work on a consensus basis rather than by majority vote. Because no advisory group can ever exactly represent the mix of opinion in the community, a close majority vote only shows that the

community remains divided. Advisory groups can be very helpful, but be aware of their limitations as well.

- The public information component of a public participation plan must be objective. Publications sent out, as part of public participation programs can not be treated like public relations pieces designed to “sell” a particular point of view. Their purpose is to provide the information the public needs to participate in an informed manner, and if the public is to do that wisely, it must be given objective, balanced, and credible information.
- Play it straight with the media. Provide all the important information, in an objective, factual manner.
- Be sure to provide “feedback loops” that is, if you ask the public to participate, always get back to the public in a timely manner to tell people what you heard, how you are going to respond to the comments, and what comes next as a result of those comments. The primary motivation for participation is the sense that you can have an impact. Without feedback, you’re providing no rewards to stimulate further participation.

Never take elected officials by surprise. Even if elected officials don’t like the news, always let them know first, so they are not taken by surprise with residents.

A full public participation program is a sizable effort, requiring careful planning, and a significant commitment of time and staff. But the alternative may be to go through the entire decision-making process and be unable to implement anything.

## **VI. Santa Clarita Transit**

The City of Santa Clarita’s Transit Division is responsible for making certain that the necessary steps are taken that both the public is informed and that staff get the public’s reactions regarding the proposed actions or policies.

The City of Santa Clarita will implement the Public Participation Plan for any proposed fare increase or major service reduction that reduces service hours and/or service miles by 20 percent of the entire system. The public input process includes, but is not limited to, public hearings, public meetings, open houses, or written or electronic comment forms. Santa Clarita Transit staff will develop recommendations as to the appropriate type and level of public input required. Management staff will review these recommendations and determine the method or methods to be used to collect this input.

Prior to increasing the basic fare structure or a major service reduction, Santa Clarita Transit staff shall:

- Appropriately publicize plans to increase the basic fare structure in a variety of ways. Options for publicizing plans include the City of Santa Clarita Transit website, agency e-mails, newsletters, social media messages, and other means of correspondence.

- Provide opportunities for public input. Options include holding workshops, mailing comment forms to customers, and soliciting for public comment via e-mail.
- Present information to the local community centers (ie. Senior Center, Newhall and Canyon Community Center, etc) for their comment and feedback.
- Hold a public hearing with written notice and recording services.
- Review and document public comments, and present at the public hearing held before the City Council.
- Ensure that any transportation investments do not disproportionately burden any population with adverse impacts.

Santa Clarita Transit includes an outreach plan to engage minority, and Limited English Proficient (LEP) populations in the following practices:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Provide a bilingual staff member at all community events and public hearings.
- Placement of statements in notices and publications that interpreter services are available for these meetings, with seven-day advance notice.
- Coordinating with community and faith-based organizations, educational institutions (such as COC), senior centers and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Consider using radio, television, social media, or newspaper ads on stations and in publications that serve LEP populations.
- Providing group travel training to LEP person with the assistance of bilingual staff.

## **VI. Summary and Follow-up**

This plan is designed to be a “how-to” guide for implementing public participation plans for transit-related projects within the City. While no fare changes or significant service reductions have been made in the last three years to necessitate public input, Santa Clarita Transit has engaged in a number of formal and informal public outreach efforts. Most notable is the 2019 Transportation Development Plan which included a significant level of public outreach in an effort to create a guiding document for Santa Clarita Transit. Over 3,700 surveys were collected from residents and a series of six public workshops were held throughout the duration of the project. Less formal

efforts have also been utilized such as passenger surveys when schedule revisions are being considered.

It is important to recognize the significance of public participation, in that it may change the course of projects and staff work.

Implementation of this plan legitimizes public input by helping determine the direction our public is going, and then getting in front of the parade.

Remember public participation does not slow things down, but not doing it will.

This plan calls for a “project manager” to be in charge of writing and implementing public participation as part of their normal duties with that project. This action is to assure that the public participation process becomes an integral part of all “major” projects, affecting groups of residents.

## **APPENDIX B**

### Introduction

The Limited English Proficiency (LEP) Plan has been prepared to address Santa Clarita Transit’s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin. Santa Clarita Transit will take reasonable steps to ensure that all persons have meaningful access to its programs, service and information, at no additional cost.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicate that differing treatment based upon a person’s inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its’ respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including Santa Clarita Transit.

Santa Clarita Transit’s goal is to take responsible steps to ensure meaningful access in benefits, services and information to LEP persons in the service area. All residents in this service area, to the fullest extent practicable, should be able to understand and participate in the transit services provided.

### Plan Summary

Santa Clarita Transit has developed this *Limited English Proficiency* Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency (LEP) who wish to access services provided by Santa Clarita Transit. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required and how to notify LEP persons that assistance is available.

In order to prepare this plan, Santa Clarita Transit undertook the U.S. Department of Transportation’s (U.S. DOT) four-factor LEP analysis which considers the following factors:

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1. The number and proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP persons come in contact with Santa Clarita Transit programs, activities or services.
3. The nature and importance of services provided by Santa Clarita Transit to the LEP population.
4. The resources available to Santa Clarita Transit and overall cost to provide LEP assistance.

A summary of the results of Santa Clarita Transit’s four factor analysis is in the following section.

#### Four-Factor Analysis

1. The number and proportion of LEP persons served or encountered in the eligible service population.

Santa Clarita Transit’s service area covers the Santa Clarita Valley. This Valley consists of the City of Santa Clarita and various unincorporated areas of Los Angeles County. For planning purposes, Santa Clarita Transit reviewed the most current available data from the 2021 American Community Survey (ACS) Selected Social Characteristics in the United States 5-Year Estimates Data Profiles DP02 dataset within Santa Clarita.

The incorporated areas within Santa Clarita at the time of the 2021 ACS estimates had a total population of 211,118 over five years of age. In this population, 141,972, or 67.25 percent speak only English. Of the 32.75 percent that speak a language other than English, approximately 20,273 residents, or 29.32 percent, indicated that they speak English “less than very well.” Of the 20,273 residents that speak a language other than English, the majority (64.62 percent) are Spanish speakers. Of the residents that speak Spanish, 30.23 percent speak English less than “very well.”

Other languages spoken within the Santa Clarita Transit service area include: Indo-European (*German, Yiddish, Dutch, Swedish, Norwegian, French, Italian, Portuguese, Russian, Polish, Serbo-Croatian, Hindi, Gujarati, Punjabi, Urdu, Greek, Baltic and Iranian languages*), Asian and Pacific Island (*Chinese, Korean, Japanese, Vietnamese, Hmong, Khmer, Lao, Thai, Tagalong, Pilipino, Telugu, Tamil, Malayalam*) and All other languages (*everything not mentioned above*). The table below illustrates the number of LEP residents by language.



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<b>Santa Clarita Language Spoken at Home and Ability to Speak English</b>		
<b>Label</b>	<b>Estimate</b>	<b>Percent of Total</b>
Total	211,118	
Speak only English	141,972	67.25%
Language other than English	69,146	32.75%
Speak English less than "very well"	20,273	29.32%
Spanish	44,685	21.17%
Speak English less than "very well"	13,506	30.22%
Other Indo-European Languages	9,398	4.45%
Speak English less than "very well"	1,962	20.88%
Asian and Pacific Islander Languages	12,133	5.75%
Speak English less than "very well"	3,723	30.68%
Other languages	2,930	1.39%
Speak English less than "very well"	1,082	36.93%

Based on the demographics outlined above, the primary focus of the City’s efforts is on the Spanish speaking segment of the LEP population.

2. The frequency with which LEP persons come in contact with Santa Clarita Transit programs, activities or services.

Santa Clarita Transit serves LEP persons daily via our fixed route buses and paratransit services daily. The majority of our LEP persons are Spanish speakers. To date, the most frequent contact between LEP persons and our transit staff is with bus drivers. In October of 2020, an informal Coach Operator Survey was conducted by Santa Clarita Transit staff to determine the frequency with which coach operators come in contact with LEP persons and in which geographic segment of our service area. Findings indicate that Spanish is the most frequently encountered language by far, with operators reporting helping multiple Spanish-speaking patrons each day.

The Santa Clarita Transit customer call center is staffed with Spanish speaking personnel at all times. Call center staff is also trained to utilize translation services via a remote call center when necessary. Based on data from November 1, 2020 through April 30, 2023, the City’s transit call center received 143,645 transit phone calls, of which 15.45%, or 22,187 total calls, are from Spanish speaking customers.

According to the B16001 form from the 2016 Census ACS data, the majority of the LEP population resides in the Canyon Country (91351) and Newhall (91321) areas Santa Clarita Transit routes cover all areas of the Santa Clarita Valley. With 30-minute frequencies on all routes, areas with high and low LEP population are equally served.

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Based on our total ridership numbers for all local routes, the highest ridership by far comes from the routes that serve our LEP population of Canyon Country and Newhall.

ROUTE	FY2021-2022 Ridership Totals	Service Area
Route 1	85,166	Castaic & Valencia
Route 2	57,212	Val Verde & Valencia
Route 3	36,188	Saugus and Valencia
Route 4	84,227	Newhall, Valencia and Saugus
Route 5	194,902	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 6	310,919	Stevenson Ranch, Newhall, Valencia and Canyon Country
Route 7	36,519	Saugus and Valencia
Route 12	408,113	Valencia, Newhall and Canyon Country
Route 14	82,802	Newhall, Valencia and Saugus

3. The nature and importance of services provided by Santa Clarita Transit to the LEP population.

Santa Clarita Transit provides important transit services to the public through its fixed route and complimentary paratransit services. Santa Clarita Transit is the only major public transportation provider in the Santa Clarita Valley and provides Commuter bus service between the Santa Clarita Valley and the Los Angeles basin. Santa Clarita Transit provides Santa Clarita Valley residents, including LEP persons, transportation services for the purpose of commuting to work, shopping, recreational needs, personal errands, school and other services the public accesses frequently.

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

Providing translation services to allow LEP populations to participate in the development of Santa Clarita Transit’s core planning and investment policies is a routine practice for Santa Clarita Transit. Santa Clarita Transit’s Customer Call Center, which manages customer comments by phone, mail, email and in-person, currently benefits from having four staff members who speak, read and write Spanish. The customer call center team also utilizes translation services provided by “Language Line” for customers who speak other languages. Spanish translated documents have included rider alerts posted on our buses and at bus stops, fare service change information, how to ride guides and current

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fare and pass information in the City service brochures. We currently provide a Spanish translator at each one of our community events and have developed Spanish language marketing campaigns promoting the benefits of public transportation.

Santa Clarita Transit provides Spanish language materials to our LEP population whenever possible. However, the cost to implement multiple-language (i.e., beyond English and Spanish) materials and translators are significantly high and not currently funded. Santa Clarita Transit staff is exploring lower cost options to expand access to these programs and materials for LEP residents within the service area. In 2013 the Santa Clarita Transit website was updated with Spanish pages and in 2019 staff inserted a clickable Google Translate tab which allows a reader to select their preferred language.

Based on the four-factor analysis, Santa Clarita Transit developed its LEP Plan as outlined in the following section.

### **Limited English Proficiency (LEP) Plan Outline**

How Santa Clarita Transit and staff may identify an LEP person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to Santa Clarita sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Consistently monitor the number of people that access the transit website in Spanish. And continue to update the site wherever needed.
4. If a vehicle operator encounters a customer in need of assistance in a language other than English, vehicle operators are instructed to try to obtain their contact information and give this information to their manager for follow-up. Dispatchers and call center staff are also instructed to obtain contact information from LEP persons they encounter either in person or over the phone and recording passenger's requests for language assistance in the customer service database.
5. Automated phone tree is available in English and in Spanish. Callers are given the opportunity to speak directly to a Spanish speaking staff person.

### Language Assistance Measures

There are numerous language assistance measures available to LEP persons, including both oral and written language services. There are also various ways in which Santa Clarita Transit staff responds to LEP persons, whether in person, by telephone or in writing.

- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on Santa Clarita Transit programs and services.
- Provide a bilingual staff member at all community events and public hearings.
- Placement of statements in notices and publications that interpreter services are available for these meetings, with seven-day advance notice;
- Survey bus drivers and other front-line staff, like dispatchers and call center staff, on their experience concerning any contacts with LEP persons during the previous year;
- Post the Santa Clarita Transit Title VI Policy and LEP Plan on the agency website, [www.santaclaritatransit.com](http://www.santaclaritatransit.com) ;

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- Upon request, provide group travel training to LEP persons with the assistance of bilingual staff;
- Include language “Spanish a plus” on bus driver recruitment flyers and onboard recruitment posters;
- When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service.

Vital Documents

All vital documents are translated into Spanish and posted online and where appropriate. Staff has identified the following documents to be vital as it relates to our passenger’s access to service and information:

- General service information and notices
- Title VI protection notifications and reporting procedures
- Public hearing notices
- Information regarding the availability of translation services
- Onboard and customer surveys

Note, although Spanish has been identified as the primary LEP language, translation services for all other identified LEP languages are available upon request.

Staff Training

The following training is provided to Santa Clarita City and contractor staff:

1. Information on the Santa Clarita Transit Title VI procedures and LEP responsibilities
2. Description of language assistance services offered to the public
3. Use of the Language Identification Flashcards
4. Documentation of language assistance requests
5. How to handle a potential Title VI/LEP complaint

Outreach Techniques

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers and agendas will be printed in an alternative language based on the known LEP population. Interpreters will also be available as needed.

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Monitoring and Updating the LEP Plan

Santa Clarita Transit will update the LEP as required by the U.S. DOT. At minimum, the plan will be reviewed and updated every three years or when it is clear that higher concentrations of LEP individuals are present in the Santa Clarita Transit service area. Updates will include the following:

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

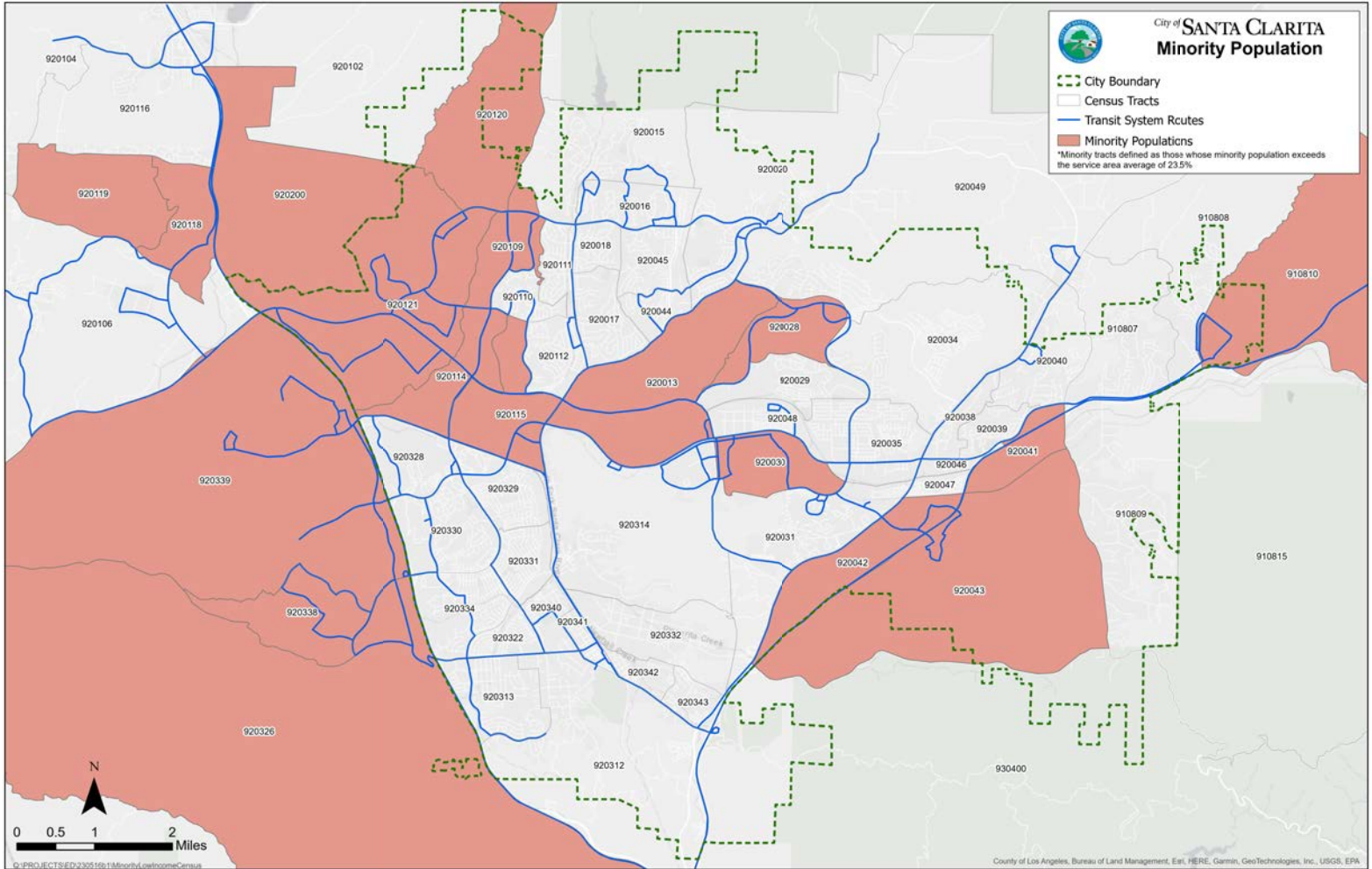
Dissemination of the Santa Clarita Transit LEP Plan

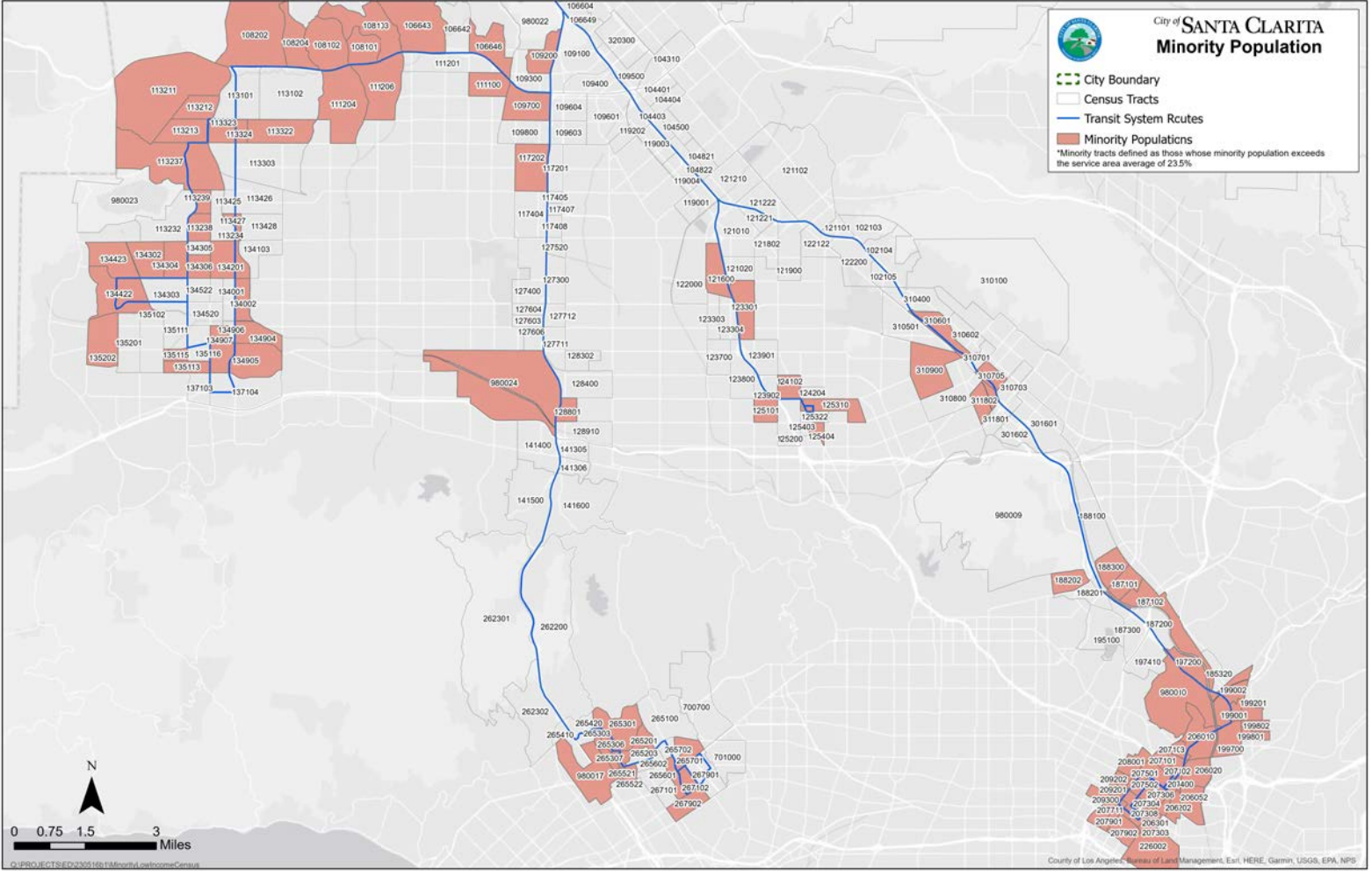
A link to the Santa Clarita Transit LEP Plan and the Title VI Procedures is included on the Santa Clarita Transit website at [www.santaclaritatransit.com](http://www.santaclaritatransit.com). Any person or agency with internet access will be able to access and download the plan from the Santa Clarita Transit website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail or in person and shall be provided with a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which Santa Clarita Transit will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to:

Transit Manager  
Santa Clarita Transit  
28250 Constellation Road  
Santa Clarita, CA 91355  
Phone: (661) 295-6300  
Fax: (661) 295-6393  
Email: [aaguilar@santa-clarita.com](mailto:aaguilar@santa-clarita.com)

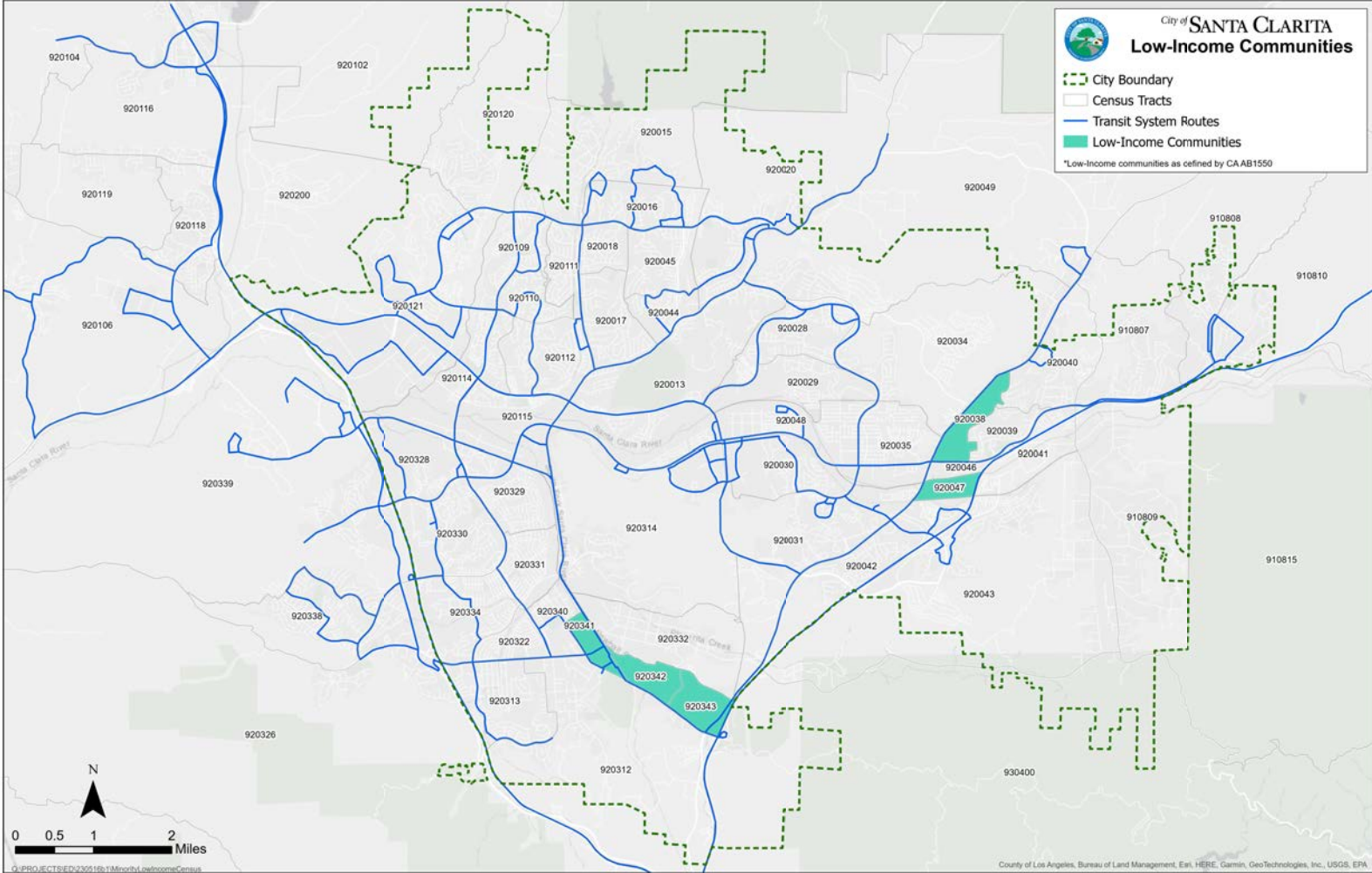
# APPENDIX C

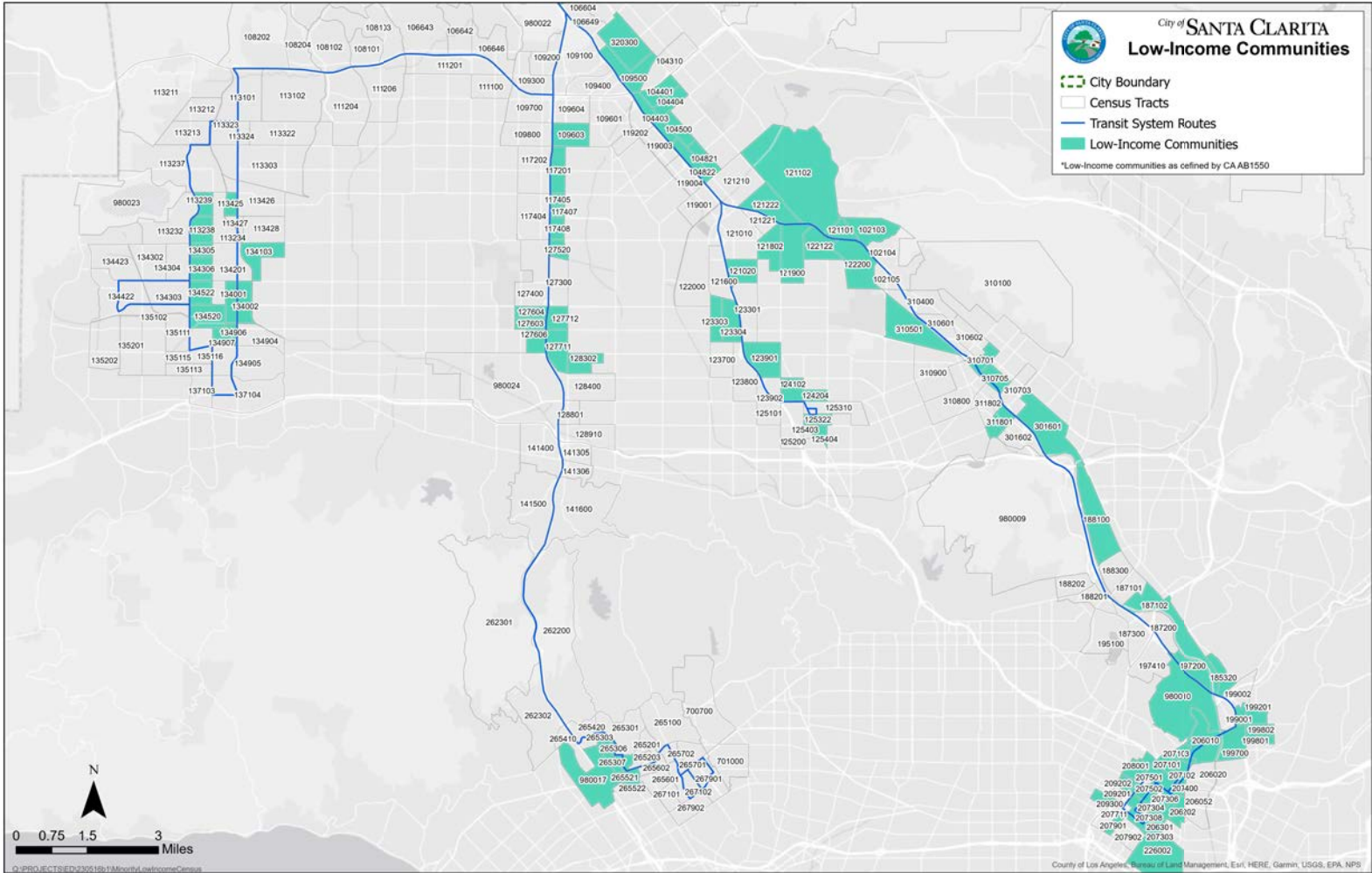






# APPENDIX D





## Appendix E

### Service Area Low-Income Designated Census Tracts

Census Tract	Total Population with Poverty Status	Total Population with Income below Federal Poverty Level	Census Tract Median Family Income
1021.03	1920	69	69000
1021.04	3956	377	109787
1021.05	1797	184	88750
1043.1	4926	503	88214
1044.01	3134	757	69300
1044.03	2686	357	68616
1044.04	3562	960	51607
1045	2858	824	68750
1048.21	3228	536	60682
1048.22	2566	511	60952
1065.1	5711	546	108900
1066.03	3642	124	129375
1066.04	4561	435	64400
1066.42	3277	351	126674
1066.43	4511	53	188750
1066.46	2940	184	123333
1066.49	2906	192	101176
1081.01	2303	189	146188
1081.02	3320	326	111607
1081.03	3082	89	132101
1082.02	8148	151	168333
1082.04	1893	28	133145
1091	2408	159	94900
1092	2746	74	120032
1093	2895	177	100365
1094	4037	294	96875
1095	4613	936	51176
1096.01	4877	210	103526
1096.03	4233	817	69963
1096.04	3013	276	95750
1097	4735	434	116406
1098	5151	288	103370
1111	3150	172	112703
1112.01	3453	174	107471
1112.04	5897	101	151765
1112.06	4351	141	137375
1131.01	3590	296	110652
1131.02	2770	119	171042
1132.11	4222	238	102756
1132.12	2891	214	120462
1132.13	5519	259	121210
1132.32	4290	270	126292
1132.34	5381	655	83468
1132.37	4924	316	165250
1132.38	4281	455	52841
1132.39	2183	292	49526
1133.03	3677	305	92917
1133.22	4650	305	99286
1133.23	4029	396	74762
1133.24	2844	121	86882
1134.25	4407	587	54491
1134.26	2414	390	76410
1134.27	1770	147	
1134.28	4196	415	108838
1172.01	4994	1305	50278
1172.02	2830	185	118929
1174.04	5600	428	112250
1174.05	3356	1212	34655
1174.07	3707	1219	40084
1174.08	2803	1010	36354
1190.01	4583	459	87928
1190.03	4387	284	95278
1190.04	3331	152	94408
1192.02	4756	553	90909
1210.1	4737	553	89453
1210.2	3679	498	64878

## Service Area Low-Income Designated Census Tracts

1211.01	3128	330	71528
1211.02	2206	249	69625
1212.1	2936	103	93526
1212.21	2379	194	90000
1212.22	4681	945	68194
1216	2825	493	74750
1218.02	3067	622	87105
1219	3639	587	51923
1220	5390	468	82481
1221.22	2641	680	42917
1222	3542	477	56042
1233.01	4434	754	73676
1233.03	2846	578	60500
1233.04	4581	1092	50573
1237	4612	540	86297
1238	5939	997	93224
1239.01	4860	737	54875
1239.02	2653	472	84833
1241.02	3561	1044	44185
1242.04	1862	491	40173
1251.01	3567	441	96131
1252	4006	353	93173
1253.1	3804	658	73277
1253.22	2052	602	44125
1254.03	2576	224	100313
1254.04	2694	652	65658
1273	3545	437	83594
1274	6414	819	74700
1275.2	4875	1395	40091
1276.03	2855	536	45542
1276.04	3285	666	49651
1276.06	3133	455	65000
1277.11	3271	508	68214
1277.12	3858	852	52742
1283.02	5096	1144	43839
1284	4531	750	94205
1288.01	3673	411	83021
1289.1	4775	288	117004
1340.01	3623	458	68115
1340.02	3849	516	68641
1341.03	4546	1354	74464
1342.01	4938	413	83721
1343.02	4127	708	114167
1343.03	5516	387	106364
1343.04	2750	371	98259
1343.05	3961	843	47647
1343.06	4344	555	55242
1344.22	4681	185	144918
1344.23	3537	243	122465
1345.2	5761	1007	41118
1345.22	4574	1667	50337
1349.04	4441	651	89205
1349.05	5074	827	105040
1349.06	3042	463	63125
1349.07	3325	873	119426
1351.02	3860	55	149844
1351.11	4050	300	115606
1351.13	3138	135	124628
1351.15	3098	371	83468
1351.16	1463	198	
1352.01	3013	376	108226
1352.02	4618	304	121250
1371.03	5540	717	84716
1371.04	2579	439	129722
1413.05	2606	165	134628
1413.06	3176	84	159896
1414	5332	223	142599
1415	3015	81	236250
1416	4198	200	220694
1853.2	2938	775	60208

## Service Area Low-Income Designated Census Tracts

1871.01	3163	247	93586
1871.02	4376	831	70709
1872	3324	165	78456
1873	3715	332	124643
1881	3932	541	64946
1882.01	3252	297	107132
1882.02	2887	100	212794
1883	3822	356	121250
1951	4980	179	180093
1972	3708	181	65833
1974.1	3887	251	140761
1990.01	2676	669	51429
1990.02	2725	427	87014
1992.01	3727	592	48523
1997	3006	754	39505
1998.01	3618	792	40443
1998.02	2400	319	48047
2060.1	3966	1172	39489
2060.2	559	76	87813
2060.52	2841	415	117000
2062.01	2154	698	42000
2062.02	1719	885	
2063.01	1833	1213	
2071.01	3906	867	60288
2071.02	3181	1086	31696
2071.03	2144	596	35000
2073.03	2187	454	
2073.04	2022	1133	110000
2073.05	961	34	119120
2073.06	1724	468	
2073.07	1424	647	
2073.08	1323	129	
2074	913	209	123875
2075.01	2133	391	121058
2075.02	3072	1155	
2077.11	1661	173	155556
2077.12	3454	1025	
2079.01	2582	621	121765
2079.02	5718	972	134909
2080.01	2410	855	
2092.01	3021	527	106488
2092.02	1604	474	27880
2093	5090	2179	34388
2260.02	2048	712	56326
2622	4344	88	250000
2623.01	2083	220	231875
2623.02	2941	251	250000
2651	2531	140	201481
2652.01	2166	304	219776
2652.03	2146	353	90186
2652.04	1358	416	
2653.01	0	0	
2653.03	5089	3270	
2653.04	2056	1405	
2653.06	1478	1153	
2653.07	1927	1042	174808
2654.1	1770	136	250000
2654.2	1591	166	250000
2655.21	1849	642	84375
2655.22	2431	887	106518
2656.01	3480	414	125577
2656.02	3101	417	146786
2657.01	1486	95	211528
2657.02	2985	278	118500
2671.01	3646	318	109939
2671.02	3081	288	174737
2679.01	2560	146	135368
2679.02	3565	165	223224
3016.01	5607	1124	43077
3016.02	4385	409	82321

## Service Area Low-Income Designated Census Tracts

3101	5239	518	140946
3104	3438	144	118030
3105.01	4020	393	63055
3106.01	6905	1260	78725
3106.02	2764	144	99434
3107.01	2121	546	32663
3107.03	4517	716	73580
3107.05	2293	589	
3108	5114	686	102440
3109	6117	324	104397
3118.01	2896	426	67949
3118.02	4255	245	81919
3203	6414	781	67786
7007	3534	150	250000
7010	5226	493	158438
9108.07	5792	656	114844
9108.08	3553	38	107321
9108.09	2142	60	201641
9108.1	2566	72	159107
9108.15	4995	617	123924
9200.13	6854	507	138986
9200.15	6496	120	152476
9200.16	4039	35	145096
9200.17	4200	175	115809
9200.18	1984	138	133603
9200.2	5959	212	132670
9200.28	8383	1565	130000
9200.29	5039	619	88514
9200.3	4816	385	113125
9200.31	4741	500	92250
9200.34	3303	420	106250
9200.35	7097	1322	75845
9200.38	1658	220	49722
9200.39	1623	66	131719
9200.4	3993	138	115054
9200.41	1373	163	81023
9200.42	6599	673	101250
9200.43	7467	394	161280
9200.44	2352	99	98700
9200.45	4404	111	139821
9200.46	3836	180	73160
9200.47	6755	1877	56302
9200.48	5305	520	89904
9200.49	5076	364	145982
9201.02	4502	277	102632
9201.04	2903	84	135000
9201.06	3828	153	92583
9201.09	4883	104	123984
9201.1	2978	146	135625
9201.11	2901	62	127313
9201.12	4063	173	143973
9201.14	6265	511	126746
9201.15	4193	117	122569
9201.16	4985	441	136597
9201.18	6149	86	134348
9201.19	1835	89	161875
9201.2	4062	62	189214
9201.21	9371	725	158456
9202	0	0	
9203.12	6230	990	115625
9203.13	4925	420	128105
9203.14	3200	419	125038
9203.22	2622	258	85357
9203.26	6166	294	140194
9203.28	2011	140	190833
9203.29	6635	476	108250
9203.3	3416	320	121458
9203.31	3440	113	111250
9203.32	1605	37	123550
9203.34	5373	553	112857

## Service Area Low-Income Designated Census Tracts

9203.38	5723	215	165603
9203.39	7851	456	162986
9203.4	2906	440	93388
9203.41	3299	1034	37134
9203.42	3040	328	56346
9203.43	3972	840	48750
9304	1137	221	163412
9800.09	0	0	
9800.1	119	28	
9800.17	950	591	45250
9800.22	0	0	
9800.23	0	0	
9800.24	199	25	163125

## Minority Populations by Service Area Census Tracts

Census Tract	Total Population	Total White	Total Black	Total American Indian and Alaska Native	Total Asian	Total Two or More Races	Total Hispanic or Latino	Total Native Hawaiian and Other Pacific Islander	Percent Minority
1021.03	1767	1375	28	0	148	52	164	0	12.9
1021.04	4003	2636	76	13	404	268	606	0	19
1021.05	1674	400	6	27	107	58	1068	8	12.3
1043.1	4875	96	111	0	4	13	4530	0	5.1
1044.01	3066	103	31	0	32	0	2900	0	2
1044.03	2724	43	0	0	204	0	2477	0	7.5
1044.04	3413	77	0	0	79	0	3257	0	2.3
1045	3119	70	1	7	1	6	3028	0	0.7
1048.21	3514	133	42	0	44	29	3266	0	3.3
1048.22	2668	34	6	0	105	21	2502	0	4.9
1065.1	5738	746	190	0	1251	207	3304	0	29.4
1066.03	3646	1780	76	0	802	52	932	4	25.6
1066.04	3749	198	99	0	205	3	3244	0	8.2
1066.42	3421	2241	101	0	169	165	745	0	12.7
1066.43	4432	2302	262	25	897	41	488	0	37.1
1066.46	3002	1230	178	4	558	161	833	38	31.3
1066.49	2816	242	92	9	451	39	1983	0	21
1081.01	2324	1228	52	0	430	74	535	0	24.2
1081.02	3439	1471	94	0	1333	63	478	0	43.3
1081.03	3064	1679	50	0	708	202	362	12	33.4
1082.02	8776	2595	1503	57	3367	224	973	0	59.3
1091	2558	849	51	0	379	0	1279	0	16.8
1092	2863	657	94	0	848	39	1225	0	34.3
1093	2846	885	69	0	451	74	1329	0	22.2
1094	4285	504	16	0	79	0	3391	279	9.1
1095	4238	79	3	0	203	0	3953	0	4.8
1096.01	4849	1090	33	0	477	195	3044	0	14.7
1096.03	4235	534	67	0	727	27	2838	0	20.4
1096.04	2812	308	61	0	272	46	2036	1	16.6
1097	4496	1828	232	0	719	230	1450	0	27
1098	4766	1393	25	0	651	27	2670	0	14.8
1111	3058	887	85	4	645	122	1288	0	28.9
1112.01	3462	1382	11	0	416	14	1639	0	12.8
1112.04	5614	2703	142	10	1393	298	1068	0	32.9
1112.06	4361	2182	166	0	750	194	1063	0	25.6
1131.01	3580	2057	200	0	537	88	698	0	23
1131.02	2717	1695	28	0	388	59	508	0	18.9
1132.11	4121	2257	333	9	668	112	742	0	27.2
1132.12	3163	929	118	11	842	260	1003	0	38.9



## Minority Populations by Service Area Census Tracts

1132.13	5176	1770	180	4	740	329	2086	0	25.5
1132.32	4973	2872	203	0	578	357	953	0	23
1132.34	5371	1142	258	0	860	22	3089	0	21.2
1132.37	5130	1934	692	0	718	375	1374	0	35.5
1133.03	3899	2055	106	17	557	145	1019	0	21.2
1133.22	4405	2109	595	1	474	124	1102	0	27.1
1172.01	4608	478	66	0	619	91	3293	0	18.1
1172.02	2840	865	128	2	552	115	1178	0	28
1174.04	5466	1546	368	7	611	123	2811	0	20.3
1174.05	3406	123	88	0	29	0	3156	0	3.7
1174.07	3702	21	53	0	85	26	3517	0	4.4
1174.08	2592	177	206	0	246	47	1916	0	19.3
1190.01	4417	441	13	51	782	11	3098	16	19.9
1192.02	4895	183	7	31	505	33	4136	0	11.8
1210.1	5243	1651	12	0	528	0	3042	0	10.5
1210.2	3626	904	72	0	173	141	2336	0	10.7
1211.01	3088	521	31	0	260	22	2186	0	12.3
1211.02	2273	950	35	0	78	30	1155	0	7.4
1212.1	3109	272	22	0	263	56	2425	11	13.3
1212.21	2329	366	51	0	234	7	1646	0	13.6
1212.22	4808	535	138	8	110	38	3979	0	6.1
1216	2745	1345	23	0	579	65	733	0	24.3
1218.02	3017	599	216	0	181	45	1976	0	14.6
1219	3548	436	39	0	109	0	2964	0	4.2
1220	4940	2062	74	0	494	70	2240	0	13
1221.22	2556	86	39	0	63	0	2368	0	4
1222	3662	837	14	0	86	36	2689	0	3.7
1233.01	4302	1360	229	0	997	34	1633	0	30.4
1233.03	2996	821	113	0	200	79	1756	27	14
1233.04	4467	2043	65	0	231	52	1987	0	9.8
1237	4474	2306	392	0	42	162	1572	0	13.4
1238	5753	3500	148	13	237	314	1541	0	12.4
1239.01	4158	1454	236	0	294	75	2026	73	16.3
1239.02	2791	1222	160	0	343	51	1006	0	20.2
1241.02	3597	1184	120	0	722	169	1402	0	28.1
1242.04	2104	529	64	0	166	84	1133	0	21.1
1252	3757	2268	194	0	112	215	956	0	14.2
1253.1	3525	1523	529	0	174	181	1118	0	25.1
1273	3732	882	173	0	464	103	2023	15	22.2
1274	6291	818	71	22	176	109	5095	0	6
1275.2	4881	419	283	0	177	17	3947	0	10.5
1276.03	2757	273	32	0	78	43	2314	17	6.2
1276.04	3288	1010	218	0	230	82	1748	0	16.1
1276.06	3179	693	62	0	464	78	1865	0	19.5

## Minority Populations by Service Area Census Tracts

1277.11	3107	1021	263	0	218	31	1564	0	16.8
1277.12	3752	971	334	0	232	78	2137	0	17.1
1283.02	4826	900	152	0	245	27	3502	0	8.8
1284	4643	2240	558	0	209	248	1368	0	22.3
1288.01	3807	2169	241	0	361	336	700	0	24.6
1289.1	4614	2615	149	0	514	295	929	0	23.2
1340.01	3757	514	139	0	399	34	2651	0	15.7
1340.02	3760	1019	245	0	331	384	1707	0	27.5
1341.03	4495	1266	208	33	330	194	2400	21	18.4
1342.01	4587	1253	99	0	1258	127	1825	11	32.9
1343.02	4082	1610	31	0	1048	68	1325	0	28.1
1343.03	5556	2371	25	42	785	91	2242	0	16.9
1343.04	2885	965	147	0	559	101	1039	0	30.6
1343.05	3726	334	93	0	283	16	3000	0	10.5
1343.06	4387	614	325	0	820	177	2451	0	30.1
1344.22	4809	2740	152	0	921	188	771	0	27
1344.23	3385	2163	159	0	594	72	397	0	24.4
1345.2	5439	636	102	0	580	86	4035	0	14.1
1345.22	4490	1079	177	12	199	47	2930	0	10.7
1349.04	4701	1057	187	0	853	313	2283	0	28.9
1349.05	5028	2510	1102	0	727	192	457	40	41
1351.02	3672	2198	332	0	337	122	619	0	23.2
1351.11	3785	1759	145	0	551	193	1137	0	23.5
1351.13	3225	1486	323	0	538	159	664	40	33.3
1352.01	2925	1871	94	0	331	151	465	0	20.1
1352.02	4531	2904	252	0	619	171	482	18	25.3
1371.03	5389	3529	39	32	935	84	744	0	20.7
1371.04	2511	1743	103	0	188	128	338	0	17.1
1414	5233	3327	221	0	400	412	873	0	19.7
1415	3006	2557	162	0	149	15	65	0	12.7
1416	4183	3193	95	0	319	226	350	0	15.3
1853.2	2831	304	18	0	117	21	2371	0	5.5
1871.01	2983	913	0	0	1082	84	887	0	39.7
1871.02	4588	853	106	0	1337	225	2067	0	36.3
1872	2809	627	25	0	356	157	1617	12	20.1
1873	3688	2155	102	0	502	101	812	0	19.6
1881	3842	1235	22	0	435	172	1978	0	16.4
1882.01	3077	1985	92	75	385	113	417	0	21.9
1882.02	2832	1594	68	0	600	69	449	0	27.8
1883	3738	1473	15	147	925	166	1012	0	33.5
1951	5106	3287	82	24	621	290	802	0	19.9
1972	3564	457	45	0	1492	93	1462	15	46.2
1974.1	3727	1877	95	32	321	287	1115	0	19.7
1992.01	3686	86	0	0	1180	9	2411	0	32.3

## Minority Populations by Service Area Census Tracts

1997	2940	391	129	0	450	92	1854	0	23.6
2060.1	3864	433	82	0	1207	17	2117	0	34
2060.2	10614	1784	3578	20	359	266	4424	44	41.5
2071.01	4054	641	461	59	1965	331	501	0	71.8
2071.02	3103	294	53	0	1770	113	873	0	62.4
2071.03	2055	164	61	5	1610	29	186	0	82.9
2074	2122	417	313	10	496	24	862	0	39.7
2075.01	2022	686	189	0	563	66	518	0	40.5
2075.02	3317	864	209	0	1851	148	245	0	66.6
2093	4619	279	553	0	587	94	3106	0	26.8
2260.02	1912	518	246	0	167	115	861	0	27.9
2622	4227	3102	99	0	290	450	280	0	20
2623.01	2602	1710	115	0	358	127	292	0	23.1
2623.02	2824	2422	16	0	95	131	160	0	8.5
2651	2395	1920	109	0	120	25	75	0	16.7
2652.01	2717	1734	83	0	530	67	285	0	25.7
2653.01	13830	3805	724	44	5087	875	3206	17	49.3
2653.03	4653	1324	221	0	1768	361	931	42	51.5
2653.04	2748	1062	130	0	1008	156	363	29	48.2
2654.1	1741	1550	0	0	106	40	45	0	8.4
2654.2	1502	1074	32	0	121	173	97	5	22
2656.01	3210	2388	0	0	473	123	188	0	19.7
2656.02	2947	2147	34	0	370	221	121	0	23
2679.01	2450	1754	56	0	465	24	122	0	23.4
2679.02	3590	2438	172	1	535	264	174	6	27.3
3016.01	5496	3562	189	0	257	101	1387	0	10
3016.02	4192	1517	102	18	310	391	1847	0	19.7
3101	5618	3790	144	43	633	106	902	0	16.4
3104	3269	2018	42	13	283	384	521	0	22.4
3105.01	3914	1128	229	35	379	114	2004	15	20
3106.01	6425	2866	806	0	758	154	1571	0	30.9
3106.02	2873	1779	32	3	423	76	510	0	20.3
3107.01	2286	1661	21	0	174	7	365	0	11.3
3107.03	4565	3371	22	0	271	78	755	0	9.7
3108	5634	3350	103	0	678	202	1301	0	17.4
3109	6920	3220	68	12	1380	324	1909	0	25.9
3118.01	3020	1358	78	52	259	39	1209	0	15
3118.02	4447	1319	214	35	604	217	2049	0	24.2
3203	6403	196	28	55	57	0	6067	0	2.1
7007	3579	3038	2	12	53	249	132	0	11.4
7010	5033	3904	111	15	352	411	240	0	17.6
9108.07	6132	3032	196	0	762	175	1934	0	19.1
9108.08	3836	2179	257	0	14	168	1208	0	11.7
9108.09	2275	1474	32	0	54	114	531	0	11.9

## Minority Populations by Service Area Census Tracts

9108.1	2703	1470	200	97	365	60	511	0	26.7
9200.13	7661	2991	808	0	1343	377	1882	260	36.4
9200.15	7284	4743	212	0	399	248	1568	0	13.4
9200.16	4229	2184	198	6	313	142	1373	0	15.9
9200.17	4295	2495	75	7	83	94	1454	0	8
9200.18	2114	1424	0	0	98	39	553	0	6.4
9200.2	5983	3444	10	0	201	342	1970	2	9.5
9200.28	9158	2937	345	47	1745	460	3600	0	28.6
9200.29	5209	2448	135	0	368	133	2049	2	13.7
9200.3	4954	1412	465	0	594	330	2153	0	28
9200.31	5045	3051	113	0	293	187	1401	0	11.7
9200.34	3667	1337	241	0	448	149	1492	0	22.8
9200.35	8186	2317	106	4	163	651	4937	0	11.4
9200.38	1785	357	106	13	99	55	1155	0	15.3
9200.39	1559	799	48	0	126	23	525	0	15
9200.4	3288	1400	222	0	342	83	1241	0	19.7
9200.41	2626	821	329	0	206	135	1122	0	26
9200.42	6915	2810	270	25	799	884	2115	12	28.8
9200.43	8468	2984	603	0	1955	448	2478	0	35.5
9200.44	2580	1053	127	0	273	117	968	7	21.7
9200.45	4514	2888	40	0	380	117	1087	2	11.9
9201.02	4614	2289	109	0	426	276	1319	12	21.8
9201.04	2886	1708	34	0	173	192	779	0	13.8
9201.06	3763	1267	78	0	140	52	2205	0	7.7
9201.09	4828	2791	36	0	670	257	765	309	26.4
9201.1	3227	1843	33	0	520	44	765	5	19.2
9201.11	3187	2113	18	65	181	53	757	0	9.9
9201.12	4268	2436	304	0	293	80	959	126	20.4
9201.14	6050	3213	63	0	1182	192	1400	0	23.8
9201.15	4532	2133	373	31	703	323	969	0	31.5
9201.16	4984	2815	88	0	362	339	1375	5	15.9
9201.18	5889	2826	141	24	789	449	1637	0	24.2
9201.19	1817	856	31	0	395	75	456	0	27.8
9202	5850	827	1055	0	76	305	3539	9	25.4
9203.12	6561	2568	237	24	332	118	3251	31	11.3
9203.13	5298	2244	40	21	355	202	2402	32	12.3
9203.14	3448	1803	64	0	491	114	963	0	19.8
9203.22	2883	1689	31	0	126	109	928	0	9.2
9203.26	6315	2968	410	18	1282	171	1466	0	29.8
9203.28	2012	1402	34	0	214	45	309	8	14.9
9203.29	6653	4087	165	0	625	372	1404	0	17.5
9203.3	3573	2396	82	0	359	46	690	0	13.6
9203.31	3937	2503	89	0	246	290	807	2	15.9
9203.32	2426	1596	17	20	77	135	543	16	11.8

## Minority Populations by Service Area Census Tracts

9203.34	6340	4092	149	41	610	292	1131	0	17.7
9203.38	5720	2628	362	0	1160	510	1060	0	35.6
9203.39	8158	2752	279	0	2516	819	1597	0	46.7
9800.09	5	1	0	0	1	0	3	0	20
9800.1	109	12	0	0	25	5	66	1	28.4
9800.22	0	0	0	0	0	0	0	0	
9800.23	0	0	0	0	0	0	0	0	
9800.24	200	106	20	0	28	5	41	0	26.5
1082.04	1831	787	68	20	838	21	97	0	51.7
1132.38	4165	669	261	0	1078	116	2016	0	35.5
1132.39	2354	333	765	13	242	0	990	11	43.8
1133.23	3884	1073	207	0	557	123	1877	47	24.1
1133.24	2931	618	342	0	360	90	1508	0	27.4
1134.25	4561	714	305	0	326	94	3119	0	15.9
1134.26	2412	679	3	0	467	53	1192	11	22.4
1134.27	2156	497	187	0	473	80	919	0	34.3
1134.28	4026	1847	57	0	489	100	1533	0	16
1190.03	4070	141	124	0	189	76	3540	0	9.5
1190.04	3398	187	0	0	400	0	2802	0	12
1251.01	3819	1910	578	8	273	93	944	0	25.3
1253.22	1979	851	107	0	123	97	786	0	17.3
1254.03	2344	1131	105	0	232	0	876	0	14.3
1254.04	2696	1246	705	0	199	132	393	0	39.2
1349.06	3269	549	0	0	563	150	2007	0	21.8
1349.07	3354	1709	501	108	462	0	544	0	32.8
1351.15	3118	1198	85	0	989	129	717	0	38.6
1351.16	1586	842	42	0	131	120	451	0	18.5
1413.05	2625	1992	88	4	130	100	311	0	12.3
1413.06	3145	2029	76	0	191	66	783	0	10.6
1990.01	2083	39	0	0	843	0	1201	0	40.4
1990.02	2714	458	54	0	620	23	1559	0	25.7
1998.01	3740	45	16	0	1231	0	2448	0	33.3
1998.02	2207	64	0	70	1205	0	868	0	57.8
2060.52	3065	820	154	0	1298	229	509	55	56.6
2062.01	2134	456	374	0	866	108	324	0	63.4
2062.02	1839	301	341	0	891	57	249	0	70.1
2063.01	1819	480	892	0	35	84	324	0	55.8
2073.03	2242	830	392	11	404	115	490	0	41.1
2073.04	2101	394	443	0	198	229	770	0	44.6
2073.05	717	498	16	0	0	51	152	0	9.3
2073.06	1978	779	415	0	272	79	398	0	40.5
2073.07	1461	327	528	0	121	50	354	64	53.4
2073.08	1288	655	151	0	267	28	175	0	35.5
2077.11	1881	955	150	0	567	0	190	0	39.1

## Minority Populations by Service Area Census Tracts

2077.12	3947	906	509	0	1558	145	829	0	56
2079.01	2991	613	375	83	1046	78	758	0	54.2
2079.02	6236	1638	518	0	2198	393	1489	0	49.8
2080.01	2248	409	137	0	502	132	1068	0	34.3
2092.01	3036	731	506	0	1005	142	494	137	59.6
2092.02	1621	141	186	0	179	241	874	0	37.4
2652.03	1866	1363	19	0	229	111	144	0	19.3
2652.04	1415	862	0	0	407	22	87	0	33
2653.06	1785	677	16	0	475	147	467	0	35.9
2653.07	1765	542	292	0	639	126	143	8	61.2
2655.21	1505	749	0	35	553	114	54	0	46.6
2655.22	2350	1147	148	0	823	47	185	0	43.3
2657.01	1463	898	14	0	192	152	207	0	24.5
2657.02	2827	2637	29	0	11	75	75	0	4
2671.01	2989	1912	21	0	450	129	462	0	20.5
2671.02	2910	1963	59	0	549	93	246	0	24
3107.05	2483	1109	119	0	975	106	91	0	51.6
9108.15	4982	3425	99	16	75	108	1248	0	6.2
9200.46	4033	945	111	23	170	108	2676	0	10.2
9200.47	7982	1103	334	0	220	224	5819	0	13.3
9200.48	5745	2187	197	12	161	226	2960	2	10.4
9200.49	5759	3206	185	15	536	301	1516	0	18
9201.2	3998	1503	428	0	899	243	830	0	41.6
9201.21	10391	4100	879	108	2894	507	1853	0	42.7
9203.4	3255	689	0	0	199	207	2160	0	12.4
9203.41	3384	268	30	0	170	114	2774	0	10.1
9203.42	3156	191	0	0	328	0	2637	0	10.3
9203.43	4062	752	317	7	277	93	2571	45	18.2
9304	1321	577	108	0	64	75	493	4	19
9800.17	1075	404	319	0	71	83	198	0	44

## APPENDIX F

Title VI Investigations, Lawsuits, and Complaints				
	Date (MM/DD/YYYY)	Summary	Status	Action(s) Taken
<u>Investigations</u>				
1)				
<u>Lawsuits</u>				
1)				
<u>Complaints</u>				
10) Anonymous	11/21/2020	The driver was extremely rude and screamed at me to stand by the door and make sure I was 6 feet away from everyone else, despite there are several open seats. I believe it's a case of racial discrimination as I'm the only Asian person on the bus. He also drove recklessly when passing a bicycle and honked non-stop and screamed at him for several minutes at the bike rider. This is extremely dangerous towards the cyclist and bus passengers. This driver possibly has anger management issues and needs to not be on the road.	CLOSED	<p>Block 6119, trip 851, the video reviewed shows the operator serviced Ave Stanford and Huntington Ln at 8:02am, one patron boarded. Every other row was occupied so the operator spoke loudly and asked him to stand by the door, to remain 6 feet apart. There were several open seats, however to avoid close contact patrons are encouraged to follow the recommended 6 feet distance rule.</p> <p>At 8:03am, the operator serviced the next stop, one patron got off. The operator told the gentleman that he could now take her seat. The rest of the clip does not show evidence of reckless driving.</p> <p>The way the operator addressed the patron could have been better, he was trying to implement the recommended social distancing rule. The patron was wearing a hat, sunglasses and a mask, there is no way the operator could have known the <b>patron's</b> race</p>
11) Dennis Park.	5/28/2021	I am an Access passholder and was denied ramp, kneeling on multiple occasions. I've already got a back injury from this same driver named Ray. Ray is also a trainer, I believe. Its route 6, Stevenson Ranch, coach 136. The stop is Wiley and Orchard. I	CLOSED	Block 6113, trip 393, the video reviewed <b>confirms Mr. Park's statement. The operator</b> did not allow patrons to board from the front door, he did not acknowledge customer that was standing in front of the front door, instead he asked him to board from the rear door.

		am ready to file legal action, ADA violation.		<p>The operator pulled out and left the customer behind.</p> <p>Starting January 2021, Santa Clarita Transit resumed front door boarding and fare collecting. By not allowing the customer boarding to from the front, operator did not collect fare.</p> <p>All local buses are equipped with ramp for easy access, patron may request to use the ramp at any time. Refusing to allow access to the ramp is against City policy.</p> <p>Operations and management have reviewed the video and the necessary steps are being taken with the operator.</p>
12) Mario Grassano, Jr	3/24/2023	Last week, on either March 17th or 18th, this bus driver (bus 794, 7:12am) committed a serious violation, which I hope I don't have to expose to the PUC & Safestat - he violated Penal Code 422.55 - 422.60. I have several videos of him defending a Latino who was using very profane language, a violation of Penal Code 415(3). And today, March 24th 2023, he placed me under duress, and attached is a screenshot of my video where he claims that freedom of speech is all encompassing.	CLOSED	<p>Resolution: The investigation into this matter began on Monday 3/27/2023, when it was addressed by Adrian on our AM conference call. I began reviewing the concern later this day and began breaking it down item by item. With the assistance of Larry Miranda, MV Safety and Training Manager we started by researching the penal codes the MV Operator allegedly Violated. 422.55 –(2) 422.60, and 415(3). Mr. Grassano seemingly did not read and/ or understand these codes in their entirety. The following is what these codes encompass:</p> <p>(1)P.C. 422.55 is a Hate crime statute, however it specifies that a criminal act must be committed which clearly has not occurred.</p> <p>(2)P.C. 422.6 is a civil right statute that specifies that a privilege or right is denied BECAUSE of a protected status. To Date, Mr. Grassano has not been denied any service.</p> <p>He has however had to find other means of transportation due to the fact he was carrying an oversized bicycle that some coaches cannot accommodate.</p> <p>(3)P.C. 415.3 is a crimes against public peace statute that specifies that the profane</p>



			<p>language must be intended to provoke Immediate Violence, which again, did not occur.</p> <p>Once it was determined that none of the above has occurred, we progressed further. We reviewed the social media posts he mentioned. Once this video was reviewed, as well as others it was determined that we needed to download video off the coach (s). In comparison it was clear some form of editing had occurred to portray a certain narrative. While digging deeper we discovered patron has a history of posting on social media content that is disparaging to Americans of Latin decent and Women. At this point patron had filed multiple concerns on more than one driver all of Latin decent. With these operators as well, Mr. Grassano was aggressive and hostile. <b>At this point, it was determined that patrons' rights have not been violated, and concern was deemed invalid.</b></p> <p>Attempt to Contact:</p> <p>On April 5,2023 at 9:28 am, I made an attempt contact Mr. Grassano to come to a resolution with these matters. He did not answer, and a voicemail was left with my contact information so he could return my call. Overnight he left a voicemail for me that started off with his concerns and then progressed into another direction stating things that were derogatory to Americans of Latin decent. Later this day it was discovered he had posted my contact information on his social media page stating <b>it was a "fake" transit agency and his</b> research proved the number belonged to a house of ill repute. Customer service Manager David Tamariz was able to contact Mr. Grassano, and made every effort to resolve the matter with Patron, however this quickly turned into another rant loaded with inappropriate slurs and references. He also repeated what he had posted on social media. UPDATE: All of Mr. Grassano's</p>
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			<p>social media postings about this matter have been removed.</p> <p>We found no evidence of a Title VI violation.</p> <p>As of the closing of Mr. Grassano's multiple concerns, he has not contacted MV or posted anything about its services</p>
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