



2022

# CITY OF COMPTON - FEDERAL TRANSIT ADMINISTRATION TITLE VI PROGRAM



City of Compton: 205 South Willowbrook  
Avenue, Compton, CA 90220, 310-605-5505,  
[www.comptoncity.org](http://www.comptoncity.org)

9/30/2022

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## **INTRODUCTION**

The Title VI Program was prepared to ensure that the level and quality of the City of Compton's Fixed Transit Routes and Dial-A-Ride services are provided in a non-discriminatory manner and that the opportunity for full and fair participation is offered to riders and other community members.

Additionally, through this program, the City of Compton has examined the need for services and materials for persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

It is a matter of principle that the City of Compton is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of the City of Compton's transit services on the basis of race, color, or national origin. The contents of this program have been prepared in accordance with Section 601 of Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B, and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

The following Notice of Civil Rights will be posted on the City of Compton's website, aboard the fixed route and Dial-A-Ride (senior buses), and in the City Clerk's office.

## City of Compton Notice of Civil Rights

The City of Compton operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. In addition to Title VI, the City of Compton also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status or sexual orientation. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice may file a complaint with the City of Compton.

For more information on the City of Compton's civil rights program and the procedure to file a complaint, please contact the City of Compton using the information listed below.

**205 South Willowbrook Avenue, Compton, CA 90220, Public Works Department, 310-605-5505.**

Aviso de ciudad of Compton opera sus programas y servicios sin distincion de raza, color u origen nacional, de acuerdo al Titulo VI del Acta de Derechos Civiles. En adicion al Titulo VI, Ciudad Compton tabien prohíbe la discriminacion basada en el sexo, edad, discapacidad, religion, condicion medica, estado civil u orientacion sexual. Cualquier persona que considere que ha sido victim de alguna practica discriminatoria puede presentar una queja con Compton.

Para mas informacion acerca del programa de derechos civiles de Compton y del procedimiento para presentar una queja, por favor contacte a Compton usando la informacion que se presenta a continuacion.

Si se necesita información en otro idioma, por favor póngase en contacto con la ciudad de Compton **205 South Willowbrook Avenue, Compton, CA 90220, Public Works Department, 310-605-5505 or [contactpw@comptoncity.org](mailto:contactpw@comptoncity.org).**

The following Complaint Procedures and the Complaint form is posted on the City of Compton's website at [www.comptoncity.org](http://www.comptoncity.org).

## **CIVIL RIGHTS POLICY**

The City of Compton is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its service on the basis of race, color or national origin as provided under Title VI of the Civil Rights Act. In addition to Title VI, the City of Compton also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status or sexual orientation.

The City of Compton is committed to ensuring that the level and quality of transportation services are provided without regard to race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation; promoting the full and fair participation of all potentially affected populations in transportation decision making; preventing denial, reduction, or delay in benefits related to programs and activities affecting minority and low-income populations; and providing meaningful access to the City of Compton services, programs, and activities by persons with Limited English Proficiency (LEP).

For additional information on the City of Compton's obligation regarding non-discrimination, please write to: City of Compton, Civil Rights Compliance Manager, 205 South Willowbrook Avenue, Compton, CA 90220.

### **HOW TO FILE A TITLE VI COMPLAINT**

Any person who believes he or she may have been discriminated against on the basis of race, color, national origin, sex, age, disability, religion, medical condition, marital status, sexual orientation or English proficiency may file a complaint with the City of Compton's Public Works Engineering Department.

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

The City of Compton has up to thirty (30 days) to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

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

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

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

Written complaints may be sent to the City of Compton, 205 South Willowbrook Avenue, Department of Public Works Engineering Department, Compton, CA 90220, or an online complaint form may be accessed at the City of Compton's website at [www.comptoncity.org](http://www.comptoncity.org). Once completed, the complaint should be forwarded to the City of Compton, Public Works Department Engineering, 205 South Willowbrook Avenue, Compton, CA 90220.

In addition to utilizing the Civil Rights complaint process at the City of Compton, a complainant may file a Title VI complaint concerning race, color or national origin discrimination with the Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.

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

The City of Compton maintains a list of active investigations conducted by entities other than FTA, including lawsuits and complaints naming the City of Compton that alleged discrimination on the basis of race, color, or national origin has been provided under Title VI of the Civil Rights Act. In addition to Title VI, the City of Compton also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status or sexual orientation.

As of the writing of this program, there were no complaints pending which alleges discrimination on the basis of race, color, national origin or any other form of discrimination.

# CITY OF COMPTON'S PUBLIC PARTICIPATION PLAN

## Key Principles

The City of Compton Public Participation Plan has been prepared to ensure that no one is precluded from participating in the City of Compton's service planning and development process. It ensures that:

Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;

- The public's contribution can and will influence the City of Compton's decision making;
- The concerns of all participants involved will be considered in the decision-making process; and
- The City of Compton will seek out and facilitate the involvement of those potentially affected.

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

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

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

## Goals of the Public Participation Plan

The goals of the City of Compton’s participation plan include:

**Public Participation** – the process that clearly identifies and communicates where and how participants can have influence and directly impact decision making.

**Commitment**- how the City of Compton communicates regularly with our riders to develop trust with riders and build the community’s capacity to provide public input.

**Diversity** – our participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low income neighborhoods, the disabled, ethnic communities and residents from Limited English Proficiency.

**Accessibility** – to provide every reasonable effort to ensure that opportunities to participate are physically, geographically, linguistically, and culturally accessible.

**Relevance** – to ensure issues are framed in such a way that the significance and potential effect is understood by participants.

**Participant Satisfaction** – to ensure that people who take the time to participate feel it is worth the effort to join the discussion and provide feedback.

**Partnerships** – to develop and maintain partnerships with communities through the methods described in its public participation plan.

**Quality Input and Participation** – that comments received by the City of Compton are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.

## OBJECTIVES OF THE PUBLIC PARTICIPATON PLAN

The City of Compton’s Public Participation Plan is based on the following principles:

**Flexibility** – the engagement process will accommodate participation in a variety of ways and be adjusted as needed.

**Inclusiveness** – the City of Compton will proactively reach out to and engage low income, minority and LEP populations from the City’s service area.

**Respect** – all feedback will be given careful and respectful consideration.

**Proactive and Timeliness** – participation methods will allow for early involvement and be ongoing.

**Clear, Focused and Understandable** – participation methods will have a clear purpose and use for providing input and will be described in a language that is easy to understand.

**Honest and Transparent** – information provided will be accurate, trustworthy and complete.

**Responsiveness** – respond and incorporate appropriate public comments into transportation decisions.

**Accessibility** – meetings will be held in locations which are ADA accessible and welcoming to all residents, including, but not limited to, low-income and minority members of the public and in locations relevant to the topics being presented and discussed. Meetings will also be held at various times to accommodate individuals who have non-traditional work schedules.

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

- A fare increase or significant change in the method of fare payment is being considered;
- A new route is established;
- An existing route is proposed for elimination;
- Considering the total discontinuance of service on any line or group of lines on any given day where service is currently offered;
- Any system-wide change in service hours that exceeds 10% of the current total service hours;
- Routing on any given route or group of routes that affects more than 25% of the riders using the affected route (s); or
- Schedules are changed on any given route or group of routes that reduces the total number of one-way bus trips by more than 25% of the current number of bus trips; and
- For minor schedules and service changes not rising to the level of those above, the City will post service change notices on appropriate buses and stops thirty (30) days in advance of the change date.

The City has not had any major changes since the last Title VI report update. The City will however continue to make every effort to communicate to the community through the use of the City's websites, community meetings, flyers, and social media. The City will continue to provide promotional material, notices, and fliers as part of its outreach efforts.

## **PUBLIC PARTICIPATION PROCESS**

The City of Compton public participation plan includes many mediums such as legal notices and the City's website. While there may be minor variation in the outreach process from time to time, the outline below provides the general steps for engaging riders in the decision making process.

1. A service, route, or fare change proposal is developed internally;
2. Ensure that the proposed change meets the Title VI requirements;
3. Authorization for a public hearing is approved by the City Council;
4. Public outreach venues, dates and times are determined with consideration of the proposed changes and their impact on specific locations/populations within the City of Compton's service area;
5. Bilingual (English and Spanish) public outreach materials and programs are developed;
6. Notice of Public Hearing to be published in the newspaper, posted on the City's website, as well as faith based and community organizations.
7. Public meetings;
8. Comments from the public are heard;
9. A staff report, resolution, and pertinent documents are presented to the City Council at its meeting detailing the outcome of the public participation process along with staff's recommendations;
10. The final service/fare change date is set;
11. Bilingual system time tables and website updated in advance of proposal change.

### **City of Compton Outreach Notification Methods (Bi-lingual)**

Print – newspapers

Outdoor – advertising on-board buses and in bus shelters

City's website

Social Media (i.e. Facebook)

Public Hearings/City Council meeting

Legal Notices

#### **Translation Services**

Members of the community should contact the City of Compton at 205 South Willowbrook Avenue, Compton, CA 90220, Public Works Engineering Department, 310-605-5505, within 72 hours before the translation service request is needed.

## **Addressing Comments**

All comments received through the public participation plan are given careful, thoughtful consideration. Because there are a number of different ways riders or members of the community can comment on proposed service or fare changes, all comments are assembled into a single document for presentation to the City Council for consideration.

## **Identification of Stakeholders**

Stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied the benefit of a plan's recommendation (s) is of particular interest in the identification of a specific stakeholders. Stakeholders can come from a number of groups including citizens/residents, minority and low-income communities, communities with disabilities, public agencies, and private organizations and businesses. While stakeholders may vary based on the plan or program being considered, the City of Compton will assemble a list with whom we regularly communicate with.

## LANGUAGE ASSISTANCE PLAN

### Purpose of the Language Assistance Plan

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbid funding recipients from "restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utilize [ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin."

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers.

In order to ensure meaningful access to programs and activities, the City of Compton uses the information obtained in a Four Factor Analysis to determine the specific language services that are appropriate. This analysis helps the City of Compton determine if it communicates effectively with the Limited English Proficiency (LEP) person and inform language access planning.

The Four Factor Analysis is a local assessment that considers:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the City of Compton;
2. The frequency with which LEP persons come into contact with the City of Compton services and programs;

3. The nature and importance of the City of Compton’s services and programs in people’s lives; and
4. The resources available to the City of Compton for LEP outreach as well as the costs associated with that outreach.

## **Factor 1 – Number of LEP Persons in Service Region**

The first step in determining the appropriate components of a Language Assistance Plan is understanding the proportion of LEP persons who may encounter the City of Compton’s services, their literacy skills in English and their native language, the location of their communities and neighborhoods, and more importantly, if any are underserved as a result of a language barrier.

To do this, the City of Compton evaluated the level of English literacy and to what degree people in its service area speak a language other than English and what those languages are. Data for this review is derived from the United States Census Bureau “American Fact Finder” web portal data from 2010-2014.

Based upon the census data obtained, Spanish is the language group that constitutes five percent (5%) or 1,000 persons of the total population of persons eligible to be served or likely to be affected or encountered with the written translation obligations. Please see Appendix B.

## **Factor 2 – Frequency of LEP Use**

There are a large number of places where the City of Compton riders and members of the LEP population can come into contact with the City of Compton services including the use of fixed route transit services. The City’s major point of contact will include communication with our bus operators, customer service center, and office staff regarding calls from patrons speaking languages other than English. The City will survey these groups annually. Based upon current data, the translation from Spanish to English is the area where language assistance is needed.

The City of Compton will survey key program areas and assess major points of contact with the public, such as

- Use of bus service
- Participation in public meetings
- Customer service interactions
- Ridership surveys
- Bus Operators surveys to determine the frequency of contact with the LEP Community
- Facilitate meetings with seniors and people with disabilities

## **FACTOR 3-THE IMPORTANCE OF THE CITY OF COMPTON SERVICE TO PEOPLE’S LIVES**

Access to the services provided by the City of Compton’s fixed route and para-transit services are critical to the lives of many in the region. From July 1, 2018 to June 30, 2019, 57,461 passengers travelled aboard the City’s fixed transit routes. Many depend on fixed route and para-transit services for access to jobs and for access to essential community services like schools, shopping and medical appointments. Riders eligible for service under the Americans with Disabilities Act (ADA) require service for the same reasons. Because of the essential nature of the services and the importance of these programs in the lives of many of the region’s residents, there is a need to ensure that language is not a barrier to access our transit services. The City will survey our riders to obtain a better understanding of the importance of the City’s transit services to the lives of the LEP community, seniors, and our disabled riders in the community.

## **FACTOR 4 – RESOURCES AND COSTS FOR LEP OUTREACH**

The City provides bilingual pay to employees who are assigned to provide bilingual translation services. Employees are required to pass a qualifying examination administered by the City’s Human Resources Department to determine their proficiency for bilingual assignments.

### **Language Assistance Plan**

The City of Compton is committed to providing resources to improve access to its services and programs for LEP persons. Bilingual information (English/Spanish) will be distributed in a number of methods including:

- Bilingual English/Spanish system timetable
- Bilingual English/Spanish representation at public meetings
- Bilingual English/Spanish outreach material
- Provide training to staff to help them interact with the LEP community
- Provide translation assistance for members of our LEP community

The City of Compton will provide notices on all our buses and frequently utilized public facilities such as City Hall, the library, the senior citizen center, transit center and the community college regarding providing language assistance to our LEP residents. The City will consider using a 3<sup>rd</sup> party translation service to assist with oral translation for Spanish speaking or other required languages if necessary. The City will also monitor, evaluate, and update the language access

plan. The costs associated with these efforts fit within the City of Compton's marketing and outreach budget.

### **The Translation of Vital Documents**

The City translated vital documents into Spanish. The translation of vital documents included, but not limited to, the following documents: consent and complaint forms, intake and applications forms with the potential for important consequences, written notices of rights, written notices of losses or decreased in benefits or services, notices informing LEP persons of free language assistance services, ADA complimentary para-transit applications and other documents that provide access to essential services, Title VI Civil Rights Notice, Title VI Complaint form, and Title VI Complaint Procedures. The translation of the documents was completed.

### **Training Staff**

Training will be an on-going activity. The Title VI policy will be provided annually to all employees who come into contact with our LEP community. The City will provide training for basic language translation when requested. The training of appropriate staff to include providing training to drivers or staff members who may lack sensitivity or who respond inappropriately to persons with limited English proficiency. The City believes in empowering employees by providing them opportunities to learn Spanish.

### **Providing Notice to LEP Persons**

LEP persons will be notified of the language services available through the Compton Renaissance by the following means:

- On-board posters and posters at bus shelters
- Posting signs at the entry point of our transit facility
- Website posting
- Notices on bus schedules

### **Monitoring and Updating the LEP Plan**

The City of Compton will continue to use the LEP Plan as an active planning tool with appropriate updates to the plan every 3 years as data and demographics in ridership changes occur. The City will continue to outreach to organizations that advocate for persons with Limited English Proficiency. The City will provide training to staff to adequately serve the needs of our customers. The City will provide the appropriate resources necessary to ensure that the needs of our LEP population are met.

## **Minority Representation on Planning and Advisory Bodies**

This section does not apply to the City of Compton as the City does not have a transportation related planning board.

## **Determination of Site of Location of Facilities**

This section does not apply to the City of Compton as the City has not used FTA funds for construction purposes.



City of Compton  
Public Works Department  
205 South Willowbrook Avenue  
Compton, CA 90220

Office: (310) 605-5505  
Fax: (310) 605-6326

## Appendix A

### Civil Rights 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 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 City of Compton also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status, or sexual orientation.

In addition to utilizing the Civil Rights complaint process in the City of Compton, a Complainant may file a Title VI complaint concerning race, color or national origin discrimination with the Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590. A Complainant may file an Americans with Disabilities Act (ADA) complaint with the FTA, Director, FTA Office of Civil Rights, East Building – 5<sup>th</sup> Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Complainants may also contact the FTA ADA Assistance Line, 1-888-446-4511 (Voice) or through the Federal Information Relay Service, 1-800-877-8339 or by electronic mail at [FTA.ADAAssistance@dot.gov](mailto:FTA.ADAAssistance@dot.gov). The FTA ADA Complaint form is available at [http://www.fta.dot.gov/civilrights/12875\\_14816.html](http://www.fta.dot.gov/civilrights/12875_14816.html).

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

Complete and return this form to: City of Compton, Public Works Department, 205 South Willowbrook Avenue, Compton, CA 90220.

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  b. Color  c. National Origin

d. Sex  e. Age  f. Disability

g. Religion  h. Medical Condition  i. Marital Status

j. Sexual Orientation

7. What date did the alleged discrimination take place? \_\_\_\_\_

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.

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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: \_\_\_\_\_

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



City of Compton  
Public Works Department  
205 South Willowbrook Avenue  
Compton, CA 90220

Office: (310) 605-5505  
Fax: (310) 605-6326

## Formulario de Denuncia de Derechos Civiles

El Titulo VI de la Ley de Derechos Civiles de 1964 y estatutos y reglamentos relacionados con la no discriminacion requieren que ninguna persona en los Estados Unidos, por motive de raza, color u origen nacional, sea excluida de participacion, le sean negados beneficios o sea sujeta a discriminacion bajo ningun programa o actividad que reciba asistencia financier federal. Ademas del Titulo VI, Metro tambien prohíbe la discriminacion basada en sexo, edad, discapacidad, religion, condicion medica, estado civil u orientacion sexual. Además de utilizar el proceso de la queja de las derechas civiles en la ciudad de Compton, un Complainant puede archivar una queja del título VI referente la raza, el color o a la discriminación nacional con la administración federal del tránsito (FTA), Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590

La siguiente informacion es necesaria para ayudarnos a procesar su denuncia. Si usted necesita ayuda para completar este formulario, por favor contactenos.

Complete y envíe este formulario a: City of Compton, Public Works Department, 205 South Willowbrook Avenue, Compton, CA 90220.

1. Nombre del denunciante: \_\_\_\_\_
2. Domicilio: \_\_\_\_\_
3. Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Codigo Postal: \_\_\_\_\_
4. Numero de telefono (casa) \_\_\_\_\_ (trabajo): \_\_\_\_\_
5. Persona que sufrio la discriminacion (si es diferente a la personal que presenta la denuncia):  
Nombre: \_\_\_\_\_  
Direccion: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Codigo Posatal \_\_\_\_\_

6. Cual de las siguientes razones describe mejor la razon por la cual usted cree que ocurrio la discriminacion? Fue debido a su:

- a. Raza       b. Color       c. Origen Nacional   
d. Sexo       e. Edad       f. Discapacidad   
g. Religion       h. Condicion medica       i. Estado civil   
j. Orientacion sexual

7. ¿Qué fecha la discriminación alegada ocurrió? \_\_\_\_\_

8. En sus propias palabras, describa la discriminación alegada. Explique qué sucedió y quién usted cree era responsable. Utilice por favor la parte posteriora de esta forma si se requiere el espacio adicional.

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9. Tiene usted archivado esta queja con cualquier otro federal, estado, o agencia local; ¿o con corte federal o del estado? Sí:  
No:

Si sí, compruebe cada caja que se aplique:

Agencia federal	Corte federal	Agencia del estado
Corte del estado	Agencia local	

10. Proporcione por favor la información sobre una persona del contacto en la agencia/la corte donde la queja fue archivada.

Nombre: \_\_\_\_\_  
Dirección: \_\_\_\_\_  
Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código postal : \_\_\_\_\_

11. Por favor muestra abajo. Usted puede unir cualquier material escrito o la otra información que usted piensa es relevante a su queja.

\_\_\_\_\_  
Firma de Complainant

\_\_\_\_\_  
Fecha

## Appendix B

# LEP Data

**Table 1. Ability to Speak English, Five Years and Older**

	Population 5 and Older	Speak English Only	Speak English Very Well	Speak English Not Well	Speak English Not at All	LEP Population <Well
<b>Number</b>	89,665	32,401	34,547	8,792	5,866	<b>1,658</b>
<b>Percent</b>		36.1%	38.5%	9.8%	6.5%	<b>16.3%</b>

**Table 2. Ability to Speak English by Language Category**

English Proficiency	Spanish		Asian and Pacific Island		Other Indo-European		Other Languages	
	Population	Percentage within Language Category	Population	Percentage within Language Category	Population	Percentage within Language Category	Population	Percentage within Language Category
Speak Very Well	34,013	81.5%	222	46.7%	151	84.4%	161	83%
Speak Less Than Well	7,745	18.5%	253	53.3%	28	15.6%	33	17%
<b>Non-LEP Total</b>	<b>41,758</b>	<b>100%</b>	<b>475</b>	<b>100%</b>	<b>179</b>	<b>100%</b>	<b>194</b>	<b>100%</b>
<b>LEP Population</b>								
Speak Not Well	8,700	59.9%	92	69.7%	0	0	0	0
Speak Not at All	5,826	40.1%	40	30.3%	0	0	0	0
<b>LEP Total</b>	<b>14,526</b>	<b>100%</b>	<b>132</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Overall Total</b>	<b>56,284</b>	<b>100%</b>	<b>607</b>	<b>100%</b>	<b>179</b>	<b>100%</b>	<b>194</b>	<b>100%</b>

Source: American Community Survey 2018 5-Year Population

**Table 3. Language Spoken at Home**

<b>Language Spoken at Home (Age 5 and Older)</b>	<b>Number of People</b>	<b>Percent of Total Population</b>
Spanish or Spanish Creole	56,284	61%
English	33,844	38%
Other Pacific Island Languages	299	.3%
African Languages	156	.2%
Korean	145	.2%
Thai	106	.1%
French	66	.1%
Vietnamese	41	.05%
Russian	32	.04%
Hindi	30	.03%
Portuguese	9	0
German	6	0
Armenian	1	0
Other Indic languages	25	0
Other Indo-European languages	18	0
Chinese	11	0
Japanese	21	0
Tagalog	24	0
<b>Total Population</b>	<b>89,615</b>	<b>100.0%</b>

Source: 2015 American Community Survey 5 Year Estimates

**Appendix C**

**CITY OF COMPTON**

As of the writing of this program, there are 0 complaints pending which allege discrimination on the grounds of race, color, or national origin.

<b>Type (Investigation, Lawsuit, Complaint)</b>	<b>Date</b>	<b>Summary of Complaint</b>	<b>Status</b>	<b>Action(s) Taken</b>

## Appendix D

### List of Locations Where Title VI Notice Is Posted

The City of Compton notice to the public is currently posted at the following locations:

Location Name	Address	City
City Hall	205 South Willowbrook Avenue	Compton
City Clerks Office	205 South Willowbrook Avenue	Compton

The Title VI notice and program information is also provided on the City of Compton's website at [www.comptoncity.org](http://www.comptoncity.org).

## Appendix E

### CITY OF COMPTON SERVICE STANDARDS

Vehicle Type	Average Passenger Capacities			
	Seated	Standing	Total	Maximum Load Factor
El Dorado	30	10	40	1.3
-				
Standard				
El Dorado	30	10	40	1.3
-				
Standard				
El Dorado	30	10	40	1.3
-				
Standard				
El Dorado	30	10	40	1.3
-				
Standard				
El Dorado	30	10	40	1.3
-				
Standard				

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities which are 40 passengers for the 5 El Dorado Standard buses.

#### Service Standards and Policies

##### Trip and Route Productivity Standards

The number of trips for each route where passenger loads are greater than available seats will be reviewed each month. Should standing loads continue to occur, service modifications will be considered.

##### Vehicle headway

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. The City of Compton's vehicle headway standard is related to vehicle load and trip productivity. To this end, the City will reduce headways first on trips and/or routes with the highest vehicle load factors and/or customer per trip and increase headways first on trips and/or routes with the lowest customers per trip and/or fare box recovery ratios. Routes 1-5 have Vehicle

Headways of 20 minutes for peak and off peak hours, Monday through Friday 6:00 am – 3:30 pm and Saturdays 9:00 am – 3 pm.

### **On-Time Performance**

On-time performance is a measure of trips completed as scheduled. On-time is defined as a bus that departs a stop between zero and five minutes after the scheduled departure time from the first point of departure of a trip. The City is expected to meet this standard for at least 80% of all trips.

### **Service Availability**

The Compton Renaissance Transit System provides a vital public service to the residents of the City of Compton by providing transit services to allow better access to jobs, local retail establishments, and schools in the City of Compton. The City has 5 routes that service the entire community. The stops are conveniently located less than ¼ mile walking distance of residents. The five bus lines originates in the central business district and covers every district of the City.

### **Distribution of Transit Amenities**

Transit amenities refer to items of comfort, convenience, and safety that are available to the customers. The City has bus shelters at the bus stops distributed throughout the City. In 2012, the City built a new transit center with bus shelters in the central business district. The bus shelters are centrally located to accommodate the passengers who utilize the transit system throughout the City.

### **Vehicle Assignment**

Vehicle assignment refers to the process by which transit vehicles are placed into service on routes throughout the transit system. The City has a policy related to vehicle assignment. As a cost saving measures, the City assigns buses with the lowest operating costs to the longest routes.

### **Service and Fare Equity Analysis**

The City of Compton does not operate 50 or more fixed route vehicles during peak service and the City is not located in a UZA of 50,000 or more individuals.

## Appendix F

### CÓMO ARCHIVAR UN TÍTULO VI QUEJA

Cualquier persona que crea lo o la pudo haber sido discriminada contra en base de la raza, color, origen nacional, sexo, edad, inhabilidad, religión, condición médica, estado civil, orientación sexual o la habilidad inglesa puede archivar una queja con la ciudad de los trabajos públicos de Compton/del departamento municipal de las utilidades.

Las quejas de las derechas civiles se deben archivar inmediatamente. Sin embargo, la ciudad de Compton investigará quejas hasta 180 días después del incidente alegado. La ciudad de Compton procesará las quejas que son completas. Una vez que se reciba la queja, la ciudad de Compton la repasará y la voluntad complainant recibe una letra del reconocimiento que les informa si la queja será investigada por la ciudad de Compton.

La ciudad de Compton tiene hasta treinta (30 días) para investigar la queja. Si más información es necesaria resolver el caso, la ciudad puede entrar en contacto con el complainant. El complainant tiene treinta días a partir de la fecha de la letra a enviar solicitó la información al investigador asignado al caso.

Si el complainant no entra en contacto con ni recibe al investigador de la ciudad la información adicional en el plazo de treinta días, la ciudad puede administrativo cerrar el caso. Un caso puede administrativo ser cerrado también si el complainant desea no más perseguir su caso.

Después del investigador repasa la queja, una de dos letras será publicado a la queja: una letra del encierro o una letra de encontrar. Una letra del encierro resume las alegaciones e indica que no había una violación del título VI y que el caso será cerrado.

Una letra de encontrar resume las alegaciones y las entrevistas con respecto al incidente alegado, y explica si ocurrirán la alguna acción disciplinaria, entrenamiento adicional del miembro del personal (s), o la otra acción. Si los deseos complainant para abrogar la decisión, she/he tienen diez días después de la fecha de la letra o de la letra de encontrar a hacer tan.

Las quejas escritas se pueden enviar a la ciudad de Compton, a la avenida del sur de 205 Willowbrook, al departamento de obras públicas/del departamento municipal de las utilidades, a Compton, a CA 90220, o a una forma en línea de la queja puede ser alcanzado en la ciudad del Web site de Compton en [www.cityofcompton.org](http://www.cityofcompton.org). Una vez que esté terminada, la queja se deba remitir a la ciudad de Compton, trabajos públicos/departamento municipal de las utilidades, avenida del sur de 205 Willowbrook, Compton, CA 90220.

Además de utilizar el proceso de la queja de las derechas civiles en la ciudad de Compton, un Complainant puede archivar una queja del título VI referente la raza, el color o a la discriminación nacional con la administración federal del tránsito (FTA), Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590

Pleitos activos, Compliants o investigaciones alegando la discriminación

La ciudad de Compton mantiene una lista de las investigaciones activas conducidas por las entidades con excepción de FTA, incluyendo los pleitos y las quejas que nombran la ciudad de Compton que alegan la discriminación en base de la raza, del color, o del origen nacional en la manera prevista bajo título VI del acto de las derechas civiles. Además del título VI, la ciudad de Compton también prohíbe la discriminación basada en sexo, edad, inhabilidad, la religión, la condición médica, el estado civil o la orientación sexual.

En fecha la escritura de este programa, no había quejas pendientes que alega la discriminación en base de la raza, del color, del origen nacional o de cualquier otra forma de discriminación.

# **CITY OF COMPTON ELECTED OFFICIALS**

**Emma Sharif, Mayor**

**Deidra Duhart, Councilmember, District 1**

**Andre Spicer, Councilmember, District 2**

**Jonathan Bowers, Councilmember, District 3**

**Lillie Darden, Councilmember, District 4**

**Eric J. Perrodin, City Attorney**

**Alita Godwin, CMC, City Clerk**

**Brandon Mims, City Treasurer**

**Thomas Thomas, City Manager**