

GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF TRANSPORTATION

ADMINISTRATIVE ISSUANCE SYSTEM

DATE: December 16,2011

SUBJECT: District Department of Transportation Transit Operating Policies and Procedures

By virtue of the authority vested in me as Director of the District Department of Transportation (DDOT) by section 3 of the Department of Transportation Establishment Act of 2002, effective May 21,2002 (D.C. Law 14-137; D.C. Official Code § 50-921.02), it is hereby ORDERED that:

The following policy and procedures be established for the transit system operated by the District Department of Transportation.

I. PURPOSE

The purpose of this Order is to provide guidance and standards to the District Department of Transportation's (DDOT) employees who develop routes, stops, and operational characteristics for DDOT transit and to create a DDOT policy to ensure Title VI compliance, as required in FTA 4702.1A Circular "Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients." Establishment of service elements such as span, stops, and specific streets routes travel upon are subject to this order. While generalized routes and fare policy are established through rulemaking, this Order provides for consideration of the public's input in developing new routes, significantly changing existing routes, or enacting new fare policies. This Order also establishes policies and procedures for charter service using Circulator buses and requires DDOT to provide Council with monthly and annual reports detailing the operation and performance of DDOT transit.

II. DEFINITIONS

Circulator – the transit bus system owned by DDOT established in D.C. Law 14-137; D.C. Official Code § 50-921.01 et seq.

Streetcar – the surface rail transit system owned by DDOT.

Headway – The time interval (usually expressed in minutes) between trips passing a designated location.

Service Request – Any formal request for the addition of, change to, or deletion of District-funded transit services.

Program or Service – The permanent or on-going provision of public transportation operations to the public funded in whole or part by the District characterized by an established, common method of operation, purpose and delivery.

Bus Route – The combination of streets and roadways that a bus (or buses) operates over according to a fixed schedule or fixed headway with origin and destination or terminal points.

Streetcar Route – The combination of streets and roadways with fixed guideway streetcar service, either fixed schedule, or fixed headway, and origin and destination or terminal points.

Bus Trip – The one directional movement of a bus from a starting time and location to a predetermined destination location.

Streetcar Trip – The one directional movement of a streetcar from a starting time and location to a predetermined destination location.

Passenger or Patron Trip – Any patron boarding during revenue service.

Charter service – The temporary hiring by an agency or group external to DDOT of a Circulator bus for the transportation of passengers.

Originator – A person requesting charter service.

In-District – A trip completely within the boundaries of the District of Columbia.

Bus Stop Request – Any request to install, remove, or relocate a bus stop.

Streetcar Stop Request – Any request to install, remove or relocate a streetcar stop.

Public hearing – a meeting in which the public may make comments, suggestions and recommendations to DDOT on proposed transit fare, route or service changes.

Span – The hours during a calendar day during which revenue service is operated. Also called Span of Service.

Revenue Service – The time during which transit services are operated for purposes of transporting the public.

Revenue Hour – one transit vehicle operating in revenue service for one hour.

Route miles – the number of miles traversed by a route from the route's starting point to the route's terminal point.

Contract manager – an external entity DDOT may choose to engage to handle contract management duties by mutual agreement; this role is presently served by WMATA staff.

Contractor – a person or business providing transit operations and maintenance services under terms specified in a contract to either DDOT or the contract manager.

DCST – District of Columbia Surface Transit, Inc., a non-profit corporation that may have agreements with DDOT to market and promote surface transit options in the District.

Adverse Effect – the totality of significant individual or cumulative human health or environmental effects, including interrelated social and economic effects, which may include, but are not limited to: bodily impairment, infirmity, illness, or death; air, noise, and water pollution and soil contamination; destruction or disruption of man-made or natural resources; destruction or diminution of aesthetic values; destruction or disruption of community cohesion or a community’s economic vitality; destruction or disruption of the availability of public and private facilities and services; vibration; adverse employment effects; displacement of persons, businesses, farms, or non-profit organizations; increased traffic congestion, isolation, exclusion or separation of individuals within a given community or from the broader community; and the denial of, reduction in, or significant delay in the receipt of benefits of DDOT programs, policies, or activities.

Discrimination – any act or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, sub recipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin.

Disparate Impact – facially neutral policies or practices that have the effect of disproportionately excluding or adversely affecting members of a group protected under Title VI, and the recipient’s policy or practice lacks a substantial legitimate justification.

Disparate Treatment – actions that result in circumstances where similarly situated persons are treated differently (i.e., less favorably) than others because of their race, color, or national origin.

Disproportionately High and Adverse Effect on Minority and Low-income Populations – an adverse effect that:

- (1) is predominately borne by a minority population and/or a low-income population, or
- (2) will be suffered by the minority population and/or low-income population and is appreciably more severe or greater in magnitude than the adverse effect that will be suffered by the non-minority population and/or non-low-income population.

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

Low-Income – a person whose median household income is at or below the Department of Health and Human Services’ poverty guidelines.

Low-Income Population – any readily identifiable groups of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed DDOT program, policy, or activity.

Minority Persons include the following:

- (1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- (2) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent.
- (3) Black or African American Populations, which refers to peoples having origins in any of the Black racial groups of Africa.
- (4) Hispanic or Latino Populations, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- (5) Native Hawaiian and Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Minority Population – any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DDOT program, policy, or activity.

National Origin – the particular nation in which a person was born, or where the person’s parents or ancestors were born.

Predominantly Minority Area – a geographic area, such as a neighborhood, Census tract, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient’s service area.

Predominantly Low-Income Area – a geographic area, such as a neighborhood, Census tract, or traffic analysis zone, where the proportion of low-income persons residing in that area exceeds the average proportion of low-income persons in the recipient’s service area.

Service Area – the geographic area in which DDOT is authorized to provide service to the public.

Service Standard/Policy – an established policy or service performance measure used by a transit provider or other recipient, or sub recipient as a means to plan or distribute services and benefits within its service area.

Title VI Program – a recipient’s submission, provided to FTA or to the sub recipient’s direct recipient every three years, containing information in response to the requirements of this circular

"Director" means the Director of the District Department of Transportation (DDOT).

"Mass Transit Administrator" means the Director or a DDOT employee appointed by the Director to prepare, oversee and review the establishment of routes, stops, and operational characteristics for the Circulator.

III. AUTHORITY

Sections 3(c) and (d) of the District Department of Transportation Establishment Act of 2002, effective May 21, 2002 (D.C. Law 14-137; D.C. Official Code §§ 50-921.02(c) and (d)).

IV. CIRCULATOR GOVERNANCE

District of Columbia Department of Transportation – The DDOT Director, or his/her designee, shall make all policy for the Circulator.

Procurement – Any contracts used to support or procure the Circulator shall be subject to the procurement rules of the contracting authority. In the event the Circulator uses a contracting authority outside of the District of Columbia Department of Transportation, DDOT shall notify the District of Columbia Council Chairperson of any contracts over \$1M initiated on behalf of the Circulator.

Oversight – The District of Columbia Council shall retain full performance, legislative and budget oversight over the DC Circulator system as a part of the overall DC budget. The DDOT Director shall provide monthly performance reports to the District of Columbia Council as well as an annual report by January 1 for the preceding fiscal year to ensure that the Council has the information it needs to conduct effective performance and budget oversight. The District of Columbia Council may also officially adopt official plans for the system. The District of Columbia Council may attend or send designees to observe any DCST meeting.

V. STREETCAR GOVERNANCE

The DC Streetcar is still developing its governance structure, as it plans to initiate operations in late 2013. At this time, the District of Columbia Department of Transportation Director, or his/her designee, makes all policy related to the DC Streetcar.

VI. POLICY

It is the policy of DDOT to establish Circulator and streetcar routes and stops to support and stimulate the District's transportation goals. It is the policy of DDOT to actively seek public input on proposed route and/or fare changes to its transit system. It is the policy of DDOT to recover any and all direct and indirect costs associated with provision of charter service using transit vehicles. This Departmental Order shall not conflict with any federal reporting requirements or other restrictions.

VII. SYSTEMWIDE SERVICE STANDARDS

DDOT shall adhere to the following standards when establishing routes, spans, and stops for the Circulator pursuant to the Act.

- A. The Director of DDOT, or the Director's designee, shall serve as the Mass Transit Administrator. The Director shall appoint a designee through a Departmental Order.
- B. Vehicle Headways: Circulator routes shall operate with an established predetermined headway of ten (10) minutes for the route's entire span. Streetcar routes develop headway standards by

- B. Vehicle Headways: Circulator routes shall operate with an established predetermined headway of ten (10) minutes for the route's entire span. Streetcar routes develop headway standards by line based on demand needs of the service. If performance does not adequately meet the DC Streetcar or Circulator standards, DDOT shall investigate and recommend improvement measures (such as increasing the number of buses on the route, implementing bus priority treatments) to ensure that the standard for each service can be met.
- C. Boardings per Revenue Hour: Circulator routes must carry a minimum of 20 boardings per revenue hour, averaged over the entire span of service. Circulator routes have 12 months to reach this ridership level after the date of implementation. In the event that a route does not carry 20 boardings per revenue hour, DDOT shall first investigate, recommend, and implement improvement measures to increase ridership and/or better align service with ridership to achieve the minimum standard. If the improvement measures are insufficient to deliver the minimum standard, DDOT shall consider the route for elimination...
- D. On-time performance: An operational measure that gauges the efficiency and reliability of transit service, and affects customer satisfaction and understanding of the transit schedule. On-time performance is measured by the percent of bus arrivals within a designated service window. Target: 80% of arrivals within 15-minute headways.
- E. Service availability: Service availability is a general measure of the distribution of routes within an agency's service area. Circulator routes travel between and within identified activity centers, and one of the goals of the DC Circulator is to connect mixed-use activity centers in order to improve mobility and foster economic activity. Activity centers serve multiple trip purposes and are therefore likely to generate high ridership demand that warrants all-day frequent service. For the purposes of this analysis, activity centers are mixed-use centers of employment, residences, recreational and cultural uses, and retail activities. Relying on the Center City Action Agenda and the DC Comprehensive Plan as a foundation, DDOT identified 29 activity centers in its most recent Transit Development Plan. The Plan illustrates the size and development timeframe for each activity center. While some of these centers may not be ready to support Circulator's high-frequency service today, they may be in need of such service within five to ten years. Service availability will be measured by the following metrics:
 1. Number of activity centers served: The number of activity centers served is a service planning measure that reflects accessibility among District neighborhoods. By serving multiple activity centers, the DC Circulator can attract all-day, bidirectional ridership and increase productivity. Target: 3+ activity centers per route.
 2. Size of activity centers served: This service planning measure recognizes the wide-ranging sizes and populations of activity centers, which dictate the type and frequency of transit service needed to enhance transportation. Large and medium-sized activity centers provide greater ridership potential. Target: At least one large or medium-sized center per route.
 3. Variety of land uses at activity centers served: The land use mix at each activity center. A greater mix of uses will lead to higher, more consistent ridership demand and

thus increased productivity. Target: Serve activity centers with high density and at least four land uses.

4. Timing of development in activity centers served: Activity centers are in various stages of development and have different transit service needs. The timing of development will guide the prioritization of future routes. Target: align service provision to timing of activity center size, growth rate, and land use characteristics.

5. High-frequency transit availability: A measure of transit connections between activity centers, including DC Circulator, Metrorail and high-frequency Metrobus routes. Target: Connect major activity centers where high-frequency options are lacking, while not duplicating existing service.

6. Modal Connectivity: By connecting to Metrorail and Metrobus, the DC Circulator can help relieve Metro's existing and anticipated core capacity constraints. Connection to the regional system also provides improved access to District neighborhoods for visitors and commuters. Target: Connect to existing high-frequency transit network.

F. Prior to initiating new service, DDOT shall conduct analysis to develop ridership estimates, stop locations, routing and span of service. DDOT shall provide the results of these findings to the Mayor, DCST and District of Columbia Council.

G. New routes must undergo a public review and comment period before implementation.

H. Changes to existing routes must undergo a public review and comment period if addition of stops will affect the number of buses required to operate the route at the predetermined headway.

I. Changes to fare structure or rates must undergo a public review and comment period before establishment.

J. Persons submitting service requests and transit stop requests will have their suggestions evaluated for impact to DDOT's ability to maintain the predetermined headway, for adequacy and ability to serve a particular stop location, for impact on ridership, and for budgetary impact. A file shall be kept of the request and response to the requestor to document and guide future decision-making.

K. Each member of the public, person, or group making a suggestion or complaint regarding transit service is entitled to a response to their complaint or suggestion. DDOT shall strive to respond to complaints and suggestions via phone, email, or other electronic communication means within 24 hours or the next business day, but must respond to all complaints involving Title VI within 180 days. Should DDOT require more time to fully investigate, DDOT shall inform the person or group within 24 hours or the next business day that more time is needed to properly respond to the complaint and shall strive to provide a final response within 30 calendar days but no later than 180 calendar days.

L. DDOT shall establish and present for adoption by the District of Columbia Council a ten-year horizon planning document at least every three years. Updates to the planning document shall involve a high level of public, elected official, and stakeholder involvement.

VII. CIRCULATOR PUBLIC PARTICIPATION PROCESS

The Circulator values its ridership and strives to remain open to public comment on the provision of services and planning for future services. Given the dynamic nature of the District's demography, its public transportation services, and the need to adjust to changing fiscal environments, periodic changes to Circulator routes and fares may become necessary. A "public hearing" will serve as the primary hearing of record for citizens to provide input on positive or negative impacts regarding route and/or fare changes.

A. Semiannual Public Forum

1. An open public forum shall be convened at least twice yearly to discuss Circulator performance, address public concerns, and to keep the public involved in future planning for Circulator services.
2. The Mass Transit Administrator shall establish and communicate an agenda for the public forum at least 15 working days before the event date, and shall chair the forum. The forum location shall be within one-half mile of an existing or future planned Circulator stop.
3. The public forum and any required public hearing may take place at the same location and time, as appropriate.

B. Service Changes Requiring a Public Hearing

1. A public hearing is required for: new route proposals; discontinuance of a route; changes in fare structure or rate; decreases in a route's span more than one hour in length; any change to a route that affects the number of buses required to operate the route at the predetermined headway; any change to a route that affects more than 10% of the existing stops; or any change to a route that affects more than 10% of the route miles.
2. A public hearing is not normally required for minor adjustments to service levels: where a bus stop(s) is(are) being added or deleted; adjustments for temporary detours; route changes affecting less than 10% of the existing stops or route miles; or other changes less than provided for in A.1. above.

C. Process for Required Public Hearings

1. Initial Proposal Approval: The Mass Transit Administrator will prepare a package for the Director outlining the proposed changes and requesting approval to advertise for a public hearing. The package will contain a cover memo, service evaluation, route map with changes, public notice of proposed changes, public hearing schedule, and implementation plan.

2. Guidelines for Notification of Public Hearing: Advertising of public hearing should take place in a local newspaper(s) serving the affected area and shown prominently on the Circulator and DDOT websites. The advertising and posting of notices in Circulator buses should occur a minimum of fifteen (15) working days before the scheduled hearing. Written notification with a Public Hearing Docket will be sent to affected Councilmembers, ANCs, BIDs, and other civic and neighborhood groups.

3. Location of Public Hearings: Whenever possible, the public hearing or hearings should be held in the area of the proposed bus service changes. Staff will provide additional briefings to municipal governments or civic organizations if requested. The number of public hearings will depend on the magnitude of changes, number of areas affected and interest expressed by the public. Normally one to three hearings will be sufficient.

D. Conducting the Public Hearing

1. The hearing will be conducted by the Mass Transit Administrator or designee. A transcript of the public hearing will not normally be required. Written notes to cover public comments, attendance, and hearing start and ending times will be taken.

2. Public Hearing Dockets will be available at the entrance to the hearing room. Attendees who wish to speak will be asked to sign a Speakers' List.

3. Staff conducting the public hearing shall be introduced, as well as any elected officials, civic association leaders, and any other transportation officials present.

4. The following Statement of Policy will be read by Chairperson: "It is the policy of the District Department of Transportation (DDOT) to seek public input on proposed route or fare changes to the Circulator transportation system. This public hearing shall serve as a means for the affected patrons to express their concerns relative to the proposed changes before any final decisions are made by the District. Any interested person, agency or business will be afforded the opportunity to be heard with respect to the transportation, social, economic or environmental aspects of the proposed changes."

"DDOT wants to hear all comments; therefore, we do ask that the speakers be concise as to their concerns and how your concerns relate to the proposed changes. Oral comments should be restricted to three (3) minutes. Written statements may be submitted at the meeting or sent to DDOT within the next five (5) days. At this time if anyone has not signed-in or wishes to be on the Speakers' List, please let us know."

E. Presentation of Proposal

1. Upon completion of the introductions, assigned DDOT staff will describe the proposed changes in service and/or fare structure using visual aids as appropriate.

Illustrations of proposed route changes and/or fare structure will be outlined and explained by assigned staff members.

2. Public Comments: Chairperson should state that public comments will be received in the following order:

- a. Elected officials will provide testimony first.
- b. Non-elected speakers will be heard in the order that they have signed the Speaker's List. Speakers who have not signed up, but who wish to speak will be given the opportunity to do so.
- c. Comments made in writing, by telephone, email, or otherwise received by DDOT within five (5) days of the hearing will be given the same consideration as comments received at the hearing.

F. Public Hearing Closure

After receiving verbal and written comments from the audience, the chairperson shall end the public hearing. The chairperson shall reiterate that any additional written or verbal comments can be made to DDOT within the next five (5) working days by writing to:

Progressive Transportation Service Administration
Associate Director
District Department of Transportation
55 M Street SE, 5th Floor
Washington, DC 20003

Interested persons may also contact the Mass Transit Administration at (202) 673-1740; fax their comments to the Associate Director for Progressive Transportation Services Administration at (202) 673-1734; or email their comments to ddot@dc.gov.

G. Final Approval

1. After a five (5) workday waiting period following the final scheduled public hearing, staff will review all comments received. The waiting period is to allow the public to submit written comments or communicate with DDOT.
2. Staff shall prepare a written summary of the comments received.
3. Staff will prepare an implementation package within ten (10) working days of the hearing with proposals revised as appropriate. The package shall then be submitted to the DDOT Director for approval within ten (10) working days and will contain a cover memo, revised schedule or operations or fares, and a revised route map, if applicable. Correspondence to affected Councilmembers, ANCs, and other civic representatives also

will be included. Notices shall be placed on buses at least ten (10) workdays before the approved schedule, route or fare change is implemented.

VIII. STREETCAR PUBLIC PARTICIPATION PROCESS

The Streetcar strives to remain open to public comment on the provision of services and planning for future services. Given the dynamic nature of the District's demography, its public transportation services, the expansion of the network and the need to adjust to changing fiscal environments, the public participation process will vary. The Streetcar service will include various forms of participation that involve the planning and operations of various routes. The program is currently developing the plan for participation once the service is in operations.

Currently all public participation involves two main components: information on the program and current construction, as well as, planning study processes that comply with local planning laws and guidelines, as well as, follow federal law and policy, many under the umbrella of the the National Environmental Policy Act.

VIV. NOTICE OF MINOR SERVICE CHANGES

If a service change is deemed to not require a public participation process pursuant to the guidelines described in VI.A. – VI. C., public notice will be served as follows:

Advertising of a service change should be shown prominently on the Circulator and DDOT websites, on Circulator buses, and on Circulator stops as appropriate. The advertising and posting of notices on websites, Circulator buses and stops should occur a minimum of ten (10) working days before the scheduled change.

X. CHARTER SERVICE

Because the Circulator has not accepted Federal funding to date, it is not bound by Federal Transit Administration charter provisions. Should this situation change, the following procedure may no longer be applicable. Charter service requests will be considered for temporary, special event-related service only; no charter services that represent a fixed-route transportation service spanning more than one day can be accommodated.

- A. All requests for charter and special transportation service will be tracked, evaluated and responded to. All such requests will be received by the Mass Transit Administration. They may be received via phone, email, fax or written correspondence. The following procedures apply:
 1. When a request arrives, it will be logged to the charter request log sheet, which shall be kept electronically.
 2. Upon receiving the fax or email request, the Mass Transit Administrator will conduct a policy and operational evaluation and approve/deny (per Section B and C), the request and send confirmation/denial to the originator via email. The Mass Transit Administrator or assigned staff will communicate the approval to the

contract manager and directly to the contractor, only the contract manager will be informed of denial.

3. As soon as a service decision is made, Mass Transit Administration staff will prepare and send an email, letter or memo approving or denying the trip to the originator and, for approved requests that cost/billing information and an invoice be sent to the originator directly from the contractor.
- B. Due to policy and service restrictions, not all requests for special trips or charter service will or can be approved. The following service priorities and scheduling restrictions will be used to evaluate all requests for service:
1. District of Columbia affiliated agency/group, or District of Columbia sponsored agency or group requesting trips during normal Circulator service hours, operating solely inside the District can always be approved, subject to VIII, Section C.
 2. General public youth, senior and/or disabled group requesting general purpose/special in-District trips during normal Circulator hours can always be approved, subject to VIII, Section C.
 3. Non-profit organization and/or other non-District government agency requesting in-District trips during normal Circulator service hours can always be approved, subject to VIII, Section C.
 4. Charter/Special trip requests meeting conditions a, b or c above but occurring outside of normal service hours, need approval on a case by case basis from the Director, City Administrator, or Mayor.
 5. General public/general purpose trip requests for in-District trips during normal Circulator service hours when other forms of direct public transportation are available to requesting person/group can only be approved on a case by case basis from the Director, City Administrator, or Mayor.
 6. Circulator cannot schedule trips for private companies, organizations or groups that could have used private charter companies, unless directly authorized by the Director, City Administrator, or Mayor.
- C. Normal Circulator services will not be disrupted or cancelled due to charter or special trip requests. To assist in meeting this policy, the following scheduling procedures apply:
1. Email, phone, fax or written requests should be received a minimum of two weeks in advance. Email, fax or written requests with less notice are handled as time and resources allow.
 2. All requests are scheduled on a first come/first serve basis. Multiple requests on the same day are prioritized per Section 2 (Conditions A, B and C listed in order of priority).

3. DDOT Director, Deputy Director, or Mayor's Office may/can prioritize or schedule a trip at any time and may preempt an existing scheduled trip at any time, and are allowed to request trips that are not in-District.
- D. DDOT will attempt to fully recover its costs for Charter/Special trips. The following procedures apply:
1. Upon receipt of trip approval from assigned staff, staff will determine costs per below.
 2. Circulator direct costs are determined by adding the hourly contract rate in effect to the estimated amount of fuel usage. A minimum of four hours of service is required to be charged per bus, regardless of the number of hours of service actually requested.
 3. DDOT shall also charge an administrative fee. DDOT shall publish the fee on the Circulator website.
 4. Rates will be updated annually on or about October 1 of each year and posted on the Circulator website.
 5. No farebox revenue collection or use of the farebox will be allowed by the requestor. The requestor is solely responsible for any and all monies to be collected to offset the cost of providing the trip. Neither DDOT nor the contractor will accept, handle, or count any cash.
 6. The contractor shall invoice the requestor for the full amount of the charter within two days of receiving the authorization to proceed with the charter. DDOT reserves the right to cancel the trip if the invoice is not paid prior to the date of the charter. All revenues shown as Charter/Special revenue on any required reports.

XI. Title VI Policies and Procedures

In order to comply with FTA 4702.1A Circular "Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients," DDOT shall abide by the policies and procedures described herein.

- A. DDOT shall be required to record Title VI investigations, complaints, and lawsuits. The agency shall prepare and maintain a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or sub recipient that allege discrimination on the basis of race, color, or national origin. This list shall include the date of the 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 or sub recipient in response to the investigation, lawsuit, or complaint.
- B. DDOT shall be required to provide meaningful access to Limited English Proficient (LEP) persons. Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

- C. DDOT is complying with the District of Columbia Language Access Act to ensure that LEP persons have meaningful access to programs and activities.¹
- D. DDOT shall notify beneficiaries of protection under Title VI. In order to comply with 49 CFR Section 21.9(d), DDOT provides information to the public regarding their Title VI obligations and apprises members of the public of the protections against discrimination afforded to them by Title VI. This information is provided on the agency's website and is disseminated at public meetings. Documents are available in languages other than English on the website and at meetings. DDOT shall provide additional information upon request.
- E. DDOT shall prepare and submit a Title VI Program once every three years that includes certain general information as required by FTA to determine compliance with Title VI. The collection and reporting of this program constitute the recipients' Title VI Program. The submission shall include the following information:
 - 1. A summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority and low-income people had meaningful access to these activities.
 - 2. A copy of the agency's plan for providing language assistance for persons with limited English proficiency that was based on the DOT LEP Guidance or a copy of the agency's alternative framework for providing language assistance.
 - 3. A copy of the agency procedures for tracking and investigating Title VI complaints.
 - 4. A list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submission. This list should include only those investigations, complaints, or lawsuits that pertain to the agency submitting the report, not necessarily the larger agency or department of which the entity is a part.
 - 5. A copy of the agency's notice to the public that it complies with Title VI and instructions to the public on how to file a discrimination complaint.
- F. DDOT shall conduct necessary environmental analysis, including environmental justice analysis where applicable as directed in the under National Environmental Policy Act (NEPA).
- G. DDOT shall collect demographic data to analyze racial and ethnic data and the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance. Such demographic data will be collected either in the form of maps and charts displaying census data or through a survey which would collect at minimum the following items, or by a combination of the two as a locally developed alternative:

¹ On April 21, 2004, the District of Columbia enacted a fundamental piece of civil rights legislation—the DC Language Access Act of 2004. The Act holds covered agencies accountable for providing the District's limited and non-English proficient (LEP/NEP) residents with greater access to and participation in their programs, services and activities. The Act identifies the Office of Human Rights (OHR) as the agency designated to oversee and enforce the implementation of the law. OHR houses the District's Language Access Program whose mission it is to provide oversight, central coordination, and technical assistance to covered agencies in their implementation of the law. All District agencies, including DDOT, are in compliance with this Act.

1. Information on riders' race, color, and national origin.
 2. Whether the rider speaks or understands English "not well" or "not at all."
 3. Information on riders' income or income range.
 4. The mode of transit service that riders use most frequently (when applicable).
 5. The frequency of transit usage.
 6. The typical number of transfers made.
 7. The fare payment type and media most frequently used (when applicable).
 8. Riders' auto availability.
 9. Riders' opinion of the quality of service they receive (this could include questions such as satisfaction with the system, willingness to recommend transit to others, and value for fare paid).
- H. DDOT shall adopt system-wide service policies necessary to guard against service design and operational policies that have disparate impacts. Such policies include:
1. Vehicle assignment. Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and routes throughout the recipient's system. DDOT shall assign vehicles to routes so that the age of the vehicles on each route does not exceed the system wide average. Some routes require different length buses due to demand or physical constraints of the roadway network, so this policy shall not supersede the demand for bus size.
 2. Transit security. Transit security refers to measures taken to protect a recipient's employees and the public against any intentional act or threat of violence or personal harm, either from a criminal or terrorist act. DDOT, via contractual agreement with its operator shall implement security training programs for employees and contractors.
- I. DDOT shall evaluate service and fare changes at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to "major service changes" only. DDOT has established this to be defined as a change that requires a public hearing as defined elsewhere in this document. DDOT shall evaluate the impacts of its transit service and/or fare changes using the following method or a locally developed alternative that meets the intent of this method:
1. Assess the alternatives available for people affected by the fare increase or major service change.
 - i. Service changes. For proposed service changes, the recipient should analyze what, if any, modes of transit or transit routes are available for people affected by the service expansions or reductions. This analysis should compare the travel time and cost of the current route with the travel time and cost to the rider of the alternatives.
 - ii. Fare changes. For proposed fare changes, the recipient should analyze what, if any, alternative transit modes, fare payment types, or fare payment media are available for people affected by the fare change. This analysis should compare the fares paid under the change with fares that would be paid through available alternatives.

- iii. Describe the actions the agency proposes to minimize, mitigate, or offset any adverse effects of proposed fare and service changes on minority and low-income populations.
 - iv. Determine which, if any of the proposals under consideration would have a disproportionately high and adverse effect on minority and low-income riders. Recipients can implement a fare increase or major service reduction that would have disproportionately high and adverse effects provided that the recipient demonstrates that the action meets a substantial need that is in the public interest and that alternatives would have more severe adverse effects than the preferred alternative.
- J. DDOT shall monitor transit service regularly, at minimum once every three years. In addition to monthly service monitoring done on the Circulator for internal purposes and for planning, DDOT will assess for FTA level of service or customer survey analysis, or some combination of the two as part of a locally developed alternative:

1. Option A: Level of Service Methodology.

Recipients should select a sample of bus routes and (if applicable) fixed guideway routes that provide service to a demographic cross-section of the recipient's population. A portion of the routes in the sample should be those routes that provide service to predominantly minority and low-income areas. Recipients should bear in mind that the greater the sample size, the more reliable the results.

Recipients should assess the performance of each route in the sample for each of the recipient's service standards and policies.

Recipients should compare the transit service observed in the assessment to the established service policies and standards.

In cases in which observed service does not meet the stated service policy or standard, recipients should determine why the discrepancy exists and take corrective action to correct the discrepancy.

2. Option B: Title VI Analysis of Customer Surveys.

For their most recent passenger survey, recipients should compare the responses from individuals who identified themselves as members of minority groups and/or in low-income brackets, and the responses of those who identified themselves as white and/or in middle and upper-income brackets.

To the extent that survey data is available, recipients should determine whether the different demographic groups report significant differences in the travel time, number of transfers, and overall cost of the trip or if different demographic groups gave significantly

different responses when asked to rate the quality of service, such as their satisfaction with the system, willingness to recommend transit to others, and value for fare paid.

If the agency concludes that different demographic groups gave significantly different responses, it should take corrective action to address the disparities.

- K. DDOT shall prepare and submit a Title VI program in compliance with 49 CFR Section 21.9(b), including documentation of compliance with the general reporting. This program shall be submitted once every three years on or prior to a date arranged by FTA. The report shall include:
1. A copy of the agency's demographic analysis of its beneficiaries. This should include either any demographic maps and charts prepared or a copy of any customer surveys conducted since the last report that contain demographic information on ridership, or the agency's locally developed demographic analysis of its customer's travel patterns.
 2. Copies of system-wide service standards and system-wide service policies adopted by the agency since the last submission.
 3. A copy of the equity evaluation of any significant service changes and fare changes implemented since the last report submission.
 4. A copy of the results of either the level of service monitoring, quality of service monitoring, demographic analysis of customer surveys, or locally developed monitoring procedures conducted since the last submission.
 5. Eliminating Redundancy. If, prior to the deadline for subsequent reporting periods, DDOT has not altered its existing demographic analysis, service standards, or service policies, DDOT should submit a statement to this effect in lieu of copies of the original documents.

XII. Reports to Mayor and District of Columbia Council

- A. By the 20th day of the month following the completed reporting period (e.g. February 20 for January report), the Director, or the Director's designee will provide a summary report of monthly performance to the Mayor and District of Columbia Council.
- B. By January 1 of each year, the Director, or the Director's designee will provide a summary report of system performance from the previous fiscal year to the DC Council. The report shall contain the following information:
1. Ridership by route;
 2. Costs by route;
 3. Revenue collected by route;
 4. Farebox recovery ratio;
 5. Accidents;
 6. On-time performance; and
 7. A summary of all changes made to the system since the prior year's report.

XII. APPLICABILITY

This Order shall apply to all DDOT employees.

XIII. EFFECTIVE DATE

This policy shall take effect immediately upon the execution of this Order.

A handwritten signature in blue ink, appearing to read "Terry Bellamy", with a long horizontal stroke extending to the right.

Terry Bellamy
Director, District Department of Transportation