



**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
DEPARTMENT OF TRANSPORTATION

**2016-2018 TITLE VI Program**

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Prepared by:

**Office of Civil Rights**  
**District Department of Transportation**

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Washington, DC 20003



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# 1 Requirements and Guidelines

## 1.1 DDOT's Mission, Vision and Core Values

The mission of the District Department of Transportation (DDOT) is to develop and maintain a cohesive and sustainable transportation system that delivers safe, affordable, and convenient ways to move people and goods—while protecting and enhancing the natural, environmental, and cultural resources of the District of Columbia.

DDOT manages and maintains transportation infrastructure. The Agency:

- Plans, designs, constructs, and maintains 1,392 linear miles of roadways; 228 bridges; 16 tunnels and underpasses; 80,000 street, alley, bridge, tunnel, and navigation lights; 18,000 metered spaces; 7,700 intersections; 69 miles of bike lanes and 205 Capital Bikeshare stations.
- Receives and manages about \$150 million from FHWA annually, to which the District adds approximately \$30 million in matching funds, for investments that make our community more livable. These include: ensuring the structural integrity and safe conditions of bridges, freeways, and streets, and installing and maintaining streetlights, traffic signals, sidewalks, bicycle infrastructure and streetside trees. In addition to FHWA funding, in FY2016 DDOT will receive more than \$150 million in local capital funding and is projected to receive \$1.4 billion in the District of Columbia's six-year capital improvement plan.
- Manages and makes improvements to the street system to facilitate traffic flow through the District of Columbia.
- Supports the Department of Public Works in the removal of snow and ice from the streets.
- Coordinates the District's mass transit services, including the *Kids Ride Free* program for public and charter school students using Metrobus and Metrorail.
- Funds more than 5.6 million annual trips on six DC Circulator bus routes.
- Will soon open and operate a 2.4 mile streetcar line.
- Coordinates with the Washington Metropolitan Area Transportation Authority (WMATA) to develop policy for the management of the mass transit system.
- Represents the District of Columbia on the National Capital Region Transportation Planning Board (TPB) and TPB committees and subcommittees at the Metropolitan Washington Council of Governments (MWCOG).
- Develops bicycle and pedestrian transportation facilities and policies.

DDOT currently has fewer than 50 vehicles in service during peak hours, but anticipates hitting that threshold when its planned streetcar system opens. When DDOT's DC Streetcar line opens for passenger service in 2016, the Agency will become a transit provider that operates 50 or more fixed route vehicles during peak service. Surpassing this threshold will elevate DDOT's reporting requirements to the Federal Transit Administration (FTA), and require the Agency to collect and report data, evaluate service and fare equity changes, and monitor transit service. This Title VI Program proactively provides a framework for these future requirements by providing demographic results from a 2015 on-board DC Circulator rider survey, establishing service and fare equity evaluation policies, and setting transit service standards and policies for both the DC



Circulator bus system and the planned DC Streetcar line. As this Program represents DDOT's first effort to comply with the additional requirements, complete load factor data needed to complete the Transit Service Monitoring was not available. The Transit Service Monitoring was completed with the available data in an effort to come as close as possible to the requirements of FTA C 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients. FTA standards. DDOT is collecting the required data and will use this data to fully complete these analyses for its next Title VI Program submission. Please see **Enclosure D** for the complete H/Benning Line Project Streetcar Service Equity Analysis.

## Vision

DDOT is committed to achieving an exceptional quality of life in the nation's capital through more sustainable travel practices, safer streets and increased access to goods and services. DDOT's vision is to ensure that:

- People and goods will move efficiently and safely, with minimal adverse impacts on District residents and the environment;
- Improved transportation information will make the system as user-friendly for the first-time visitor as it is for the lifelong resident or commuter, regardless of travel mode or traveler's native language;
- Tourist travel within the District will increasingly be part of the fun of visiting the Nation's Capital, as the transportation system, deliberately planned to take advantage of the District's historical design, current land uses, and natural advantages, becomes part of the city's ambience; and
- Public transit, automobile travel and parking, water transportation, bicycling, and walking will be balanced and integrated to offer excellent internal mobility, along with convenient access to city gateways, the region, the eastern seaboard and the world.

Central to this vision is improving energy efficiency and modern mobility by providing next generation alternatives to single occupancy driving within the District.

## Core Values

- A. Safe Passages: Safety is paramount for DDOT. Last reported in 2013 by the Insurance Institute for Highway Safety, DC is proud to have the lowest fatality rates among all state DOTs and the highest highway safety rating in the United States. DC also enjoys a 93 percent seat belt usage rate, one of the highest in the country. We are committed to retaining that rank and improving overall safety for all users of the system, regardless of mode and inclusive of all ages and abilities.
- B. Sustainable Living: At DDOT "sustainability" equates to creating great spaces and moving people and goods in ways that preserve, protect, or even restore our human and natural environments, minimizing waste and consumption, and making the most of the transportation assets.
- C. Capital Assets: Investing in the maintenance of our transportation system is vital to asset preservation and good stewardship of the public infrastructure. Prioritizing the maintenance of infrastructure not only protects the public interest, but also reduces future costs and improves safety.

- D. Prosperous Places: DDOT is committed to providing a well-designed public right-of-way that provides convenient access to businesses, safe and efficient operations, and attractive spaces and places.
- E. Firm Foundation: DDOT can help to create a better Washington, DC by continually improving the excellence of our Agency through investment in our workforce via education and training, enhanced communications, cutting-edge technology, and outstanding customer service.

## 1.2 Authorities

Title VI of the Civil Rights Act of 1964 is a federal law that prohibits discrimination on the basis of race, color or national origin in federally assisted programs. It is codified at 42 U.S.C. § 2000d, *et. seq.*, and states, “[n]o person in the United States, shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any program or activity receiving Federal financial assistance.” Moreover, several related statutes contain additional prohibitions that fall under the purview of the Title VI program, including prohibitions on discrimination based on age, sex and disability.

As a recipient of federal funding, DDOT is required to comply with various non-discrimination laws and regulations, including Title VI of the Civil Rights Act of 1964.

The Federal Highway Administration (FHWA), in accordance with 23 CFR § 200.9 (1976), requires the District of Columbia Department of Transportation (DDOT), as a recipient of federal funding, to prepare a Title VI Plan, clarifying the roles, responsibilities and procedures for assuring compliance with Title VI of the Civil Rights Act of 1964 and related regulations and directives.

The Federal Transit Administration (FTA), in accordance with Title VI of the Civil Rights Act of 1964; Title 49, Chapter 53, Section 5332 of the United States Code; and FTA’s Circular 4702.1B, requires DDOT, as a recipient of federal funding, to prepare a Title VI Program, clarifying the roles, responsibilities and procedures for assuring compliance with Title VI of the Civil Rights Act of 1964 and related regulations and directives.

### Nondiscrimination Statutes

1. **Title VI of the 1964 Civil Rights Act** provides that: “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.” (42 USC Chapter 21, Section 2000d)
2. **The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970** prohibits unfair treatment of persons displaced or whose property has been acquired because of federal and federal-aid programs and projects. (42 USC 4601)
3. **The Federal-Aid Highway Act of 1973** provides that: “No person shall on the grounds of sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance under this title or carried on under this title.” (23 USC 324)<sup>1</sup>
4. **Federal Transit Laws**, as amended (49 U.S.C. Chapter 53 *et seq.*).
5. **Section 504 of the Rehabilitation Act of 1973** provides that: “No qualified handicapped person shall, solely by reason of his handicap, be excluded from participation in, be

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<sup>1</sup> Does not apply to the FTA Title VI program.

- denied benefits of, be subjected to discrimination under any program or activity that receives benefits from Federal financial assistance.” (29 USC 790)
6. **The Age Discrimination Act of 1975**, as amended, provides that: “No person in the United States shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” (42 USC 76, Section 6101)
  7. **The Civil Rights Restoration Act of 1987** broadened the scope of Title VI coverage by expanding the definition of terms “programs or activities” to include all programs or activities of Federal
  8. **Title II of the Americans with Disabilities Act of 1990** provides that “No qualified individual with a disability shall, by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination by a department, agency, special purpose district or other instrumentality of a State or local government.” (PL 101-336)

### Nondiscrimination Executive Orders

1. EO 12250 (November 2, 1980) mandates that U.S. Department of Justice (DOJ) will provide leadership and coordination of nondiscrimination laws.
2. EO 12898 (February 11, 1994) mandates that "Each Federal agency shall make achieving environmental justice part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its programs, policies, and activities on minority populations and low-income populations.
3. EO 13166 (August 16, 2000) improves access to services for persons with Limited English Proficiency (LEP).

### Nondiscrimination Regulations

1. 23 CFR 200 – FHWA Title VI regulation.
2. 23 CFR 450 and 49 CFR 613 - Joint FTA/FHWA regulation, “Planning Assistance and Standards.”
3. 23 CFR 771 - Joint FTA/FHWA regulation, “Environmental Impact and Related Procedures.”
4. 23 CFR 1235 – FHWA and NHTSA joint regulation governing Uniform System for Parking for People with Disabilities.
5. 28 CFR 35 – DOJ regulations governing nondiscrimination on the basis of disability in State and local government services.
6. 28 CFR 36 – DOJ regulations government nondiscrimination on the basis of disability in public accommodations and commercial facilities.
7. 28 CFR 41 – Implementation of Executive Order 12250.
8. 28 CFR 42, Subpart C – DOJ’s regulation implementing Title VI of the Civil Rights Act of 1964.
9. 28 CFR 42, Subpart F – DOJ’s regulation, “Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs.”
10. 28 CFR 50.3 – DOJ’s guidelines for the enforcement of Title VI of the Civil Rights Act of 1964.
11. 49 CFR 21 – U.S. Department of Transportation (USDOT) Title VI regulation.
12. 29 CFR 27 – USDOT’s regulation implementing Section 504 of the Rehabilitation Act of 1973.

## Nondiscrimination Directives

1. DOT Order 1000.12 – Implementation of the DOT Title VI Program.
2. DOT Order 1050.2 – Standard Title VI Assurances.
3. DOT Order 5610.2 – Environmental Justice Order (April 15, 1997).
4. FHWA Order 6640.23 – Actions to address Environmental Justice.
5. Joint FHWA/FTA Memo dated May 9, 2000 – Guidance on implementing
6. Title VI in Metropolitan Planning.
7. DOT Policy Guidance Document – Clarifying responsibilities of Federal-aid with respect to Limited English Proficiencies populations.

## Local Authorities

1. District of Columbia Human Rights Act of 1977, (Amended)
2. District of Columbia Language Access Act of 2004
3. District of Columbia Department of Transportation Right of Way Policies and Procedures Manual, 2009, revised 2011.

### 1.3 Office of Civil Rights: Organization and Staffing

#### Organization

The DDOT Office of Civil Rights (OCR), which is located within the Office of the Director, administers the Agency’s civil rights compliance and monitoring programs. The regulations at 23 CFR 200.9 provide for the structure and organizational placement of this office. DDOT’s OCR is primarily responsible for ensuring that the Agency implements its programs and activities in compliance with all applicable non-discrimination laws and regulations.

With responsibility for the oversight and management of the entire Agency, the Office of the Director is organized in the following functional areas:

- Office of the General Counsel**
  - Labor Relations
- Office of the Chief Financial Officer**
- Office of the Chief of Staff**
  - Economic Development
  - Safety and Risk Management
  - Communications
  - Policy and Government Affairs
- Office of Contracting and Procurement**
- Office of Transportation Equity and Inclusion**
  - Office of Civil Rights
  - Senior and Elderly Affairs
  - ADA Coordinator

The OCR contains a staff member who serves as the agency’s Title VI Coordinator (Coordinator) and is responsible for Title VI program development, coordination of compliance activities across program areas, complaint processing and compliance monitoring. The Coordinator reports directly to the Chief of the Office of Civil Rights. The Coordinator has direct contact with the Chief of OCR and coordinates implementation and compliance with all Title VI program requirements.



The Agency is currently undergoing reorganization, and the new structure creates an Office of Transportation Equity and Inclusion. In the new structure, the Chief of OCR will report to the agency’s Transportation Equity and Inclusion Officer, and will have easy access to the Director and Deputy Director of the Agency.

## Staffing

The OCR administers the agency’s nondiscrimination programs, and monitors program areas and sub-recipients for compliance with applicable civil rights statutes. A team of seven full-time civil rights specialists (**Table 1**) are responsible for ensuring compliance with various federal and local nondiscrimination authorities.

**Table 1 DDOT Office of Civil Rights Staff**

Name	Position	Responsibilities
Lisa Gregory	Chief	Manages OCR programs and Staff
Linda Fennell	Program Analyst	BOWDC Program / DBE & OJT Supportive Services
Luisa Nguyen	Equal Opportunity Specialist	DBE Program / DBE Certification, Title VI Specialist
Mohammed Kabir	Sr. Equal Opportunity (EO) Local and Federal Compliance Officer	EO Local and Federal Compliance Officer
Leutisha Stills	Equal Employment Opportunity Specialist	DBE Program / DBE Certification
Cesar Barreto	ADA Coordinator	ADA Program
Karen Randolph	Program Analyst	Title VI Program, Language Access Program

The Office of Civil Rights administers the following programs:

- Title VI Compliance
- Title VII Compliance /Affirmative Action
- ADA Program
- Disadvantaged Business Enterprise Program (DBE)
- On-the-Job Training Program
- Business and Workforce Development Program (BOWDC)

The OCR staff has the following responsibilities related to the administration of the Title VI program:

1. Coordinate Title VI Program, provide technical assistance to program areas and work collaboratively with Title VI Implementation Committee (**Table 2**) and key program managers to implement Title VI requirements.
2. Manage collection of statistical data (race, color, national origin, sex, disability and age) on participants in and beneficiaries of the Department’s programs, activities and services.
3. Coordinates the development and implementation of a training program.
4. Review program directives, policies, and manuals for compliance with Title VI. Incorporate applicable language or guidance as needed.
5. Conduct annual reviews of program areas for compliance with Title VI.

6. Conduct periodic reviews of sub-recipients (contractors, subcontractors, sub-grantees), including pre- and post-award reviews, for compliance with Title VI.
7. Ensures prompt processing and resolution of Title VI complaints.
8. Disseminate Title VI information and resources to the public.
9. Maintain partnerships with the Mayor’s outreach offices to ensure effective engagement of minority and limited English proficient populations.
10. Monitor implementation of mitigating measures.
11. Identify and eliminate Title VI violations and deficiencies according to established guidelines.

## Coordination

### ***Title VI Implementation Committee***

To ensure direct involvement and maximum participation from the Agency’s functional program administrations, OCR formed the Title VI Implementation Committee in the spring of 2015. This Committee replaces the former Title VI Advisory Taskforce formed in 2008 and is comprised of DDOT staff who liaise with OCR on Title VI program implementation (see **Table 2** for membership).

To maintain compliance across the functional program areas, DDOT works with Associate Directors in each administration through their designated Title VI liaisons. The Title VI Coordinator’s role is to coordinate with the Title VI liaisons to identify, address, and prevent Title VI implementation issues within each program administration. The Title VI Coordinator, with the support of the Title VI liaisons, will ensure DDOT’s compliance with Title VI requirements in the program implementation process. Specific roles of the Title VI liaisons include:

- Assisting OCR in identifying/developing new procedures to prevent potential or address existing Title VI issues;
- Managing and collecting data (race, color, national origin, sex, age and disability) of participants in and beneficiaries of DDOT programs for each Administration; Providing input to OCR on the Title VI Implementation Plan via Program Area Review Questionnaire; and
- Fostering awareness of Title VI and its requirements in each Administration.

**Table 2 DDOT Title VI Implementation Committee, May 2015\***

Committee Member	Title	Administration
Karen Randolph, Chair	Program Analyst	Office of the Director, Office of Civil Rights (OCR)
Karen Campblin	Contractor	Office of the Director, Office of Civil Rights (OCR)
Walter Graham	Customer Relations Division Manager	Public Space Regulations Administration (PSRA)
Reginald Bazile	Special Assistant for Policy & Planning	Policy, Planning and Sustainability Administration (PPSA)
Suzette Robinson	Chief Operations Officer	Transportation Operations Administration (TOA)
Spring Worth	Transportation Planner	Progressive Transportation Services Administration (PTSA)
Earl Eutsler	Supervisory Forester	Urban Forestry Administration (UFA)

Committee Member	Title	Administration
John Duel	Right-of-Way Program Coordinator	Infrastructure Project Management Administration (IPMA)
Dorinda Floyd*	Chief Administrative Officer	Office of the Director (OD)
James Graham*	GIS and Applications Manager	Office of Information Technology and Innovation (OITI)
Margaret Crane	Senior Assistant General Counsel	Office of General Counsel

\*Technical Advisor to the Implementation Committee

### **Staff Training Activities**

#### Title VI Training

Whenever possible, OCR staff participates in training activities related to Title VI compliance requirements, enforcement policies and procedures, related civil rights statutes, and targeted program area trainings. During FY14 - FY15, staff participated in the following Title VI training courses:

1. The Title VI Coordinator completed the four-day NTI training class entitled “Public Involvement in Transportation Decision-making”.
2. The Title VI Coordinator completed the two-day NTI training class entitled “Environmental Justice.”
3. The Title VI Coordinator completed the one-day 2015 DOT Civil Rights Virtual Symposium “Speaking with One Voice: Connecting the DOTs.”
4. The Title VI Coordinator attended the DOT one-day webinar entitled “Understanding the Travel Needs of Older Adults.”
5. The Title VI Coordinator completed the one-half day training on “Language Access.”
6. The Title VI Coordinator took the online FTA training on Title VI.
7. The External EEO Compliance Manager attended the five-day Southern Transportation Civil Rights Training Symposium and National Title VI Forum.
8. The Title VI Coordinator completed the one-day DOT/FTA online training on Title VI.
9. A total of 25 DDOT managers and staff attended the one-day Title VI training presented by Mohamed Dumbuya, FHWA Resource Center & Virginia Division.

A total of 20 managers as described in Section B below (Program Area Training) and Title VI liaisons attended the Program Area Review meetings where abbreviated Title VI trainings were presented.

#### Language Access Training

During the FY14-FY15, DDOT coordinated with the DC Office of Human Rights (OHR) on the following activities:

1. The Mayor’s Office of Human Rights offered five Language Access training sessions to DDOT employees.
2. DDOT developed and submitted to OHR the Biennial Language Access Plan.
3. DDOT completed the 2015 Limited English Proficiency Plan, which included the Four Factor Analysis.
4. OCR’s Language Access Coordinator attended OHR’s Bi-Monthly Language Access Coordinators meetings chaired by DC’s Office of Human Rights.

DDOT staff are always encouraged to seek out training opportunities provided by federal and local agencies and community organizations and to share knowledge and make recommendations to the Chief of the OCR regarding information gained during these sessions. DDOT’s training office and senior management inform DDOT staff of these opportunities as they relate to their duties.

**Program Area Training**

The Title VI Coordinator, in conjunction with other OCR staff and the DDOT Training Office provided abbreviated Title VI and targeted training for each program area. The purpose of the additional training was to raise the Associate Directors and Title VI liaisons’ awareness of Title VI and related requirements as it pertains to the more technical aspects of their programs and activities. Program area training may arise from needs specifically expressed by the program area, or as identified by the Title VI Coordinator. As appropriate and taking into consideration the availability of resources, consultants may be utilized to facilitate program-specific trainings.

During the months of September and October 2015, the Title VI Coordinator held separate program meetings with all six of DDOT’s program offices. Managers, Title VI liaisons, and staff from each program office attended the meetings. The meetings included a training presentation on DDOT’s Title VI program, the Title VI regulations, as well as a discussion on implementing DDOT’s program in compliance with the Title VI regulations.

**Table 3 DDOT 2015 FHWA Title VI Training Participants**

Name	DDOT Department
Albert Ladipoh	Infrastructure Project Management Administration
Etayenesh Asfaw	Infrastructure Project Management Administration
Robert Corletta	Urban Forestry Administration
Munewer Ertem	Urban Forestry Administration
Sharon St. Louis	Office of Civil Rights
Zahra Dorriz	Infrastructure Project Management Administration
Leutisha Stills	Office of Civil Rights
Spring Worth	Progressive Transportation Services Administration
Brett Rouillier	Infrastructure Project Management Administration
Emnete Banko	Infrastructure Project Management Administration
Aidin Sarabi	Infrastructure Project Management Administration
Muhammed Ilym	Infrastructure Project Management Administration
Mohamed Dahir	Infrastructure Project Management Administration
Julian Swain	Office of Civil Rights
Mohammed Kabir	Office of Civil Rights
Earl Eutsler	Urban Forestry Administration
Karen Randolph	Office of Civil Rights
John Duel	Infrastructure Project Management Administration
Karen Campblin	Office of Civil Rights
Michelle Phipps-Evans	Office of the Director
Maurice Keys	Planning and Sustainability Administration

**Title VI Certifications and Assurances**

See signed document, attached in **Enclosure A**.

## 1.4 Integrating Title VI in the Planning Process

### Overview

DDOT plans, prioritizes and develops transportation-related projects for the District of Columbia in conjunction with local, regional, and federal authorities. The Agency's planning process produces both long-range inter-modal transportation plans and short-range program or projects. Plan development is coordinated with the National Capital Region Transportation Planning Board (TPB), which is the designated metropolitan planning organization (MPO) for the Washington region. FHWA and FTA jointly oversee the transportation planning process and are authorized to approve state and regional transportation plans.

DDOT strives to address Title VI concerns in its strategic transportation planning at both the local and regional levels. To this aim, DDOT and its regional partners utilize a cooperative process centered around public participation, improving the human environment, and avoiding disproportionately high or adverse effects on minority populations and low-income populations.

FHWA and FTA have issued joint guidance on implementing Title VI in local and regional planning. Based on this guidance, DDOT has identified its primary responsibilities in order to fully comply with Title VI in the Agency's short-term and long-range transportation planning. The Office of Civil Rights, in coordination with the Title VI Coordinator, will work collaboratively with program area officials to integrate the following actions into the planning process.

### ***Primary Responsibilities***

1. Ensure that public involvement efforts provide for the full inclusion and meaningful participation of minority and low-income groups in the Agency's transportation planning processes and related initiatives.
  - a. Develop and formalize strategies for engaging minority and low-income populations in transportation planning;
  - b. Develop strategies to reduce participation barriers for minority and low-income populations;
  - c. Routinely evaluate effectiveness of public involvement strategies to engage different population groups;
  - d. Develop mechanisms to ensure that issues and concerns raised by low-income and minority populations are appropriately considered in the decision-making process; and
  - e. Conduct outreach to and partner with local organizations representing low income and minority populations to enable their participation in planning processes.
  - f. Continually assess the needs of, and analyze the potential impacts of transportation /activities on different population groups; particularly minority and low-income groups, and tie analyses to short-term and long-range transportation planning activities.
2. Develop data collection activities to support the assessment of the distributional impacts of transportation activities and investments.
  - a. Data collection should reflect the metropolitan area and address:

- i. Community boundaries;
    - ii. Racial and ethnic makeup;
    - iii. Income levels, property taxes, etc.;
    - iv. Community services, schools, hospitals, shopping areas, etc.
    - v. Age
    - vi. Limited English Proficiency
    - vii. Disability
  - b. Data collection on public participation efforts
  - c. Complaints regarding the planning process
  - d. Federal funding streams
3. Ensure that TIP/STIP development and the overall planning process satisfy the letter and intent of Title VI requirements and environmental justice principles.
4. Demonstrate commitment to improving the natural and human environments for low-income and minority groups.
5. Establish policy and procedures centered on environmental justice principles for developing transportation projects that fit harmoniously into communities without sacrificing safety or mobility.

Federal authorities reflect the nation's commitment to the principals of Title VI and environmental justice in transportation planning. The implementation regulations for statewide transportation planning as described in 23 CFR 450, now require transportation agencies to explicitly consider, analyze as appropriate, and reflect in planning process products, the overall social, economic, energy, and environmental effects of transportation decisions (including housing and community development effects and effects on the human, natural, and manmade environments).

Authorities (specific to transportation planning):

- MAP-21
- 23 CFR Parts 450 and 771;
- 49 CFR Parts 619 and 622;
- Joint FHWA/FTA Memo re: Implementing Title VI in Metropolitan and Statewide Planning;
- Executive Order 12898 on Environmental Justice;
- National Environmental Policy Act (NEPA) of 1969; and
- The American with Disabilities Act of 1990

### Procedures for Ensuring Statewide Planning is Nondiscriminatory

DDOT has developed strategies for ensuring, demonstrating, and substantiating compliance with Title VI, which include the consideration of demographic information in the transportation planning and service delivery process. To achieve that goal, DDOT has developed a demographic profile of the District of Columbia that includes identification of the locations of socio-economic groups, including low-income and minority populations as required by the Executive Order on Environmental Justice and Title VI. This data is developed using numerous sources, including the most recent US Census and American Community Survey.

The planning process seeks to recognize the needs of minority populations as well as low-income populations. In addition to using the demographic profile of the District of Columbia, DDOT's transportation planning process requires regular public involvement. The Public Participation Process, which is explained in greater detail in Section 1.12, involves outreach, notice, and the opportunity to provide comment. DDOT works diligently to ensure that the public has notice of transportation planning and services by partnering with community groups, posting public notices along the effected service routes, translating notices if the demographic data shows that the Non English Proficient/Limited English Proficient populations will be impacted by the transportation planning.

### ***State Transportation Improvement Program (STIP) Development Process***

DDOT is responsible for developing its own State Transportation Improvement Program (STIP). The STIP is a list of federally funded transportation projects proposed for funding under Title 23, USC 135, and 49 USC 5304 which covers a period of at least four years. Federal regulations 23 USC 135 and 49 USC 5304 require each State to carry out a continuous, cooperative and comprehensive statewide multimodal process, including development of a Long Range Transportation Plan and a STIP to facilitate the safe and efficient management, operation and development of the surface transportation system. The STIP also includes regional significant projects that may not be federally funded. The STIP development process includes:

- **Development of Long Range Plan/Inputs** – The development of DDOT's Long Range Plan encapsulates future projects and priorities of the District; however, existing commitments, initiatives and recommendations from systems plans and studies will continue to be used as inputs for determining which projects are to be included in the District's STIP.
- **Project Identification** – Project Identification consists of developing a list of STIP project candidates from the above-referenced inputs including the Long Range Plan, existing commitments and initiatives, and recommendations from systems plans and studies. This phase includes adjusting the schedule for an internal call for projects to improve the project selection and vetting process, including more comprehensive information on the project call sheet, and enhancing projects by project evaluation and vetting.
- **DDOT Internal Call for Projects** – DDOT's annual call for projects begins in June. A new project development form is used to capture the necessary information for the Constrained Long-Range Plan (CLRP) submission, TIP/STIP, and obligation plan.
- **Initial Prioritization/Ranking** – Representatives from across DDOT, including executive staff, senior management and project managers participate in this initial round of ranking and prioritization of projects based on the following established criteria: safety and security, mobility (including maximizing operational efficiency and expanding traveler choice to improve quality of alternative modes), environmental quality, asset preservation/conditions; and livability/prosperous places. Each project evaluation criterion has a unique definition, rating scale, and weight.
- **Draft Project List** – The draft project list includes projects programmed for implementation over a six-year period with the expectation of receiving federal funds.
- **Public Participation** – Before entering into the STIP development process, the public is given an opportunity to provide recommendations for projects to be considered for the STIP. This stage of public involvement recognizes community concerns and solicits feedback that assists with the prioritization of projects. Once the internal call for projects has occurred and after the projects have been vetted, a draft project list is developed

which contains all projects that will be a part of the STIP. The draft project list is shared with the public to receive feedback on the variety of different projects. DDOT documents relevant comments, and prepares and posts for public review, responses to comments received to ensure that full public participation throughout the STIP development process is achieved.

- **Final Prioritization/Ranking** – DDOT staff, including executive staff, senior management and project managers participate in the second of two phases of prioritization and ranking of projects. The purpose of this phase is to ensure that comments received from the public are considered incorporated into the final ranking and prioritization of projects.
- **Programming** – Programming is identifying funding for projects in the STIP/TIP that cover a six-year period. Programming includes providing project-related information such as a description; an approximate cost, phasing and proposed source of funding of the project. Most projects follow a logical phased sequence (e.g.: study, followed by design, followed by construction).
- **Final Project List** – The final project list is sent to the MPO in response to its call for projects. Projects are submitted in two stages. The first project submission includes projects that affect air quality conformity; the second project submission is for those projects that do not affect air quality conformity.

## Impact of Distribution of State and Federal Funds for Public Transportation Purposes

The FTA requires that states prepare demographic maps and charts that analyze the impacts of the distribution of State and federal funds in the aggregate for public transportation purposes, including Federal funds managed by the State as a designated recipient. The FTA also requires an analysis of these impacts that identifies any disparate impacts of the basis of race, color, or national origin.<sup>2</sup>

The Metropolitan Washington Council of Governments (MWCOC) administers the USDOT Transportation Investments Generating Economic Recovery (TIGER) Discretionary Grant Program for the National Capital Region. From 2010 through 2016, this grant agreement provides \$58.8 million in capital funding for five organizations to implement priority bus transit improvements in the region: City of Alexandria, Maryland DOT, WMATA, Potomac and Rappahannock Transportation Commission, and DDOT. Through this grant, DDOT is implementing bus corridor enhancements on four corridors and signal optimization and prioritization on two corridors in the District of Columbia. Bus corridor enhancements include transit signal priority, real time passenger Information, bus stop improvements, security cameras, bus-only lanes, signal optimizations, and uninterruptable power supply.

Fifty one percent of census block groups within a quarter mile of bus stops with real time passenger information improvements on DDOT TIGER corridors are minority census block groups.<sup>3</sup> DDOT has not identified any disparate impacts on the basis of race, color or national origin in this project's implementation. For a complete listing of the corridors and projects, please see **Enclosure E**.

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<sup>2</sup> FTA C 4702.1B, Chapter V-2.

<sup>3</sup> DDOT's definition of minority census block group can be found in Section 1.12, Service Area Profile.



## 1.5 DDOT Program Area Review

The Title VI Coordinator is responsible for the application, evaluation and monitoring of DDOT's Title VI Implementation Program. Monitoring is conducted through the review and analysis of U.S Census and other relevant demographic or statistical information. Monitoring is conducted through feedback from the public at meetings, hearings and events. Documents that support project development decisions are vetted with the public, and public comments are evaluated.

As part of the Title VI monitoring program, the Title VI Coordinator will perform annual Program Area Reviews (PAR) that focus on internal and external programs. The internal monitoring program focuses on specific program areas within the department, whereas the external monitoring program is intended for recipients of Federal-aid highway funds, including, municipalities, contractors, universities and planning agencies. This section defines the internal review process. Section VII defines the external review procedures.

### Internal Program Area Review Procedures

Each year, the Title VI Coordinator disseminates a Title VI Questionnaire to be completed by each Program Area. The questionnaire is intended to gather information on how effectively Title VI/Nondiscrimination requirements are being addressed by each Administration, as well as identifying program deficiencies, if any, and opportunities for improvement. Upon receipt of each completed questionnaire, the Title VI Coordinator reviews for completeness, identifies and addresses areas of accomplishments, concerns, trends and/or shortfalls concerning Title VI compliance.

The findings and recommendations of the PAR are delivered via electronic mail to the Associate Directors and Title VI Implementation Committee members. If deficiencies or potential violations are found to exist, the Title VI Coordinator will provide technical assistance and work collaboratively with program area staff to achieve voluntary compliance.

In addition, the Title VI Coordinator will determine if additional monitoring is needed to ensure on-going compliance with Title VI requirements. The results of the PAR review will be summarized and included in the Title VI/Nondiscrimination Annual Work Plan & Accomplishment Report, submitted to FHWA annually on December 1st.

OCR will use information obtained in the annual Program Area Reviews, Title VI complaints, and Title VI-related public inquiries received to identify any trends or patterns of discrimination. Additionally, OCR has begun working with DDOT's Office of Information, Technology and Innovation's GIS team to explore ways to identify any trends or patterns of discrimination in the programs and services DDOT provides to the public. DDOT will make use of various demographic indicators from the census and DDOT data to help determine if any discrimination exists in the delivery of services across the District.

If trends or patterns of discrimination are identified, OCR will provide assistance and guidance to the appropriate program administration to eliminate the discrimination by developing a timeframe to correct the discriminatory trend or pattern, and monitor the progress of the corrective action. As complaints often come disproportionately from advantaged communities, DDOT will be proactive in inspecting assets and services in underserved areas to ensure that the needs of all communities are addressed."

The following key program areas were identified, as it relates to Title VI, for annual reviews:

- 1) Office of the Director (OD)
  - a) Office of Civil Rights
  - b) Office of Contracting and Procurement
  - c) Office of Information Technology and Innovation
  - d) Office of Communications Division
- 2) Infrastructure Project Management Administration (IPMA)
  - a) Design and Construction
  - b) Right-of-Way
- 3) Policy, Planning and Sustainability Administration (PPSA)
  - a) Planning
  - b) Environment
  - c) Research
- 4) Progressive Transportation Services Administration (PTSA)
- 5) Public Space Regulation Administration (PSRA)
- 6) Transportation Operations Administration (TOA)
- 7) Urban Forestry Administration (UFA)

### Office of the Director

The Office of the Director (OD) is responsible for the oversight and management of the entire Agency, as described in Section 1.3. For the purposes of Program Area Review, ID focuses on three key program areas:

1. Office of Contracting and Procurement
2. Office of Information Technology and Innovation
3. Office of Communications

### ***Office of Contracting and Procurement***

The Office of Contracting and Procurement (OCP) provides contract support to DDOT when purchasing quality goods and services in a timely and cost-effective manner while ensuring all purchasing actions are conducted equitably and according to the law. OCP collaboratively works with DDOT's program areas to implement and maintain the agency's Architectural and Engineering Schedule (A&E Schedule). The A&E Schedule allows vendors interested in providing professional services to DDOT to obtain pre-qualification status for up to three years.

### Title VI Responsibilities

- Monitor federal-aid construction/consultant services and sub-contracts to ensure they contain Title VI Assurances;
- Ensure contracts are executed properly and timely;
- Work collaboratively with the Office of Civil Rights to effectively address delinquent payment complaints from DBE consultants/sub-consultants;
- Ensure the A&E Schedule (DDOT's professional procurement process) is implemented with full-disclosure to all potential and active participants. Consultant selection is conducted in a nondiscriminatory manner;
- Report Title VI complaints to the Title VI Coordinator immediately upon receipt; and

- Ensure all requests for professional services are widely distributed throughout the District, including minority and women professional publications/organizations.

### ***Office of Information Technology and Innovation***

Office of Information Technology and Innovation (OITI) is responsible for the planning, development and management of technology-related services for DDOT and ensuring services are aligned with the strategies, plans and operations of the agency. OITI works with program areas to design and implement application software, project management tools, online systems that increase the efficiency of service delivery, and provides the general public with a simple way to request city services and information, such as tree planting, permits and roadway repairs.

#### Title VI Responsibilities

- Ensure transparent and equal access to DDOT information, services and programs.

### ***Office of Communications***

The Office of Communications maintains and supports the mission and goals of the Agency through a comprehensive communication strategy that uses print, TV, radio media outlets, social media platforms, public outreach efforts, public notifications, advertisements, etc. The Office also acts as spokesperson on behalf of the Department to promote and improve DDOT and the city's image among the residents, elected officials, businesses and general public.

#### Title VI Responsibilities

- Ensure transparent and equal access of all DDOT information relating to services, improvement, and programs, to all District residents; and
- Facilitate public involvement and encourage robust public participation.

### **Infrastructure Project Management Administration**

The Infrastructure Project Management Administration (IPMA) is responsible for the design, engineering and construction of roadways, bridges, traffic signals, right-of-way management, stormwater, and alley projects in the District of Columbia. IPMA also manages special construction projects and all roadway assets. Also housed within IPMA are the Anacostia Waterfront Initiative/Special Projects Division, the Quality Assurance and Quality Control Division, and the Project Development & Environment Division.

#### Title VI Responsibilities

##### *Design and Construction*

- Identify and address potential impacts of transportation activities on low-income, minority, elderly, disabled, and limited English proficient populations, including those not previously identified;
- Conduct outreach among minority, low-income, limited English proficient and elderly populations to ensure effective public engagement during planning and project development. Document targeted strategies and methods utilized to engage these populations, including but not limited to:
  - Advertising public meetings utilizing diverse and community-specific media resources.
  - Making technical information accessible to impacted communities.
  - Making information available electronically.
  - Contacting minority groups or leaders to identify information needs and issues of concerns.

- Engaging and activating citizen advisory committees.
- Holding meetings at accessible locations/convenient dates/times.
- Utilizing non-traditional meeting formats.
- Provide and document special accommodations for disabled individuals/groups and limited English proficient individuals/groups to ensure that they receive meaningful access to services and are afforded equal opportunities to participate in decision-making;
- Document input received from minority, low-income and other Title VI-protected populations facing barriers to access. Maintain records of agency responses;
- Ensure mitigating measures identified during project development are effectively implemented (i.e. safety through construction zones, noise and air impacts, ADA compliant facilities etc.); and
- Review monitoring/inspection activities to ensure procedures/practices do not result in disparate treatment of protected groups.

#### *Right-of-Way*

- Work collaboratively with the Office of Contracting and Procurement to encourage diversification in the use of appraisers;
- Ensure that appraisal reviews meet quality standards and are in compliance with nondiscrimination statutes. Methods to achieve this include training, establishing standards for selection of fee/staff appraisers, and implementing quality assurance processes);
- Review appraisal process and associated reports for compliance with Title VI and related nondiscrimination statutes;
- Ensure that every effort is made to negotiate for required property prior to filing condemnation;
- Fully inform property owners of their rights to receive just compensation of their property before any donation of such property;
- Ensure proper translation/interpretation services are available during all phases of the negotiation process;
- Review negotiation procedures for compliance with Title VI and other nondiscrimination provisions (i.e., whether the offer was made for the full amount of the appraiser's determination of compensation);
- Review application of minimum payment policy for Title VI compliance;
- Review procedures and practices relating to relocation advisory assistance to ensure compliance with Title VI and other nondiscrimination provisions (encourage diversification of relocation staff, obtain feedback from displaced individuals, conduct appropriate needs assessment, conduct self-evaluations, etc.);
- Review application of inspection standards for decent, safe and sanitary inspections in compliance with Title VI and nondiscrimination provisions; and
- Establish Right-of-Way requirements and processes to safeguard against disparate impacts to low-income, minority, elderly, LEP and disabled populations.

#### **Policy, Planning, and Sustainability Administration**

Policy, Planning and Sustainability Administration (PPSA) establishes broad strategic goals to guide multi-modal program development and the policies necessary to implement these goals and ensure compliance through plan review and permitting.

## Title VI Responsibilities

### *Planning*

- Ensure that all aspects of planning comply with Title VI regulations;
- Analyze and assess the regional distribution of benefits and burdens of transportation system investments included in the TIP and other major planning documents for different socio-economic groups;
- Participate in activities with the MPO regarding identifying and responding to needs of minority and low-income populations. Make recommendations or undertake endeavors to ensure that the views of these populations and others facing barriers to access are solicited and addressed;
- Conduct outreach among all DC residents, including minority and low-income populations to ensure effective engagement in the transportation planning process. Document targeted strategies and methods utilized to engage these populations, including but not limited to:
  - Advertising public meetings utilizing diverse and community-specific media resources.
  - Making technical information available in user-friendly format.
  - Making information available electronically.
  - Contacting minority groups or leaders to identify information needs and issues of concerns.
  - Utilizing citizen advisory committees.
  - Holding meetings at accessible locations on convenient dates and at convenient times.
  - Utilizing non-traditional meeting formats.
- Provide and document special accommodations for disabled and limited English proficient individuals/groups to ensure these individuals/groups are afforded equal opportunities to participate in the planning process;
- Document input received from minority and low-income populations, as well as, other groups facing barriers to access;
- Coordinate with OCR and maintain records of agency responses to public inquiries; and
- Evaluate public involvement activities on a project-by-project basis.

### *Environment*

- During project development, identify and address disproportionately high or adverse human health and environmental effects on minority and low-income populations per EO12898 (EJ) requirements;
- Ensure that potential effects of a project on minority and low-income populations are identified and considered, regardless of the project's level of NEPA documentation (Categorical Exclusion, Environmental Assessment, and Environmental Impact Assessment);
- Collect data on program beneficiaries and develop community profiles to support effects analysis (data to be collected may include community boundaries, racial and ethnic makeup, age, income levels, property taxes, community services, schools, hospitals, shopping areas, existing transportation assets, etc.);
- Conduct outreach among minority and low-income populations to ensure effective public engagement during project development. Document targeted strategies and methods utilized to engage these populations, including but not limited to:

- Advertising public meetings utilizing diverse and community-specific media resources.
- Making technical information available in user-friendly formats.
- Making information available electronically.
- Contacting minority groups or leaders to identify information needs and issues of concerns.
- Utilizing citizen advisory committees.
- Holding meetings at accessible locations/convenient dates/times.
- Utilizing non-traditional meeting formats.
- Provide and document special accommodations for disabled individuals/groups and limited English proficient individuals/groups to ensure equal opportunities to participate in decision-making;
- Engage affected communities in the development of avoidance, minimization, mitigation and enhancement strategies;
- Document input received from minority, low-income and other populations facing barriers to access; and
- Coordinate with OCR and maintain records of agency public responses.

#### *Research*

- Consider Title VI considerations and the needs of low-income and minority populations, as well as other Title VI protected populations facing barriers to access in the selection and prioritization of problem statements; and
- Encourage diversification in the selection of consultants/universities. Take efforts to ensure that minority universities or universities with significant minority student representation are afforded equitable opportunities to participate in DDOT's research projects.

### **Progressive Transportation Services Administration**

The mission of the Progressive Transportation Services Administration (PTSA) is to provide the public with efficient, affordable and diverse means of travel within the District for the residents, workers and visitors. PTSA oversees the DC Circulator and DC Streetcar transit services as well as the Student Transit Subsidy Program. PTSA utilizes several forms of outreach to share information about our programs and services. Some of these forms include: public meetings, meet the rider events, social media, printed materials, websites, customer surveys, and e-newsletters. Outreach is focused on highlighting current mass transit projects, studies, plans, initiatives, and service changes that affect District residents.

#### Title VI Responsibilities

- Conduct equity analysis when changing service route(s);
- Document changes to service features of fare rates and assess any effects it will have on minority transit users, low-income transit users, etc. Conduct analysis prior to adjusting fare rates when certain criteria are met;
- Conduct outreach among minority populations and low-income populations to ensure effective public engagement during project development, including changes to services features or fare rates. Document targeted strategies and methods utilized to engage these populations, including but not limited to:
  - Advertising public meetings utilizing diverse and community-specific media resources.

- Making technical information available in user-friendly format.
- Making information available electronically.
- Contacting minority groups or leaders to identify information needs and issues of concerns.
- Consulting citizen advisory groups.
- Holding meetings at accessible locations/convenient dates/times.
- Utilizing non-traditional meeting formats.
- Provide and document special accommodations for physically challenged, visually and hearing impaired, and limited English proficient individuals to ensure that meaningful access to services and equal opportunities to participate in decision-making are afforded to all;
- Document input received from minority, low-income and other populations facing barriers to access. Maintain records of agency responses;
- Evaluate public involvement activities and address any concerns received;
- Provide public information regarding DDOT programs in an equitable manner to all wards and communities; and
- Engage affected communities in the development of avoidance, minimization, and mitigation of Title VI concerns.
- Ensure that transportation services purchased using DDOT funds are provided consistent with Title VI requirements and this Title VI program.

### **Public Space Regulations Administration**

The Public Space Regulation Administration (PSRA) is responsible for ensuring that all work conducted in public spaces is completed in accordance to all applicable public space laws and regulations, and DDOT standards and guidelines. PSRA provides technical reviews and comments for public space permit applications, and process all applications for permits. Such permits include temporary permits, occupancy permits for work zones and permanent changes to public spaces such as a new sidewalk and street trees. DDOT's Customer Services Division is also housed in PSRA. The Customer Service Division serves as the main point of contact for all applicants and public inquiries regarding public space permits and inspections.

#### Title VI Responsibilities

- Review procedures relating to the fulfillment of customer service requests for compliance with Title VI to identify and eliminate barriers to access for Title VI protected populations;
- Provide and document special accommodations for disabled individuals/groups and limited English proficient individuals/groups to ensure meaningful access to services, and opportunities to participate;
- Provide special accommodations for limited English proficient/non-English proficient individuals when a field inspection is requested;
- Increase access for LEP/NEP individuals seeking applications for public space permits;
- Collect LEP data based on number and types of encounters with LEP individuals and report to OCR quarterly; and
- Document input received from minority, low-income and other populations facing barriers to access. Maintain records of Agency responses.

## Urban Forestry Administration

The Urban Forestry Administration (UFA) manages and increases the District's street trees to maintain healthy trees that provide: improved air quality; increased ground water retention that minimizes runoff and flooding; temperature moderation; aesthetics; and other benefits to the community. UFA is divided into two divisions, Program Operations Division and the Field Operations Division. The Program Operations Division provides educational information to District residents about the benefits of growing trees and encourages planting of appropriate tree species. The Field Operations Division provides public services such as pruning, small tree removals and clean-up of tree debris and stumps, to provide safe sidewalk and street clearance.

### Title VI Responsibilities

- Conduct outreach among minority and low-income populations to ensure effective public engagement during project development. Document targeted strategies and methods utilized to engage these populations, including but not limited to:
  - Advertising public meetings utilizing diverse and community-specific media resources.
  - Making technical information available in user-friendly format.
  - Making information available electronically.
  - Contacting minority groups or leaders to identify information needs and issues of concerns.
  - Utilizing citizen advisory committees.
  - Holding meetings at accessible locations/convenient dates/times.
  - Utilizing non-traditional public meeting formats.
- Provide and document special accommodations for disabled individuals/groups and limited English proficient individuals/groups to ensure meaningful access to services and equal opportunities to participate in decision-making;
- Document input received from minority, low-income and other Title VI protected populations facing barriers to access. Maintain records of agency public responses;
- Evaluate public involvement activities; and
- Ensure mitigating measures identified during project development are effectively implemented (e.g., runoff minimization, storm water, air quality).

## 1.6 Sub-recipient Reviews

Title VI sub-recipient compliance reviews are performed by the agency's Title VI Coordinator, OCR staff in coordination with DDOT program area staff. The purpose of a Title VI compliance review is to determine whether sub-recipients (entities that receive federal assistance through DDOT, including 'pass-through' assistance) are in compliance with requirements under applicable federal and state regulations.

The Title VI sub-recipient compliance reviews are the principal vehicle used for determining whether sub-recipients are meeting their obligations to ensure nondiscrimination. In accordance with Federal regulations, DDOT must ensure that sub-recipients do not discriminate in the selection and retention of contractors, including those whose services are retained for or incidental to, construction, planning, research, highway safety, engineering, property management, fee contracts and other commitments with person for services and expenses incidental to the acquisition of right-of-way.



The Title VI Coordinator ensures sub-recipient compliance with Title VI by conducting pre-award reviews, post-award reviews, and complaint investigations. Pre-award and post-award reviews may take the form of a desk-audit and/or an on-site review. The information gathered during the review is used to evaluate the sub-recipient's efforts to comply with program requirements and to identify deficiencies or violations that require the agency to take further action.

When deficiencies or violations are found as a result of a pre-award or post-award review, the first priority is to secure voluntary compliance. The Title VI Coordinator may recommend that the applicant take preventive measures to ensure that discrimination will not occur in their program as a condition of receiving federal funds. The Title VI Coordinator and OCR staff will also identify and provide technical assistance to sub-recipients as part of a proactive approach to achieve voluntary compliance.

### Deficiencies, Remedies and Sanctions

When voluntary compliance procedures have been unsuccessful in bringing a sub-recipient into compliance, DDOT is authorized to impose sanctions, up to and including refusal to grant or termination of funds.

### Complaint Investigations

In addition to pre-award and post-award reviews, OCR staff investigates sub-recipients against whom they have received complaints alleging violations of Title VI or other Federal civil rights statutes. Depending on the nature of the complaint, the investigation may take the form of an on-site review(s), and will be based on current judicial, administrative, and legislative interpretations of Title VI. The Chief, OCR will submit a written report on each complaint and its investigation to FHWA. For more information on DDOT's complaint procedures, please refer to Section 1.7.

### Outreach and Education

OCR staff provides outreach and education to inform its sub-recipients of their obligations and rights under Title VI. These outreach efforts include:

- Summarizing the requirements of Title VI;
- Noting the availability of Title VI information from the recipient and the Federal funding agency;
- Explaining the procedures for filing a complaint;
- Using other forms of public distribution, such as pamphlets, handbooks, manuals, and the use of the print or broadcast media to disseminate Title VI and civil rights information; and
- Providing information on the recipient's program in non-English languages as needed.

### Technical Assistance

OCR staff provides technical assistance to its sub-recipients in an effort to meet general reporting requirements and prevent or correct discriminatory practices and activities. The provision of technical assistance is integral to the voluntary compliance process. Technical assistance may include:

- Providing sample Title VI outreach materials, including sample notices to the public informing beneficiaries of their rights under Title VI and procedures for filing a complaint;
- Providing sample Title VI complaint procedures ;

- Explaining procedures for data collection and resources for obtaining demographic information;
- Providing sample grant applications;
- Helping sub-recipients establish an advisory board; and
- Conducting trainings, workshops and conferences for both sub-recipients and beneficiaries.

### **Monitoring of Sub-recipient Activities**

Sub-recipients must submit a Title VI Program to the DDOT Office of Civil Rights (OCR) within thirty (30) days of notification of selection. Firms that do not have a current report on file with DDOT, will also be required to submit a Title VI Program within thirty (30) days of this notification. Sub-recipients have the option of submitting these documents electronically to the applicable DDOT Program Manager via electronic or hardcopy mail. A copy should also be delivered to the Title VI Coordinator, via electronic or hardcopy mail.

The Title VI Coordinator may request additional information and/or recommend corrective actions to secure the sub-recipient's voluntary compliance. The VI Coordinator, in collaboration with the DDOT Program Manager, may also randomly schedule an on-site compliance review at the sub-recipient's office or worksite.

If deficiencies are identified, the sub-recipient will have 90 days from receipt of the letter of deficiency to voluntarily bring their program into full compliance. If compliance cannot be achieved within the allotted time frame, the sub-recipient may be found in noncompliance and DDOT is authorized to cease negotiations, withhold payments, cancel, terminate, or suspend the contract or agreement in whole or part.

### **Pre-Award and Post-Award Title VI Reviews**

DDOT undertakes compliance reviews as the principle vehicle used to determine whether obligations to ensure nondiscrimination are met. OCR will conduct compliance reviews on annual basis or immediately following receipt of a complaint. The reviews may take the form of either a desk-audit or an on-site review. The information gathered during the review process is used to evaluate the sub-recipient's efforts to comply with program requirements and to identify deficiencies or violations that require DDOT to take further action. Each year, OCR in coordination with the applicable DDOT program office, will develop annual schedules for conducting reviews. Priority will be given to reviews specifically requested by Federal Highway Administration.

In prior years, when DDOT was the direct recipient of FTA S.5310 funds, there were two types of reviews, 1) Pre-award Reviews of all potential sub-recipients and 2) Post-award Reviews where, once a sub-recipient has received federal funds, OCR would review the sub-recipient periodically, at minimum once yearly, to review compliance with Title VI. Since DDOT is no longer the direct recipient, only post-award reviews are now conducted. These reviews may also arise from deficiencies identified and/or complaints filed.

The Title VI Coordinator gives notice to the sub-recipient in writing, at least two (2) weeks prior to an on-site compliance review. Once the review has been completed, the sub-recipient is informed in writing of the outcome of the review. If the Title VI Coordinator identifies deficiencies, OCR will make every effort to secure voluntary compliance through an informal

resolution process. When voluntary compliance procedures have been unsuccessful in bringing a sub-recipient into compliance, DDOT is authorized to impose sanctions, up to and including refusal to grant or termination of funds.

## 1.7 Data Collection

DDOT collects and maintains statistical data on program beneficiaries (e.g., relocations, affected populations, participants, sub-recipients). Data collection is the primary means by which DDOT can monitor whether its program funds are reaching the communities that need the assistance. OCR works collaboratively with the Title VI Implementation Committee to manage the data collection process and identify strategies for integrating these requirements into existing activities and procedures. OCR will meet quarterly with the Committee to ensure data is collected appropriately.

OCR has begun working with OITI's GIS and Applications Manager to explore ways to identify and address potential gaps in the opportunities and services DDOT provides to the elderly, low income, minorities, and foreign born residents in all wards of the District. DDOT will use various demographic indicators, from the census and DDOT data to help make decisions on where DDOT services are needed most. DDOT will also be working with OITI to simplify the public involvement data collection and documentation process by automating information received from the public regarding meetings and events hosted by DDOT. At a minimum, the following data will be collected on program beneficiaries:

- Race
- Color
- National Origin
- Sex
- Disability
- English proficiency
- Income level
- Age

In analyzing the relative distribution of benefits and burdens of the transportation program on minority and low-income populations, DDOT will also collect the following data:

- Community Boundaries
- Racial and Ethnic Make-up
- Income Levels
- Community Services (car seat programs)
- Senior centers
- Schools
- Hospitals
- Shopping Areas
- ADA Compliant Facilities

In addition to the categories of data described above, each program area is responsible for reporting:

- The manner in which services are provided by the program.

- Data regarding covered employment, including the use of bilingual employees to work with beneficiaries have limited English proficiency.
- The location of existing or proposed facilities and information regarding whether the location will have the effect of denying access to any person on the basis of prohibited discrimination.
- The race, color, and national origin of the members of any planning or advisory body that is an integral part of the program.
- Requirements and procedures designed to guard against unnecessary impact on persons on the basis of race, color, or national origin when relocation is involved.
- Number and nature of discrimination complaints received.

## Data Sources

DDOT will obtain data from a variety of sources, including:

- Surveys from public meetings;
- Data received from public comments;
- Data received from discrimination complaint form;
- Census Bureau/American Community Survey data;
- DC Office of Planning data;
- GIS overlays;
- Community/neighborhood profiles;
- Data from Mayor's outreach offices, including the Office on Latino Affairs, Office on African Affairs, Office on Asian and Pacific Islander Affairs, and Office on Disability Rights);
- Data from local school and school district boundaries;
- Data and information from community leaders/organizations/local contacts; and
- Data and information from public/social service agencies.

For additional information on data collected by DDOT's functional program areas, please see the DDOT Data Collection Matrix.

## ***Sub-recipients***

OCR, in coordination with the Office of Contracting and Procurement and applicable program areas, will collect data on DDOT's contractors, subcontractors, and grantees. Data to be collected include, but is not limited to:

- Type of entity;
- Grant type;
- Affirmative Action Plan;
- Title VI Policy Statement and Assurances;
- Complaints;
- Summaries of applicable compliance reviews;
- DBE participation;
- Recruitment activities;
- Civil Rights training activities; and
- Summaries of Title VI violations and deficiencies.

Data will be collected from sub-recipients during pre- and post-award reviews, and during applicable civil rights compliance investigations. Each year, OCR will determine an annual schedule for reviewing sub-recipients' compliance with Title VI. Program areas with existing



procedures for reviewing sub-recipient/sub-grantees that are independent of OCR activities will report such data to OCR on an annual basis.

**DDOT Title VI Compliance Program  
Data Collection Matrix**

**Policy, Planning and Sustainability Administration (PPSA)**

Title VI Compliance Areas	Data Collected by Program Area	Method of Reporting	Reporting Period
<b>Planning</b>  <b>Environmental Justice Research</b>	Ethnic/Racial Makeup of Communities	GIS Demographic & Project Maps	Annually/Biannually
	Limited English Proficient (LEP) individuals, individuals who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English. Non-English Proficient (NEP) individuals are individuals who cannot speak, read, write or understand English	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
	Public Involvement data	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
		Meeting Evaluation Forms/Comment Cards	Monthly
	Language access data on program beneficiaries	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
		Language Line Data	Quarterly
	Environmental Justice Impacts	Environmental Evaluation Screening Forms	Project-by-project basis
		EA/EIS Documentation	Project-by-project basis

**Progressive Transportation Services Administration (PTSA)**

Title VI Compliance Areas	Data Collected by Program Area	Method of Reporting	Reporting Period
Project Development	Demographic data on program beneficiaries	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
	Public Involvement data	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
		Meeting Evaluation Forms/Comment Cards	Monthly
	Language access data on program beneficiaries	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
		Language Line Data	Quarterly

**Transportation Operations Administration (TOA)**

Title VI Compliance Areas	Data Collection	Methods	Reporting Period
Emergency Management Service/Maintenance Inspections	Customer Service Requests	Service Request Performance Report	Monthly
	Inspection Activities	Monthly Inspection Activities Report (# assets inspected and locations)	Quarterly

**Public Space Regulations Administration (PSRA)**

Title VI Compliance Areas	Data Collected by Program Area	Method of Reporting	Reporting Period
Public Space Inspections Public Space Permits Plan Review Customer Service	Public Space Permitting Activities	Public Space Permits Report	Quarterly
	Public Space Inspection Activities	Monthly Inspection Activities Report (Notice of Violation/Stop Work Order)	Quarterly

### Infrastructure Project Management Administration (IPMA)

Title VI Compliance Areas	Data Collected by Program Area	Method of Reporting	Reporting Period
Design and Construction Right-of-Way/Property Management	Demographic data on program beneficiaries	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
	Public Involvement data	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
		Meeting Evaluation Forms/Comment Cards	Monthly
	Language access data on program beneficiaries	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
		Language Line Data	Quarterly

### Urban Forestry Administration (UFA)

Title VI Compliance Areas	Data Collected by Program Area	Method of Reporting	Reporting Period
Project Development Service/Maintenance	Demographic data on program beneficiaries	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
	Public Involvement data	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
		Meeting Evaluation Forms/Comment Cards	Monthly
	Language access data on program beneficiaries	Title VI Public Event Form	Monthly
		Title VI Public Involvement Form for Meeting Attendees	Monthly
		Language Line Data	Quarterly
	Customer Service Requests	Service Request Performance Report	Monthly



**Office of Civil Rights (OCR)**

Title VI Compliance Areas	Data Collection	Methods	Reporting Period
Title VI Program Administration	Title VI Complaints	Complaint Log	Updated Continuously
	Sub-recipient Data	Sub-recipient Title VI Plan	Annually
		Post-award Reviews	Annually or following receipt of complaint
	Demographic Data	Census and Office of Planning Data	As requested

## 1.8 Title VI Requirements and Guidelines

### Title VI Public Notices

DDOT provides information to the public regarding its Title VI obligations and appraises members of the public of the protections against discrimination afforded to them by Title VI. The DDOT notification of rights under Title VI is provided in the DDOT Title VI policy statement (**Figure 1**), on DDOT websites (including DC Circulator and DC Streetcar), and on posters displayed in public locations (**Figure 2**). The notification is also contained in the DDOT Title VI brochure “*Your Rights Under Title VI of the Civil Rights Act of 1964*” (**Figure 3**). To maximize outreach and notification coverage, DDOT placed Title VI notices (**Figure 4**) in all Circulator buses in November 2015. For a high resolution image of the notice, see **Enclosure A**. The notifications includes a statement that the agency operates without regard to race, color or national origin, a description of the procedures that members of the public should follow to request additional information, and a description of the procedures the public can follow to file a Title VI complaint (**Figure 5**). In addition to English version, the brochure has been translated into Spanish, French, Korean, Vietnamese, Chinese, French and Amharic. As described in the notifications, members of the public follow the same procedures to request additional information as they follow to file a complaint (by contacting the Office of Civil Rights); contact information is included on the notifications/brochures.

OCR manages the process for dissemination of Title VI notices and information to the public. The Title VI policy and notification of rights are distributed to DDOT employees and to the public via DDOT’s Title VI Program Webpage, and the Office of Civil Rights. The Title VI Policy and notification of rights also are posted in prominent locations at DDOT’s facilities and available in hardcopy at the physical site of OCR.

### ***DDOT Website***

DDOT’s Title VI Program webpage is located on DDOT’s external website and is fully accessible to the public. The webpage contains the Title VI Policy Statement and notifications, Title VI Brochure, Discrimination Complaint Form, and contact information for filing complaints and requesting additional information. The “Civil Rights and Services” section of DDOT’s website is accessible from the agency’s homepage.

### ***Posters***

Title VI posters with notices of rights under Title VI are displayed in prominent locations throughout DDOT facilities. The Title VI Coordinator is responsible for ensuring these posters are visibly displayed at the following locations:

- DDOT Headquarters, 55 M Street, S.E.
- TOA, Reeves Center, 2000 14th Street, N.W., 2nd Floor
- TOA, Street and Bridge Maintenance Facility, 1403 W Street N.E.
- TOA, Street and Bridge Maintenance Facility, 414 Farragut Street N.E.
- TOA Sign Shop, 1338 G Street S.E.
- BOWDC, 2235 Shannon Place, S.E., Suite 3031
- PSRA, Permit Office, 1100 4th Street S.W.
- TOA, Warehouse, 1735 15th Street N.E.

### ***Title VI Brochure***

The Title VI “Know Your Rights” brochure is disseminated to the public at OCR programs, activities and training sessions, as well as on the DDOT website. DDOT staff is encouraged to distribute the brochure

during public meetings and hearings, Advisory Neighborhood Commission (ANC) meetings, community events and city-wide events. Additionally, a hard copy of the brochure is available at OCR's physical office, 55 M. Street SE, Washington, DC, 20003, as well as at the Business Opportunity and Workforce Development Center (BOWDC), 2235 Shannon Place, SE, Suite 3031, Washington, DC 20020.

***Title VI Complaint Procedures & Discrimination Complaint Form***

The Title VI Complaint Procedures and Discrimination Complaint Forms are available to the public and DDOT employees via DDOT's Title VI Program webpage and OCR's internal webpage. DDOT's Title VI brochure also contains information on complaint procedures and is disseminated as identified above.

***Dissemination in Non-English Languages***

The Title VI Coordinator facilitates the process for the translation of Title VI information to the public. Title VI notifications and outreach materials are considered vital documents with a city-wide distribution. As such, the DDOT program information and Title VI outreach materials identified in this section are translated into Spanish, French, Korean, Vietnamese, Chinese, and Amharic languages.

The OCR is partnering with the Mayor's Outreach Office on Latino Affairs and LEP representatives to effectively target LEP/NEP communities. OCR staff will participate in targeted outreach activities throughout the year in order to build partnerships with LEP/NEP communities and ensure that equitable public involvement opportunities are afforded to all individuals, regardless of their level of English proficiency.

Figure 1 DDOT Title VI Nondiscrimination Policy

**Government of the District of Columbia**  
**Department of Transportation**

**Title VI Nondiscrimination Policy**

It is the policy of the District of Columbia Department of Transportation (DDOT) to assure that no person shall, on the grounds of race, color, national origin, gender, age, or disability, as provided in Title VI of the Civil Rights Act of 1964 and related statutes (implementation through 23 CFR 200.9), be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any program or activity for which DDOT receives or has received federal financial assistance. Specific discriminatory practices that are prohibited include, but are not limited to: denying an individual any service, financial aid or benefit provided under the program to which he or she might otherwise be entitled; making distinctions in the quality, quantity, or manner in which the service or benefit is provided; or segregating or separately treating individuals in any matter related to the receipt of any service, aid or benefit on the basis of race, color, national origin, gender, age, or disability.

To the greatest extent allowed by law, DDOT ensures equity in its administration of programs and policies that affect human health and the environment to identify and avoid disproportionately high and adverse impacts on minority and low-income populations. In addition, DDOT promotes meaningful access to services for persons with limited-English proficiency.

DDOT further assures that every effort will be made to ensure nondiscrimination in all of its programs and activities, regardless of whether those programs receive federal funding. Furthermore, in the event that DDOT distributes Federal-aid funds to another entity, DDOT will include Title VI requirements in all agreements and monitor for compliance.

Title VI compliance is a condition of receipt for Federal funds. The Title VI Coordinator (Lisa Gregory, Chief, Office of Civil Rights), and the Title VI Specialist (Karen Randolph) have been delegated the authority and responsibility to implement and ensure compliance with the provisions of this policy and the law, including the requirements imposed by or pursuant to 23 CFR 200.9 and 49 CFR 21. Furthermore, DDOT's Associate Directors have been delegated the authority and responsibility to effectively implement the Title VI/Nondiscrimination Program requirements within their Program Areas.

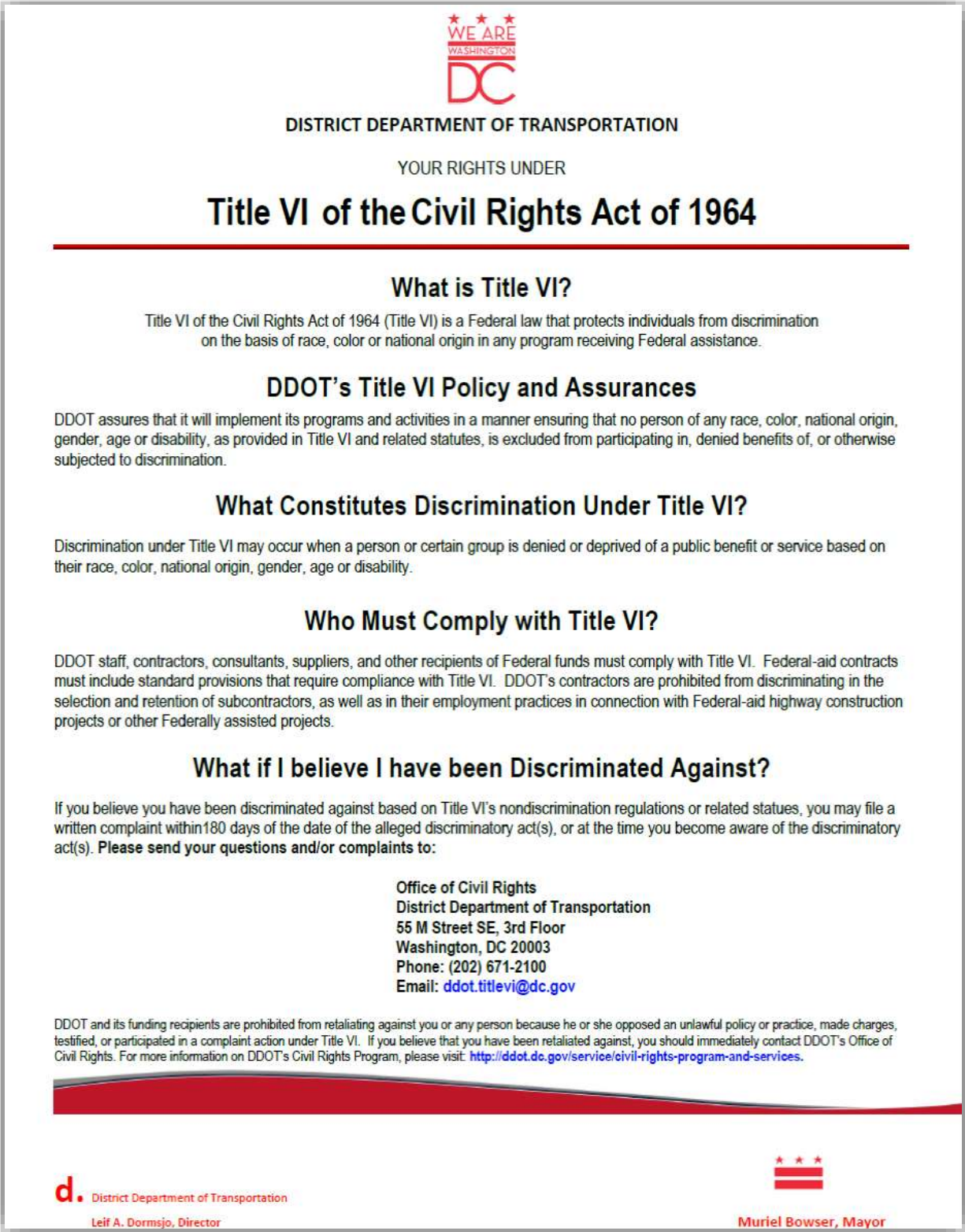
  
\_\_\_\_\_  
Leif A. Dormsjo  
Director, District Department of Transportation

*July 17, 2015*  
\_\_\_\_\_  
Date


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District Department of Transportation • 55 M Street, SE, Suite 400 • Washington, DC 20003 • 202.673.6813 • [www.ddot.dc.gov](http://www.ddot.dc.gov)

Figure 2 DDOT Title VI Poster



The poster features a central white area with a red border. At the top center is the 'WE ARE WASHINGTON DC' logo. Below it, the text reads 'DISTRICT DEPARTMENT OF TRANSPORTATION' and 'YOUR RIGHTS UNDER'. The main title is 'Title VI of the Civil Rights Act of 1964', underlined with a thick red line. The poster is divided into sections with bold headings: 'What is Title VI?', 'DDOT's Title VI Policy and Assurances', 'What Constitutes Discrimination Under Title VI?', 'Who Must Comply with Title VI?', and 'What if I believe I have been Discriminated Against?'. Each section contains a short paragraph of text. At the bottom, there is contact information for the Office of Civil Rights, including address, phone, and email. A red decorative wave is at the bottom of the white area. The footer contains the 'd.' logo and names of the Director and Mayor.

  
**DISTRICT DEPARTMENT OF TRANSPORTATION**  
YOUR RIGHTS UNDER  
**Title VI of the Civil Rights Act of 1964**

---

**What is Title VI?**  
Title VI of the Civil Rights Act of 1964 (Title VI) is a Federal law that protects individuals from discrimination on the basis of race, color or national origin in any program receiving Federal assistance.

**DDOT's Title VI Policy and Assurances**  
DDOT assures that it will implement its programs and activities in a manner ensuring that no person of any race, color, national origin, gender, age or disability, as provided in Title VI and related statutes, is excluded from participating in, denied benefits of, or otherwise subjected to discrimination.


**What Constitutes Discrimination Under Title VI?**  
Discrimination under Title VI may occur when a person or certain group is denied or deprived of a public benefit or service based on their race, color, national origin, gender, age or disability.

**Who Must Comply with Title VI?**  
DDOT staff, contractors, consultants, suppliers, and other recipients of Federal funds must comply with Title VI. Federal-aid contracts must include standard provisions that require compliance with Title VI. DDOT's contractors are prohibited from discriminating in the selection and retention of subcontractors, as well as in their employment practices in connection with Federal-aid highway construction projects or other Federally assisted projects.

**What if I believe I have been Discriminated Against?**  
If you believe you have been discriminated against based on Title VI's nondiscrimination regulations or related statutes, you may file a written complaint within 180 days of the date of the alleged discriminatory act(s), or at the time you become aware of the discriminatory act(s). **Please send your questions and/or complaints to:**

**Office of Civil Rights**  
District Department of Transportation  
55 M Street SE, 3rd Floor  
Washington, DC 20003  
Phone: (202) 671-2100  
Email: [ddot.titlevi@dc.gov](mailto:ddot.titlevi@dc.gov)

DDOT and its funding recipients are prohibited from retaliating against you or any person because he or she opposed an unlawful policy or practice, made charges, testified, or participated in a complaint action under Title VI. If you believe that you have been retaliated against, you should immediately contact DDOT's Office of Civil Rights. For more information on DDOT's Civil Rights Program, please visit: <http://ddot.dc.gov/service/civil-rights-program-and-services>.

 District Department of Transportation  
Leif A. Dormsjo, Director


  
Muriel Bowser, Mayor

Figure 3 DDOT Title VI Brochure

### How do I File a Complaint?

If you believe you have been discriminated against based on Title VI's nondiscrimination regulations or related statutes, you may file a written complaint within 180 days of the date of the alleged discriminatory act(s), or at the time you become aware of the discriminatory act(s).

The complaint should include:

1. Your name, address, and telephone number. If you are filing on behalf of another person, include their name, address, telephone number and your relation to that person (e.g. friend, attorney, parent, etc.);
2. The date of the alleged discriminatory act(s);
3. The name and address of the agency, institution or office you believe discriminated against you;
4. The name(s) and contact information of the agency representative(s), if known;
5. A description of the alleged discriminatory act and why you believe you were discriminated against (include as much information as possible);
6. The name and contact information, if known, of any person DDOT can contact for additional information to support or clarify your allegation(s); and
7. Your signature.

Please send your complaints to DDOT at the address on the back of this brochure.

### What will DDOT do with my Complaint?

Once a complaint is filed, DDOT will determine jurisdiction, acceptability, need for additional information and the investigative merits of the complaint. If the complaint is accepted, the allegations will be investigated and an attempt will be made to resolve the violations found. If negotiations to correct a violation are unsuccessful, enforcement proceedings may be initiated.

Complaints filed against DDOT, Non-Transit and Transit related, will be forwarded for processing to the Federal Highway Administration and Federal Transit Administration, respectively.

These procedures do not limit or deny your right to file a formal complaint with an outside enforcement agency (U.S. Department of Transportation) or to seek private counsel.

### What if I am Subjected to Retaliation for Asserting My Rights?

DDOT and its funding recipients are prohibited from retaliating against you or any person because he or she opposed an unlawful policy or practice, made charges, testified, or participated in a complaint action under Title VI.

If you believe that you have been retaliated against, you should immediately contact DDOT's Office of Civil Rights.



For more information or to file a complaint, please contact:

Office of Civil Rights  
District Department of Transportation  
55 M Street SE, 3rd Floor  
Washington, DC 20003  
Phone: (202) 671-2700  
ddot.titlevi@dc.gov

*Simple Justice requires that public funds, to which all taxpayers of all races contribute, not be spent in any fashion which encourages, entrenches, subsidizes, or results in racial discrimination.*

- President John F. Kennedy

### Your Rights Under Title VI of the Civil Rights Act of 1964



"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."

42 U.S.C. §20006

Government of the District of Columbia  
MURIEL BOWSER, MAYOR



### What is Title VI?

Title VI of the Civil Rights Act of 1964 (Title VI), as amended, is a Federal law that protects individuals from discrimination on the basis of race, color, gender, age, disability or national origin in any program receiving Federal assistance.

### What Constitutes Discrimination Under Title VI?

Everyone in the United States has a right to equal treatment in regards to receiving benefits and gaining access to programs, services and opportunities offered by agencies receiving Federal assistance. Discrimination under Title VI may occur when a person or certain group is deprived of a public benefit or service based on their race, color, national origin, gender, age or disability.

Discrimination under Title VI may include the following actions:

- Denying a person or group any program service, financial aid or benefit provided under the program to which a person might otherwise be entitled;
- Treating someone differently regarding the quality, quantity, or manner in which a service or benefit is provided; and
- Denying a person or group the opportunity to participate as a member of a public planning or advisory meeting/activity, or similar body.

### Who Must Comply with Title VI?

DDOT staff, contractors, consultants, suppliers, and other recipients of Federal funds must comply with Title VI. Federal-aid contracts must include standard provisions that require compliance with Title VI. DDOT's contractors are prohibited from discriminating in the selection and retention of subcontractors, as well as in their employment practices in connection with Federal-aid highway construction projects or other Federally assisted projects.

### DDOT's Title VI Policy and Assurances

DDOT assures that it will implement its programs and activities in a manner ensuring that no person, of any race, color, national origin, gender, age or disability, as provided in Title VI and related statutes, is excluded from participating in, denied benefits of, or otherwise subjected to discrimination.



### Community Involvement

DDOT encourages and supports an inclusive community involvement program, allowing community members to participate in and have an active voice at all stages of the project — from the planning phase to construction, as well as throughout the life of the project.

**Title VI regulations, along with key environmental and transportation laws, emphasize the need for early engagement of affected parties during the transportation decision-making process. Special consideration is given to reaching and involving the traditionally underserved communities, such as minority, low-income, elderly, disabled, limited English proficient and other populations facing barriers to access.**



### Title VI & Environmental Justice

Executive Order 12898, *Federal Actions to Address Environmental Justice in Minority and Low Income Populations*, focused attention on Title VI by requiring that agencies achieve environmental justice by identifying and addressing disproportionately high or adverse human health and environmental effects of its programs, policies, and activities in minority and low-income communities.

DDOT incorporates the principles of environmental justice into its policies, planning and project development activities to ensure that there are no inequitable impacts on minority and low-income groups throughout the city.

### Who are Limited English/Non-English Proficient (LEP/NEP) persons?

An LEP person does not speak English as their primary language and has a limited ability to read, speak, write or understand English. A NEP person cannot speak or understand the English language at any level.

Executive Order 13166 requires recipients of Federal assistance to ensure that LEP persons are provided meaningful access to services that are normally provided in English.

The DC Language Access Act of 2004 requires written translation of vital documents into any non-English language spoken by an LEP or NEP population if it constitutes 3% or 500 individuals, whichever is less, of the population served, encountered, or likely to be encountered.

**DDOT provides language assistance services, such as translation and interpretation, to ensure that LEP and NEP populations receive access to critical services and benefits in the city.**




Figure 4 DC Circulator Title VI Notice – English and Spanish

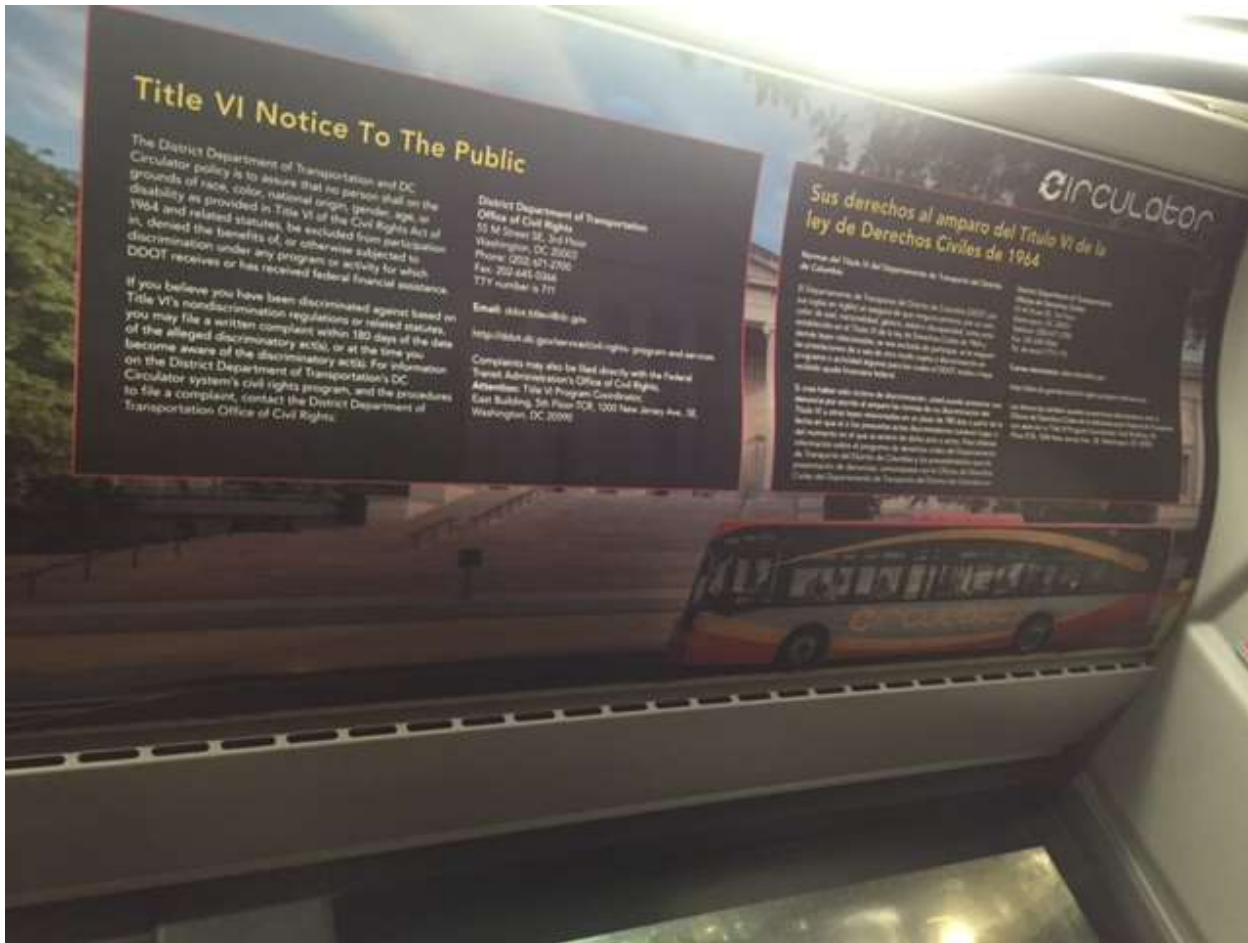


Figure 5 DDOT Discrimination Complaint Form

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF TRANSPORTATION



**Discrimination Complaint Form**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin, in any program or activity receiving Federal assistance.

If you believe that you have been subjected to discrimination prohibited by Title VI non-discrimination provisions or related statutes, you may file a complaint within 180 days of the date of the alleged discrimination.

Please complete the following information, sign the form and submit to:

Attention: Title VI Program Coordinator  
Office of Civil Rights  
District Department of Transportation  
55 M Street, S.E., Third Floor  
Washington, D.C. 20003

Telephone: (202) 671-2700  
Facsimile: (202) 671-0636

[ddot.titlevi@dc.gov](mailto:ddot.titlevi@dc.gov)

<b>Complainant's Information:</b>			
Name _____			
Address _____			
City _____	State _____	Zip code _____	
Telephone _____	Alternative Phone _____		
Email _____			
Race _____	Color _____	Sex _____	
National Origin _____			







GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF TRANSPORTATION



**If you are filing on behalf of someone, please provide your contact information below:**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

Telephone \_\_\_\_\_

Your relationship to the person for which this complaint has been filed (e.g. friend, attorney, parent, etc.) \_\_\_\_\_

---

**Name of agency, institution or office you believe discriminated against you:**

**Respondent's Information:**

Agency or Department \_\_\_\_\_

Name of Individual (if applicable) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

Telephone \_\_\_\_\_

---

**Basis(es) for complaint, check all that apply:**

Race     Color     National Origin     Sex     Disability     Age





**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
DEPARTMENT OF TRANSPORTATION



**In your own words, describe how, why, when and by who you believe that you were subjected to discrimination. Include as much background information as possible about the alleged act(s) of discrimination. Include the names of individual, if known, whom you allege discriminated against you. Attach additional page(s), as needed.**

**Date(s) that incident(s) took place:**

**List names and contact information of persons, if known, who may have knowledge of the alleged discrimination.**



GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF TRANSPORTATION



<b>Have you filed this complaint with any other federal, state or local agency, or with any federal or state court?</b>	
Federal agency _____	
State Agency _____	
Local Agency _____	
Federal Court _____	
Local Court _____	
Please sign and date the complaint form below. The complaint will not be accepted if it has not been signed. You may attach written materials or supporting information that you think is relevant to your complaint.	
_____	_____
<b>Complainant Signature</b>	<b>Date</b>
Attachments: <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Submit Form and any additional information to:</b>	
Attention: Title VI Program Coordinator Office of Civil Rights District Department of Transportation 55 M Street, S.E., Third Floor Washington, D.C. 20003	
Telephone: (202) 671-2700 Facsimile: (202) 671-0636	



## Title VI Complaint Procedures

### **Overview**

These procedures apply to complaints filed pursuant to Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 (implementation through 23 C.F.R. 200.9) by DDOT's beneficiaries and sub-recipients, including but not limited to the public, contractors, subcontractors, consultants and other sub-recipients of Federal and State funds. Title VI complaints filed against a DDOT sub-recipient(s) are processed and investigated by the District Department of Transportation, Office of Civil Rights, 55 M Street SE, Washington, D.C., 20003. Non transit-related Title VI complaints that identify DDOT as the respondent will be forward to the Federal Highway Administration for processing and investigation; transit-related complaints filed against DDOT will be forwarded to the Federal Transit Administration.

The DDOT Office of Civil Rights (OCR) will make every effort to resolve the complaint within DDOT; however, these procedures do not deny or limit the right of a Complainant to file a formal complaint with an outside enforcement agency (U.S. Department of Transportation, FHWA or FTA) or to seek private counsel for complaints alleging discrimination based on race, color, or national origin sex, age or disability. Retaliation is also prohibited. Please note however, FTA only accepts complaints based on race, color, and national origin under Title VI. FTA accepts disability complaints under a separate program.

### **Definitions**

- Race is defined as an individual belonging to one of the accepted anthropological racial groups; or perception, based usually on physical characteristics that a person is a member of a racial group.
- Color is defined as the color of the skin, including shade of skin within a racial group.
- National Origin is one's birth site. Citizenship is not a factor. Discrimination based on language or a person's accent is also covered.
- Sex includes gender, sexual harassment and pregnancy. Sex applies to both women and men.
- Age covers person of any age.
- Disability covers physical or mental impairment, permanent or temporary, or perceived.
- Intimidation or retaliation includes threats, coercion, or discrimination against any individual for the purpose of interfering with any rights or privilege because he/she made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing pursuant to Title VI

The identity of every Complainant will be kept confidential, except to the extent necessary to carry out the purpose of 49 CFR 21.11. Every effort will be made to obtain early resolution of complaints at the lowest possible level. The option of informal mediation between the affected parties and the investigator may be utilized at any stage of the process. The investigator will make every effort to pursue a resolution of the complaint. Information regarding requested relief and settlement opportunities will be sought during the initial interviews with Complainant and Respondent.

The following processing procedures will outline appropriate steps for both transit and non-transit related complaints. Transit related complaints are any complaints alleging discrimination that are directly related to any local public transit systems.

### ***Transit Related Complaint Processing Procedures***

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited by Title VI may file a written complaint with OCR. A formal complaint must be filed within one hundred eighty (180) days of the alleged occurrence, or when the alleged discrimination became known to the Complainant. The Complainant must meet the following requirements:
  - a) Complaint should be in writing and signed by Complainant(s);
  - b) Identify the date of the alleged act of denial or refusal to provide information or access to DDOT's beneficiaries' programs and services (date when Complainant(s) became aware of the alleged discrimination or the date on which that conduct was discontinued or the latest instance of the conduct);
  - c) Present a detailed description of the issues, including the names and job titles of those individuals perceived as parties of the alleged incident;
  - d) Allegations received by fax or e-mail will be acknowledged and processed;
  - e) Allegations received by phone will be reduced to writing and provided to Complainant for him/her to complete, sign and return to OCR for processing; and
  - f) Alleged discrimination must be based on race, color, or national, origin.
2. A complaint can be received in person, in writing or over the telephone by OCR. Complaints received over the telephone will be reduced to a written description and must be signed by the Complainant prior to taking further action.
3. The OCR will determine jurisdiction, acceptability, need for additional information, and the investigative merits of the complaint.
4. Acceptance of complaints will be determined by the following:
  - a) Whether the complaint is timely filed;
  - b) Whether the allegations involve a covered basis, such as race, color, or national origin;
  - c) Whether the allegations involve a program or activity of DDOT;
  - d) Whether the allegations involve a DDOT beneficiary, i.e., sub-recipient or contractor; and
  - e) Complainant(s)'s acceptance of a reasonable resolution consistent the DDOT's administrative authority.
5. A complaint may be dismissed for the following reasons:
  - a) Complainant requests the withdrawal of the complaint;
  - b) Complainant fails to respond to repeated attempts for additional information needed to process the complaint;
  - c) Complainant cannot be located after reasonable attempts; and
  - d) A mutually agreed upon informal resolution and/or settlement of all claims.
6. Complaints filed against DDOT will be forwarded to the Federal Transit Administration for processing and investigation.
7. OCR staff will pursue informal resolution of complaints whenever practicable. Therefore, OCR staff will discuss offers by recipients to reach informal resolution, and will, to the extent appropriate, endeavor to facilitate an informal resolution process that actively involves the stakeholders.

8. Upon receipt of the signed complaint, the Title VI Coordinator (hereinafter “Coordinator”) will log the complaint, determine the basis of the complaint, the authority and jurisdiction that the complaint would fall under, and who should conduct the investigation.
9. Title VI complaints will be processed and investigated by the Coordinator or other staff trained in investigations.
10. The first step in conducting the investigation will be the preparation of an investigation plan which includes the following elements:
  - a) Basis of the complaint;
  - b) Issues to be addressed;
  - c) Information needed to answer the questions posed by the issues (what actually happened, who was involved, past practices, etc.);
  - d) Sources from which the information will be obtained (witnesses, written documents, etc.);
  - e) How the information will be obtained (telephone interviews, travel to other offices, review of records, etc.); and
  - f) Projected timeline for completion
11. The Complainant within five (5) working days of the receipt of a signed original complaint will be notified and provided with a notice of investigatory use form, outlining his/her rights, a consent form for release of information about Complainant’s identity, the name of the individual conducting the investigation, and the anticipated deadline for completion.
12. One of the first steps in the investigation will be to meet with Complainant to clarify the issues, obtain additional information, and determine if informal resolution might be possible.
13. The Complainant will be informed that he/she has a right to have a representative present during the interview and can submit any documentation relevant to proving the allegations in his/her complaint, including the names of witnesses to the alleged incidents.
14. The Chief, OCR, will be notified about the complaint.
15. The Respondent (individual or entity alleged to have discriminated) will be notified of the complaint within ten (10) calendar days of the receipt of a complaint and will be informed regarding his/her right to representation and provided an opportunity to provide any relevant rebuttal evidence within fifteen (15) calendar days from the receipt of the notice of a complaint.
16. An attempt will be made to resolve the complaint informally within the first thirty (30) days of the receipt date. When feasible or necessary, the resolution will provide a means for monitoring for compliance. The parties are also notified that OCR may reopen a complaint if it is learned that a party has not complied with the terms of the settlement agreement.
17. If it is determined that an informal resolution is not feasible, the investigator will proceed with the steps outlined in the investigation plan (interview witnesses, obtain written documentation, etc.)

18. After completing the investigation, information will be evaluated and a written report prepared, if appropriate. The report shall contain the following elements:
  - a) A description of the allegation(s);
  - b) A summary of the investigation;
  - c) Relevant facts (findings); and
  - d) Supporting documents attached, when appropriate.
19. The written investigation report will be submitted to the Chief, OCR and/or DDOT's Performance Officer (reports on employment related complaints will be sent to both the Civil Rights Chief and the Chief Performance Officer) within forty (40) days of the time that the complaint was received (if circumstances require additional time, a status report will be submitted).
20. The investigator will meet with the Chief of the Office of Civil Rights to discuss the findings and what further action may be appropriate.
21. The Complainant and Respondent shall be notified in writing of the results of the investigation.
22. If the decision is adverse to Complainant, he/she shall be notified of the right to file a complaint directly with FTA, Office of Civil Rights, 1200 New Jersey Ave SE, Washington, D.C. 20590.
23. OCR shall maintain Title VI complaint files for a minimum of **three (3) years from the date of initial filing.**

For additional information regarding these procedures or to file a complaint, please contact the DDOT Title VI Coordinator by phone at (202) 671-2700 or email: [ddot.titlevi@doc.gov](mailto:ddot.titlevi@doc.gov). You may also contact the office via mail:

District Department of Transportation  
Title VI Coordinator  
Office of Civil Rights  
55 M Street SE  
Washington, D.C. 20003

### ***Non-Transit Related Complaint Processing Procedures***

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited by Title VI may file a written complaint with OCR. A formal complaint must be filed within **one hundred eighty (180) days** of the alleged occurrence, or when the alleged discrimination became known to the Complainant. The Complainant must meet the following requirements:
  - a) Complaint should be in writing and signed by Complainant(s);
  - b) Identify the date of the alleged act of denial or refusal to provide information or access to DDOT's beneficiaries' programs and services (date when Complainant(s) became aware of the alleged discrimination or the date on which that conduct was discontinued or the latest instance of the conduct);
  - c) Present a detailed description of the issues, including the names and job titles of those individuals perceived as parties of the alleged incident;
  - d) Allegations received by fax or e-mail will be acknowledged and processed;

- e) Allegations received by phone will be reduced to writing and provided to Complainant for him/her to complete, sign and return to OCR for processing.
2. A complaint can be received in person, in writing or over the telephone by OCR. Complaints received over the telephone will be reduced to a written description and must be signed by the Complainant prior to taking further action.
3. OCR will determine jurisdiction, acceptability, need for additional information, and the investigative merits of the complaint.
4. Acceptance of complaints will be determined by the following:
  - a) Whether the complaint is timely filed;
  - b) Whether the allegations involve a covered basis, such as race, color, or national origin;
  - c) Whether the allegations involve a program or activity of DDOT;
  - d) Whether the allegations involve a DDOT beneficiary, i.e., sub-recipient or contractor, and,
  - e) Complainant(s)'s acceptance of a reasonable resolution consistent with the DDOT's administrative authority.
5. A complaint may be dismissed for the following reasons.
  - a) Complainant requests the withdrawal of the complaint.
  - b) Complainant fails to respond to repeated attempts for additional information needed to process the complaint.
  - c) Complainant cannot be located after reasonable attempts, and
  - d) A mutually agreed upon informal resolution and/or settlement of all claims.
6. Complaints filed against DDOT will be forwarded to Federal Highway Administration for processing and investigation. Transit related complaints filed against DDOT will be forwarded to the Federal Transit Administration for processing and investigation.
7. OCR staff will pursue informal resolution of complaints whenever practicable. Therefore, OCR staff will discuss offers by recipients to reach informal resolution, and will, to the extent appropriate, endeavor to facilitate an informal resolution process that actively involves the stakeholders.
8. Upon receipt of the signed complaint, the Title VI Coordinator (hereinafter "Coordinator") will log the complaint, determine the basis of the complaint, the authority and jurisdiction that the complaint would fall under, and who should conduct the investigation.
9. Title VI complaints will be processed and investigated by the Coordinator or other staff trained in investigations.
10. The first step in conducting the investigation will be the preparation of an investigation plan, identifying the below-mentioned process.
  - a) Basis of the complaint
  - b) Issues to be addressed
  - c) Information needed to answer the questions posed by the issues (what actually happened, who was involved, past practices, etc.)



- d) Sources from which the information will be obtained (witnesses, written documents, etc.)
  - e) How the information will be obtained (telephone interviews, travel to other offices, review of records, etc.)
  - f) Projected timeline for completion
11. The Complainant within five (5) working days of the receipt of a signed original complaint will be notified and provided with a notice of investigatory use form, outlining his/her rights, a consent form for release of information about Complainant's identity, the name of the individual conducting the investigation, and the anticipated deadline for completion.
  12. One of the first steps in the investigation will be to meet with Complainant to clarify the issues, obtain additional information and determine if informal resolution might be possible.
  13. The Complainant will be informed that he/she has a right to have a representative present during the interview and can submit any documentation relevant to proving the allegations in his/her complaint, including the names of witnesses to the alleged incidents.
  14. The Chief, OCR, will be notified about the complaint.
  15. The Respondent (individual or entity alleged to have discriminated) will be notified of the complaint within **ten (10) calendar days** of the receipt of a complaint and will be informed regarding his/her right to representation and provided an opportunity to provide any relevant rebuttal evidence within **fifteen (15) calendar days** from the receipt of the notice of a complaint.
  16. An attempt will be made to resolve the complaint informally or through mediation within the **first thirty (30) days of the receipt date**. When feasible or necessary, the resolution will provide a means for monitoring for compliance. The parties are also notified that OCR may reopen a complaint if it is learned that a party has not complied with the terms of the settlement agreement.
  17. If it is determined that an informal resolution is not feasible, the investigator will proceed with the steps outlined in the investigation plan (interview witnesses, obtain written documentation, etc.)
  18. After completing the investigation, information will be evaluated and a written report prepared, if appropriate. The report shall contain the following elements:
    - a) A description of the allegation(s);
    - b) A summary of the investigation;
    - c) Relevant facts (findings); and
    - d) Supporting documents attached, when appropriate.
  19. The written investigation report will be submitted to the Chief, OCR and/or DDOT's Performance Officer (reports on employment related complaints will be sent to both the Civil Rights Chief and the Chief Performance Officer) within forty (40) days of the time that the complaint was received (if circumstances require additional time, a status report will be submitted).

20. The investigator will meet with the Chief, OCR to discuss the findings and what further action may be appropriate.
21. The Complainant and Respondent shall be notified in writing of the results of the investigation.
22. If the decision is adverse to Complainant, he/she shall be notified of the right to file an appeal with the FHWA. Appeals filed under Title VI and Section 504 may be made to either the U.S. Department of Transportation or the Federal Highway Administration.
23. The appeal notice must be made to the Chief of the Civil Rights Office at DOT, within fourteen (14) days of the receipt of OCR's final report.
24. The appeal must specifically cite the portion(s) of the finding with which the Complainant disagrees and his/her reasons for the disagreement.
25. Copies of all Title VI complaints and investigative reports will be sent to the FHWA DC Division Office within sixty (60) days of receipt of the complaint. If, for some reason, the investigation cannot be completed within this timeframe, a status report shall be submitted to FHWA at this stage and the report shall follow upon completion.
26. OCR shall maintain Title VI complaint files for a minimum of **three (3) years from the date of initial filing.**

For additional information regarding these procedures or to file a complaint, please contact the DDOT Title VI Coordinator by phone at (202) 671-2700 or email: [ddot.titlevi@doc.gov](mailto:ddot.titlevi@doc.gov). You may also contact the office via mail:

District Department of Transportation  
Title VI Coordinator  
Office of Civil Rights  
55 M Street SE  
Washington, D.C. 20003

## **1.9 Summary of Title VI Complaints, Investigations, and Lawsuits**

In 2013-2015, DDOT has received one Title VI complaint. The complaint was received on September 9, 2015 from an employee of a DDOT construction contract. Since this complaint was against a DDOT employee, DDOT's Office of Civil Rights referred the complaint to FHWA for review. The complaint was forwarded to FHWA for review. FHWA dismissed the complaint. DDOT has not received any transit-related complaints in the past three years.

## **1.10 Minority Representation on Relevant Non-Elected Commissions, Committees, and Boards**

The FTA Circular requires that a description of the racial breakdown of the membership of any non-elected, transit-related advisory councils or committees, or similar committees be provided in the Title VI Program. A description of efforts made to encourage the participation of minorities on these committees must also be included. DDOT currently has no committees or advisory boards that fit this description.

## 1.11 Land Acquisition for the Purposes of Facility Construction

### FTA Guidance

In determining the site or location of facilities, FTA recipients may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin. The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin. For purposes of this requirement, “facilities” do not include bus shelters, nor do they include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

In order to comply with the regulations, DDOT must complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. DDOT must engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.

### DDOT Location of Facilities – Recent Projects

As one of the initial streetcar projects recommended by the DC’s Transit Future System Plan (2010) and other planning documents, the H Street/Benning Road Streetcar Project is currently being implemented. This project includes the first line of the planned DC Streetcar system along H Street and Benning Rd, NE and the Car Barn Training Center (CBTC) as a support facility. DDOT conducted an Environmental Assessment for the H Street/Benning Road Streetcar Implementation Project in February 2013; this assessment is in **Enclosure D**. The streetcar system would use tracks embedded in the roadway and an overhead catenary system with traction power sub-stations (small one-story support buildings) placed along the routes to supply electricity. The H Street/Benning Road line covers 2.4 miles and runs between Union Station to the west and Oklahoma Avenue, NE to the east. The CBTC is located at the eastern end of the line and serves as an integral support facility providing maintenance and storage facilities.

The CBTC is under construction on the southern portion of the campus adjacent to the former Spingarn High School on the site of a field and abandoned library. (Spingarn was closed due to the DC Public School’s internal facility consolidation arrangement.) When completed, the CBTC will include a 19,000 sq. ft. maintenance facility, 15-streetcar storage yard, wash track, and surface parking lot with 20 parking spaces. The CBTC also includes educational space for potential technical training program in the future for local high school students and for community meetings.

The planning phased that determined siting for the CBTC occurred prior to the FTA C. 4702.1B. Nevertheless, DDOT performed an analysis of whether the project siting could possibly have a disproportionately adverse impact on low income and minority communities. Additionally, DDOT solicited community input, including outreach to minority and low-income individuals, during the planning stage.

In 2012-2013, the District Department of the Environment (DDOE) conducted an environmental assessment of the project. DDOE reviewed the Environmental Impact Screening Form (EISF) and related documents for the projects and found no apparent significant adverse impact or likelihood of substantial

negative impact on the environment as a result of the proposed project. Therefore, the DDOE did not recommend preparation of an Environmental Impact Statement (EIS) for the project.

In the interest of environmental justice, DDOE is responsible for examining the potential adverse impacts on the community in which environmentally-burdensome projects are sited, especially those communities that are predominantly minority and/or low income. Environmental justice dictates that certain segments of society, such as low-income and minority communities, should not bear a disproportionate share of the harmful effects of government decisions such as the siting of transit facilities.

The DDOE EISF included demographic data that showed the project area has a lower percentage of residents living in poverty as the District as a whole (8.4 percent versus 18.5 percent). The area also has a lower percentage of minority residents than the district as a whole (52 percent versus 57.6 percent). Thus, the Environmental Assessment (EA) concluded that no racial or ethnic minority or low income groups of people will bear disproportionately negative environmental consequences as a result of the project.

One aspect of this examination is to provide an opportunity for community input in the EISF review process and to ensure that meeting and notices are accessible to minorities and low-income communities. However, DDOE determined that this project did not need that level of community involvement since the agency found no indication that the project would be environmentally-burdensome or otherwise pose a disparate or unjustified health risk to the community in which it was sited. Despite this, DDOT did conduct comprehensive public outreach when determining the most appropriate site for the CBTC.

During the planning phase, DDOT began studying the Spingarn location for CBTC in 2010, when it was shown as a potential site at a public meeting held on April 20, 2010 at Wheatley Elementary School. By October 2010, this location was included as a possible location for an operations and maintenance facility. DDOT presented the system plan to the DC Council in October 2010. A roundtable was held in November 17, 2010 and the Council approved the system plan in a December 7, 2010 vote. Along with other eight potential sites, Spingarn location was reviewed and carefully examined based on many criteria including parcel ownership, constructability, socio-economic characteristics, and costs, among others.

In addition to the potential for partnership with DC Public Schools' academic programs, DDOT considered site locations based on ownership by the District government, easy access to the planned streetcar line, large enough to house a three-vehicle facility, and constructible on time and on budget. Based on the evaluations, the Spingarn site at Benning Road and 26<sup>th</sup> Street performed best against DDOT's criteria. The full evaluations were shared at several public meetings in 2012 and were posted online at [www.dcstreetcar.com](http://www.dcstreetcar.com).

An extensive public outreach campaign for DC Streetcar was conducted in 2011 and 2012. In just the six months in 2012, members of the DC Streetcar team presented information at more than 20 ANC and other community meetings. Ten of those meetings were held in Ward 5 alone, where the CBTC is located, in order to reach out to the minority and low income communities. In December 2011, public outreach efforts focused on the Wards 5, 6, and 7 in neighborhoods near the streetcar line that are predominately low-income and minority. Information about the project and opportunities for public input were advertised to the community via 4,200 postcard invitations that were mailed and hand-delivered to addresses within a three mile radius of the H/Benning corridor, email invitations, announcement through listservs, contact database, Facebook, Twitter, and DDOT/DC Streetcar websites, and by press release. In April 2012, additional public outreach campaigns were launched with focus on residents, business, and

stakeholders in Wards 5, 6, and 7. Targeted efforts were made to encourage greater participation of low-income and minority residents from Wards 5 and 7. Prior to the public meeting at Spingarn High School, 7,750 residents were mailed postcards, 550 door-to-door visits were arranged, and 5,787 households were contacted by telephone call, in addition to e-mails and other communication methods mentioned above.

### 1.12 Service Area Profile

The map in **Figure 6** indicates the routes for DDOT’s DC Circulator bus service, as well as WMATA’s Metrorail and Metrobus service in the District. While DDOT funds six DC Circulator bus routes in the District, and the DC Circulator is the fourth largest bus system in the region in terms of ridership, WMATA’s Metrobus service is extensive in the District; 100 percent of census block groups in the District are located within ¼ mile of WMATA’s Metrobus service (**Figure 9, Figure 10, Figure 11**). The SmartTrip card is accepted as payment on DC Circulator buses, as well as WMATA Metrorail and Metrobus. DC Circulator riders can also pay their fare with cash or a DC One card, which is available to DC public school students.

### Minority Populations

Sixty-five percent of the overall population of the District of Columbia is minority.<sup>4</sup> Figure 8 indicates the distribution of minority populations by census block group; census block groups with dark grey shading have a minority population share of 66 percent or greater. Nearly half, 48 percent, of the population that lives within ¼ mile of DC Circulator bus stops is minority.

Over 3,200 riders responded to an on-board DC Circulator rider survey in fall 2015; 65.9 percent were minority (**Table 4**).

**Table 4 2015 DC Circulator Rider Survey - Race/Ethnicity**

Race/Ethnicity	Number	Percent
White	1,090	34.1%
Black or African American	1,030	32.2%
Hispanic/ Latino	521	16.3%
Asian	335	10.5%
American Indian or Alaska Native	116	3.6%
Other	64	2.0%
Native Hawaiian or other Pacific Islander	40	1.3%
<b>TOTAL MINORITY</b>	<b>2,106</b>	<b>65.9%</b>
<b>TOTAL</b>	<b>3,196</b>	

### Low-Income Populations

DDOT uses the same definition as the District of Columbia to identify low-income households in its service area: Very Low Income, Moderate Low Income, and Low Income. These tiers are defined below:

- Very Low Income - Household income is below 30 percent of the Area Median Income
- Moderate Low Income – Household income is between 30 and 50 percent of the Area Median Income
- Low Income – Household income is between 50 and 80 percent of Area Median Income

<sup>4</sup> ACS 2013, 5 Year Estimates, Table B03002. The minority population was calculated from the 2009-2013 American Community Survey at the census block group level, as the total population minus the non-Hispanic white population.

The median income for the service area in FY2013 was \$107,300<sup>5</sup> -- the income breaks for DDOT definitions, which are developed around the AMI for a family of four, are below.

- Very Low Income (Below 30% AMI): Below \$32,200
- Moderate Low Income (30%-50% AMI): \$32,201-\$53,650
- Low Income (50%-80% AMI): \$53,651-\$66,750

For DC Circulator service and fare equity analyses, “Low-Income” is defined as below 50 percent of area median income (\$53,650 for a family of four). Forty-seven percent of District households fall into this category. Using these definitions, **Figure 8** shows the distribution of low-income populations throughout the District in relation to Circulator routes. For the map in **Figure 8**, the household income level was rounded up to the nearest U.S. Census household income break point (\$60,000).

Over 3,200 riders responded to an on-board DC Circulator rider survey in fall 2015; 57 percent earned less than the area’s median income (**Table 5**).

**Table 5 2015 DC Circulator Rider Survey - Income**

	Number	Percent
Below 50% AMI	1,646	57%
Above 50% AMI	1,226	43%

It is important to note that while the threshold for low-income used is 50 percent of Area Median Income for a family of four, the District’s household size is smaller than the national average, with 2.2 persons per household on average versus 2.63 nationally.<sup>6</sup> Household size was not captured in the survey and therefore anyone who responded that their annual income was lower than 53,650 is counted as low-income regardless of household size.

<sup>5</sup> FY2013 Washington-Arlington-Alexandria MSA - [http://www.huduser.org/portal/datasets/il/il13/index\\_il2013.html](http://www.huduser.org/portal/datasets/il/il13/index_il2013.html)

<sup>6</sup> U.S. Census Bureau, State and County Quick Facts, 2015.

Figure 6 DC Circulator Service Area Base Map

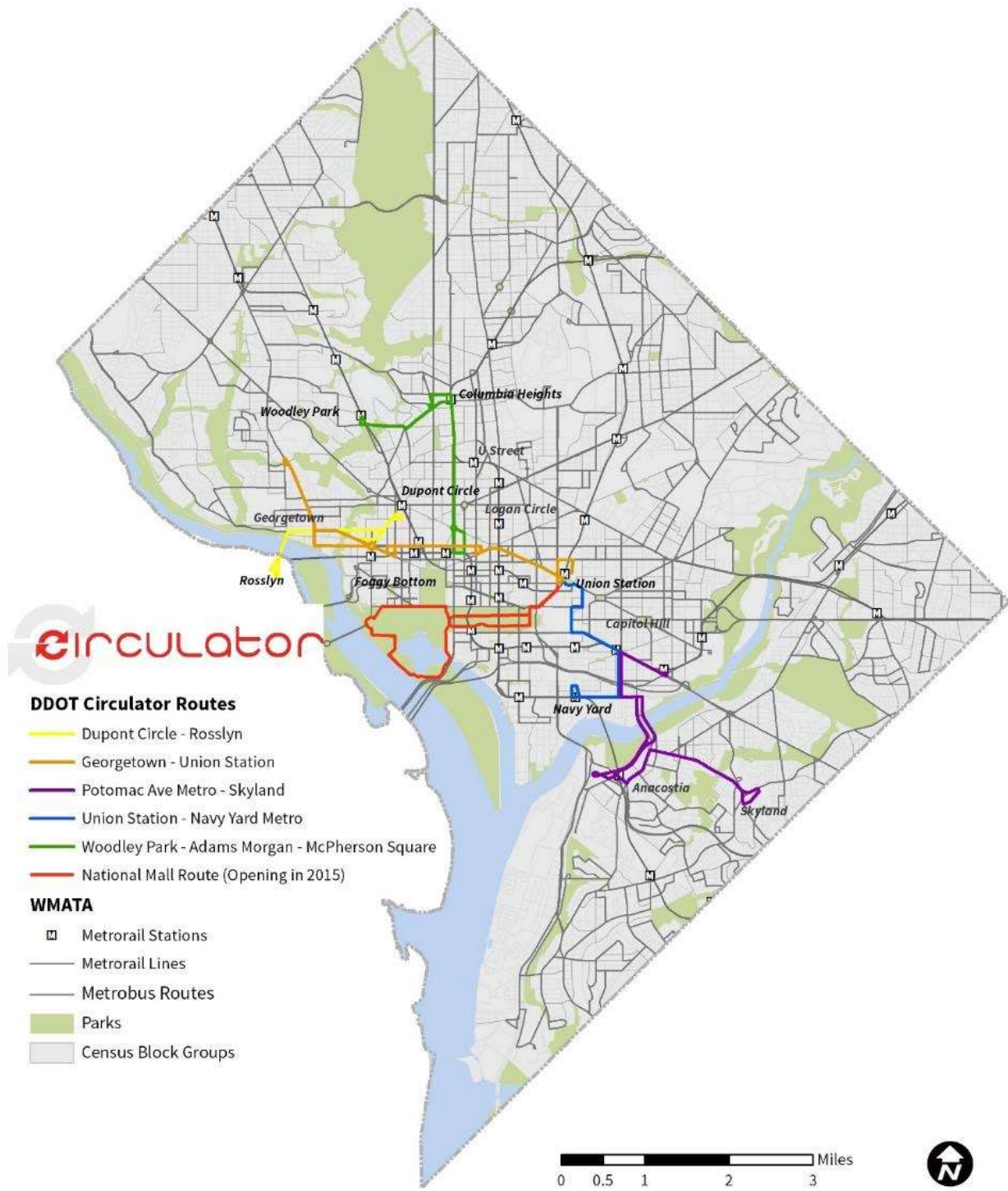
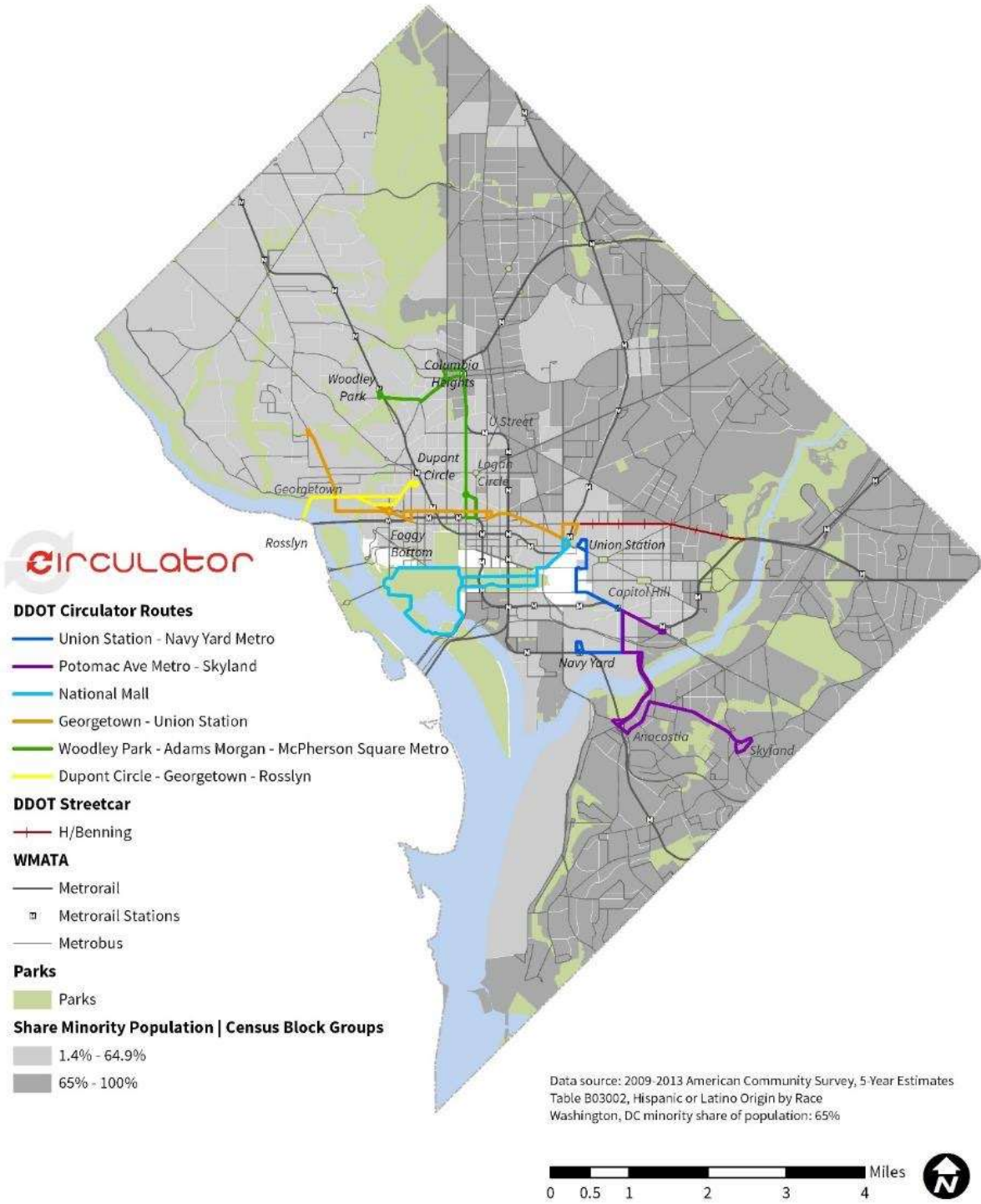


Figure 7 Minority Population in the District of Columbia





**Figure 8 Low Income Populations in the District of Columbia**

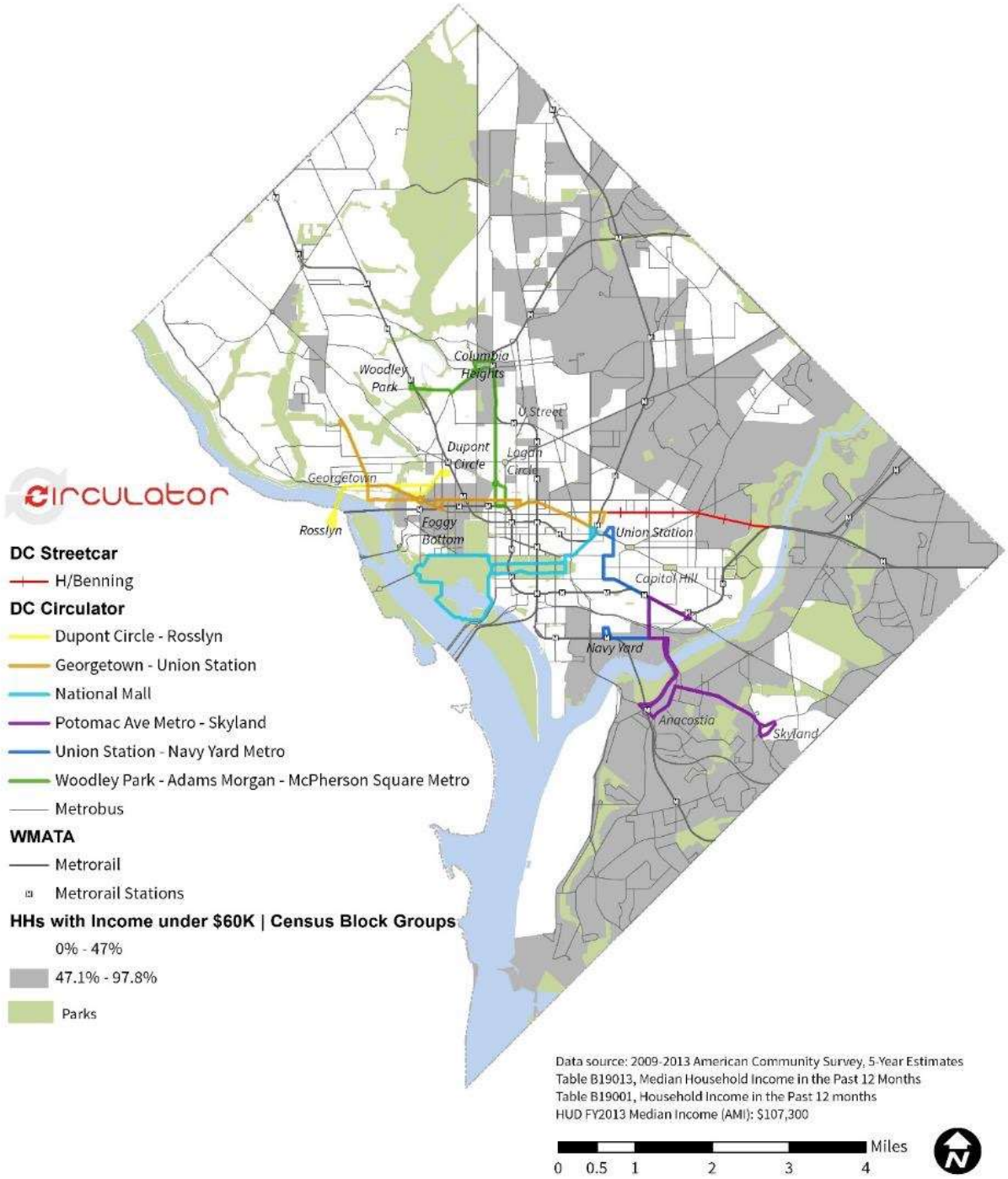


Figure 9 Metrobus and Metrorail Service in the District of Columbia

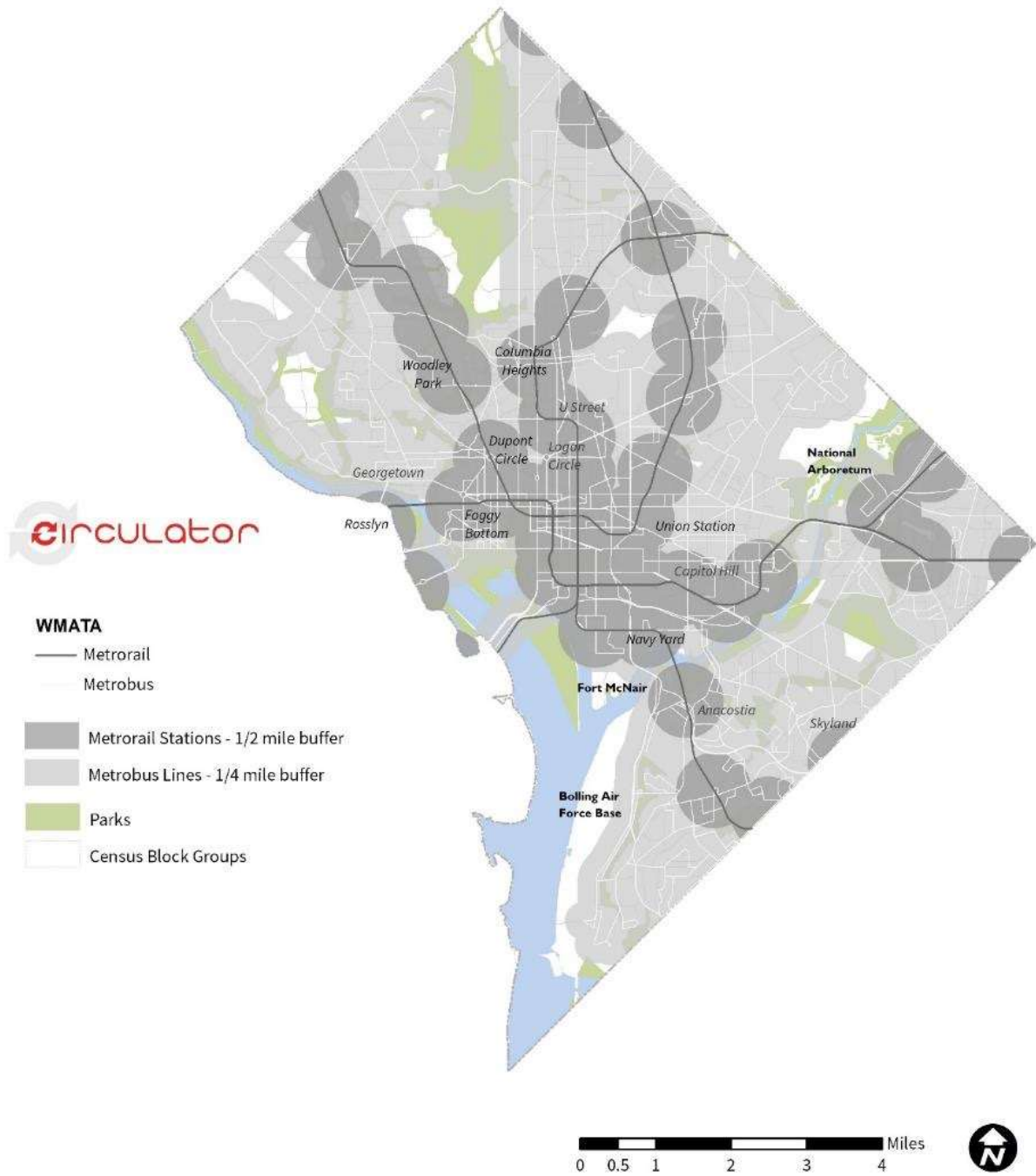


Figure 10 Metrobus, Metrorail, and Circulator Service in the District of Columbia

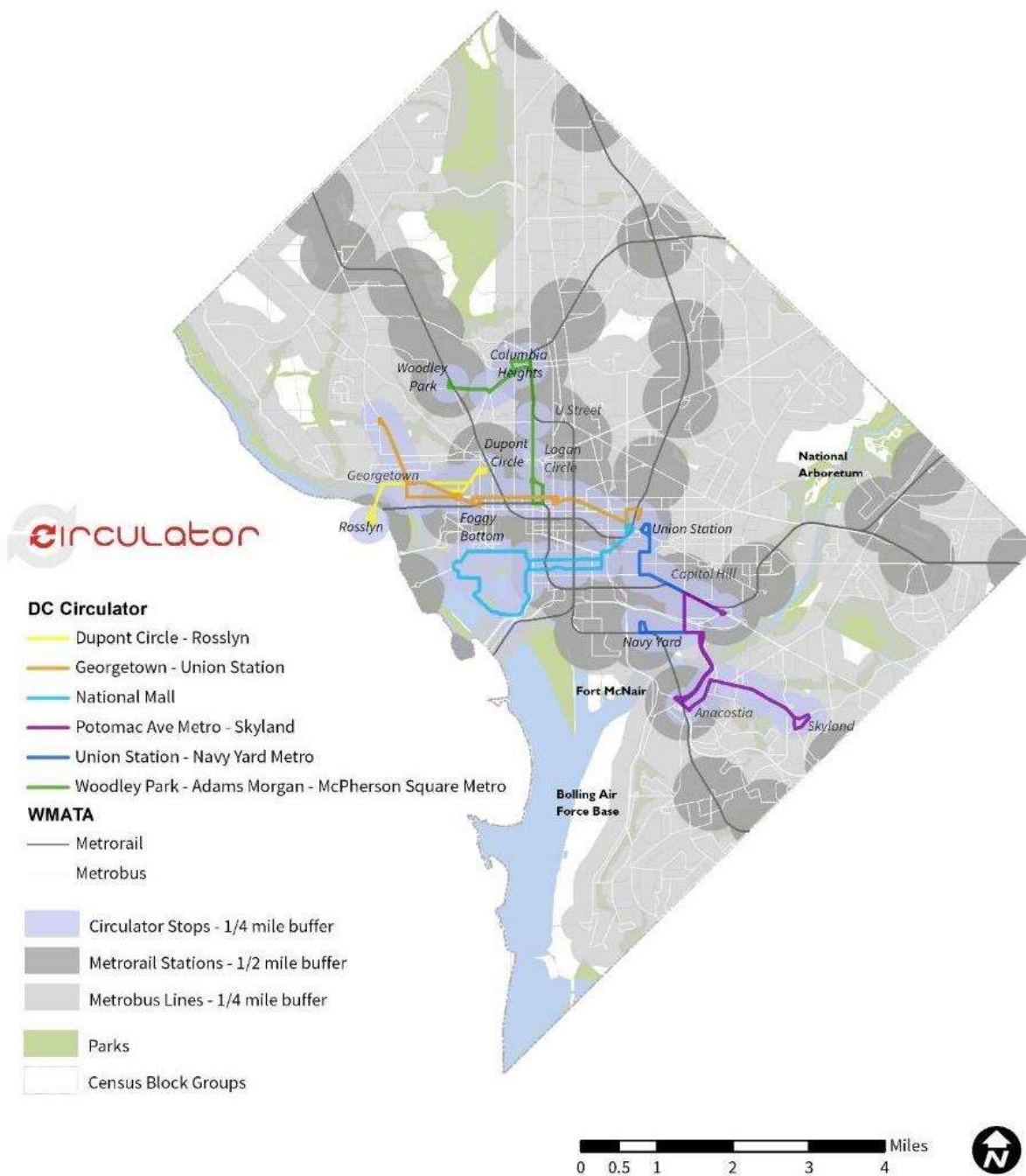
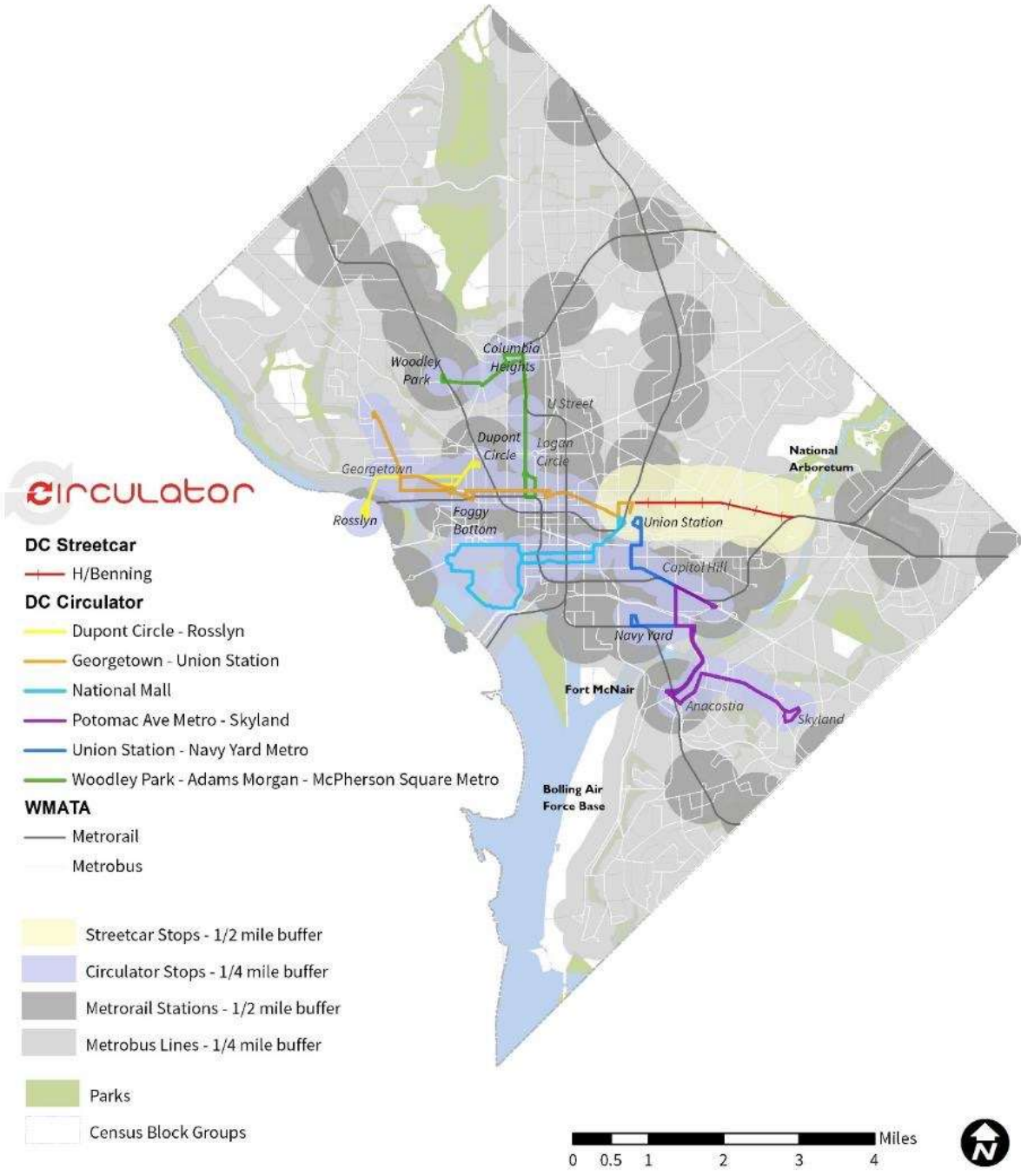


Figure 11 Metrobus, Metrorail, Circulator and Streetcar Service in the District of Columbia



## 1.13 Public Involvement Plan (Public Participation Plan)

### Introduction

Public participation is an integral part of the transportation process which helps to ensure that all communities have an opportunity to consider and comment on proposed DDOT transportation projects. DDOT is committed to ensuring opportunities for the public to be involved in all phases of project development, from planning to implementation. Early effective public involvement allows for public input in the planning process which ensures that projects are nondiscriminatory and include various viewpoints. It may also prevent delays or unanticipated events in the project development phase.

Public participation can be grouped into three areas:

1. Engaging People through Outreach and Organization
2. Techniques for Public Involvement
3. Generating Feedback

### Engaging People through Outreach and Organizations

#### ***Public Participation Process***

DDOT has a proactive public involvement process providing a public comment period prior to the adoption of key transportation plans and programs. The comment periods vary depending on DDOT's projects. DDOT has procedures in place to inform the public about how, when, and where they may participate. DDOT public involvement process strives to do the following:

- Providing complete information about DDOT's activities;
- Providing timely public notification;
- Allowing full access to key decision-makers;
- Providing early and continuing involvement in the development of transportation plans and programs;
- Providing outreach programs for all stakeholders;
- Addressing Title VI and Environmental Justice provisions; and
- Providing continuous interaction with Advisory Neighborhood Commissions (ANC) and other community organizations regarding DDOT's project plans.

#### ***Public Meetings***

DDOT holds public meetings for planning activities, corridor studies, environmental assessments (EA) and environmental impact statements (EIS), during all phases of project development. Public meetings are held in every ward in the District of Columbia for the purpose of engaging the public in the decision-making process, and soliciting feedback. Meetings are held at locations that are accessible and convenient for community members and individuals facing barriers to access; locations can include schools, churches and community centers. The intent of holding public meetings at diversified locations is to solicit broad public comment.

In addition to hosting public meetings, DDOT program managers and other staff members attend ANC meetings, and community events across the city to expand outreach efforts. DDOT will continue to reach hard-to-reach groups and individuals.

Notice of public hearings and public informational meetings are provided to ANCs and other groups representing minority and low-income populations. DDOT requests that the ANCs provide their members with meeting notices and information.

Special accommodations are made for LEP, low-income, and disabled individuals. Also, DDOT accommodates for individuals without transportation by scheduling meetings during the times when public transit and para-transit services are operating or will make special arrangements to ensure that individuals have an opportunity to access transportation to the meetings. Interpreters are provided, when requested, at public meetings. The Office of Civil Rights maintains a blanket purchase order to enable use of interpreters on short notice and on an as-needed basis.

### ***Opportunities for Participation***

As part of the transportation planning process in meeting the requirements of Title VI and to better serve the community, DDOT has developed specific outreach strategies for low-income, minority, LEP and disadvantaged communities, to ensure participation. Outreach strategies for these communities include:

- **Accessible Meetings:** For those without transportation and the disabled, DDOT holds meetings and public hearings during times when public transit and para-transit service is available. A reasonable attempt is made to notify organizations representing minority and disabled individuals. Additionally, DDOT requests that ANCs provide their members with meeting notices and information. DDOT strives to host public outreach events at both “traditional” and non-traditional to ensure greater participation by those who cannot attend evening meetings due to other commitments;
- **Meeting Location:** DDOT public outreach events are held at a variety of accessible location types, including schools, community centers, transit stops, and festivals;
- **Meeting Format:** DDOT hosts public outreach events in a variety of formats that are both attractive and accessible to its constituents, including open-house style public meetings, “pop-up” events at locations such as transit centers, community centers and festivals that allow for one-on-one interaction;
- **Partnerships with Community Organizations:** DDOT may partner with community-based organizations to help promote outreach events, distribute materials, and develop deeper relationships with the communities it serves.
- **Translation:** DDOT translates print outreach materials for LEP populations, as required by DDOT’s Language Access Plan;
- **Interpretation:** DDOT provides interpreters, at public meetings and events, as needed. The DDOT Office of Civil Rights maintains a blanket purchase order to enable use of interpreters on short notice and on an as-needed basis.
- **ADA Accommodation:** DDOT provides ADA accommodation at meetings, as requested;
- **Ethnic Media:** DDOT promotes events in ethnic and non-English language media, including local Spanish language newspapers and television stations;
- **Language Access Line:** DDOT offers the Language Line interpretation service for LEP and NEP constituents who contact DDOT by phone or in-person at DDOT offices; and
- **“I Speak” Cards:** DDOT distributes “I Speak” cards at public outreach events for limited English or non-English speaking constituents in areas identified as having an above average number of linguistically isolated households.

### ***Techniques for Public Engagement***

DDOT's public involvement process contains the following elements:

- Involvement opportunities for the public to be involved in all phases of the planning process;
- Mechanisms for establishing and maintaining communications between the public and local officials via methods including mailings, listserves, legal ads, displays, website/webpages, newsletters, and mass and diverse media outlets. DDOT's website and related projects websites are easy ways for the public to quickly obtain information about ongoing projects and activities in their community, ask questions, and voice comments and concerns;
- Dissemination of information ensuring that technical information is available and in simplified user-friendly formats. Vital information and documents may be translated into a variety of foreign languages depending on the area of distribution and intended audience;
- Venue for DDOT to respond to public comments through phone calls and letters. The names of individuals and groups are placed on DDOT's listserv(s) in order to receive follow-up information or documentation on specific projects and activities; and
- Use of Advisory Committees (ANCs, Citizen and Technical Advisory Committees) to engage stakeholders during planning and project development, and ensure concerns are seriously considered in the decision-making process.

### ***Access to Information***

DDOT provides the public with reasonable and timely access to technical and policy information relating to the data or content used in the development of transportation plans, programs and projects. Documents are available for public inspection at DDOT headquarters, DDOT's website and project related websites/webpages, and at the project site office (as applicable). Targeted public involvement strategies include, but are not limited to:

- Communicating and seeking assistance from members of the community and community based organizations that are able to identify minority and/or low-income communities that are affected by the proposed action;
- Forming community advisory taskforces, and ensuring that representatives from minority, low-income, and limited-English proficient communities are included, as applicable;
- Utilizing the Mayor's Offices on Latino Affairs, Asian and Pacific Islander Affairs, African Affairs, and the DC Language Access Coalition, to distribute information to limited-English proficient communities;
- Using oral interpreters at public meetings and events, and translating project information into other languages;
- Selecting meeting locations and times to accommodate low-income groups;
- Soliciting information from the local community on environmental issues through nontraditional methods (i.e., survey community hot spots where the locals gather, barbershops, and popular restaurants); and
- Soliciting public comments on environmental issues through formal/informal public notice and comment procedures tailored to the community.

## ***Generating Feedback***

### Public Education

DDOT continually educates the public on the existence of its resources and how they can benefit from them. Whenever DDOT conducts outreach activities, every effort will be made to ensure communication will be written and presented in a manner that is easy to understand. The following are ongoing activities used by the DDOT staff to educate the citizens of the District of Columbia.

- Compilation of education packets/brochures made available at public meetings, public offices, agencies, and also posted on DDOT's and the District of Columbia's websites;
- Presentation made by DDOT staff at community and ward-based meetings of DDOT's ongoing and upcoming activities and projects;
- Distribution of "I Speak" cards for limited English or non-English speaking individuals;
- Availability of a Language Access Line at DDOT offices;
- Public meeting calendar posted on DDOT's and the District of Columbia's websites; and
- DDOT's project-related websites/webpages

### ***Efforts through Planning to Project Development***

At DDOT, the public involvement process starts at the planning stage and continues through project development, including:

- Outreach to the public to inform the community about DDOT's plan
- Efforts to seek community comments and suggestions
- Advertisements in newspapers, websites, fliers, etc.
- Community Meetings
- Grass roots efforts, door-to-door notices
- Survey Forms/Public Comments (reports)
- Public access to drawings, plans, etc.
- Efforts to accommodate the community (mitigation efforts)

The DDOT Office of Civil Rights Title VI staff will continue to work with members of the Title VI Implementation Committee to research new and innovative ways to further involve the public in its transportation process.

### **DDOT Public Involvement Overview 2013-2015**

From January 2013 to November 2015, DDOT hosted or attended 199 events, including "pop-up" events at transit centers and festivals, project open houses, ANC meetings, presentations to civic associations, free child safety seat inspections and installations, and public safety events at elementary schools (**Table 6**). These events were spread out across the eight wards of the District of Columbia, and more than half of occurred in wards where the minority populations exceed the District average (**Table 7**).

DDOT has developed new forms to help the agency track Title VI population participation in its outreach events – the "Title VI Public Involvement Questionnaire" for event participants, and the "Public Outreach Summary Form," for event organizers. The forms are available in **Enclosure A**.



**Table 6 DDOT Public Meetings, January 2013-November 2015**

Host or Attend	Public Outreach Events
Total Hosted	136
Total Attended	63
Total Reported	199

**Table 7 DDOT Public Meetings/Events by Ward and Demographics,<sup>7</sup> January 2013-November 2015**

Ward	Public Outreach Events	Minority (%) -2010	Poverty Rate (%) – 2008-2012
One	16	60%	14%
Two	15	30%	14%
Three	10	22%	8.2%
Four	12	80%	14%
Five	68	85%	21%
Six	38	53%	14%
Seven	13	98.5%	26%
Eight	27	96.8%	37%
<i>DC Average</i>	<i>N/A</i>	<i>65%</i>	<i>18%</i>

***DDOT Public Outreach Example: 2014 DC Circulator Transit Development Plan Update***

Public engagement is a fundamental element of successful transit planning and implementation. Building off of the wide-ranging and extensive public outreach performed as part of the 2011 TDP, DDOT sought broad public participation in order to ensure a transparent planning and decision-making process. The development of this study used a variety of public involvement activities, including the semi-annual Circulator forum in February, an online survey, a focus group with drivers and supervisors, six pop-up events, and stakeholder meetings.

For the 2014 update of the TDP, the public outreach goal was to target existing and potential Circulator riders to get feedback on the current system, expansion plans and opportunities, and proposed policies. To meet this goal, DDOT held six pop-up events at targeted locations based on proximity to existing Circulator stops along routes being considered for expansion, and areas considered for new Circulator routes. Where possible, the pop-up events were located at a Metrorail station.

Event Promotion and Involvement Opportunities

A survey was developed to gauge rider use of and satisfaction with the existing system performance, which areas of the District the Circulator should serve next, questions related to specific route recommendations, and a question related to fare policy. This survey was available online during the meeting period as well as the two weeks following the pop-ups to allow people unable to make a pop-up event to provide feedback. The survey was advertised on the Circulator website, through social media, ANCs, listservs, blogs, and local news. Comments were also collected via email and letters to the DDOT project manager directly from residents and neighborhood or business organizations. These comments were compiled between February 25, 2014, when DDOT hosted the Circulator Biannual Meeting, and May 12, 2014, the end of the TDP update public comment period.

Since the focus of the outreach was going to the users of the system, the pop-up events and online survey were marketed using indirect and direct strategies. The indirect strategies were:

- Posting flyers on buses, at the Business Improvement Districts, public libraries, and other community spaces

<sup>7</sup> Source: Urban Institute’s Neighborhood DC, Accessed at <http://www.neighborhoodinfodc.org/wards/wards.html>

- Email blasting over 2,000 District residents and community organizations, including Advisory
- Neighborhood Commissioners (ANC)
- Posting via social media, specifically local blogs, twitter, neighborhood listservs
- Advertising through traditional media, such as local news blogs and TV.

The direct strategies were:

- Installing decals in English and Spanish with the pop-up event details in every Circulator bus (49 total)
- Passing out over 2,500 survey promotional cards at the pop-up events in addition to distributing over 1,000 to the Councilmembers' offices, Business Improvement Districts, public libraries, and other community spaces

### Events

At each of the six events, computer tablets were used for participants who wanted to take the survey on-site. The survey included questions regarding the participants' use and satisfaction of the current Circulator services, desired locations to expand service, specific questions relating to a route where the survey was taking place, and Title VI demographic questions. A Spanish-language interpreter was available at all pop-up events.

Participants were encouraged to draw their new route suggestions or extensions on the sandwich board maps. If people were not able to stop for the survey, they were given a post card directing them to the online survey to give their comments. Participants who completed the survey on-site received one of the giveaways and a Circulator day pass. All participants who completed the survey in person or online were entered into an opportunity to win a \$50 SmarTrip Card through a drawing. The feedback received from the public was used to inform the location of new routes, extension of existing routes, and implementation phasing of new routes or extensions. Between all six pop-up events, 684 surveys were completed. An additional 358 surveys were completed online.

DDOT Circulator TDP Survey Respondents by Race:

- White/Caucasian: 47%
- Black/African American: 40%
- Latino/Hispanic: 6%
- Asian/Pacific Islander: 4%
- Other: 3%

DDOT Circulator TDP Survey Respondents by Income Level:

- Less than \$20k: 15%
- \$20K-\$40K: 15%
- \$40K-\$60K: 18%
- \$60K-\$80K: 18%
- \$80K-\$100K: 12%
- \$100K+: 22%

## 1.14 Language Access Plan

### Introduction

The purpose of DDOT’s Language Access and Assistance Plan is to (1) identify NEP (Non-English Proficient) and LEP (Limited English Proficient) persons who need language assistance; (2) provide language assistance to the population in need; (3) develop a plan to train staff; (4) provide notice of services to LEP persons; and (5) develop a plan to monitor/update the plan. On a biennial basis, DDOT develops a Language Access Plan (BLAP), which is based on the same criteria established in FTA’s publication “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers Prepared by: The Federal Transit Administration Office of Civil Rights April 13, 2007.”

The District of Columbia’s LEP policy is intended to ensure that all people, regardless of their proficiency in English, have meaningful access to the benefits of DDOT’s programs and services. As a recipient of the U.S. Department of Transportation, DDOT must assure that limited English proficient (LEP) people are provided with meaningful language assistance to ensure equal access to all of its programs and services. The LEP plan provides the analysis DDOT uses for determining the need for an LEP program, outlines the methods for how DDOT collected the information, and discusses how DDOT integrates LEP activities into all of its programs and services to meet the needs of the LEP communities in the District. DDOT has attached the 2015-2016 Biennial Language Access Plan (BLAP) to this document (see **Enclosure C**).

### Authority

DDOT’s Language Access Plan was prepared in compliance with Federal Transit Agency (FTA) Circular C 4702.1B, *Title VI Requirements for Federal Transit Administration Recipients*, as well as other federal regulations and guidance related to language assistance, including Executive Order (EO) 13166-Improving Access to Services for Persons with Limited English Proficiency. In addition, the District of Columbia enacted the D.C. Language Act in 2004, to give greater access and participation in public services, programs, and activities for its LEP individuals.<sup>8</sup> In accordance with this Act, DDOT is required to appoint an agency Language Access Coordinator, develop and submit a Biennial Language Access Plan and quarterly compliance reports to the DC Office of Human Rights.

DDOT is committed to engaging individuals from diverse backgrounds, cultures and languages in its transportation process. Over 100,000 residents of District of Columbia speak a language other than English, and a third of that group are linguistically isolated (where no person 14 years old and over in a household speaks English “very well”).<sup>9</sup>

### Determining when Language Assistance Services are Required

Federal and local guidance on LEP requirements instruct FTA funding recipients to use the Four Factor Analysis to determine the specific language services that are appropriate to provide. FTA Circular 4702.1B states that “[A] careful analysis can help a recipient determine if it communicates effectively with LEP persons and will inform language access planning. The Four Factor Analysis is an individualized assessment that balances the following four factors:

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<sup>8</sup> LEP (Limited English Proficient) 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.

<sup>9</sup> 2013 ACS 1-year estimates

1. The number or proportion of Limited English Proficient persons in the eligible to be served or likely to be encountered by the recipient;
2. The frequency with which Limited English Proficient persons come into contact with the program;
3. The nature and importance of the program, activity, or service provided by the program to people’s lives; and
4. The resources available to the recipient for Limited English Proficiency outreach, as well as the costs associated with that outreach.”<sup>10</sup>

## Four Factor Analysis

### **Factor 1: The number or proportion of Limited English Proficient persons in the eligible to be served or likely to be encountered by the recipient**

DDOT used two methods to identify LEP persons eligible to be served, or likely to be encountered: the American Community Survey, and a DC Circulator Bus Rider Survey. Using the American Community Survey, the top five languages (other than English) spoken in the District are Spanish, French, African Languages,<sup>11</sup> Chinese, and Italian (**Table 8**). However, the top five languages spoken at home by linguistically isolated populations are Spanish, African languages, French, Chinese, and Tagalog (**Table 9**). Just over five percent of the District’s population report speaking English “less than very well” (**Table 10**).

**Table 8 District of Columbia | Language Ability**

	Number	Percent
Population 5 years and over	605,388	100.0%
Speak only English	497,028	82.1%
Speak a language other than English	108,360	17.9%
Speak English less than “very well”	33,126	5.5%

Source: 2013 ACS 1-year estimates

**Table 9 District of Columbia | Top 10 Languages Spoken at Home**

Language	Number	Percent of Total Population
Spanish or Spanish Creole	53,095	8.8%
French (incl. Patois, Cajun)	10,764	1.8%
African languages	10,715	1.8%
Chinese	6,232	1.0%
Italian	2,325	0.4%
German	2,091	0.3%
Russian	1,913	0.3%
Arabic	1,851	0.3%
Korean	1,800	0.3%
Portuguese or Portuguese Creole	1,596	0.3%

Source: 2013 ACS 1-year estimates

**Table 10 District of Columbia | Top 10 Languages Spoken at Home by Linguistically Isolated Populations**

Speak English less than “very well”	Number	Percentage of Linguistically Isolated Population
Spanish or Spanish Creole	18,316	55%
African languages	3,953	12%
French (incl. Patois, Cajun)	2,590	6%
Chinese	2,036	3%

<sup>10</sup> FTA C 4702.1B, Chap. III-7

<sup>11</sup> The “African Languages” category has 20 languages, including Amharic.

Speak English less than "very well"	Number	Percentage of Linguistically Isolated Population
Tagalog	901	3%
Vietnamese	838	2%
Russian	705	2%
Portuguese or Portuguese Creole	635	2%
Italian	517	2%
Other Indic languages	515	2%

Source: 2013 ACS 1-year estimates

Although the African Languages category represents 20 languages, DDOT reports interacting most frequently with Amharic speakers, and Amharic is one of the top five languages (other than English) spoken most often in DC Public Schools, along with Spanish, Vietnamese, Chinese, and French.<sup>12</sup> A 2014 Urban Institute report on Language Access in the District of Columbia notes that LEP individuals are concentrated in certain neighborhoods of the city, especially the areas “between 16th Street and Georgia Avenue in Wards 1 and 4,” as well as some areas of the Petworth neighborhood.<sup>13</sup>

In a 2015 DC Circulator rider survey, 26 percent of respondents spoke a language other than English at home (Table 11). The top six languages spoken at home (after English) were Spanish, Chinese, French, Amharic, Tagalog, and Vietnamese (Table 12). Of those who spoke a language other than English at home, 48 percent reported speaking English “less than very well” (Table 13).

**Table 11 2015 DC Circulator Rider Survey | Respondents that Speak English at Home**

Language	Number	Percent
English	2,417	74%
Language other than English	855	26%

**Table 12 2015 DC Circulator Rider Survey | Respondent Languages Spoken at Home**

Language	Speak a Language Other than English at Home	Percent of Total Survey Respondents
Spanish	525	16.0%
Chinese	137	4.2%
French	72	2.2%
Amharic	34	1.0%
Tagalog	18	0.6%
Vietnamese	16	0.5%
Other	53	1.6%

**Table 13 2015 DC Circulator Rider Survey | Respondents that Speak English Less than "Very Well"**

	Speak a Language Other than English at Home	Speak English Less than "Very Well"	Percent
Spanish	525	271	52%
Chinese	137	49	36%
French	72	26	36%
Amharic	34	22	65%
Tagalog	18	9	50%

<sup>12</sup> District of Columbia Public Schools – English Language Learners. Accessed at <http://dcps.dc.gov/DCPS/In+the+Classroom/How+Students+Are+Supported/English+Language+Learners+%28ELL%29#0>

<sup>13</sup> “Ten Years of Language Access in Washington, D.C.” 2014, Urban Institute. Accessed at [http://www.urban.org/research/publication/ten-years-language-access-washington-dc/view/full\\_report](http://www.urban.org/research/publication/ten-years-language-access-washington-dc/view/full_report)

	Speak a Language Other than English at Home	Speak English Less than "Very Well"	Percent
Vietnamese	16	6	38%
Other	53	30	57%
<b>TOTAL</b>	<b>855</b>	<b>413</b>	<b>48%</b>

**Factor 2: The frequency with which Limited English Proficient persons come into contact with the program**

DDOT is required to provide the District of Columbia Executive Office of the Mayor with a report on its contacts with the LEP population on a biennial basis. Contact with the LEP population includes but is not limited to:

- Contact with transit vehicle operators;
- Calls to the agency’s customer service telephone line;
- Visits to the agency’s headquarters/permit office;
- Access to the agency’s website;
- Attendance at community meetings or public hearings hosted by your agency;
- Requests from the LEP population for translation of essential documents; and
- DC Circulator Rider surveys.

DDOT recorded 168 contacts with LEP persons in 2013 and 2014: 95 in 2013, and 73 in 2014. 2013 encounters by language are below in **Table 14** and **Table 15**. From 2013-2014, the top six non-English languages most frequently encountered by DDOT were Spanish, French, Amharic, Chinese, Vietnamese, and Korean.

While the Korean community is not listed in the top ten languages spoken by linguistically isolated population, the District has a large community of Korean businesses. In consideration, DDOT’s language access objectives include the Korean population to ensure effective access, outreach and quality.

**Table 14 DDOT Frequency of LEP Encounters by Language, 2013**

Language	Encounter Frequency	Number of Encounters in FY13	Data Sources Used to Track LEP Encounters
Spanish	At least once a week	85	Reception area/Information desk sign-in sheets that include multilingual language preference Language preference drop down menu in customer management tracking software Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual Tally of interpretation equipment users at outreach events Language Line Reports Written correspondence received by agency in a non-English language.
Chinese	Rarely	6	Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual
Korean	Rarely	2	Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual
Portuguese	Rarely	2	Language Line Reports

**Table 15 DDOT Frequency of LEP Encounters by Language, 2014**

Language	Encounter Frequency	Number of Encounters in FY14	Data Sources Used to Track LEP Encounters
Spanish	At least once a week	64	Reception area/Information desk sign-in sheets that include multilingual language preference Language preference drop-down menu in customer management tracking software Bilingual staff maintain a tall of the number of times they are pulled away to assist an LEP/NEP individual Tally of interpretation equipment users at outreach events Language Line Reports Non-English language preference is indicated for customer/client in customer management tracking software and correspondence is sent to an LEP/NEP individual in preferred language
Chinese	Rarely	7	Bilingual staff maintain a tally of the number of times they are pulled away to assist an LEP/NEP individual Language Line Reports
Korean	Rarely	2	Bilingual staff maintain a tally of the number of times they are pulled away to assist an LEP/NEP individual

***Factor 3: The nature and importance of the program, activity, or service provided by the program to people’s lives;***

DDOT has identified the following critical services which would have serious consequences for the LEP population if language barriers prevent a person from benefiting from the activity.

Policy, Planning, and Sustainability Administration (PPSA)

PPSA administers the DDOT public safety outreach programs including pedestrian safety programs, bicycle safety programs, seatbelt usage, driving under the influence, distracted driving, and child safety seat usage. DDOT's review of its contacts with the LEP population shows that the LEP population takes advantage of many of the public safety programs available - particularly the bicycle safety and free child seat programs. If language barriers prevented LEP persons from participating in these transportation safety programs, members of the LEP population would be at an increased risk of harm while making use of the transportation infrastructure.

PPSA conducts public meetings to share information and gather input from the community on proposed transportation and development projects. DDOT uses the community meetings to best determine how to provide services and what the potential impacts of construction/development will be on the community. If language barriers prevented LEP persons from participating in community meetings, DDOT would probably lose access to information that addresses the needs of the LEP community members.

PPSA also administers the public space permitting operations. Individuals who wish to make use of the public right of way, must submit an application for such use. If language became a barrier to services, then members of the LEP population would face great difficulty in gaining a permit to operate a business in public space, begin construction or renovations on a structure, or make use of public space for association or demonstrations.

Progressive Transportation Services Administration (PTSA)

PTSA is responsible for planning the District's public transportation services. This includes identifying DC Circulator bus routes, DC streetcar lines, providing transportation subsidies, and assisting PPSA in planning

transportation infrastructure. The majority of DDOT's LEP contacts with the LEP population are related to PTSA's school transportation subsidy program. If language barriers prevented LEP persons from participating in PTSA's services, those individuals would probably be without access to public transportation. This could result in geographic isolation from health services, employment opportunities, and education.

#### Transportation Operations Administration (TOA)

TOA maintains the public transportation infrastructure and manages the majority of the agency's public contact positions. TOA administers the Roadway Operations Crew, which assists motorists involved in traffic related incidents and emergencies on the road. TOA also administers the School Crossing Guard program, and the Traffic Control Officer program. Each of these programs provides transportation safety services to the general public, including the LEP population. If language barriers prevented LEP persons from participating in these services, it could greatly impact the safety of the English Language Learners students going to school and LEP pedestrians at crossing intersections throughout the city.

#### Urban Forestry Administration (UFA)

The mission of the UFA is to manage and increase the District's street trees to maintain healthy trees that provide improved air quality, increased ground water retention that minimizes runoff and flooding, temperature moderation, aesthetics, and other benefits to our community. UFA's Program Operations Division provides educational information to District residents about the benefits of growing trees and encourages planting of appropriate tree species in the District's urban environment. If language barriers prevented a person from participating in UFA's services, the LEP population would not be able to take advantage of the environmental education and services offered to all District residents.

#### Office of the Director (OD)

OD is responsible for the oversight and management of DDOT. OD receives, tracks, and responds to service requests, answers Freedom of Information Act (FOIA) requests, and responds to requests from the public regarding general information. OD is responsible for all press releases and notices of transportation service interruptions. OD is also responsible for creating and advising the population of the Emergency Evacuation Plan. If language barriers prevented a person from participating in OD services the LEP population would lose access to valuable information and resources. If emergency evacuation planning information is not accessible to the LEP population, or if language services in these areas are delayed, the consequences to these individuals could be life threatening.

#### ***Factor 4: The resources available to the recipient for Limited English Proficiency outreach, as well as the costs associated with that outreach.***

Thus far, DDOT has had enough resources to meet the demand for LEP-related requests regarding language access. DDOT receives tremendous support from the DC's Office of Human Rights in offering and conducting the *Cultural Competency & Language Access Training for Public Servants* training to DDOT employees and sub-recipients.

DDOT recognizes that the LEP population in the District is growing. Currently, DDOT believes that it has the proper resources to continue to provide language access services to meet the needs of the LEP population in the District. To date, the requested cost of providing language access services to the LEP population has been reasonable for DDOT. The cost for language translation and interpretation services requested by DDOT programs in FY2013 and FY2014 was \$5,274. Due to the increase of requests for translations of vital DDOT documents in FY2014, DDOT has allotted \$20,000 for language translation and interpretation cost in FY2015-2016 (See **Enclosure C**: DDOT FY2015-2016 Biennial Language Access Plan).



## Language Access Plan

This plan addresses the identified needs of the LEP population DDOT serves and lays out DDOT's course of action enabling DDOT to establish and provide greater access and participation in public services, programs and activities to the LEP residents in the District of Columbia. Increased access and participation mean that LEP customers are able to be informed of, participate in, and benefit from public services, programs and activities offered by DDOT at a level of service and benefits equal to that of an English proficient individual.

FTA has recommended the following five elements in designing an Effective Implementation Plan on Language Assistance for LEP Persons:

1. Identifying LEP Individuals who need Language Assistance
2. Language Assistance Measures
3. Training Staff
4. Providing Notice to LEP Persons
5. Monitoring and Updating the LEP Plan

### **1. Identifying LEP Individuals who need Language Assistance**

DDOT's methodology for identifying the LEP individuals who may need language assistance includes the following:

- Use of "I speak cards"**- DDOT provides these cards in common areas open to the public, and at public meetings in residential areas identified as having an above average number of linguistically isolated households. The "I speak cards" are available in Spanish, French, Korean, Vietnamese, Amharic and Chinese. These cards invite LEP persons to identify their language needs to DDOT staff.
- Public Notices** - DDOT posts notices in DDOT common areas and in public locations when public meetings/activities are held to notify LEP individuals of the types of language assistance available through DDOT. Tables are set up at the meetings and/or conferences for the LEP person requesting an interpreter to identify themselves. DDOT staff then assists the LEP person and puts them in contact with the interpreter(s) assigned to the meeting.
- Record Keeping** - DDOT keeps records of past interactions with members of the public, including the languages of the LEP persons who attended past meetings. DDOT monitors this information and uses it to track and address the changing needs of the LEP communities.

### **2. Language Assistance Measures**

DDOT uses the following language assistance measures (oral and written) to inform LEP persons that language assistance is available to them, free of charge:

- Language Line** - DDOT uses this over-the-phone interpretation and translation service to communicate with LEP persons. DDOT staff is instructed on how to use this service during the Language Access Compliance and Cultural Competency training sessions offered and conducted by DC's Office of Human Rights.
- Translation and Interpretation Services** - DDOT provides information regarding its Language Access Program for obtaining translation and interpretation services on their website (<http://ddot.dc.gov/node/572272> ).

- **Public Notices** - DDOT provides services to LEP persons who wish to participate in DDOT public meetings and/or conferences. Information regarding free translation and interpretation is included on all public meeting notices published by DDOT.

### **3. Training Staff**

DDOT works with DC's Office of Human Rights to ensure that training is provided to DDOT managers, staff and DDOT sub-recipients biennially. This training helps bridge the gap between limited English proficiency policies and regulations, and the actual practice of using available tools to assist staff in communicating with LEP individuals. In 2015, DDOT's Office of Civil Rights offered three Cultural Competency & Language Access Training for Public Servants training sessions. This training, led by DC's Office of Human Rights, covered a review of LEP policies and regulations, as well as included role playing on how to use the Language Line service when encountered by an LEP person.

### **4. Providing Notice to LEP Persons**

DDOT provides notices that language services are available free of charge, in languages LEP individuals understand, and explains how LEP persons can obtain language assistance. The following measures are currently used by DDOT. DDOT is in the process of evaluating these measures to ensure that the needs of the LEP communities are met, and if needed, will adjust accordingly.

- Notices of DDOT services or meetings open to the public are provided on DDOT's website. Language regarding how to obtain free translation/interpretations services is stated on all of DDOT's public meeting and outreach notices.
- LEP individuals are notified of free translations service when calling in to the Call Center.
- Information regarding translation is included on documents posted in common areas at DDOT.

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

DDOT monitors its language assistance policies and procedures annually to evaluate its effectiveness in serving the LEP individuals, and modifies accordingly. The evaluation includes:

- Reassessing and Identifying the LEP population in affected services areas based on current data and information obtained from public meetings, inquiries, and other DC Agencies;
- Reassessing the frequency of encounters with LEP groups;
- Reassessing the level of services made available to the LEP communities;
- Reevaluating resources to ensure that DDOT is able to meet demands for requests regarding translations and interpretations of vital documents; and
- Reviewing and updating, when necessary, the LEP training for DDOT staff.

### **DDOT's Biennial Language Access Plan**

In addition to addressing the five elements in designing an effective implementation plan on language assistance for LEP persons, DDOT had developed and implemented a Biennial Language Access Plan (BLAP). DDOT updates its BLAP on a biennial basis. The BLAP provides a detailed approach for ensuring that the LEP populations receive the same level of service and benefits as the English speaking population in the District. DDOT's BLAP meets the standards set by FTA/FHWA for a state DOT's Language Access and Assistance Plan. (See **Enclosure C** for DDOT's FY2015-2016 Biannual Language Access Plan).

## 2 Service Standards and Policies

DDOT has developed transit service and policies to guide equitable distribution of services and amenities for both the DC Circulator (**Section 2.1**) and the DC Streetcar (**Section 2.2**). **Section 2.3** describes DDOT’s transit service monitoring efforts, including any necessary action to correct inequitable distribution or enhance data collection activities for future monitoring efforts.

### 2.1 DC Circulator Transit Service Standards and Policies

#### DC Circulator Transit Service Standards

##### **Vehicle Loads**

The average vehicle load is the maximum number of people on board (seated and standing) per trip averaged by hour in the peak direction for both the peak and off-peak time periods. **Table 16** summarizes the fleet types, size and capacity; **Table 17** presents the vehicle load standards for the Circulator system. The standards were developed assuming load threshold of 40 and 50 passengers per bus during off-peak and peak service, respectively for a 40-foot vehicle and a load threshold of 30 and 38 passengers per bus during off-peak and peak service, respectively for a 30-foot vehicle.

**Table 16 DC Circulator Fleet Capacity**

Manufacturer	Size	Seated Capacity	Standing Capacity
Van Hool	30 foot	21	50
Van Hool	40 foot	27	54
New Flyer	40 foot	27	54

**Table 17 Vehicle Load Standards<sup>14</sup>**

Time Period	Load Factor	Seated Capacity (30 foot)	Load Threshold (30 foot)	Seated Capacity (40 foot)	Load Threshold (40 foot)
Off-peak	1.4	21	30 passengers	27	40 passengers
Peak	1.8		38 passengers		50 passengers

DDOT’s vehicle load policy is to not exceed its standard load factors for more than three trips (or 50 percent of trips an hour) on a given route. If a service is consistently above the seated capacity, DDOT will make adjustments, not limited to adding additional service at the next scheduled service change, if funding is available. DDOT will evaluate the need for increased vehicle size or additional service on a route. These vehicle load standards are designed to keep the number of passengers on a vehicle at a comfortable and safe level.

##### **Vehicle Headways/Service Frequency**

Each DC Circulator route has unique hours of operation (**Table 18**). While the current six routes operate at least every weekday, from 7:00am to 7:00pm, each route differs in its service hours and days. Three of the routes have different hours for the winter season (October 1-March 31) and the summer season (April 1-September 30). However, every Circulator route operates on ten-minute headways during all hours of operation.

<sup>14</sup> DC Circulator buses have a lower seated capacity than the industry-standard bus, creating a higher load factor because DC Circulator buses can comfortably accommodate more standees. See “Transit Capacity and Quality of Service Manual –2<sup>nd</sup> Edition.” Accessed at <http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp100/part%204.pdf>

**Table 18 DC Circulator Service Hours and Frequencies**

Circulator Route	Headway	Weekdays	Sat.	Sun.	Hours
Dupont Circle – Georgetown Rosslyn	10 min.	X	X	X	7am-12am (Sun-Th) 7am-2am (Fri-Sat)
Georgetown – Union Station (additional night service, Whitehaven-McPherson Square)	10 min.	X	X	X	7am-9pm (daily) 9pm-12am (Sun-Th) 9pm-2am (Fri-Sat)
Union Station – Navy Yard Metro	10 min.	X	Summer only	None	6am-7pm (Winter M-F) 6am-9pm (Summer M-F) 7am-9pm (Summer Sat)
Woodley Park – Adams Morgan – McPherson Square Metro	10 min.	X	X	X	7am-12am (Sun-Th) 7am-3:30a, (Fri-Sat)
Potomac Ave Metro – Skyland via Barracks Row	10 min.	X	Summer only	None	6am-7pm (Winter M-F) 6am-9pm (Summer M-F) 7am-9pm (Summer Sat)
National Mall	10 min.	X	X	X	7am-7pm (Winter M-F) 7am-8pm (Summer M-F) 9am-7pm (Winter Sat-Sun) 9am-8pm (Summer Sat-Sun)

***On-Time Performance***

On-time performance for DC Circulator is based on meeting the scheduled headway rather than meeting specific arrival or departure times. For service operating every ten minutes, a Circulator route is considered on time if a bus arrives within 15 minutes of the previous bus’s departure. DDOT’s goal is to have greater than 80 percent of Circulator buses arrive on time.

***Service Availability***

DDOT’s goal is to locate three to four Circulator stops per mile, as dictated by existing and planned land uses. DC Circulator routes currently have an average of 3.5 stops per mile.

**DC Circulator Transit Service Policies**

***Vehicle Assignment***

DDOT developed vehicle assignment guidelines in order to enhance the longevity of the fleet, while at the same time utilizing resources in an appropriate manner to serve all passengers comfortably. The guidelines were developed based on ridership and physical factors that limit vehicle size on routes due to operational constraints (including accessibility concerns), travel lane widths, or intersection geometry. DDOT’s policy is that DC Circulator vehicles will be circulated in a manner in which the average age of vehicles on a given route will be within 15 percent of the DC Circulator system average. The DC Circulator 2014 Transit Development Plan ridership analysis illustrated which routes are experiencing overcrowding, both in terms of severity and frequency. Physical factors limit vehicle size on particular routes due to operational constraints, such as accessibility concerns within certain facilities, travel lane widths, or intersection geometry. **Table 19** details the vehicle assignment guidelines for the Circulator system.

**Table 19 DC Circulator Vehicle Assignment Guidelines**

Threshold	Vehicle	Routes
Ridership on average less than 30 passengers per trip	30 foot	Dupont Circle – Georgetown – Rosslyn Union Station – Navy Yard Metro Potomac Avenue Metro – Skyland via Barracks Row
Ridership on average greater than 30 passengers per trip	40 foot	Georgetown – Union Station Woodley Park – Adams Morgan – McPherson Square Metro National Mall

***Distribution of Transit Amenities***

The thresholds developed to guide the siting of transit amenities seek to balance the desire to provide an inviting, comfortable waiting area for all bus passengers within the realities of limited availability of capital outlays to install and maintain stop amenities. In general, the thresholds outlined are based on ridership levels by stop, as is the industry norm, but in some cases alternative measures have been factored in. **Table 20** details the threshold criteria for Circulator services, as well as details the number of stops that are impacted by implementation of these thresholds.

DDOT does not currently have information on the presence of amenities identified in its distribution of transit amenities policy, other than bus shelters. In the future, DDOT will conduct a complete bus stop inventory and will assess its overall compliance with this policy at that time.

**Table 20 DC Circulator Stop Amenity Thresholds**

Amenity	Threshold	Stops Meeting Threshold
ADA Accessible Boarding/Alighting Area	All stops	131
Flag Sign with Basic Route Information	All stops	131
Seating	50 boardings/day or stops serving special populations	88
Shelter	100 boardings/day	62
Trash Receptacle	All stops with shelters	N/A
Lighting	All stops with evening or early morning service	131
Detailed Route Information	50 boardings/day	88
System Map	All stops with shelters	62
Real-Time Information Displays	300 boardings/day or regionally designated high-activity corridor	24

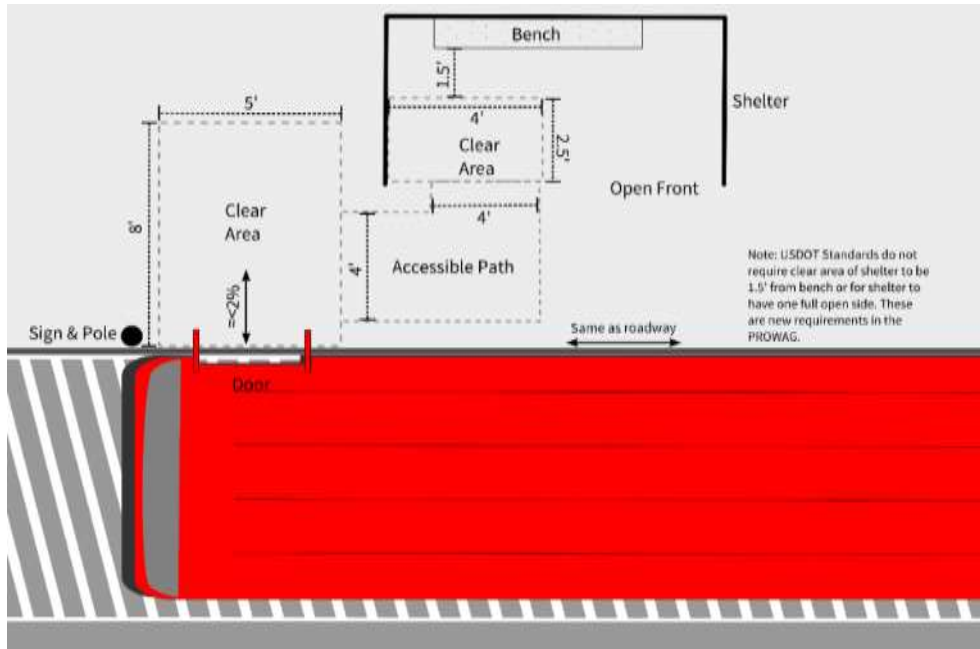
**Basic Requirements for All Stops**

DDOT strives to have the following basic amenities at every bus stop in order to ensure that access to the system is not a limiting factor to future ridership:

- ***Basic Route Signage and Stop Identifier:*** The basic stop sign should include the following: a clearly identifiable Circulator logo, identification of a unique stop identifier number, the route(s) serving the stop and their end-of-line destinations, information on hours of service, and instructions for accessing further system information online and by phone.

- **ADA-Accessible Boarding/Alighting Area:** All bus stops should provide a large enough loading/unloading area to meet ADA standards for wheelchair users, where feasible (**Figure 12**). Stop amenities should not impinge on the sidewalk right of way and should be placed to allow for easy circulation of passengers and pedestrians, including those in wheelchairs. Where stops are primarily served by articulated buses, the boarding/alighting area must take into consideration the position of rear doors.

**Figure 12 Bus Stop ADA Compliance (USDOT ADA & Draft Proposed Guidelines for Accessible Rights-of-Way)**



Stop Enhancements (Based on Ridership/Identified Need)

Beyond the basic needs listed above, there are a number of stop enhancements that can be made to improve passenger comfort and information. Providing passengers with additional amenities like seating, shelter, and improved signage helps to make transit services more attractive and easier to use. A bus stop is the first point of interaction between the transit agency and the customer, and better stop amenities can increase rider satisfaction.

The DC Circulator serves 131 bus stops across the District; installing and maintaining amenities across the system requires careful planning. Ridership thresholds for amenities allow the agency to target resources where they are most needed. The following guidelines were developed to create realistic standards to guide where DDOT prioritizes investments in improved bus stop facilities.

- **Seating:** Seating will be defined as 6ft benches designed for use at transit stops. Benches are usually installed and maintained by the local jurisdiction owning the right of way, in this case DDOT. Seating should be provided at any stop with 50 or more boardings per day. DDOT should also consider providing seating at locations below this boarding threshold if the stop serves locations with special user needs; these locations may include hospitals, stops serving senior housing, and at schools.
- **Shelters:** Space permitting, and taking into account ADA requirements, any stop with 100 boardings per day or greater should receive a bus shelter.

- **Lighting:** Overhead lighting is usually provided by the local jurisdiction owning the right of way and should be installed at any stop that features evening or early morning service where it has been determined that existing street lighting does not provide enough illumination for passenger comfort and security. Sufficient lighting at bus stops ranges from 2 to 5 foot candles.<sup>15</sup>
- **Trash Receptacles:** Trash receptacles are usually installed and maintained by the local jurisdiction owning the right of way and should be located on an as-needed basis. The accumulation of trash, customer complaints, community feedback, and the party who would be responsible for removing the trash on a regular basis should all go into determining the location of trash receptacles.
- **Detailed Route Information:** All stops with 100 or more boardings per day should feature detailed route information beyond what is provided on basic route signage, including: name of the stop, headway/frequency of the route(s), a diagram of the route(s) showing all major stops along the route, and information on fares. While this information ideally would be available at all stops, the cost of maintaining and regularly updating signage could be cost prohibitive.
- **System Map:** All stops with shelters should include system maps as part of the shelter installation.
- **Real-Time Arrival Information:** As it is cost prohibitive to provide real-time arrival screens at a large number of bus stops, DDOT should target such investments only at stops where the availability of a highly-visible display would provide a significant advantage to customers over the basic availability of information through mobile devices. Specifically, display screens should be considered for stops with both high ridership and a high degree of transfer activity. Currently, DC Circulator has real-time arrival screens at a limited number of bus stops; the screens were installed as part of a TIGER Grant program. If another program is implemented in the future to add this amenity to more stops, locations that meet one or more of the following criteria should receive priority, with the highest priority given to stops meeting multiple criteria:
  - Total ridership of 300 or more boardings per day
  - Stops that provide transfers to Metrorail and/or feature a high degree of bus-to-bus transfer activity
  - Stops that are shared by two or more Circulator routes and/or that reside in a transit priority corridor (corridors with bus lanes, busway, transit signal priority, etc.)
- **Additional Signage at Bus Stop:** It is anticipated that nearly all bus stops will include signage for “No Parking.” The recommendation is for “No Parking” signs to be at the front and the back of the bus stop zone, with the front sign attached to the same pole as the bus stop sign to minimize obstructions on the sidewalk. No other signage, including parking restrictions, will be affixed to the bus stop pole.

## 2.2 DC Streetcar Transit Service Standards and Policies

### DC Streetcar Transit Service Standards

#### **Vehicle Loads**

The average vehicle load is the maximum number of people on board (seated and standing) per trip averaged over the peak one-hour in the peak direction for both the peak and off-peak time periods. For the H/Benning corridor, a load factor of 2.5 was determined to be appropriate, as the average trip times

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<sup>15</sup> Standard set by *Maryland Transit Guidelines (2002)*,  
[http://www.kfhgroup.com/MarylandLOTSManual/document\\_library/Maryland%20Transit%20Guidelines.pdf](http://www.kfhgroup.com/MarylandLOTSManual/document_library/Maryland%20Transit%20Guidelines.pdf)

for most passengers will be relatively short (total end to end run time is approximately 25 minutes) (**Table 21**). Furthermore, given the current size of the DC Streetcar fleet and limited ability to insert additional vehicles into service to meet demand, it is prudent to establish a higher factor to allow greater loading, especially during the peak period. This load factor should be a guide for DDOT to monitor the level of comfort for the transit service that they are providing.

**Table 21 DC Streetcar Vehicle Capacity**

Vehicle Type	Area of Standing	Seated	Standing	Total	Load Factor
Inekon	229 sq. ft.	30	45	75	2.5
United Streetcar	216 sq. ft.	29	43	72	2.5

### **Vehicle Headways/Service Frequency**

Basic service parameters for the DC Streetcar were established through planning documents including the *DC’s Transit Future System Plan (2010)* and the *DC Streetcar Design Criteria (2012)*. More recently, rulemaking was established that codified the route and hours of service of the system. DC Streetcar service hours are defined in Title 18, Chapter 16, Section 1602 of the D.C. Municipal Regulation and D.C. Register: Vehicles and Traffic. Vehicle frequency is defined in the Transportation and Maintenance Operations Plan at 10 minutes throughout the service day. However, DDOT made the decision in early 2015 to begin service at 15-minute headways until it is demonstrated that 10 minute headways can be maintained reliably. The vehicle headways for the DC Streetcar are defined by period of service, as show in **Table 22**.

**Table 22 DC Streetcar Service Hours and Frequencies**

Day of Week	Headway	Hours
Monday – Thursday	15 minutes	6:00 a.m. to 12:00 a.m.
Friday	15 minutes	6:00 a.m. to 2:00 a.m.
Saturday	15 minutes	8:00 a.m. to 2:00 a.m.

### **On-Time Performance**

On-time performance for DC Streetcar is based on meeting a scheduled arrival time to provide a vehicle frequency of every 15 minutes. For this schedule a streetcar is considered on time if the actual headway is no more than one minute early and no more than five minutes late of the scheduled arrival time. DDOT’s goal is to have 80 percent DC Streetcars arrive on time.

### **Service Availability**

As streetcars run on fixed guideways and routes and stops cannot be modified or added without a significant capital investment, establishing a service availability standard is geared more toward future expansions or system modifications. Two of DC Streetcar’s peers establish stop spacing as a service availability standard. Philadelphia requires a minimum stop spacing requirement of quarter to half mile, while Portland establishes a maximum stop spacing requirement of a third of a mile.

DC Streetcar stops are currently spaced approximately quarter-mile apart, on average, along the H-Benning corridor. DDOT’s goal is to locate stops no more than third of a mile apart along future corridors as dictated by existing and planned land uses.

## **DC Streetcar Transit Service Policies**

### **Vehicle Assignment**

In this process, transit vehicles are placed into service from depots and on routes throughout the system. Policies for vehicle assignment may be based on the age of the vehicles, the type of vehicle, or the type



of service being provided. For example, a transit provider could set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The transit provider may also set a policy to assign specific vehicles to express or commuter routes.

Among eight streetcar systems that DDOT surveyed, three systems define their vehicle assignment policy. All three assign vehicles on a rotating basis. Tampa specifies a minimum 3-day rotation period, while Portland specifies that vehicles be rotated and newer vehicles be given priority.

Like Service Availability, establishing a vehicle assignment standard is geared more toward future expansions or system modifications. DC Streetcar currently has a fleet of six streetcars made by Inekon and United Streetcar, three of each type. DDOT's vehicle assignment goal is to have the vehicles rotated in and out of service based on maintenance and cleaning needs. For future Streetcar lines, the vehicles will also be circulated between lines in a manner that the average age of vehicles assigned to a given route doesn't exceed the system-wide average vehicle age.

### ***Distribution of Transit Amenities***

Transit amenities are elements that are available to the public and include items of comfort, convenience, and safety. Transit providers must set a policy to ensure equitable distribution of these amenities across the system. Different policies can be made for different modes of transit. Transit providers are responsible for setting a policy for transit amenities that are installed under a contract between the transit provider and a private entity. In these cases, the transit provider shall communicate its service policy to the private entity. Transit providers shall submit their siting policy where the definition of transit amenities includes but is not limited to; seating (e.g., benches, seats at stops); bus and rail shelters and rail platform canopies; printed signs, system maps, route maps, and schedules; digital equipment such as next vehicle arrival time signs along bus routes and at fixed guideway stations; escalators; elevators; lighting; and waste receptacles. The *DC Streetcar Design Criteria* dated June 2012 established standards for the following streetcar stop amenities:

- **Shelter:** Platforms will include the standard DDOT shelter. The majority of platforms will use the narrow body "streetcar" shelter. The standard depth bus shelter may be used on wider platforms. Center median platforms should include two shelters to accommodate passengers traveling in both directions, or use a bi-directional shelter.
- **Pylon and Informational Signage:** Each platform will include one standard pylon at the leading edge. One electronic real time arrival and variable message sign is provided within each shelter.
- **Lighting:** Platform lighting should meet DDOT lighting requirements for streetscape projects.
- **Seating:** The standard shelters include seating. Additional seating may be provided.
- **Leaning and Guard Rails:** The standard leaning rail is provided at each platform at the back edge and may also function as a guard rail where there is a grade change between the platform and the adjacent sidewalk or roadway. Lengths of leaning rails may vary depending on specific grading consideration.
- **Trash Receptacles:** One DDOT standard trash receptacle is provided at each platform. The receptacle is generally located at the leading edge of the platform.

Installation of transit amenities at DC Streetcar stops are generally based on the existing conditions and surrounding environment as well as the future plans for that specific sidewalk area. DDOT's goal is to provide a consistent feel at streetcar stops along current and future alignments. The following amenities are standard on built platforms:

- Shelter
- Bench
- Passenger Information/Real Time Arrival Variable Message Sign
- Trash Receptacle

## 2.3 Transit Service Monitoring (DC Circulator)

### Definition of Minority Routes

This section evaluates the performance of the Circulator according to the service standards and policies set forth in **Section 2.1** for the DC Circulator to ensure both transit service and transit amenities are equitably distributed across the service area. FTA defines a minority bus route as one where one third or more of the route’s revenue miles fall within a minority census block, census block group, or Traffic Analysis Zone. Using 2009-2013 American Community Survey data, DDOT has determined 48.4 percent of the population within ¼ mile of DC Circulator bus stops is minority. However, FTA C 4701.B also says that “Transit providers may supplement this with ridership data and adjust route designations accordingly” in cases “where ridership does not reflect the characteristics of the census block, block group, or traffic analysis zone.” The DC Circulator provides limited stop service (3-4 stops per mile) between major activity centers, making rider survey data a more accurate gauge of ridership demographics. A 2015 DC Circulator on-board rider survey found that 65.9 percent of DC Circulator riders are minority; therefore, any Census Block Group where 66 percent or more of the population is minority would be considered a minority Census Block Group.

However, as noted above, the neighborhoods surrounding DC Circulator stops are sometimes a poor indicator of the system’s rider demographics. In the 2015 DC Circulator rider survey, 45 percent of respondents on the National Mall route were minority, and 23 percent of National Mall respondents said they use the DC Circulator at least once a week to get to work. However, according to Census data, several of the National Mall route stops have zero people living within a quarter mile. While an extreme example, these types of demographic anomalies can occur in other routes as well, especially near Union Station.

The best reflection of the DC Circulator’s ridership comes from on-board rider survey data. DDOT has used its most recent 2015 on-board survey data to designate minority routes as routes where minority ridership exceeds the system average of 65.9 percent. Using this benchmark, three Circulator routes met the definition for minority routes (**Table 23**).<sup>16</sup>

**Table 23 Distribution of Minority DC Circulator Routes**

Route Classification	Share of All Routes
Minority	50%
Non-Minority	50%

FTA requires DDOT to evaluate its defined standards and policies to ensure service equity between minority and non-minority routes. The following are the standards and policies that DDOT has measured for each of its Circulator routes:

### Standards

- Vehicle load
- Vehicle headway/Service Frequency
- Service accessibility

<sup>16</sup> Georgetown-Union Station, Union Station-Navy Yard, and Potomac Ave-Skyland.

## Policies

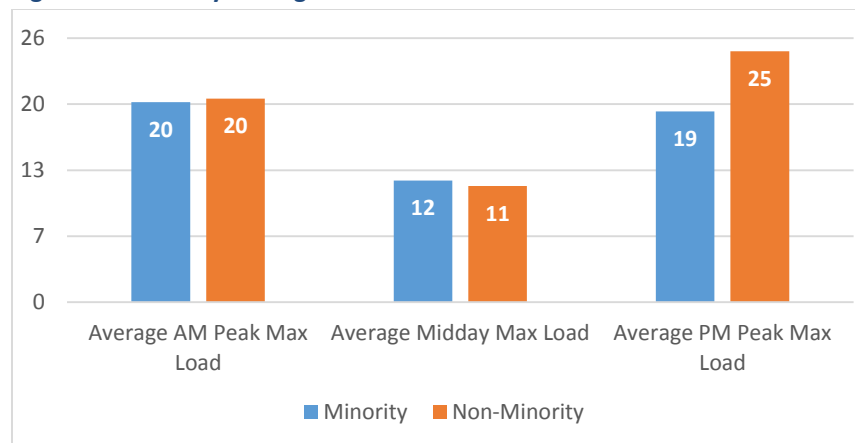
- Vehicle assignment
- Distribution of transit amenities

## Evaluation of Transit Service Standards

### Vehicle Load

Vehicle load standards are designed to keep the number of passengers on a vehicle at a comfortable and safe level. Capacity of vehicles should be matched to ridership levels on routes to avoid unnecessary increases in service levels and to maintain vehicle load guidelines. Data for this measure was gathered from DC Circulator ridechecks conducted in 2013.<sup>17</sup> DDOT voluntarily reports data to NTD, and plans to use NTD data to determine vehicle loads for future transit service monitoring. Minority and non-minority routes have roughly the same maximum load levels during morning peak and midday; during the evening, non-minority routes are slightly more crowded than minority routes (**Figure 13**). Using data from the same 2013 ridechecks, none of the five DC Circulator routes surpassed the load threshold of 1.4 for off-peak service and 1.8 for peak service for more than three trips (or 50 percent) of trips an hour. This analysis does not include the National Mall route, which opened in 2015.

**Figure 13 Weekday Average Maximum Loads**



### Vehicle Headway/Service Frequency

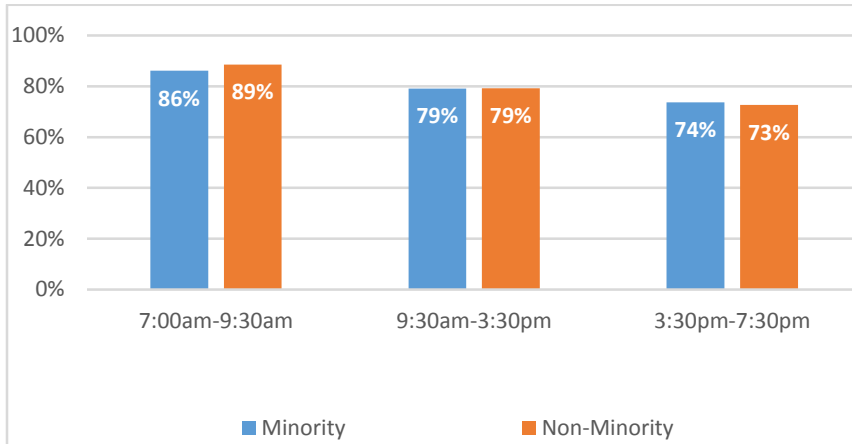
On-time performance for DC Circulator is based on meeting the scheduled headway rather than meeting specific arrival or departure times. For service operating every ten minutes, a Circulator route is considered on time if a bus arrives within 15 minutes of the previous bus's departure. DDOT's goal is to have greater than 80 percent of Circulator buses arrive on-time. Data for this measure was collected from DDOT's DC Circulator online dashboard<sup>18</sup> for the calendar year 2014.<sup>19</sup> For each time period measured (morning peak, midday, and afternoon peak), minority and non-minority routes had approximately the same rate of on-time arrivals (**Figure 14**).

<sup>17</sup> The National Mall route opened in summer 2015; this data reflects five Circulator routes.

<sup>18</sup> Accessed at <http://circulatordashboard.dc.gov/cirdashboard/>

<sup>19</sup> The National Mall route opened in summer 2015; this data reflects five Circulator routes.

**Figure 14 On-Time Performance**



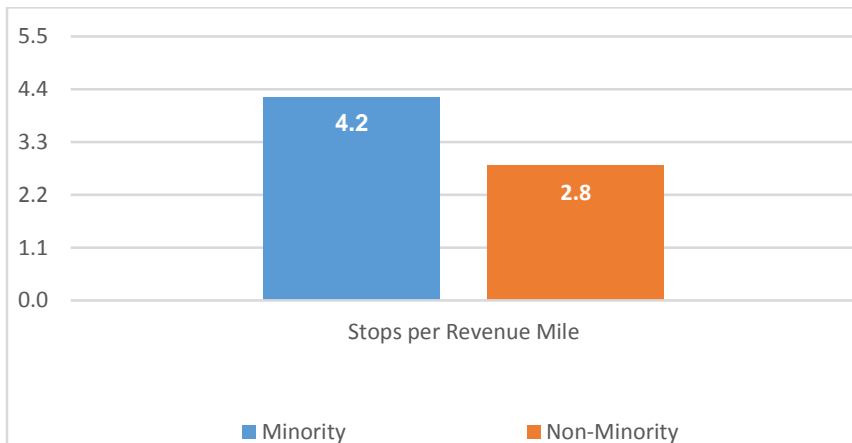
One route (Potomac Ave-Skyland) consistently had the lowest on-time percentage for each time period measured. This route – which is included in the minority route category – is currently undergoing several mitigating measures by DDOT to increase its on-time percentage:

- DDOT recently added another bus to the route help address on-time performance
- DDOT (through WMATA) is planning to add a bus operations management consultant to improve First Transit’s management of the routes to better ensure that buses are spaced properly and staged properly to improve on-time percentage.
- DDOT plans to undertake a Route Enhancement Study to improve on-time performance that will include the potential for bus stop consolidation, parking removal, stop enhancements, and improved signing/stripping at intersections along the Potomac Ave-Skyland route.

**Service Accessibility**

DDOT’s goal is to locate three to four Circulator per mile, as dictated by existing and planned land uses. Data for this measure was collected using DDOT’s 2015 GIS data. **Figure 15** shows that minority routes had, on average, a higher number of stops per mile than non-minority routes, and that both minority and non-minority routes are meeting the established standard.

**Figure 15 Stops per Revenue Mile**



## Evaluation of Transit Service Policies

### Vehicle Assignment

DDOT developed vehicle assignment guidelines in order to enhance the longevity of the fleet, while at the same time utilizing resources in an appropriate manner to serve all passengers comfortably. The guidelines were developed based on ridership and physical factors that limit vehicle size on routes due to operational constraints (including accessibility concerns), travel lane widths, or intersection geometry. Vehicles will be circulated in a manner in which the average age of vehicles on a given route will be within 15 percent of the DC Circulator system average.<sup>20</sup> DDOT currently deploys vehicles for service based on availability and need. DDOT has not tracked DC Circulator vehicle assignment by route in the past, but will do so now that it has developed vehicle assignment guidelines. **Table 24** details the vehicle assignment guidelines for the Circulator system.

**Table 24 DC Circulator Vehicle Assignment Guidelines**

Threshold	Vehicle	Routes
Ridership on average less than 30 passengers per trip	30 foot	Dupont Circle – Georgetown – Rosslyn Union Station – Navy Yard Metro Potomac Avenue Metro – Skyland via Barracks Row
Ridership on average greater than 30 passengers per trip	40 foot	Georgetown – Union Station Woodley Park – Adams Morgan – McPherson Square Metro National Mall

All buses are assigned from the same location. DDOT owns the DC Circulator buses and contracts with the Washington Metropolitan Area Transit Authority (WMATA) for them to oversee a private contractor that operates the service and maintains the buses. DDOT currently has the following fleet of buses for DC Circulator:

- 49 Van Hool buses
  - Started service in 2005: 2 buses (40 foot)
  - Started service in 2005: 27 buses (40 foot)
  - Started service 2009: 14 buses (30 foot)
  - Started service 2010: 6 buses (40 foot)
- 18 New Flyer buses started service in 2015 (40 foot)

Of the current fleet, the 29 2003/2004 Van Hool models are approaching the end of their 12-year life, as defined by the Federal Transit Administration (FTA).<sup>21</sup> DDOT is preparing to procure 29 new buses, and has applied for an electric bus grant pilot project.

### Distribution of Transit Amenities

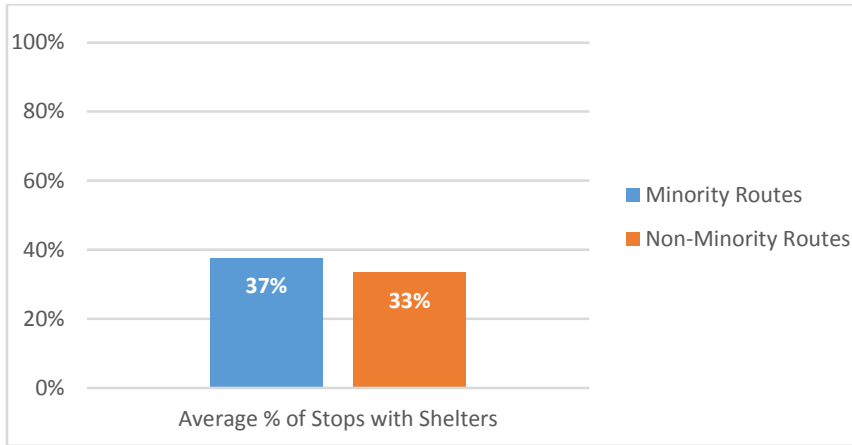
**Figure 16** shows DC Circulator distribution of transit amenities in 2015 (bus stops with shelters and seating) by route type. Minority routes are slightly more likely than non-minority routes to have bus stops with shelters on their route.

<sup>20</sup> In 2015, the average DC Circulator bus had been in service for six years.

<sup>21</sup> "Vehicle and Maintenance Evaluation, DC Circulator." Transit Resource Center, Aug. 2015.

DDOT does not currently have information on the presence of the distribution of other amenities identified in its distribution of transit amenities policy. In the future, DDOT will conduct a complete bus stop inventory and will assess its overall compliance with this policy at that time.

**Figure 16 Percent of Bus Stops with Shelters**



### 3 Service and Fare Equity Policies

FTA Circular 4702.1B, *Title VI Requirements for Federal Transit Administration Recipients*, requires DDOT to establish policies for what constitutes a major service change, disparate impact, and disproportionate burden for use in future service equity and fare equity analyses. These policies will be used to evaluate proposed service and fare changes prior to implementation, and are designed to determine whether those changes will have a discriminatory impact based on race, color, or national origin. A major service change is a numerical threshold in change of service that determines when changes are large enough in scale for the individual transit system to require a subsequent service equity analysis.

FTA C 4702.1B defines disparate impact and disproportionate burden as follows:

“The transit provider shall develop a policy for measuring **disparate impacts**<sup>22</sup>. The policy shall establish a threshold for determining when adverse effects of service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly, regardless of mode, and cannot be altered until the next Title VI Program submission.” (FTA C 4702.1B, Chap. IV-13)

“The transit provider shall develop a policy for measuring **disproportionate burdens**<sup>23</sup> on low-income populations. The policy shall establish a threshold for determining when adverse effects of service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations. The disproportionate burden threshold must be applied uniformly, regardless of mode.” (FTA C 4702.1B, Chap. IV-17)

#### 3.1 DDOT Title VI Policies

##### Major Service Change

DDOT defines a major service change as:

- Changing frequency of the buses/streetcars (how often they arrive) on a route by more than 5 minutes.
- Altering the geographic alignment of more than 25 percent of a bus or streetcar route’s miles.
- Change a route’s span of service by more than three hours in a day.
- Creation or elimination of a route or line.
- Elimination of a bus stop or streetcar stop along a portion of a route or line that would force a 0.5 mile or more increase in walking to access the same route or line.

##### Disparate Impact

A disparate impact occurs when the percentage of minority riders bearing adverse effects due to a major service change is 15 percent or greater than the percentage of non-minority riders.

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<sup>22</sup> Emphasis added.

<sup>23</sup> Ibid.

Disparate impacts will be reviewed on a cumulative basis.

### Disproportionate Burden

A disproportionate burden occurs when the percentage of low-income riders bearing adverse effects due to a proposed service change or fare change is 15 percent or greater than the percentage of non-low income riders.

Disparate burdens will be reviewed on a cumulative basis.

## 3.2 Title VI Policy Development and Public Comment

### Major Service Change, Disparate Impact, and Disproportionate Burden Policy Development

#### *DDOT Title VI Working Group*

DDOT created a Title VI Working Group to help guide and develop draft major service change, Disparate Impact and Disproportionate Burden policies for both DC Circulator and DC Streetcar and provide feedback on a draft on-board DC Circulator rider survey to gather demographic data. This working group (**Table 25**) met several times during summer and Fall 2015 to learn about Title VI major service change, disparate impact, and disproportionate burden policies and discuss draft policies and outreach strategies for DDOT.

**Table 25 DDOT Title VI Working Group Members**

Name	Department
Circe Torruellas	DDOT - PTSA
Amy Jacobi	DDOT - PTSA
Karen Campblin	DDOT - Office of Civil Rights
Sarah Powell (WMATA)	WMATA representative
Megan Kanagy	DDOT-PPSA
Jonathan Rogers	DDOT-OD
Howard Chang	DDOT-PTSA
Karen Randolph	DDOT-Office of Civil Rights
Adrea Turner	DDOT-OD
Sean Egan	DDOT-PTSA
Marvin Greene	First Transit Operator
Teronda Davis	First Transit Operator

While developing the draft policies, the working group considered several data sources:

- Title VI policies of peer transit agencies in the Washington, DC metropolitan area and across the country.
- Demographic census data analysis of the population living within a quarter mile of a DC Circulator bus stop and ½ mile of a DC Streetcar stop.
- DC Circulator rider survey data collected in 2014.

The major service change policy reflects the type of service offered by both the DC Circulator and DC Streetcar; both offer service that depends on policy headways during the entire span of service, and have goals of providing approximately 3-4 stops per mile.



The disparate impact policy was developed by comparing the population within ¼ mile of a DC Circulator bus stop (or ½ mile of a DC Streetcar stop) to the demographics of a specific line or route, using 2009-2013 5-year American Community Survey estimates and/or the most recent on-board rider survey data. The disproportionate burden policy was developed by comparing the population within ¼ mile of a DC Circulator bus stop (or ½ mile of a DC Streetcar stop) to the demographics of a specific line or route, using 2009-2013 5-year American Community Survey estimates and/or the most recent on-board rider survey data. For this analysis, “Low-Income” is defined as below 50 percent area median income as determined by HUD for the National Capital region (\$53,650). These comparisons were made to understand the demographics of the service area and the current system, and assess potential threshold values to ensure that the values proposed would capture changes to primarily impacted minority and low-income riders, vis-à-vis non-minority and non-low-income riders.

The Working Group reviewed information on major service change thresholds used by other FTA recipients and considered the relative size and other particular characteristics of the DDOT-funded services, such as the use of headway management rather than a traditional schedule. Following this analysis, the Working Group proposed thresholds for Major Service Changes, Disparate Impact and Disproportionate Burden appropriate for these services. These proposed thresholds were then published to enable public input on their appropriateness.

## Major Service Change, Disparate Impact, and Disproportionate Burden Public Comment

### *Opportunities for Public Comment*

The 30-day public comment period for DDOT’s draft major service change, disparate impact, and disproportionate burden policies was open from October 6 to November 13, 2015. DDOT offered four opportunities for the public to comment on draft major service change, disparate impact, and disproportionate burden policies:

- **DDOT website:** A handout with the draft policies was posted on DDOT’s website (see **Enclosure B**), and members of the public could respond with comments or questions to an email address on the site. [http://www.dccirculator.com/index.php?aam\\_media=1235](http://www.dccirculator.com/index.php?aam_media=1235)
- **DC Circulator Semi-Annual Open House:** A board with the draft major service change, disparate impact and disproportionate burden policies (and a dedicated staffer) were available at the DC Circulator Semi-Annual Open House on October 6<sup>th</sup>, 2015 for public questions and comments.
- **DC Circulator Annual Anacostia Neighborhood Meeting:** A board with the draft major service change, disparate impact and disproportionate burden policies (and a dedicated staffer) were available at the DC Circulator Anacostia Neighborhood Meeting in November 2015 for public questions and comments (**Table 26, Figure 17**). The Anacostia neighborhood is predominately a minority neighborhood.
- **Survey:** As a parallel to its larger on-board DC Circulator rider survey, DDOT administered a survey both on its website and at public events that included questions about draft major service change policies. The survey was administered from October 6 to November 13, 2015.

DDOT reached out to the following offices organizations to help promote Title VI plan public input among their constituent community-based organizations: DC Office of Latino Affairs, DC Mayor’s Office on African Affairs, and DC Mayor’s Office on Asian and Pacific Islander Affairs. See **Enclosure B** for outreach emails.

Figure 17 Title VI Outreach at Anacostia Neighborhood Meeting (November 2015)

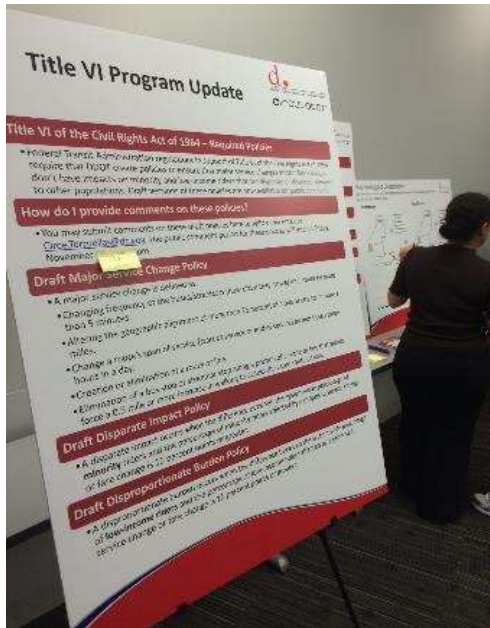


Table 26 DC Circulator Title VI Policy Outreach Events

Event	Location	Date and Time
DDOT DC Circulator Semi-Annual Open House	Thomson Elementary School 1200 L St NW Washington, DC 20005	Tuesday, October 6, 2015 6:00pm-8:00pm
DDOT DC Circulator Anacostia Neighborhood Meeting	Anacostia Neighborhood Library 1800 Good Hope Road SE Washington, DC 20020	Wednesday, November 4 <sup>th</sup> , 2015, 6:00pm-8:00pm

**Public Response**

DDOT did not receive any public comments from the draft DDB policy website flyer on its website. A staff member explained the policy to attendees at two public meetings; after hearing the explanation, attendees approved of the policies. However, a survey with questions about the draft major service change policy (administered both online and at public events) yielded over 300 responses. When asked if they agreed with the draft major service change policies, 93 percent of respondents said “yes” (Table 27). Of those who disagreed, almost all provided a reason that primarily related to requests for specific service changes on their route. However, two comments from those who marked “disagree” did concern the draft major service change policy.

- “Service hours of three hours should be changed to two hours.”
- “Don't think removing a single stop (if other stops are reasonably close by) should be a "major" change”

Table 27 DDOT Survey - Major Service Change Question

	Number	Percent
Agree	308	93%
Disagree	22	7%

### ***Finalized Policies***

Due to the overwhelming number of members of the public that agreed with the draft major service change policies as well as the positive response the policies received at the two public meetings held, DDOT finalized the policies as they were initially proposed (**Enclosure B**) .

### **3.3 Adverse Effects Definition**

FTA C 4702.1B also requires that “adverse effects” of major service changes be defined and utilized in the analysis of any proposed major service changes. However, these definitions are not included in the required public review for the major service change, disparate impact, and disproportionate burden policies. For DDOT an adverse effect occurs in the following cases:

- Frequency Changes* – Should only be considered a potential adverse effect if the headway(s) increase by more than 5 minutes
- Alignment Changes* – Should only be considered a potential adverse effect if more than 25 percent of route miles are altered
- Span of Service Changes* – Should only be considered an adverse effect if span of service changes by more than three hours in a day.
- Eliminated Service* – Should always be considered to have an adverse impact.
- Eliminated Bus Stop or Streetcar Stop* – Should only be considered a potential adverse effect if the elimination would force a 0.5 mile or more increase in walking to access the same route or line.

DDOT shall consider the degree of the adverse effects, and analyze those effects, when planning major service changes. Where warranted and if feasible, DDOT may take steps minimize the impacts of any adverse effects.

## 4 Enclosures

### **Enclosure A: General Title VI Program Documentation (Page A-1)**

1. DDOT Title VI Certifications and Assurances (Page A-2)
  - a. Assurance Document Signed by DDOT Director (Page A-2)
  - b. Appendix A (Page A-5)
  - c. Appendix B (Page A-7)
  - d. Appendix C (Page A-9)
  - e. Attachment B – Notice to the Public (Page A-11)
2. Public Outreach Summary Form (Page A-12)
3. Title VI Public Involvement Questionnaire (Page A-14)
4. Title VI Notice to the Public – English and Spanish Bus Display (Page A-16)
5. Title VI Program Template for DDOT Sub-recipients (Page A-17)

### **Enclosure B: Policy Development Public Outreach (Page B-1)**

1. DDOT Title VI Policy Development Public Outreach – Handout (Page B-2)
2. DDOT Title VI Policy Development Public Outreach – Notifications (Page B-3)
3. DDOT Title VI policy Development Public Outreach – Emails (Page B-5)

### **Enclosure C: DDOT Biennial Language Access Plan (Page C-1)**

1. DDOT FY2015-2016 Biennial Language Access Plan (Page C-2)

### **Enclosure D: H Street/Benning Road Streetcar (Page D-1)**

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# GOVERNMENT OF THE DISTRICT OF COLUMBIA

## DEPARTMENT OF TRANSPORTATION



### DDOT Title VI Assurances

#### Introduction

The District Department of Transportation (hereinafter “DDOT”) HEREBY AGREES THAT, as a condition of receiving any federal assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d-42, 42 U.S.C. 2000d-4 (hereinafter, the “Act”) and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act (hereinafter referred to as “Regulations”), Executive Order 12898 - Environmental Justice (hereinafter referred to “EJ”), Executive Order 13166 - Limited English Proficiency (herein referred to as “LEP”) and other pertinent laws including, but not limited to Section 504 of the Rehabilitation Act, to the end that no person shall, on the grounds of race, color, gender, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which DDOT receives Federal assistance. DDOT HEREBY GIVES ASSURANCE that it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7 (a) of the regulations.

More specifically and without limiting the above general assurance, DDOT hereby gives the following assurances:

- 1) That the District Department of Transportation agrees that each “program” and each “facility” as defined in subsections 21.23(e) and 21.23(b) of the Regulations, will be (with regard to a “program”) conducted, or will be (with regard to a “facility”) operated in compliance with all requirements imposed by or pursuant to the Regulations.
- 2) That DDOT shall insert the following notification in all solicitations for work or material subject to the Regulations and made in connection with a federally assisted program of the U.S. Department of Transportation and, in adapted form, in all bid proposals, contracts, and in all proposals for negotiated agreements.

#### ***TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, as amended.***

*During the performance of the contract, the Contractor and any of its subcontractors shall comply with Title VI of the Civil Rights Act of 1964, as amended. This Act provides that no person shall, on the grounds of race, color or national origin, be excluded from participation in, or be denied the benefits of or be subject to discrimination in federally funded program and activities. See 42 U.S.C. §2000d et seq.*

- 3) That DDOT shall insert the clauses of Appendix A of this assurance in every contract subject to the Act and the Regulations.
- 4) That DDOT shall insert the clauses of Appendix B of this assurance, as a covenant running with the land, in any deed from the United States affecting a transfer of real property, structures, or improvements thereon, or interest therein.
- 5) That where DDOT receives federal financial assistance to construct a facility, or part of a facility, the assurance shall extend to the entire facility and facilities operated therein.
- 6) That where DDOT receives financial assistance in the form of, or for the acquisition of real property, or an interest in real property, the assurance shall extend to space on, over or under such property.
- 7) That DDOT shall include the appropriate clauses set forth in Appendix C of this assurance, as a covenant running with the land, in the future deeds, leases, permits, licenses, and similar agreements entered in to by DDOT with the other parties:
  - i. for the subsequent transfer of real property acquired or improved under federally-assisted programs of the U.S. Department of Transportation; and
  - ii. for the construction or use of or access to space on, over or under real property acquired, or improved under federally-assisted Programs of the U.S. Department of Transportation.
- 8) That this assurance obligates DDOT for the period during which federal financial assistance is extended to the project, except where the federal financial assistance is to provide, or is in the form of, personal property or real property or interest therein or structures or improvements thereon, in which case the assurance obligates DDOT or any transferee for the longer of the following periods:
  - i. the period during which the property is used for a purpose which the federal assistance is extended, or for another purpose involving the provision of similar services or benefits; or
  - ii. the period during which DDOT retains ownership or possession of the property.
- 9) DDOT shall provide for such methods of administration for the program as found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-grantees, contractors, sub-contractors, transferees, successors in interest, and other participants of federal financial assistance under such programs will comply with all requirements imposed or pursuant to the Act, the Regulations and this assurance.
- 10) DDOT agrees that the United States has a right to seek judgment enforcement with



regard to any matter arising under the Act, and Regulations and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, property, discounts or other federal financial assistance programs of the U.S. Department of Transportation and is binding on it, other recipients, sub-grantees, contractors, sub-contractors, transferees, successors in interest and other participants on the federally assisted programs of the U.S. Department of Transportation. The person below is authorized to sign this assurance on behalf of DDOT.



\_\_\_\_\_  
Leif A. Dormsjo  
Director, District Department of Transportation

10/28/15

\_\_\_\_\_  
Date

Attachments  
Appendices A, B, and C

## **Appendix A - DDOT Title VI Assurance**

During the performance of this Contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the “contractor”) agrees as follows:

### **COMPLIANCE WITH REGULATIONS**

The contractor shall comply with the Regulations relative to Non-Discrimination in Federally Assisted Programs of the Department of Transportation, Title 49, Code of Federal Regulations, Part 21, (hereinafter referred to as the “Regulations”), as they may be amended from time to time, which are incorporated by reference and made a part of this contract.

### **NON-DISCRIMINATION**

The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, gender or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. A contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

### **SOLICITATIONS FOR SUBCONTRACTORS, INCLUDING PROCUREMENTS OF MATERIALS AND EQUIPMENT**

In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor’s obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, gender, or national origin.

### **INFORMATION AND REPORTS**

The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts and other sources of information, and its facilities as may be determined by DDOT or the Federal Highway Administration to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the contractor shall so certify to DDOT, or the Federal Highway Administration, as appropriate, and shall set forth what efforts it has made to obtain the information.

### **SANCTIONS FOR NON-COMPLIANCE**

In the event of the contractor’s non-compliance with non-discrimination provisions of this contract, DDOT shall impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to:

- withholding of payments to the contractor under the contract until the contractor complies, and/or
- cancellation, termination, or suspension of the contract, in whole or in part.

#### INCORPORATION OF PROVISIONS

The Contractor shall include the provisions of paragraphs (1) through (6) of this Assurance in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as DDOT or FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of this direction, the contractor may request DDOT to enter into such litigation to protect the interests of DDOT, and in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

## Appendix B - DDOT Title VI Assurance

The following clauses shall be included in any and all deeds affecting or recording the transfer of real property, structures or improvements therein from the United States and/or the District Department of Transportation.

### GRANTING CLAUSE

NOW THEREFORE, the U.S. Department of Transportation, as authorized by law, and upon the condition that the District Department of Transportation will accept title to the lands and maintain the project constructed therein, in accordance with Title 23, U.S.C., the Regulations for the Administration of the above statute and the policies and procedures prescribed by the Federal Transit Administration of the U.S. Department of Transportation and, also in accordance with and in compliance with all requirements imposed by, or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in federally-assisted programs of the Department of Transportation (hereinafter referred to as the "Regulations") pertaining to and effectuating the provisions of Title VI Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. 2000d to 2000d-4) does hereby remise, release, quitclaim and convey unto DDOT all the right, title and interest of the Department of Transportation in and to said lands described in "Exhibit A" attached hereto and made a part hereof.

### HABENDUM CLAUSE

TO HAVE AND TO HOLD said lands and interests therein unto DDOT and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on DDOT, its successors and assigns.

DDOT, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree a covenant running with the land for itself and its successors, and assigns that:

- No person shall on the grounds of race, color, gender or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over or under such land hereby conveyed;
- DDOT shall use the lands and interests in lands as conveyed in compliance with all requirements imposed or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Transportation Effectuation of Title VI of the Civil Rights Act of 1964; and as said Regulations may be amended;

- In the event of a breach of any of the above mentioned non-discrimination conditions, the U.S. Department of Transportation shall have the right to re-enter said lands and facilities on said lands, and the said lands shall thereon revert to and vest in and become the absolute property of the U.S. Department of Transportation and its assigns as such interest prior to this instruction.

## Appendix C - DDOT Title VI Assurance

### INTRODUCTION

The following clauses shall be included in all deeds, licenses, leases, permits or similar instruments entered into with DDOT pursuant to the provisions of Assurance 7(a).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for himself, his heirs, personal representative, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add “as a covenant running with the land”) that in the event facilities are constructed, maintained and otherwise operated on the said property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department program or activity is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

### INCLUDE IN LICENSES, LEASES, PERMITS, ETC.

That in the event of breach of any of the above discrimination covenants, DDOT shall have the right to terminate the (license, lease, permit, etc.) and to re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, lease, permit, etc.), had never been made or issued.

### INCLUDE IN DEEDS

That in the event of breach of any of the above discrimination covenants, DDOT shall have the right to re-enter said lands and facilities thereon, and the above described lands shall thereupon revert to and vest in and become the absolute property of DDOT pursuant to the provisions of Assurance 7(b).

- Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964.

The (grantee, licensee, lessee, permittee, etc., as appropriate) for itself, its personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds, and leases, add “as a covenant running with the land”) that:

- No person on the ground of race, color, gender, or national origin shall be excluded from

participation in, be denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities;

- That in the construction of any improvements on, over, or under such land and the furnishing of services thereon, no person on the ground of race, color, gender, or national origin shall be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination; and
- That the (grantee, licensee, lessee, permittee, etc.) shall use the premises in compliance with all other requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally Assisted Programs of the Department of Transportation- Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

## Attachment B

### Notice to the Public

DDOT hereby gives public notice that it is the policy of the Department to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. It is our policy that no person in the United States shall, on the grounds of race, color, gender or national origin be excluded from the participation in, be denied the benefits of or be otherwise subjected to discrimination under any of our programs or activities. DDOT is committed to Environmental Justice to the greatest extent allowed by law, in that it ensures equity in its programs, policies and administration that affect human health and the environment, so as to identify and avoid disproportionately high and adverse effects on minority and low-income populations. In addition, DDOT promotes meaningful access to services for persons with Limited English Proficiency.

Any person who believes that they have been subjected to unlawful discriminatory practice under Title VI has a right to file a formal complaint. Any such complaint must be filed in writing or in person with DDOT's Office of Integrity and Workforce Relations, Office of Civil Rights, 2000 14<sup>th</sup> Street, Fifth Floor, Washington, DC 20009, within one hundred-eighty (180) days following the alleged discriminatory action.



## PUBLIC OUTREACH SUMMARY FORM

**Instructions:** This form is for internal use only and must be completed for every public meeting/event **hosted** or **attended** by DDOT. This includes all DDOT-hosted public meetings, ANC meetings, community meetings, civic association meetings, etc. Following the meeting/event, complete this electronic form and submit via email to your Administration's Title VI Coordinator. Only 1 form should be submitted per meeting/event.

**NOTE: QUESTIONS 1 THROUGH 8 MUST BE COMPLETED FOR ALL MEETINGS ATTENDED BY DDOT STAFF.**

**1. List your name and the names of all DDOT employees in attendance (include Administration):**

**2. Title of Meeting/Event:**

**3. Date/Time:**

**4. Location Type:**

**5. Ward:**

**6. Street Address:**

**7. Summary of the Event/Meeting (include the purpose, pertinent questions and comments, and any action items that require a follow-up relating to Title VI Protected Populations):**

**8. What agency hosted the Meeting/Event?** DDOT \_\_\_\_\_ ANC Commissioners \_\_\_\_\_ DC Government \_\_\_\_\_ MPO/COG \_\_\_\_\_  
Other \_\_\_\_\_

**NOTE: PLEASE RESPOND TO THE FOLLOWING QUESTIONS (Q9 – Q13) ONLY IF DDOT HOSTED THIS MEETING/EVENT.**

**9. What department led the Public Outreach effort? (Circle one)** Administration    Communications Division    Consultant

**10. What methods were used to advertise the meeting/event: (Circle as appropriate)**

DDOT Website	Listserv	Project Website	Television	DDOT Calendar	Flyers
Phone Bank	Newsletter	MPO/COG	Radio	LEP Publications	Other _____
Project-Based Notification Letters	DC.GOV	ANC Commissioner(s)	Press Kit/Release	Minority Publications	Other _____
Facebook	Twitter	Social Media (other, please specify) _____			
Newspaper(s) (please specify) _____			Blog (please specify) _____		
Office on Latino Affairs		Office of Veteran Affairs		Office on African Affairs	
Office of Disability Rights		Office on Aging		Office on Asian & Pacific Islanders Affairs	

**11. Did the meeting notice include the required Title VI/Nondiscrimination policy statement?**    Yes    No

**12. How many days in advance of meeting/event was notice posted?** \_\_\_\_\_

**13. Were any accommodations provided at this event/meeting:**    Yes    No

Translation of written documents or materials (specify languages) \_\_\_\_\_    Approx. Cost \_\_\_\_\_  
(incl. meeting notice, presentation materials, etc.)

Oral language interpretation (specify languages) \_\_\_\_\_    Approx. Cost \_\_\_\_\_  
Number of individuals utilizing interpretation services \_\_\_\_\_

Sign Language Interpretation    Audio Assistance    Site Accessibility    Other \_\_\_\_\_

Additional Comment \_\_\_\_\_



## TITLE VI PUBLIC INVOLVEMENT QUESTIONNAIRE

The District Department of Transportation is committed to providing all citizens, regardless of race, color, age, gender, or national origin, the opportunity to participate in and respond to transportation plans, programs, and activities that may affect their community. To help us make sure we are reaching our goal and maintaining compliance with Title VI of the Civil Rights Act of 1964 and all relevant federal and local nondiscrimination laws, we ask that you **voluntarily** complete the following information. DDOT's Title VI Coordinator will handle the information you provide with confidentiality. For more on DDOT's Title VI Program, please contact DDOT's Civil Rights Office at 202.671.2700 or [ddot.titlevi@dc.gov](mailto:ddot.titlevi@dc.gov).

**Please print your responses:**

Project/Meeting Name:	
Date (Month, Day, Year):	
Location of the Meeting (Address):	
Was this meeting held at a convenient time? Yes No	
If no, what time of day would be more convenient for you? 10am – 12pm 3pm – 5pm 6pm – 8pm	
How did you travel to get here today? (Please circle <u>all</u> that apply)	
Car Bus Metro Taxi /Uber Bicycle Walked Circulator Capitol Bikeshare Other_____	
How did you find out about this meeting? (Please circle <u>all</u> that apply)	
DDOT Website Project Website Listserv Blog Flier Newspaper Facebook Twitter Other_____	
Did you find the meeting location to be accessible? (Location, access to transportation and/or disability)	
Yes _____ No _____ (If no, please explain)_____	
Name:	Gender (Please circle) Female Male Other
Ward:	Email: Zip Code:
What is your race/ethnicity? (Please circle as many as apply)	
American Indian/Alaskan Native African-American Asian/Pacific Islander Caucasian Hispanic Other_____	
What is your age? (Please circle)	
Under 18 yrs. 18-24 yrs. 25-34 yrs. 35-44 yrs. 45-54 yrs. 55-64 yrs. 65-74 yrs. Senior Citizen	
What is your primary language spoken at home: (Please circle one)	
English Spanish French Amharic Chinese Korean Vietnamese Tagalog Other (please specify)_____	
Did you request special accommodations: Yes No (mark all that apply)	
Were ADA features satisfactory? Yes No If no, please explain	
Was Language Access/ADA information satisfactory? Yes No If no, please explain	



## Title VI Notice To The Public

The District Department of Transportation and DC Circulator policy is to assure that no person shall on the grounds of race, color, national origin, gender, age, or disability as provided in Title VI of the Civil Rights Act of 1964 and related statutes, be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any program or activity for which DDOT receives or has received federal financial assistance.

If you believe you have been discriminated against based on Title VI's nondiscrimination regulations or related statutes, you may file a written complaint within 180 days of the date of the alleged discriminatory act(s), or at the time you become aware of the discriminatory act(s). For information on the District Department of Transportation's DC Circulator system's civil rights program, and the procedures to file a complaint, contact the District Department of Transportation Office of Civil Rights:

**District Department of Transportation  
Office of Civil Rights**  
55 M Street SE, 3rd Floor  
Washington, DC 20003  
Phone: (202) 671-2700  
Fax: 202-645-0366  
TTY number is 711

**Email:** [ddot.titlevi@dc.gov](mailto:ddot.titlevi@dc.gov)

<http://ddot.dc.gov/service/civil-rights-program-and-services>

Complaints may also be filed directly with the Federal Transit Administration's Office of Civil Rights,  
**Attention:** Title VI Program Coordinator,  
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE,  
Washington, DC 20590

## Sus derechos al amparo del Título VI de la ley de Derechos Civiles de 1964

**Normas del Título VI del Departamento de Transporte del Distrito de Columbia**

El Departamento de Transporte del Distrito de Columbia (DDOT, por sus siglas en inglés) se asegura de que ninguna persona, por su raza, color de piel, nacionalidad, género, edad o discapacidad, como está establecido en el Título VI de la ley de Derechos Civiles de 1964 y demás leyes relacionadas, se vea excluida de participar, se le nieguen las prestaciones de o sea de otro modo sujeta a discriminación en programa o actividad algunos para los cuales el DDOT reciba o haya recibido ayuda financiera federal.

Si cree haber sido víctima de discriminación, usted puede presentar una denuncia por escrito al amparo las normas de no discriminación del Título VI u otras leyes relacionadas en un plazo de 180 días a partir de la fecha en que el o los presuntos actos discriminatorios tuvieron lugar, o del momento en el que se enteró de dicho acto o actos. Para obtener información sobre el programa de derechos civiles del Departamento de Transporte del Distrito de Columbia y los procedimientos para la presentación de denuncias, comuníquese con la Oficina de Derechos Civiles del Departamento de Transporte del Distrito de Columbia en:

**District Department of Transportation  
Oficina de Derechos Civiles**  
55 M Street SE, 3rd Floor  
Washington, DC 20003  
Teléfono: (202) 671-2700  
Fax: 202-645-0366  
Tel. de texto (TTY): 711

**Correo electrónico:** [ddot.titlevi@dc.gov](mailto:ddot.titlevi@dc.gov)

<http://ddot.dc.gov/service/civil-rights-program-and-services>

Las denuncias también pueden presentarse directamente ante la Oficina de Derechos Civiles de la Administración Federal de Transporte, con atención a: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

The logo for DC Circulator, featuring a stylized 'c' with a circular arrow and the word 'irculator' in a sans-serif font.



**Title VI Program Template for DDOT Sub-recipients**

**Nondiscrimination Plan and Procedures  
based on Title VI of the Civil Rights Act of 1964 and related Statutes**

**Name of AGENCY**  
*[Insert Agency brand, logo here]*

**Adopted date**

**[Month] \_\_, 2015**

**Instructions: Read through this document carefully. Text in bold and italics represents instructions for the agency. Note some sample documents are included, while other documents and/or materials need to be provided by the agency.**

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## **I. INTRODUCTION**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides 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." (42 U.S.C. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors whether those programs and activities are federally funded or not.

Recently, the Federal Transit Administration (FTA) has placed renewed emphasis on Title VI issues, including providing meaningful access to persons with Limited English Proficiency.

Recipients of public transportation funding from FTA and the District Department of Transportation (DDOT) are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory as required under Title VI.

This document details how [*Name of Agency*] incorporates nondiscrimination policies and practices in providing services to the public. [*Name of Agency*]'s Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically (at least every three years) to incorporate changes and additional responsibilities that arise.

## **II. OVERVIEW OF SERVICES**

*[Insert brief description about your organization and the transportation services you provide.]*

## **III. POLICY STATEMENT AND AUTHORITIES**

### **Title VI Nondiscrimination Policy Statement**

[*Name of Agency*] is committed to ensuring that no person shall, on the grounds of race, color, national origin, age, disability or gender, as provided by Title VI of the Civil Rights Act of 1964, related nondiscrimination statutes, and the Civil Rights Restoration Act of 1987 (PL 100.259), be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, whether those programs and activities are federally funded or not.

The [*Name of Agency*] Title VI Manager is responsible for initiating and monitoring Title VI activities, preparing required reports, and other responsibilities as required by Title 23 Code of



Federal Regulations (CFR) Part 200, and Title 49 CFR Part 21.

\_\_\_\_\_  
Signature of Authorizing Official

\_\_\_\_\_  
Date

## **Authorities**

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 49 CFR Part 21).

Additionally, the following related statutes contain other prohibitions (based on age, sex and disability, etc.) that fall under the purview of the DDOT's Nondiscrimination Policy:

The Age Discrimination Act of 1975, as amended, provides that: "No person in the United States shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 USC 76, Section 6101).

The Federal-Aid Highway Act of 1973 provides that: "No person shall on the grounds of sex be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance under this title or carried on under this title." (23 USC 324).

Section 504 of the Rehabilitation Act of 1973 provides that: "No qualified handicapped person shall, solely by reason of his handicap, be excluded from participation in, be denied benefits of, be subjected to discrimination under any program or activity that receives benefits from Federal financial assistance." (29 USC 790).

The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub recipients, and contractors, whether such programs and activities are federally assisted or not.

Additional authorities and citations include: Title VI of the Civil Rights Act of 1964 (42 U.S.C. Section 2000d); Federal Transit Laws, as amended (49 U.S.C. Chapter 53 et seq.); Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (42 U.S.C. 4601, et seq.); Department of Justice regulation, 28 CFR part 42, Subpart F, "Coordination of Enforcement of Nondiscrimination in Federally-Assisted Programs" (December 1, 1976, unless otherwise noted); U.S. DOT regulation, 49 CFR part 21, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964" (June 18, 1970, unless otherwise noted); Joint FTA/Federal Highway Administration (FHWA) regulation, 23 CFR part 771, "Environmental Impact and Related Procedures" (August 28, 1987); Joint FTA/FHWA regulation, 23 CFR part 450 and 49 CFR part 613, "Planning Assistance and Standards,"

(October 28, 1993, unless otherwise noted); U.S. DOT Order 5610.2, "U.S. DOT Order on Environmental Justice to Address Environmental Justice in Minority Populations and Low-Income Populations," (April 15, 1997); U.S. DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons, (December 14, 2005), and Section 12 of FTA's Master Agreement, FTA MA 13 (October 1, 2006).

#### **IV. NONDISCRIMINATION ASSURANCE TO DDOT**

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from the Federal Transit Administration (FTA) must be accompanied by an assurance that the applicant will carry out the program in compliance with DDOT's Title VI Nondiscrimination Policy. This requirement is fulfilled when the District Department of Transportation submits its annual certifications and assurances to FTA. DDOT shall collect Title VI assurances from sub recipients prior to passing through FTA funds.

As part of the Certifications and Assurances submitted to DDOT with the Annual Grant Application and all Federal Transit Administration grants submitted to DDOT, [*Name of Agency*] submits a Nondiscrimination Assurance which addresses compliance with Title VI as well as nondiscrimination in hiring (EEO) and contracting (DBE), and nondiscrimination on the basis of disability (ADA).

In signing and submitting this assurance, [*Name of Agency*] confirms to DDOT the agency's commitment to nondiscrimination and compliance with federal and state requirements.

#### **V. PLAN APPROVAL DOCUMENT**

***NOTE: \*\*Provide here\*\* a copy of meeting minutes, resolution, or other appropriate documentation showing that the board of directors or appropriate governing entity of official(s) responsible for policy decisions has reviewed and approved the Title VI Program.***

#### **SAMPLE - APPROVAL LANGUAGE**

**I hereby acknowledge the receipt of the [*Name of Agency*] Title VI Implementation Plan 2015-2018. I have reviewed and approve the Plan. I am committed to ensuring that no person is excluded from participation in, or denied the benefits of transit services on the basis of race, color, national origin, as protected by Title VI according to Federal Transit Administration (FTA) Circular 4702.1B, *Title VI Requirements and Guidelines for FTA Recipients*, as well as based on age, disability, or gender according to DDOT's Nondiscrimination Policy.**

\_\_\_\_\_  
Signature of Authorizing Official

\_\_\_\_\_  
Date

**NAME, TITLE  
AGENCY NAME**

## **VI. ORGANIZATION AND TITLE VI PROGRAM RESPONSIBILITIES**

The [*Name of Agency*]'s [*Title VI Manager's position title*] is responsible for ensuring implementation of the agency's Title VI program. Title VI program elements are interrelated and responsibilities may overlap. The specific areas of responsibility have been delineated below for purposes of clarity.

### **Overall Organization for Title VI**

The Title VI Manager and staff are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual review and updates, and internal education.

### **Detailed Responsibilities of the Title VI Manager**

The Title VI Manager is charged with the responsibility for implementing, monitoring, and ensuring compliance with FTA's Title VI regulations as well as DDOT's Nondiscrimination Policy. Title VI responsibilities are as follows:

1. Process the disposition of Title VI complaints received.
2. Collect statistical data (race, color, national origin, age, disability or gender) of participants in and beneficiaries of agency programs, (e.g., affected citizens, impacted communities).
3. Conduct annual Title VI reviews of agency to determine the effectiveness of program activities at all levels.
4. Conduct Title VI reviews of construction contractors, consultant contractors, suppliers, and other recipients of federal-aid fund contracts administered through the agency.
5. Conduct training programs on Title VI and other related statutes for agency employees.
6. Prepare a yearly report of Title VI accomplishments and goals, as required.
7. Develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English, including Amharic, Chinese, French, Korean, Spanish and Vietnamese.
8. Identify and resolve discriminatory acts, and work towards eliminating discrimination of any kind.
9. Establish procedures for promptly resolving deficiency statuses and implementing remedial actions as necessary, including preparing written documentation, within a period not to exceed 90 days.

### **General Title VI Responsibilities of the Agency**

The Title VI Manager is responsible for substantiating that these elements of the plan are appropriately implemented and maintained, and for coordinating with those responsible for public outreach and involvement, and service planning and delivery.

### **1. Data collection**

To ensure that Title VI reporting requirements are met, [*Name of Agency*] will maintain:

- A database or log of Title VI complaints received. The investigation of and response to each complaint will be tracked within the database or log.
- A log of the public outreach and involvement activities undertaken to ensure that minority and low-income people had a meaningful access to these activities.

### **2. Annual Report and Updates**

As a sub-recipient of FTA funds, [*Name of Agency*] is required to submit a Quarterly Report Form to DDOT that documents any Title VI complaints received during the preceding quarter and for each year. [*Name of Agency*] will also maintain and provide to DDOT, on an annual basis, the log of public outreach and involvement activities undertaken to ensure that minority and low income people had meaningful access to these activities.

Further, we will submit to DDOT updates to any of the following items since the previous submission, indicating the date of the change when appropriate, or a statement to the effect that these items have not changed since the previous submission:

- A copy of any compliance review report for reviews conducted in the last three years, along with the purpose or reason for the review, the name of the organization that performed the review, a summary of findings and recommendations, and a report on the status or disposition of the findings and recommendations;
- A Limited English Proficiency (LEP) plan;
- Procedures for tracking and investigating Title VI complaints;
- A list of Title VI investigations, complaints or lawsuits filed with the agency since the last submission; and
- A copy of the agency notice to the public stating its compliance with its Title VI Nondiscrimination Policy and instructions on how to file a discrimination complaint.

### **3. Annual review of Title VI program**

Each year, in preparing for the Annual Report and Updates, the Title VI Manager will review the agency's Title VI program to assure implementation of the Title VI plan. In addition, the Title VI Manager will review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

### **4. Dissemination of information related to the Title VI program**

Information on the [*Name of Agency*] Title VI program will be disseminated to agency employees, contractors, and beneficiaries, as well as to the public, as described in the "public outreach and involvement" section of this document, and in other languages when needed according to the [*Name of Agency*]'s LEP plan as well as federal and District of Columbia laws/policies.

### **5. Resolution of complaints**

Any individual may exercise his or her right to file a complaint if that person believes that he, she, or any other program beneficiaries have been subjected to unequal treatment or discrimination in the receipt of benefits/services or as prohibited by non-discrimination requirements. *[Name of Agency]* will report the complaint to DDOT within three business days (per DDOT requirements), and make a concerted effort to resolve complaints locally, using the agency's Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged, as described under Section 1. Data collection, and reported annually (in addition to immediately) to DDOT.

#### **6. Written policies and procedures**

Our Title VI policies and procedures are documented in this plan and its appendices and attachments. This plan will be updated periodically to incorporate changes and additional responsibilities that arise. During the course of the Annual Title VI Program Review (item 3 above), the Title VI Manager will determine whether or not an update is needed.

#### **7. Internal education**

Our employees will receive training on Title VI policies and procedures upon hiring and promotion. This training will include requirements of Title VI, our obligations under Title VI (LEP requirements included), and required data that must be gathered and maintained. In addition, training will be provided when any Title VI-related policy or procedure change occurs (agency-wide training), or when appropriate in resolving a complaint.

**Title VI training is the responsibility of *[title of responsible individual(s)]***; however, the agency may send its employees to DDOT's Title VI training when offered.

#### **8. Title VI clauses in contracts**

In all federal procurements requiring a written contract or Purchase Order (PO), *[Name of Agency]*'s contract/PO will include appropriate non-discrimination clauses. The Title VI Manager will work with the *[title of individual(s)]* who is/are responsible for procurement contracts and PO's to ensure appropriate non-discrimination clauses are included.

### **VII. PROCEDURES FOR NOTIFYING THE PUBLIC OF TITLE VI RIGHTS AND HOW TO FILE A COMPLAINT**

#### **Requirement to Provide a Title VI Public Notice**

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, *[Name of Agency]* shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, in federally-funded vehicles, etc. *[The following Sample Public Notice is to be included as APPENDIX A-Title VI Notice to the Public.*

*Place this Title VI Notice on agency letterhead:*

Title VI of the Civil Rights Act of 1964 and related nondiscrimination statutes prohibit discrimination on the basis of race, color, national origin, age, disability, or gender in programs and activities receiving Federal financial assistance. Specifically, Title VI provides 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" (42 U.S.C. Section 2000d).

*[Name of Agency]* is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, national origin, age, disability or gender, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B and DDOT's Nondiscrimination Policy. For more information on *[Name of Agency]*'s nondiscrimination policies and procedures; or to file a complaint that you are being denied participation in or being denied benefits of the transit services provided by *[Name of Agency]*, or are otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, please contact:

**Name:**

**Title:**

**Agency Name:**

**Address:**

**City:**

**State:**

**Zip code:**

**Telephone Number:**

**Email address:**

**NOTE: As part of Title VI requirements, sub-recipients are also required to maintain a document listing the locations where their Title VI Notices have been posted or displayed.**

*The list of locations where the Title VI Notice is posted (including vehicles and facilities) is to be included as APPENDIX B – Title VI Notice to the Public – List of Locations.]*

**SEE APPENDIX A-Title VI Notice to the Public**

**SEE APPENDIX B-Title VI Notice to the Public - List of Locations**

## **VIII. TITLE VI COMPLAINT PROCEDURES**

### **Requirement to Develop Title VI Complaint Procedures and Complaint Form**

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients/sub-recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients/sub-recipients must also develop a Title VI complaint form. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities.

## **SAMPLE NARRATIVE**

Any individual may exercise his or her right to file a complaint with [*Name of Agency*] if that person believes that he or she has been subjected to unequal treatment or discrimination in the receipt of benefits or services. [*Name of Agency*] will report the complaint to DDOT within three business days (per DDOT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to DDOT.

[*Name of Agency*] includes the following language on all printed information materials, on its website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

*The [*Name of Agency*] is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, national origin, age, disability, or gender, as protected by Title VI of the Civil Rights Act of 1964 and related nondiscrimination statutes.*

*For additional information on [*Name of Agency*]'s nondiscrimination policies and procedures, or to file a complaint, please visit the website at \_\_\_\_\_ or contact [*name, title, and mailing address of the Title VI Manager*].*

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service and the agency's facilities, and are also included within [*Name of Agency*]'s [*passenger policies/ride guide/other*] brochure.

## **SEE APPENDIX C-Title VI Complaint Form**

## **Procedures for Handling and Reporting Investigations/Complaints and Lawsuits**

Should any Title VI investigations be initiated by FTA or DDOT, or any Title VI lawsuit filed against [*Name of Agency*], the agency will follow these procedures:

### **Procedures**

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination on the basis of race, color, national origin, age, disability, or gender may file a written complaint with the Title VI Manager. The complaint is to be filed in the following manner:

- a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.
- b. The complaint shall be in writing and signed by the complainant(s).

*[Your agency may wish to develop a complaint form that gathers the necessary information. However, keep in mind that, if use of the form is required in order for the complaint to be duly considered, it must be provided in formats accessible to people*

*with disabilities and appropriate languages for LEP persons.]*

- c. The complaint should include:
- the complainant's name, address, and contact information (i.e., telephone number, email address, etc.);
  - the date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date of the latest instance of the alleged discrimination);
  - a description of the alleged act of discrimination;
  - the location(s) of the alleged act of discrimination (include vehicle number if appropriate);
  - an explanation of why the complainant believes the act to have been discriminatory on the basis of race, color, national origin, age, disability, or gender;
  - if known, the names and/or job titles of those individuals perceived as parties in the Incident;
  - contact information of any witnesses; and
  - indication of any related complaint activity (i.e., was the complaint also submitted to DDOT or FTA?)

d. The complaint shall be submitted to the [*Name of Agency*] Title VI Manager at [*insert mailing address*] or [*email address*].

e. Complaints received by any other employee of [*Name of Agency*] will be immediately forwarded to the Title VI Manager.

f. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager. Under these circumstances, the complainant will be interviewed, and the [*customer communications manager*] will assist the complainant in converting the verbal allegations to writing.

2. Upon receipt of the complaint, the Title VI Manager will immediately:

- a. Notify DDOT (no later than 3 business days from receipt);
- b. Notify the [*Name of Agency*] Authorizing Official; and
- c. Ensure that the complaint is entered in the complaint database.

3. Within 3 business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.

4. The complainant will be informed of their right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.

5. If DDOT has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.



6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
8. The investigation may also include:
  - a. investigating contractor operating records, policies or procedures;
  - b. reviewing routes, schedules, and fare policies;
  - c. reviewing operating policies and procedures;
  - d. reviewing scheduling and dispatch records; and
  - e. observing behavior of the individual whose actions were cited in the complaint.
9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
10. The Title VI Manager will contact the complainant at the conclusion of the investigation, but prior to writing the final report, and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
11. At the conclusion of the investigation and **within 60 days** of the interview with the complainant, the Title VI Manager will prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for resolution. This report will be provided to the Authorizing Official, DDOT, and, if appropriate, [*Name of Agency*]'s legal counsel.
12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain the reasoning, and refer the complainant to DDOT in the event the complainant wishes to appeal the determination. This letter will be copied to DDOT.
13. A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint;
  - b. An interview cannot be scheduled with the complainant after reasonable attempts; or

c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.

14. DDOT will serve as the appealing forum to a complainant that is not satisfied with the findings of an investigation conducted by [*Name of Agency*]. DDOT will analyze the facts of the complaint and issue its conclusion to the appellant according to their procedures.

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

## **Transportation-Related Title VI Investigations, Complaints, and Lawsuits**

### **Background**

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

- Active investigations conducted by FTA and entities other than FTA;
- Lawsuits; and
- Complaints naming the recipient.

This list shall include the date that the transportation-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/sub-recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list shall be included in the Title VI Program submitted to DDOT every three years and information shall be provided to DDOT quarterly and annually.

*The sample below is provided for the purposes of guidance only.*

### **SAMPLE - LIST OF INVESTIGATIONS, LAWSUITS, AND COMPAINTS**

	<b>Date</b>  (Month, Day, Year)	<b>Summary</b>  (include basis of complaint: race, color or national origin)	<b>Status</b>	<b>Action(s) taken</b>
<b>Investigations</b>				
<b>1.</b>				
<b>Lawsuits</b>				

1.				
Complaints				
1.				

**SEE APPENDIX D- Investigations, Lawsuits and Complaints Document**

**IX. PUBLIC OUTREACH AND INVOLVEMENT**

**Public Participation Plan**

**Introduction**

The Public Participation Plan (PPP) is a guide for ongoing public participation endeavors. Its purpose is to ensure that *[Name of Agency]* provides a process that ensures opportunities for the public to be involved in all phases of the transportation process. Continuous interaction between community members – including minority, low-income, Limited English Proficient (LEP), and Non-English Proficient (NEP) community members – is critical to successfully identify and resolve potential community concerns.

Under federal regulations, transit operators must take reasonable steps to ensure that LEP persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English. In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time. In addition to LEP, as required under the DC Language Access Act of 2004, these regulations also apply to NEP persons.

*[Name of Agency]* shall establish a public participation plan or process that determines how, when, and the frequency with which specific public participation activities should take place, using the most appropriate measures.

*[Name of Agency]* shall make these determinations based on a demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available. Efforts to involve minority, LEP, and NEP populations in public participation activities may include both comprehensive measures, such as placing public notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority, LEP, or NEP persons from effectively participating in the decision-making process.

**NOTE: FTA has developed a Circular, 4703.1, “Environmental Justice Policy Guidance for Federal Transit Administration Recipients,” that includes many examples of effective strategies for engaging minority and low-income populations. Chap. III-6 of FTA Circular 4702.1B encourages recipients/sub-recipients to review that Circular for ideas when developing their public engagement strategy.**

**A sample of effective public outreach practices follows. It is possible that a private nonprofit agency may not have to employ many or any of these practices, but you must document this if such is the case.**

**SOME EFFECTIVE PUBLIC OUTREACH PRACTICES INCLUDE:**

- A. Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.**
- B. Employing different meeting sizes and formats.**
- C. Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP/NEP communities.**
- D. Considering radio, television, emails, or newspaper ads on stations and in publications that serve LEP/NEP populations. Outreach to LEP/NEP populations could also include audio programming available on podcasts.**
- E. Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.**

**\*\*ADD HERE\*\* ADDITIONAL OUTREACH METHODS TO ENGAGE MINORITY AND LEP POPULATIONS**

**SEE APPENDIX E-Summary of Outreach Efforts**

**X. LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)**

**SAMPLE PLAN FOR SERVING PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)**

*[If you are part of a city or county government, you may have general procedures in place for serving LEP persons. The model provided below is designed to address FTA-specific requirements.]*

**LANGUAGE ASSISTANCE PLAN FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)**

## **Introduction and Legal Basis**

LEP is a term that defines any individual not proficient in the use of the English language. The establishment and operation of an LEP program meets objectives set forth in Title VI of the Civil Rights Act and Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (LEP). This Executive Order requires federal agencies receiving financial assistance to address the needs of non-English speaking persons. The Executive Order also establishes compliance standards to ensure that the programs and activities that are provided by a transportation provider in English are accessible to LEP communities. This includes providing meaningful access to individuals who are limited in their use of English. The following LEP language implementation plan, developed by *[Name of Agency]* is based on FTA guidelines.

As required, *[Name of Agency]* developed a written LEP Plan (below). Using 2010 and American Community Survey (ACS) Census data, *[Name of Agency]* has evaluated data to determine the extent of need for translation services of its vital documents and materials. LEP persons can be a significant market for public transit, and reaching out to these individuals can help increase their utilization of transit. Therefore, it also makes good business sense to translate vital information into languages that the larger LEP populations in the community can understand.

## **Assessment of Needs and Resources**

The need and resources for LEP language assistance were determined through a four-factor analysis as recommended by FTA guidance.

### **Factor 1: Assessment of the Number and Proportion of LEP Persons Likely to be Served or Encountered in the Eligible Service Population**

The agency has reviewed census data on the number of individuals in its service area that have limited English Proficiency, as well as the languages they speak.

#### **U.S. Census Data – American Community Survey (2006-2010)**

Data from the U.S. Census Bureau’s American Community Survey (ACS) were obtained through [www.census.gov](http://www.census.gov) for *[Name of Agency]*’s service area. The agency’s service area includes a total of *[insert number and percent of total population]* persons with Limited English Proficiency (those persons who indicated that they spoke English “less than very well,” in the 2006-2010 ACS Census).

Information from the 2006-2010 ACS also provides more detail on the specific languages spoken by those who report that they speak English less than very well. Languages spoken at home by those with LEP are presented below. These data indicate the extent to which translations into other language are needed to meet the needs of LEP persons.

- Spanish [Number] [Percent]
- Indo-European [Number] [Percent]
- Asian and Pacific Island Languages [Number] [Percent]
- Other Languages [Number] [Percent]

*[Note: if any of these categories represents over 5% or 1,000 persons, whichever is less, you should explore the individual languages in the category to determine whether any specific language meets this threshold]*

It is noted that there is a relatively low number of LEP persons in the service area - no language is spoken by over 5% or a total of 1,000 persons in the LEP population.

## **Factor 2: Assessment of Frequency with which LEP Individuals Come Into Contact with the Transit Services or System**

*[Name of Agency]* reviewed the relevant benefits, services, and information provided by the agency and determined the extent to which LEP persons have come into contact with these functions through *[one or more of]* the following channels:

- Contact with transit vehicle operators;
- Contact with transit station managers;
- Calls to *[Name of Agency]*'s customer service telephone line;
- Visits to the agency's headquarters;
- Access to the agency's website;
- Attendance at community meetings or public hearings hosted by *[Name of Agency]*;
- Contact with the agency's ADA complementary paratransit system (including applying for eligibility, making reservations, and communicating with drivers).

*[Provide a summary of findings based on relevant (if anecdotal) information from agency staff, including the LEP persons' native language, how successful the agency has been in communicating with LEP persons, and common questions directed to the agency by LEP persons. Also, review any available records on the number of hits it receives on its non-English web pages or requests for interpreters at public meetings or results of ridership surveys that capture the experiences of LEP persons.]*

We will continue to identify emerging populations as updated Census and American Community Survey data become available for our service area. In addition, when LEP persons contact our agency, we attempt to identify their language and keep records on contacts to accurately assess the frequency of contact. To assist in language identification, we use a language identification flashcard based on that which was developed by the U.S. Census. (<http://www.lep.gov/ISpeakCards2004.pdf>)

### **Information from Community Organizations that Serve LEP Persons (Optional?)**

To supplement the Census, education, and labor department data, *[Name of Agency]* conducted community outreach to the following organizations that work with LEP populations. *[List those contacted, which may include any of the following:]*

- *School systems;*
- *Community organizations;*
- *State and local governments;*
- *Religious organizations;*

- ***Legal aid entities.***

***[Note: Describe method of contact (telephone interviews, written or online surveys, outreach presentation at the organization, community meetings, etc.) and information obtained [You could discuss the services your agency provides and seek feedback from the organization on the size of the population it serves, the transportation and other needs of the population, any demographic trends among this population, and effective ways to obtain input from this population].***

### **Factor 3: Assessment of the Nature and Importance of the Transit Services to the LEP Population**

***[Name of Agency]*** provides the following programs, activities and services:

***[List and describe.]***

Based on past experience serving and communicating with LEP persons and interviews with community agencies, ***[as well as questionnaires or direct consultations with LEP persons (if applicable, e.g., through focus groups or individual interviews facilitated/interpreted by a community agency)]***, we learned that the following services/routes/programs are currently of particular importance LEP persons in the community.

***[List these; identify particular routes or modes.]***

The following are the most critical services provided by ***[Name of Agency]*** for all customers, including LEP persons ***[List the services applicable to your agency]:***

- ***Safety and security awareness instructions***
- ***Emergency evacuation procedures***
- ***Public transit services, including reduced fare application process***
- ***ADA paratransit services (if your agency operates fixed-route), including eligibility certification process***
- ***Other paratransit services***
- ***Services targeted at low income persons***
- ***[any other critical services]***

### **Factor 4: Assessment of the Resources Available to the Agency and Costs**

#### ***Costs***

The following language assistance measures are currently being provided by ***[Name of Agency]:***

- ***[List these along with associated costs. Include costs associated with translating documents, contracting with language interpreters, producing pictographs, installing multilingual technology, and other language assistance measures your agency is taking or plans to implement.]***

- *[Also estimate the number of staff and percentage of staff time that is associated with providing language assistance.]*

We anticipate that these activities and costs will increase as follows. *[Describe.]*

Based on the analysis of demographic data and contact with community organizations and LEP persons, *[Name of Agency]* has determined that the following additional services are ideally needed to provide meaningful access:

- *[List and provide general cost estimates. For example, information may need to be translated into additional languages, additional oral or written language services should be provided, or that existing language assistance needs to be made available on a more widespread basis. Cost estimates can be based on price quotes from translating and interpreting firms or based on experiences of similar transit agencies that have implemented the assistance measures.]*

### ***Resources***

The available budget that could be currently be devoted to additional language assistance expenses is *[actual dollars and/or percentage]*. This amount is likely to *[be stable/decrease/increase]* over time.

*[Name of Agency]* has also requested the following additional grant funding for language assistance: *[Describe if applicable.]*

In addition, in-kind assistance may be available through *[community organizations, other city or county departments, other transit agencies who may be able to partner for language assistance services]*.

*Your agency may have access to language assistance products that have been developed and paid for by local, regional, or state government agencies and may also have bilingual staff that could provide language assistance on an ad hoc or regular basis. These resources should be inventoried and taken into consideration as part of your assessment of total resources available.*

*Your agency may already have, or be able to establish arrangements with qualified community volunteers to provide written or oral language translation. Although these volunteers may be willing to provide their services free of charge, your agency will need to verify that they can provide competent interpretation service and train them on their role within the agency. These should be inventoried as potential or confirmed resources.*

*Other potential cost saving measures include telephonic and video conferencing interpretation services, translating vital documents posted on Web sites, pooling resources and standardizing documents to reduce translation needs, centralizing interpreter and translator services to achieve economies of scale.]*

### ***Feasible and Appropriate Language Assistance Measures***

Based on the available resources, the following language assistance measures are feasible and appropriate for our agency at this time:

- *[List.]*



## **LEP Implementation Plan**

Through the four-factor analysis, [*Name of Agency*] has determined that the following types of language assistance are most needed and feasible:

*[List types of assistance. For example:*

- *Translation of vital documents into Spanish. These documents include:*
  - *System Map and Ride Guide*
  - *Application for reduced fare*
  - *All printed materials on ADA Paratransit, including brochure, eligibility application package, and passenger policies and procedures*
  - *Emergency preparedness brochure*
- *Attempt to hire bilingual staff with competency in spoken and written (Spanish, Vietnamese, etc. as appropriate for your service area).*
- *Language Line Translation Services for telephone contacts.*
- *In-person translation for ADA eligibility assessments.]*

### ***Staff Access to Language Assistance Services***

Agency staff that come into contact with LEP persons can access language services by *[describe procedures, such as offering the individual a language identification flashcard, having a supply of translated documents on hand, transferring a call to bilingual staff, having a telephone menu allowing the customer to pre-select their language]*. All staff will be provided with a list of available language assistance services and additional information and referral resources (such as community organizations that can assist LEP persons). This list will be updated at least annually.

### ***Responding to LEP Callers***

Staff who answer calls from the public respond to LEP customers as follows: *[describe, indicate language translation line if used, availability of bilingual staff. Include trip scheduling procedures for LEP persons]*.

### ***Responding to Written Communications from LEP Persons***

The following procedures are followed when responding to written communications from LEP persons: *[describe, indicate language translation services if used, availability of bilingual staff]*.

### ***Responding to LEP Individuals in Person***

The following procedures are followed when an LEP person visits our customer service and administrative office: *[describe, indicate use of language identification flashcard if needed, availability of bilingual staff, use of language translation services if appropriate]*.

The following procedures are followed by operators when an LEP person has a question on board a [*Name of Agency*] vehicle: *[describe, indicate use of language identification flashcard if needed, availability of bilingual operating staff, availability of translated*

*information on board vehicles, referral to telephone assistance, volunteer translation assistance from fellow passengers, etc.].*

### ***Staff Training***

As noted previously, all [*Name of Agency*] staff are provided with a list of available language assistance services and additional information and referral resources, updated annually.

All new hires receive training on assisting LEP persons as part of their sensitivity and customer service training. This includes:

- A summary of the transit agency's responsibilities under the DOT LEP Guidance;
- A summary of the agency's language assistance plan;
- A summary of the number and proportion of LEP persons in the agency's service area, the frequency of contact between the LEP population and the agency's programs and activities, and the importance of the programs and activities to the population;
- A description of the type of language assistance that the agency is currently providing and instructions on how agency staff can access these products and services; and
- A description of the agency's cultural sensitivity policies and practices.

Also, all staff who routinely come into contact with customers, as well as their supervisors and all management staff, receive annual refresher training on policies and procedures related to assisting LEP persons.

*[Describe addition training courses or resources provided to staff, such as tuition assistance for language courses at a local community college, training manuals/CDs/DVDs/online courses available to staff, instruction in basic phrases needed in the operating environment, etc.]*

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

LEP persons are notified of the availability of language assistance through the following approaches:

*[List items such as:*

- *following our Title VI policy statement included on our vital documents.*
- *on our website, with links to translations of vital documents in other languages.*
- *through signs posted on our vehicles and in our customer service and administrative offices.*
- *through ongoing outreach efforts to community organizations, schools, and religious organizations.*
- *use of an automated telephone menu system in the most common languages encountered.*

- *including the agency's language translation line on all materials.*
- *staffing a table with bilingual staff at community service events of interest to LEP groups.*
- *sending translated news releases and public service announcements about the availability of translated information to newspapers and broadcast media that target local LEP communities.]*

LEP persons will also be included in all community outreach efforts related to service and fare changes.

### ***Monitoring/updating the plan***

This plan will be updated on a periodic basis (at least every three years), based on feedback, updated demographic data, and resource availability.

As part of ongoing outreach to community organizations, ***[Name of Agency]*** will solicit feedback on the effectiveness of language assistance provided and unmet needs. In addition, we will conduct periodic ***[surveys, focus groups, community meetings, internal meetings with staff who assist LEP persons, review of updated Census data, formal studies]*** of the adequacy and quality of the language assistance provided, and determine changes to LEP needs.

In preparing the triennial update of this plan, ***[Name of Agency]*** will conduct an internal assessment using the Language Assistance Monitoring Checklist provided in the FTA's "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers." ***[This checklist is attached at the end of this sample plan.]***

Based on the feedback received from community members and agency employees, ***[Name of Agency]*** will make incremental changes to the type of written and oral language assistance provided as well as to their staff training and community outreach programs. The cost of proposed changes and the available resources will affect the enhancements that can be made, and therefore ***[Name of Agency]*** will attempt to identify the most cost-effective approaches.

As the community grows and new LEP groups emerge, ***[Name of Agency]*** will strive to address the needs for additional language assistance.

### **LANGUAGE ASSISTANCE MONITORING CHECKLIST**

(Source: FTA's "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers.")

Periodic monitoring of language assistance measures that have been implemented can help an agency determine if assistance is being provided competently and effectively. Agencies can use the following checklist to monitor their services. Actual monitoring should be tailored to what services the agency has implemented. Depending on the language assistance provided, the following questions could be answered by periodic monitoring:

#### Stations

- Are translated instructions on how to make fare payments available?
- Are translated schedules, route maps, or information on how to use the system available?
- Has the information been placed in a visible location?
- How many units of the material have been distributed?
- If such information is available, are station managers aware that they have this information?
- Are announcements audible?
- Are any announcements, such as security awareness announcements, made in languages other than English?
- Does the station display information or instructions using pictographs?
- Can a person who speaks limited English or another language receive assistance from a station manager when asking for directions? How is this assistance provided?

#### Vehicles

- Are translated instructions on how to make fare payments available?
- Are translated schedules, route maps, or information on how to use the system available?
- Has the information been placed in a visible location?
- How many units of the material have been distributed?
- If such information is available, are vehicle operators aware that they have this information?
- Are announcements audible?
- Are any announcements, such as security awareness announcements, made in languages other than English?
- Can a person who speaks limited English or another language receive assistance from a bus operator when asking about the destination of the vehicle? How is this assistance provided?

### Customer Service

\_\_\_ Is the customer service telephone line equipped to handle callers speaking languages other than English?

\_\_\_ Can customer service representatives describe to a caller what language assistance the agency provides and how to obtain translated information or oral interpretation?

\_\_\_ Can a person speaking limited English or a language other than English request information from a customer service representative?

### Community Outreach

\_\_\_ Are translators present at community meetings?

\_\_\_ Are translated versions of any written materials that are handed out at a meeting provided?

\_\_\_ Can members of the public provide oral as well as written comments?

### Press/Public Relations

\_\_\_ Are meeting notices, press releases, and public service announcements translated into languages other than English?

\_\_\_ Does the agency website have a link to translated information on its home page?

## **XI. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES**

Title 49 CFR Section 21.5(b)(1)(vii) 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.”

*[Name of Agency]* has transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which we select.

***1. Please provide a description of your selection process, including recruitment efforts made to encourage the participation of minorities on such committee(s)***

***2. Please provide a table(s) depicting the racial breakdown of the membership of those Committees***

***The Sample below is provided for the purposes of guidance only***

Committee	Black or African American	White/Caucasian	Latino/Hispanic	American Indian or Alaska Native	Asian	Native Hawaiian or other Pacific Islander	Other <i>*Note</i>	Totals
Citizens Advisory Committee (CAC)								
% of CAC Committee								
Citizens Advisory Committee on Accessible Transportation (CACAT)								
% of CACAT Committee								

*\*Note – Other races reported: for example, Lithuania, Ukrainian, and Polish*

**SEE APPENDIX F- TABLE OF MINORITY REPRESENTATION ON COMMITTEES BY RACE**

**XII. MONITORING TITLE VI COMPLAINTS**

As part of the complaint handling procedure, the Title VI Manager investigates possible inequities in service delivery for the route(s) or service(s) about which the complaint was filed. Depending on the nature of the complaint, the review examines span of service (days and hours), frequency, routing directness, interconnectivity with other routes and/or fare policy. If inequities are discovered during this review, options for reducing the disparity are explored, and service or fare changes are planned if needed.

In addition to the investigation following an individual complaint, the Title VI Manager periodically reviews all complaints received to determine if there may be a pattern. At a minimum, this review is conducted as part of preparing the Annual Report and Update for submission to DDOT.

**APPENDIX A - TITLE VI NOTICE TO THE PUBLIC**  
**APPENDIX B - TITLE VI NOTICE TO THE PUBLIC – LIST OF LOCATIONS**  
**APPENDIX C - TITLE VI COMPLAINT FORM**  
**APPENDIX D - INVESTIGATIONS, LAWSUITS AND COMPLAINTS DOCUMENT**  
**APPENDIX E - SUMMARY OF OUTREACH EFFORTS**  
**APPENDIX F - TABLE OF MINORITY REPRESENTATION ON COMMITTEES BY RACE**

## **Enclosure B: Policy Development Public Outreach**

1. DDOT Title VI Policy Development Public Outreach – Handout (*Page B-2*)
2. DDOT Title VI Policy Development Public Outreach – Notifications (*Page B-3*)
3. DDOT Title VI Policy Development Public Outreach – Emails (*Page B-5*)



# Draft Title VI Policies

## Public Comment Opportunities



### Title VI of the Civil Rights Act of 1964 – Required Policies

- Federal Transit Administration regulations in support of [Title VI of the Civil Rights Act of 1964](#) require that DDOT create policies to ensure that major service changes or fare changes do not have impacts on minority and low-income riders that are disparate or disproportionate to other populations. Draft versions of these policies are now available for public comment.

### How do I provide comments on these policies?

- You may submit comments on these draft policies via email to [Circe.Torruellas@dc.gov](mailto:Circe.Torruellas@dc.gov).
- The public comment period for these policies will take place from Tuesday, November 13<sup>th</sup> through Friday, November 13<sup>th</sup> at 5:00pm. Please submit all comments by the time.
- You may also comment in-person at the DDOT Circulator Anacostia Neighborhood Meeting on November 4<sup>th</sup>, 2015, 6:00pm-8:00pm, at the Anacostia Neighborhood Library, 1800 Good Hope Rd SE, Washington, DC 20020. We will be in ANA Meeting 3 - Ora Glover Community Room.

### Draft Major Service Change Policy

- A major service change is defined as:
  - Changing frequency of the buses/streetcars (how often they arrive) on a route by more than 5 minutes.
  - Altering the geographic alignment of more than 25 percent of a bus or streetcar route's miles.
  - Change a route's span of service by more than three hours in a day.
  - Creation or elimination of a route or line.
  - Elimination of a bus stop or streetcar stop along a portion of a route or line that would force a 0.5 mile or more increase in walking to access the same route or line.

### Draft Disparate Impact Policy

- A disparate impact occurs when the difference between the system-wide percentage of **minority** riders and the percentage of minority riders affected by a proposed service change or fare change is 15 percent or greater.

### Draft Disproportionate Burden Policy

- A disproportionate burden occurs when the difference between the system-wide percentage of **low-income riders** and the percentage of low-income riders affected by a proposed service change or fare change is 15 percent or greater.



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### Office Hours

Monday to Friday, 8:15 am to 4:45 pm

### Connect With Us

55 M Street, SE, Suite 400,  
 Washington, DC 20003  
 Phone: (202) 673-6813  
 Fax: (202) 671-0650  
 TTY: (202) 673-6813  
 Email: [ddot@dc.gov](mailto:ddot@dc.gov)



Ask the Director  
Agency Performance

Amharic (አማርኛ)  
 Chinese (中文)  
 French (Français)  
 Korean (한국어)

## DDOT to Host DC Circulator Public Meeting

View published Repeats

Next Date:  
Wednesday, November 4, 2015 - 6:00pm to 8:00pm

**Location:** 1800 Good Hope Road, SE, Washington, DC

**Building:** Anacostia Library

### Details:

DDOT will host DC Circulator Public Meeting to provide information on the DC Circulator system-wide improvements, provide an update to the community and gain feedback on the performance of the Potomac Avenue –Skyland Route, share information on the customer survey (and have it available to take), and share information on the Title VI Public Outreach for Major Service Changes and Disproportionate Impact Service Policies.

<http://www.dccirculator.com/connect/about-us/dc-circulator-title-vi/>

**Agency:** District Department of Transportation



Your #1 resource for transportation information & options to make getting into and around the District easier than ever.

### DC Streetcar



DC Streetcar will facilitate travel for District residents, workers and visitors by complementing existing transit options, and by creating neighborhood connections where they currently do not exist.



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[Chinese \(中文\)](#)  
[French \(Français\)](#)  
[Korean \(한국어\)](#)



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## Public Comment Period for Title VI Public Outreach for Major Service Changes and Disproportionate Impact Service Policies

[View published](#) [Repeats](#)

Last Date:

### Details:

DDOT is seeking public comment on its proposed Title VI definitions, service standards and policies. The draft Title VI policies, including the definitions of major service changes, disparate impact and disproportionate burden, are outlined on the Title VI Policies Handout.

Comment period runs from October, 6 2015 to November 13, 2015.

<http://www.dccirculator.com/connect/about-us/dc-circulator-title-vi/>

[http://www.dccirculator.com/index.php?aam\\_media=1235](http://www.dccirculator.com/index.php?aam_media=1235)

<http://www.dcstreetcar.com/about/information/title-vi/>

Agency: District Department of Transportation



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### DC Streetcar



DC Streetcar will facilitate travel for District residents, workers and visitors by complementing existing transit options, and by creating neighborhood connections where they currently do not exist.

---

**From:** Torruellas, Circe (DDOT) <Circe.Torruellas@dc.gov>  
**Sent:** Thursday, October 29, 2015 11:46 AM  
**To:** Gutierrez, Ingrid (EOM)  
**Subject:** 2015 DC Circulator Title VI Program Request

Good morning Ingrid,

Wanted to share another opportunity where we would love your support in spreading the word. The DC Circulator program is currently updating its Title VI program and is seeking public comment on its proposed Title VI definitions, service standards and policies. We would love for your office to help us spread the word to anyone who might be interested in providing feedback. Here is the link to the draft policies:

[http://www.dccirculator.com/index.php?aam\\_media=1235](http://www.dccirculator.com/index.php?aam_media=1235)

Federal Transit Administration regulations, as part of Title VI of the Civil Rights Act of 1964, requires that DDOT create policies to ensure that major service changes or fare changes do not have impacts on minority and low-income riders that are disparate or disproportionate to other populations. To provide comment on these policies, please email [Circe.Torruellas@dc.gov](mailto:Circe.Torruellas@dc.gov), or provide comments in-person at the DDOT Circulator Anacostia Neighborhood Meeting on November 4<sup>th</sup>, 2015, 6:00pm-8:00pm, at the Anacostia Neighborhood Library, 1800 Good Hope Rd SE, Washington, DC 20020. We will be in ANA Meeting 3 – Ora Glover Community Room.

Thank you in advance for helping us spread the word! The comment period will be open until November 13<sup>th</sup> at 5pm.

Thank you,

Circe Torruellas

Circe M. Torruellas | Senior Transportation Planner | PTSA | District Department of Transportation

55 M Street SE | Suite 500 | Washington DC 20003

Desk (202) 671-2847 | Cell (202) 409-2201 | Fax (202) 673-1733 | [www.ddot.dc.gov](http://www.ddot.dc.gov)

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**d.**

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**From:** Torruellas, Circe (DDOT) <Circe.Torruellas@dc.gov>  
**Sent:** Thursday, October 29, 2015 11:47 AM  
**To:** OAPIA (EOM)  
**Subject:** 2015 DC Circulator Title VI Program

Good morning Christina,

Wanted to share another opportunity where we would love your support in spreading the word. The DC Circulator program is currently updating its Title VI program and is seeking public comment on its proposed Title VI definitions, service standards and policies. We would love for your office to help us spread the word to anyone who might be interested in providing feedback. Here is the link to the draft policies:

[http://www.dccirculator.com/index.php?aam\\_media=1235](http://www.dccirculator.com/index.php?aam_media=1235)

Federal Transit Administration regulations, as part of Title VI of the Civil Rights Act of 1964, requires that DDOT create policies to ensure that major service changes or fare changes do not have impacts on minority and low-income riders that are disparate or disproportionate to other populations. To provide comment on these policies, please email [Circe.Torruellas@dc.gov](mailto:Circe.Torruellas@dc.gov), or provide comments in-person at the DDOT Circulator Anacostia Neighborhood Meeting on November 4<sup>th</sup>, 2015, 6:00pm-8:00pm, at the Anacostia Neighborhood Library, 1800 Good Hope Rd SE, Washington, DC 20020. We will be in ANA Meeting 3 – Ora Glover Community Room.

Thank you in advance for helping us spread the word! The comment period will be open until November 13<sup>th</sup> at 5pm.

Thank you,

Circe Torruellas

Circe M. Torruellas | Senior Transportation Planner | PTSA | District Department of Transportation

55 M Street SE | Suite 500 | Washington DC 20003

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**d.**

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**From:** Torruellas, Circe (DDOT) <Circe.Torruellas@dc.gov>  
**Sent:** Thursday, October 29, 2015 11:49 AM  
**To:** Samba, Mamadou (EOM)  
**Subject:** 2015 DC Circulator Title VI Program

Good morning Director Samba,

Wanted to share another opportunity where we would love your support in spreading the word. The DC transit programs (DC Circulator/DC Streetcar) is currently updating its Title VI program and is seeking public comment on its proposed Title VI definitions, service standards and policies. We would love for your office to help us spread the word to anyone who might be interested in providing feedback. Here is the link to the draft policies:

[http://www.dccirculator.com/index.php?aam\\_media=1235](http://www.dccirculator.com/index.php?aam_media=1235)

Federal Transit Administration regulations, as part of Title VI of the Civil Rights Act of 1964, requires that DDOT create policies to ensure that major service changes or fare changes do not have impacts on minority and low-income riders that are disparate or disproportionate to other populations. To provide comment on these policies, please email [Circe.Torruellas@dc.gov](mailto:Circe.Torruellas@dc.gov), or provide comments in-person at the DDOT Circulator Anacostia Neighborhood Meeting on November 4<sup>th</sup>, 2015, 6:00pm-8:00pm, at the Anacostia Neighborhood Library, 1800 Good Hope Rd SE, Washington, DC 20020. We will be in ANA Meeting 3 – Ora Glover Community Room.

Thank you in advance for helping us spread the word! The comment period will be open until November 13<sup>th</sup> at 5pm.

Thank you,

Circe Torruellas

Circe M. Torruellas | Senior Transportation Planner | PTSA | District Department of Transportation

55 M Street SE | Suite 500 | Washington DC 20003

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## Enclosure C: DDOT Biennial Language Access Plan

1. DDOT FY2015-2016 Biennial Language Access Plan (*Page C-2*)

FY

2015-2016

**District  
Department of  
Transportation**

**[BIENNIAL LANGUAGE ACCESS PLAN]**



## Purpose

The purpose of this plan is to map out an effective course of action that enables District Department of Transportation (DDOT) to establish and provide greater access and participation in public services, programs and activities for residents of the District of Columbia with limited or no-English proficiency (LEP/NEP). Increased access and participation mean that LEP/NEP customers are to be informed of, participate in, and benefit from public services, programs, and activities offered by *[agency name]* at a level equal to an English proficient individual.

In accordance with Section 5(a) (2) of the D.C. Language Access Act of 2004 (LAA), each Language Access Plan shall be updated on a biennial basis. The Biennial Language Access Plan will be published in the D.C. Register and is subject to the review of the Mayor and City Administrator. Agencies are required to report on a quarterly basis to the Office of Human Rights (OHR) on compliance outcomes and progress made on the goals for improvement as outlined in this BLAP. Information contained in this planning document will also be used to identify areas where covered entities are making progress and best practices will be shared by OHR with all District Agencies.

## OHR Mandate

Sec. 6 (a) of the Language Access Act of 2004 mandates OHR to ... "provide oversight, central coordination, and technical assistance to covered entities in their implementation of the provisions of this act and ensure that the provision of services by covered entities meet acceptable standards of translation or interpretation." Therefore, covered entities will provide OHR with access to agency documents, data, and other information. For example, in order to ensure that all covered entity's employees in Public Contact Positions (PCP) are trained in Language Access Compliance, agencies are required to provide the names of all their PCPs.

## Scope

This Biennial Language Access Plan sets forth language access policies, operating guidelines and standards that govern the delivery of language services in order to ensure meaningful access to programs, services, and activities by LEP/NEP individuals. This plan for Fiscal Years (FY) 2015 and 2016 will include sub-plans for each of the Departments/Divisions within each agency. These Division level Language Access sub-plans will serve as management documents to outline and define Departmental/Divisional tasks, set deadlines and priorities, assign responsibilities, allocate resources necessary for implementation and compliance with language access requirements. This Plan applies to all agency Departments, Divisions, and/or Administrations that interact with members of the public via any medium, including, but not limited to, websites, email, phone, and in-person contact.

## SECTION 1: AGENCY INFORMATION

The following series of questions and tasks serve to inform OHR of the types of services provided by your agency as well as assess whether the agency has an effective process for monitoring and tracking language access compliance.

<p>1 Please describe the [District Department of Transportation (DDOT) general mission statement/mandate.</p>	<p>Develop and maintain a cohesive sustainable transportation system that delivers safe, affordable, and convenient ways to move people and goods-while protecting and enhancing the natural, environmental and cultural resources of the district</p>
<p>2 Does your agency have a written language access policy?</p>	<p><input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No</p>
<p>3 If yes, please attach the content of the agency's Language Access policy regarding the provision of services to LEP/NEP customers to this document. Reference the Addendum section where this policy can be found in the corresponding box. If the agency has not yet adopted policies and procedures then one must be adopted by the end of the 2<sup>nd</sup> quarter of FY 15.</p>	<p>Agency Language Access Policy Addendum: <u>A</u></p>
<p>4 How often is your agency's language access policy reviewed and updated?</p>	<p><input type="checkbox"/> Annually    <input checked="" type="checkbox"/> Biennially    <input type="checkbox"/> Not Sure    <input type="checkbox"/> Other: _____</p>
<p>5 Does your agency have a Language Access Coordinator?</p>	<p><input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No</p>
<p>6 If yes, please name and official position title of the Coordinator. Please review and approve Language Access Coordinator Roles and Responsibilities Agreement and reference the addendum section where this agreement can be found in the corresponding box.</p>	<p>Name <u>Karen Randolph</u>          Title <u>Program Analyst</u>          Language Access Coordinator Agreement Addendum Attached <input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No</p>
<p>7 Does your agency provide funding/grants to any non-governmental entities/public service organizations?</p>	<p><input checked="" type="checkbox"/> Yes (If yes, please complete Table 3 of this section.)    <input type="checkbox"/> No</p>

## TABLE 1: DESCRIPTION OF AGENCY DIVISIONS

**TASK ▶** Briefly describe the function for each division/department/program that works under your agency's general mission statement/mandate. Please note which division/department/program are public service related (i.e. divisions that furnish information and/or render services *directly* to the public).

	Name of Division/Department/Program	Public Service Division Y/N	Function of Division/Department/Program
1	<b>Policy Planning and Sustainability Administration (PPSA)</b>	y	PPSA establishes strategic goals to guide multi-modal program development, the policies necessary to implement these goals, and ensures compliance with these goals and policies through plan review and permitting
2	<b>Progressive Transportation Services Administration (PTSA)</b>	y	PTSA provides the public with the efficient, affordable and diverse means of travel within the district.
3	<b>Urban Forestry Administration (UFA)</b>	y	The mission of the Urban Forestry Administration is to manage and increase the District's street trees and maintain healthy trees.
4	<b>Transportation Operations Administration (TOA)</b>	Y	TOA is responsible for maintaining the integrity of public assets, such as roadways
5	<b>Public Space regulation Administration (PSRA)</b>	y	PSRA is responsible for enforcing public space laws, inspecting all work in public spaces completed under public space permit
6	<b>Infrastructure Project Management Administration (IPMA)</b>	y	IPMA is responsible for the design, engineering and construction of roadways, bridges, traffic signals and alley projects in the District of Columbia/ IPMA also manages special projects and all roadway assets
7	<b>Office of the Director (OA)</b>	Y	OD is responsible for the oversight and management of the entire Department. OD contains the Office of Civil Rights, where the Language Access Program is located.

## TABLE 2: AGENCY LANGUAGE ACCESS TEAM MEMBERS

**TASK** ▶ Complete the information for the individuals in the following positions including all directors of agency departments/divisions/programs mentioned in the previous table. Each agency is asked to identify senior managers in these positions who will work to ensure the agency achieves full compliance. The Agency's Language Access Coordinator must work with this team of individuals in order to ensure agency compliance regarding data collection, customer complaints, training of personnel in public contact positions, and other elements of compliance.

	Required Positions	Name of Department/Division/Program	Name and Official Position Title	Contact Information Phone Number, Email Address
1	Senior Customer Service Manager	Office of the Director-Customer Service Division	Michelle Simms Customer Service Manager	<a href="mailto:Michelle.simms3@dc.gov">Michelle.simms3@dc.gov</a>
2	Senior Agency Contracting Officer	Office of the Director	William Teague	<a href="mailto:William.teague@dc.gov">William.teague@dc.gov</a>
3	Senior Public Information Officer	Office of the Director	Michelle Phipps-Evans	Michelle.phipps-ebans@dc.gov
4	Senior Human Resources Specialist	Office of the Director	Kenneth Chandler	<a href="mailto:Kenneth.chandler@dc.gov">Kenneth.chandler@dc.gov</a>
5	Division/Program Director #1	Office of the Director, Office of Civil rights	Lisa Gregory	<a href="mailto:Lisa.gregory@dc.gov">Lisa.gregory@dc.gov</a>

6	<b>Division/Program Director #2</b>	Policy, Planning and Sustainability Administration (PPSA)	Maurice Keys	<a href="mailto:Maurice.Keys@dc.gov">Maurice.Keys@dc.gov</a>
7	<b>Division/Program Director #3</b>	Progressive Transportation Services Administration (PTSA)	Circe Torruellas	<a href="mailto:circe.toruellas@dc.gov">circe.toruellas@dc.gov</a>
8	<b>Division/Program Director #4</b>	Public Space Regulation Administration (PSRA)	Bernadette Edwards	<a href="mailto:Bernadette.edwards@dc.gov">Bernadette.edwards@dc.gov</a>
8	<b>Division/Program Director #5</b>	Traffic Operations Administration (TOA)	Kim Muldrow Shawn Miller	<a href="mailto:Kim.Muldrow@dc.gov">Kim.Muldrow@dc.gov</a> <a href="mailto:Shawn.miller@dc.gov">Shawn.miller@dc.gov</a>
9	<b>Division/Program Director #6</b>	Urban Forestry Administration (UFA)		
10	<b>Division/Program Director #7</b>	Infrastructure Management Administration (IPMA)	Alberta Paul	<a href="mailto:Alberta.paul@dc.gov">Alberta.paul@dc.gov</a>



## TABLE 3: PUBLIC SERVICE ORGANIZATIONS FUNDED BY AGENCY

**TASK ▶** Please provide names and contact information of all vendors and grantees. These may include: community-based organizations (CBO), faith-based organizations (FBO), hospitals, clinics or other public service providers funded by your agency to provide public services. If your agency does not fund outside organizations to provide public services, please indicate it visibly in the corresponding table (i.e. using large font).

	Name of Organization	Address and Phone Number	Contact Person	Services	LEP/NEP Group Targeted	Type of Language Service Provided (i.e. Bilingual Staff, Contract Interpreters, Telephonic Interpretation)
1	Washington Area Bicycle Association	2599 Ontario Rd., NW Washington, DC 20009 (202)518-0524	Glen Harrison	Bike Safety Education	Spanish	Bilingual Staff
2	Anchor Mental Health Association	1001 Lawrence Street, NE Washington DC 20011 (202)635-5954	Saieda Robinson	Transportation Services for elderly persons and persons with disabilities	No LEP/NEP customers at present	N/A
3	Barney Neighborhood House	2601 18 <sup>th</sup> Street, NE Washington, DC 20018 (202) 715-7649	Roosevelt Davis	Transportation Services for elderly persons and persons with disabilities	No LEP/NEP customers at present	N/A
4	DC Center for Independent Living	1400 Florida Avenue, NE Washington, DC 20002 (202) 388-0034	Richard Simms	Transportation Services for elderly persons and persons with disabilities	No LEP/NEP customers at present	N/A
5	First Baptist Church	715 Randolph Street, NW Washington, DC 20011 (202) 723-4313	Brenda Tucker	Transportation Services for elderly persons and persons with disabilities	No LEP/NEP customers at present	N/A
6	Green Door	1623 16 <sup>th</sup> Street NW Washington, DC 20009 (202) 462-4092	Gail Chow	Transportation Services for elderly persons and persons with disabilities	No LEP/NEP customers at present	N/A

7	<b>Holy Trinity Worship Centre</b>	4623 Minnesota Avenue, Ne Washington, DC 20019 (202) 292-9169	Mr. Woods	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
8	<b>Iona Senior Services</b>	4125 Albermarle Street, NW Washington, DC 20016 (202) 234-9351	Daryl Simpson	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
9	<b>Life Skill Center</b>	6200 2 <sup>nd</sup> Street, NW Washington, DC 20011 (202) 234-9351	Suzy Russell	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
10	<b>LT. Joseph P. Kennedy Institute</b>	801 Buchanan Street, NE Washington, DC 20017 (202) 281-2707	Ms. Kristan Gronlund	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
11	<b>Metropolitan Baptist Church</b>	1210 R Street, NW Washington, DC20009 (202) 238-5000	Missy Daniels	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
12	<b>Mt. Airy Baptist Church</b>	1100 North Capital Street, NW Washington, DC 20011 (202) 789-0640	Janice Terrell-Ellis	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
13	<b>National Children's Center</b>	6200 2 <sup>nd</sup> Street, NW Washington, DC 20011 (202) 330-8232	Will Cleveland	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
14	<b>Nineteenth Street Baptist Church</b>	4606 19 <sup>th</sup> Street, NW Washington, Dc 20011 (202) 829-2773	Marion Gale	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A



15	<b>Northeastern Presbyterian church</b>	2112 Varnum Street, NE Washington, DC 20018 (202) 526-1730	Benjamin Glenn	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
16	<b>People Congregation United Church of Christ</b>	4704 13 <sup>th</sup> Street, NE Washington, Dc 20011 (202) 829-5511	James Butts	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
17	<b>Providence Hospital</b>	1150 Varnum Street, NE Washington, DC 20017 (202) 274-3460	Millard Moody	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
18	<b>St. John's Community Services</b>	2201 Wisconsin Ave NW Washington, DC 20016	Arthur Ginsberg	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
19	<b>Stoddard Baptist Home</b>	1818 Newton Street, NW Washington, DC 20010 (202) 328-7400	Robert Hood	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
20	<b>The Hospital for Sick Children</b>	2124 M.L.K Jr., Avenue, SE Washington, DC 20020 (202) 835-2771	Cecil Doggette	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
21	<b>The Hospital for Sick Children Health Services</b>	2124 M.L.K Jr., Avenue, SE Washington, DC 20020 (202) 835-2771	Cecil Doggette	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A
22	<b>Woodley House</b>	2711 Connecticut Avenue, NW Washington, DC 20008 (202) 325-7460	Alejandro Portugal	Transportation Services for elderly persons and persons with disabilities	Currently none of the organization's customers utilizing this service are LEP/NEP	N/A



## SECTION 2: UNDERSTANDING HOW LEP/NEP INDIVIDUALS INTERACT WITH AGENCY

### Statutory Requirements

Section 5 of the statute requires that covered entities with major public contact include an evaluation and assessment of the adequacy of services to be provided to Limited English proficient and Non-English proficient customers. Section 4 and 5 of the statute require a covered entity to translate vital documents into any non-English language spoken by a limited or no-English proficient population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be served or encountered. Entities with major public contact must provide titles of all translated documents and data sources (see Section 3(c) (1)) that justify how the 3% or 500 individuals' determination was reached.

### OHR Regulations

Define vital documents as: "Applications and their instructions, notices, complaint forms, legal contracts, correspondence, and outreach materials published by a covered entity in a tangible format, including but not limited to those documents which inform individuals about their rights and responsibilities or eligibility requirements for benefits and participation, as well as documents that pertain to the health and safety of the public. The term "vital documents" shall include tax-related educational and outreach materials produced by the Office of Tax and Revenue, but shall not include tax forms and instructions."

The following series of questions and tasks help agencies understand how an LEP/NEP individuals may come into contact with your agency:

**1 What are specific activities conducted by your agency that require interaction with the public. (Select all that apply)**

- Reception Area/Information Desk
- In-person interviews and contacts
- Group presentations/eligibility sessions
- Written notices and/or correspondence
- Customer service hotlines
- Outreach activities
- Other: \_\_\_\_\_

**2 Identify the various manners in which your agency interacts with the public or LEP/NEP individuals.**

- In-Person
- Telephonically
- Electronically (e.g. email or website)
- Via Written Correspondence (via U.S. mail or electronically)
- Other: \_\_\_\_\_

**3 How does your agency inform members of the public about the availability of language assistance? (Select all that apply)**

- Frontline and outreach by bilingual staff
- Language Line Posters in public areas
- "I Speak" language identification cards in reception area
- Website
- Other: \_\_\_\_\_

**4 Does your agency have information available on your website in multiple languages?**

- Yes  No

**5 If yes, when your agency updates information on its website, does it also add that content in non-English languages?**

- Yes  No  Other (e.g. Google Translate is used) \_\_\_\_\_

**TABLE 4: INVENTORY OF LANGUAGE ACCESS TECHNOLOGY AND RESOURCES CURRENTLY AVAILABLE AT AGENCY THAT OFFER LEP/NEP INDIVIDUALS MEANINGFUL ACCESS TO SERVICES AT YOUR AGENCY**

**TASK ▶** List the tools, materials and information currently available to agency personnel in public contact positions who assist LEP/NEP customers. These include but are not limited to: policies and procedures, sign-in sheets where language preference is identified, Language Line call-in information cards, hardware such as dual handsets, Etc.

	Name of Material/Resource	Location of this material/resource (E.g. reception areas, agency server, resource library, customer service manual, etc.)	Estimated Frequency of Usage: Often, Sometimes, Rarely	Is this resource accessible by all agency personnel? Y/N
1	" I speak" cards	Agency Server	Rarely	Y
2	Language Line call in information cards	Agency server, reception areas	Sometimes	Y
3	Sign in sheets	Agency server, reception areas	Sometimes	Y
4				

## TABLE 5: ARCHIVE OF AGENCY VITAL DOCUMENTS ALREADY TRANSLATED

**TASK ▶** List documents/materials that your agency has identified as being vital to the daily operation of your agency and HAVE ALREADY been translated. (Please do not include materials that have been given to your agency from outside/external organization i.e. Language line Interpretation Services Available desktop cards).

Title of Document	Description of Document	Agency Division/ Department Name	Public Point of Entry Where Document will be found?	Document is Currently Available which languages?	When was this document translated? ( i.e. FY 10)	Has this document been recently updated? Y/N	
1	OCP Brochure	DDOT/Office of Contracting and Procurement	OCP is organized for Customer Support	OCP Brochure	Amharic Chinese English Korean Spanish Vietnamese	Completed prior to first BLAP	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
2	Brochure	DDOT/Transportation Policy and Planning Administration	District of Columbia Snow Guide 2007-2008	Brochure	Amharic Chinese English Korean Spanish Vietnamese	Completed prior to first BLAP	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
3	Brochure	DDOT/Transportation Policy and Planning Administration	Transportation Tips During an Emergency Incident	Brochure	Korean Spanish Vietnamese	Completed prior to first BLAP	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
4	Brochure	DDOT/Transportation Policy and Planning Administration	From A to Z Bike	Brochure	Spanish	Completed prior to first BLAP	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
5	Brochure	DDOT/Transportation Policy and Planning Administration	Safety Tips for Drivers, Pedestrians and Bicyclists	Brochure	Spanish	Completed prior to first BLAP	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
6	Brochure	DDOT/Transportation Policy and Planning Administration	Pedestrian Safety	Brochure	Spanish	Completed prior to first BLAP	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009

7	Brochure	DDOT/Transportation Policy and Planning Administration	Click it or Ticket 2008	Brochure	Spanish	Completed prior to first BLAP	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
8	Letter to residents and Survey	DDOT/Transportation Policy and Planning Administration/Public Space Policy Branch	Ward 4 Visitor Parking Pass Survey and Letter	Letters to Residents and Survey	Spanish	FY08	N/A
9	Letter to Residents and Survey	DDOT/Transportation Policy and Planning Administration/Public Space Policy Branch	Ward 4 Visitor Parking Pass Survey and Letter	Letters to Residents and Survey	Spanish	FY08	N/A
10	Non Discrimination Statement	DDOT/Office of Integrity and Workforce Relations/Civil Rights Division	Title VI Languages for Meeting Notices	Nondiscrimination Statement	Spanish	FY08	N/A
11	Public Meeting Notice	DDOT/Office of the Director	DDOT Public Meeting Notice/Transportation Improvement Program 2010-2015	Public Meeting Notice	Spanish	FY08	N/A
12	Letter to residents	DDOT/Transportation Policy and Planning Administration/Public Space Policy Branch	Ward 4 Resident Parking Pass Pilot	Letter Residents	Spanish	FY08	N/A
13	Public Meeting Notice	DDOT/Transportation Policy and Planning Administration	Mount Pleasant Transportation Study Meeting Notice	Public Meeting Notice	Spanish	FY08	N/A
14	Public Meeting Notice	DDOT/Infrastructure Project Management Administration	Columbia Heights Streetscape Meeting Flier	Public Meeting Notice	Spanish	FY08	N/A
15	Map/Public Event Information	DDOT/Office of the Director	Inauguration Day Walking Map / General Information	Map / Public Event Information	Spanish, French, Amharic, Chinese, Vietnamese, Korean	FY09	Maps were distributed at various locations during the Presidential Inauguration

16	Public Meeting Materials	DDOT/Mass Transit Administration	WMATA Service Study Routes D1-8 Public Meeting & Meeting Form	Public meeting Materials	Spanish	FY09	WMATA hosted and managed this outreach project. Public meeting notice was distributed on Metro buses and bus stops
17	Public Meeting Materials	DDOT/Infrastructure Project Management Administration	Construction on Park Road and Columbia Heights Streetscape Public Meeting	Public Meeting Notice	Spanish	FY09	<a href="http://www.columbiaheights-streetscape.com">www.columbiaheights-streetscape.com</a> 60 New York Ave., NE Washington, DC 20002
18	Multi-space Parking Meter Signage	DDOT / Transportation Operations Administration	Columbia Heights Multi-space Parking Meter Signage	Multi-space Parking Meter Signage	Spanish	FY09	Multi-space parking meters with bilingual instructions are located at various locations in the Columbia Heights neighborhood
19	Project Newsletter	DDOT / Infrastructure Project Management Administration	Park Road & Columbia Heights Streetscape Newsletter / Jan 2009	Project Newsletter	Spanish	FY09	<a href="http://www.columbiaheights-streetscape.com">www.columbiaheights-streetscape.com</a> 60 New York Ave., NE Washington, DC 20002
20	Letter to residents	DDOT / Transportation Policy and Planning Administration	Visitor Parking Pass Pilot Program	Letter to residents	Spanish	FY09	Letter sent to residents in Mount Pleasant neighborhood
21	Public Meeting Notice	DDOT / Infrastructure Project Management Administration	Construction on Park Road and Columbia Heights Streetscape Public Meeting	Public Meeting Notice	Spanish	FY09	<a href="http://www.columbiaheights-streetscape.com">www.columbiaheights-streetscape.com</a> 60 New York Ave., NE Washington, DC 20002
22	Title VI Brochure	DDOT / Office of Integrity and Workforce Relations	Your Rights Under Title VI of the Civil Rights Act	Title VI Brochure	Amharic, Chinese, Korean, Vietnamese, Spanish, French	FY09	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009



23	Title VI Brochure	DDOT / Office of Integrity and Workforce Relations	Title VI Non-Discrimination Policy	Title VI Poster	Spanish	FY09	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
24	DBE Brochure	DDOT / Office of Integrity and Workforce Relations	Disadvantaged Business Enterprise and On-the-Job Training	DBE Brochures	Spanish	FY09	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
25	Complaint Form	DDOT / Office of Integrity and Workforce Relations	Discrimination Complaint Form	Complaint Form	Spanish, French, Amharic, Vietnamese, Korean, Chinese	FY09	Agency website: ddot.dc.gov & DDOT 2000 14 <sup>th</sup> St., NW FL 5
26	Brochure	DDOT / Transportation Policy and Planning Administration	Click it or Ticket 2009	Brochure	Spanish, French, Amharic, Vietnamese, Korean, Chinese	FY09	DDOT 2000 14 <sup>th</sup> St., NW FL 6
27	Letter	DDOT / Transportation Policy and Planning Administration	Ward 3 Visitor Parking Pass Pilot Program	Letter	Spanish	FY09	Letter was sent out to residents in Ward 3
28	Flyer	DDOT / Transportation Policy and Planning Administration	Work Zones/Road Condition & Traffic Information	Flyer	Spanish	FY09	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
29	Newsletter	DDOT / Mass Transit Administration	Great Street – Pennsylvania Avenue	Newsletter	Spanish	FY09	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
30	Manual	DDOT / Office of Civil Rights	Flagger Certification	Manual	Spanish	FY09	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
31	Manual	DDOT / Office of Civil Rights	CPR/First Aid	Manual	Spanish	FY09	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009

32	Public Mtg. Notice	DDOT/ Transportation Planning and Sustainability Administration	Public Meeting Notice – Klingle Valley Train Environmental Assessment	Public Mtg. Notice	Spanish	FY09	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
33	Public Hearing Notice	DDOT/ Transportation Planning and Sustainability Administration	Public Hearing Notice – K street Environmental Assessment	Public Hearing Notice	Spanish	FY09	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
34	Information Card	DDOT/ Transportation Planning and Sustainability Administration	Information Card – Klingle Valley Trail Environmental Assessment	Information Card	Spanish	FY09	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
35	Brochure	DDOT/ Progressive Transportation Services Administration	Dc’s Transit Future	Brochure	Spanish	FY09	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
36	Letter to Residents	DDOT / Infrastructure Project Management Administration	Downtown BID Streetscape Letter	Letter to Residents	Simplified Chinese	FY09	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
37	Application	DDOT / Mass Transit Administration	School Transit Subsidy Application Form Qualifications Sheet and Sign-in Sheet	Application	Spanish	FY09	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
38	Brochure	DDOT/ Transportation Planning and Sustainability Administration	Project Brochure – Klingle Valley Train Environmental Assessment	Brochure	Spanish	FY09	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
39	Letter to Residents	DDOT /Transportation Planning and Sustainability Administration	Letter to residents/Visitors Parking Pass Pilot Program	Letter to Residents	Spanish	FY10	Mailed to Residents
40	Brochure	DDOT / Office of the Director	District of Columbia Snow Guide 2009-2010	Brochure	Spanish, French, Amharic, Chinese, Vietnamese, Korean	FY10	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009

41	Press Release	DDOT / Urban Forestry Administration	New Program Provides Assistance for Hazardous Tree Removal	Press Release	Spanish	FY10	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
42	Press Release	DDOT / Urban Forestry Administration	Student Artist Call: The 2010 Arbor Day National Poster Contest	Press Release	Spanish	FY10	DDOT 2217 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
43	Form	DDOT / Progressive Transportation Services Administration	Bus stop change Request Form	Form	Spanish	FY10	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
44	Information Sheet	DDOT / Progressive Transportation Services Administration	Bus stop change Request Criteria	Information Sheet	Spanish	FY10	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
45	Form	DDOT/ Office of the Director/ Office of Civil Rights	30-hr OSHA Evaluation Form	Form	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
46	Signage	DDOT / Progressive Transportation Services Administration/ Mass Transit Division	School Transit Subsidy Program Office and Way finding Signage	Signage	Spanish	FY10	DDOT 2000 14 <sup>th</sup> Street NW, FL 5 Washington DC 20009
47	Press Release	DDOT / Progressive Transportation Services Administration	Press Release: First Modern Streetcar Debut in the District	Press Release	Spanish	FY10	Distributed via email and posted on DDOT's Website
48	Information Sheet	DDOT/ Office of the Director/ Office of Civil Rights	On-the-Job Training	Information Sheet	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
49	Handbook	DDOT/ Office of the Director/ Office of Civil Rights	Handbook for On-the-Job Trainees and Apprentices	Handbook	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009

50	Form	DDOT/ Office of the Director/ Office of Civil Rights	On-the-Job Trainees Agreement	Form	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
51	Form	DDOT/ Office of the Director/ Office of Civil Rights	On-the-Job Training Outline and Record	Form	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
52	Newsletter	DDOT/ Office of the Director/ Office of Civil Rights	On-the-Job Training Advisor	Newsletter	Spanish	FY10	BOWDC, 2311 Martin Luther King Jr., Avenue, Se, Washington DC 20009
53	Nondiscrimination Language	DDOT/ Office of the Director	Title VI Language for Meeting Notices	Nondiscrimination Language	Amharic, French, Chinese, Vietnamese, Korean	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
54	Signage	DDOT / Progressive Transportation Services Administration	School Transit Subsidy Office Door Signage	Signage	Spanish	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
55	Information Sheet	DDOT / Progressive Transportation Services Administration	School Transit Subsidy Program	Information Sheet	Spanish, French, Chinese, Vietnamese, Amharic		Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
56	Policy Document	DDOT / Policy Planning and Sustainability Administration	Alta Bicycle Share Privacy Policy	Policy Document	Spanish	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
57	Application/Agreement	DDOT / Policy Planning and Sustainability Administration	Alta Bicycle Share Rental Agreement	Application/Agreement Form	Spanish	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
58	Agreement	DDOT / Policy Planning and Sustainability Administration	Alta Bicycle Share Website Terms of Use Agreement	Agreement	Spanish	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009

59	Press Release	DDOT/Urban Forestry Administration	Press Release: Call to Water Street Trees in Summer Heat	Press Release	Spanish	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
60	Application	DDOT / Policy Planning and Sustainability Administration	General Application ( includes annual Tags and Special trips)	Application	Spanish, Korean Vietnamese, Chinese, French, Amharic	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
61	Signage	DDOT / Policy Planning and Sustainability Administration	Capital Bike Share Window Sign	Signage	Spanish	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
63	Information Card	DDOT / Policy Planning and Sustainability Administration	Capital Bike Share Card	Information Card	Spanish	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
63	Press Release	DDOT / Policy Planning and Sustainability Administration	Press Release ‘ Feet in the Street’ Event return East of the River	Press Release	Spanish	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
64	Public Meeting Notice	DDOT / Progressive Transportation Services Administration	Public Meeting Notice: B2 Bus Routes	Public Meeting Notice	Spanish	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
65	Signage	DDOT / Policy Planning and Sustainability Administration	DDOT / Policy Planning and Sustainability Administration	Signage	Spanish	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
66	Brochure	DDOT / Urban Forestry Administration	Canopy Keeper Brochure	Brochure	Spanish	FY 10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
67	Brochure	DDOT / Urban Forestry Administration	DDOT Tree Brochure	Brochure	Spanish	FY10	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009

68	DDOT Brochure	DDOT / Transportation Policy and Planning Administration	District Department of Transportation	DDOT Brochure	Spanish	<b>This Document is Obsolete</b>	N/A
69	OCP Brochure	DDOT / Office of Contracting and Procurement	OCP is Organized for Customer Support	OCP Brochure	Spanish	Completed prior to 2008	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
70	Application	DDOT/Transportation Policy and Planning Administration	Plumbing Application	Application	Spanish Korean Vietnamese	<b>This Document is Obsolete</b>	N/A
71	Application	DDOT / Transportation Policy and Planning Administration	Electrical Application	Application	Spanish Korean Vietnamese	<b>This Document is Obsolete</b>	N/A
72	Flyer	DDOT/Infrastructure Project Management Association	Bike Share	Flyer	Spanish	FY13	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
73	Application	DDOT/Progressive Transportation Services Administration	Program application	Application	Spanish	FY13	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
74	Flyer	DDOT/Progressive Transportation Services Administration	Student Ride Free	Flyer	Spanish	FY13	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
75	Flyer	DDOT/Progressive Transportation Services Administration	Student Ride Free Charter	Flyer	Spanish	FY13	Reeves Center 2000 14 <sup>th</sup> St NW FL 4, Washington DC 20009
76							

**TABLE 6: AGENCY VITAL DOCUMENTS TO BE TRANSLATED DURING FY15 AND FY 16**

**TASK** ▶ Please list each document separately. These may include but are not limited to: applications for a program or service, notices to the public, correspondence templates e.g. notice of eligibility or notice of scheduled hearing, legal contracts, outreach materials, press releases, etc.)

Title of Document	Description of Document	Agency Division/ Department Name	Public Point of Entry Where Document will be found?	Document is Currently Available which languages?	Target Language for Translation	Estimated Date of completion (if applicable)	
1	Anticipated Projects FY 2014 2015	List of Anticipated Projects	DDOT/Infrastructure Project Management Administration	Website	English	Spanish	
2	DBE Program Manual	Serves as a guide for Certified District Disadvantage Business Enterprises	DDOT/Office of Civil Rights	Website	English	Spanish, French, Chinese	FY15
3							
4							

## TABLE 7: TRANSLATION QUALITY CONTROL

**TASK** ▶ As of June 2012, three vendors were selected to provide interpretation and translation services across all XXX District government agencies. For services rendered by any one or more of these vendors each agency must have protocol in place to report poor quality services. Complaints or reports of poor quality services must be reported to the Office of Contracting and Procurement and the Office of Human Rights Language Access Coordinator within 10 business days.

**Will you put in any other quality control mechanisms?**

**The Office of Civil Rights will be the point of contact for receiving complaints about the quality of the translation.**



## SECTION 3 : EVALUATION AND ASSESSMENT OF LEP/NEP CUSTOMER BASE

### Statutory Requirements

Section 5 of the LAA asserts that all covered entities must evaluate and assess the adequacy of services provided to LEP/NEP populations. A key component of identifying the needs of LEP/NEP customers is the annual collection of data annually regarding the languages spoken and the number or proportion of LEP/NEP persons speaking a given language in the population that is served or encountered, or likely to be served or encountered. Sec. 3 of the Language Access Act of 2004 states that, “A covered entities databases and tracking applications shall contain fields that will capture this information during the fiscal year that this act takes effect with respected to the covered entity pursuant to section 7 [phased implementation]. If it is demonstrated to the Office of Human Rights that this is not feasible due to budgetary constraints, a covered entity shall make all due efforts to comply with this paragraph by the beginning of the next fiscal year.” Section 5 of the Act also requires agencies to update language access plans by consulting sources of data set forth in Section 3(c)(1).

The following series of questions and tasks aim to identify the LEP/NEP populations you serve or encounter or are likely to serve or encounter:

<p>1 How does your agency identify LEP/NEP individuals? (Select all that apply)</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Assume limited English proficiency if communication seems impaired</li> <li><input checked="" type="checkbox"/> Respond to individual requests for language assistance services</li> <li><input checked="" type="checkbox"/> Self-identification by the LEP/NEP individual</li> <li><input checked="" type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person</li> <li><input checked="" type="checkbox"/> Use of “I speak” language identification cards or poster</li> <li><input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints)</li> <li><input type="checkbox"/> We have not identified LEP/NEP individuals</li> <li><input type="checkbox"/> Other (Please specify): _____</li> </ul>		
<p>2 Do you record primary languages data from individuals when they first contact your agency?</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>		
<p>3 If yes, how do you collect and record primary language data?</p>	<table border="0"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference</li> <li><input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files</li> <li><input type="checkbox"/> Language preference drop down menu in customer management tracking software</li> <li><input type="checkbox"/> Unified tracking of all field encounters by tracking form</li> </ul> </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual</li> <li><input checked="" type="checkbox"/> Tally of interpretation equipment users at outreach events</li> <li><input checked="" type="checkbox"/> Language Line Reports</li> <li><input type="checkbox"/> Other</li> <li><input type="checkbox"/> None of these</li> </ul> </td> </tr> </table>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference</li> <li><input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files</li> <li><input type="checkbox"/> Language preference drop down menu in customer management tracking software</li> <li><input type="checkbox"/> Unified tracking of all field encounters by tracking form</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual</li> <li><input checked="" type="checkbox"/> Tally of interpretation equipment users at outreach events</li> <li><input checked="" type="checkbox"/> Language Line Reports</li> <li><input type="checkbox"/> Other</li> <li><input type="checkbox"/> None of these</li> </ul>
<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference</li> <li><input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files</li> <li><input type="checkbox"/> Language preference drop down menu in customer management tracking software</li> <li><input type="checkbox"/> Unified tracking of all field encounters by tracking form</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual</li> <li><input checked="" type="checkbox"/> Tally of interpretation equipment users at outreach events</li> <li><input checked="" type="checkbox"/> Language Line Reports</li> <li><input type="checkbox"/> Other</li> <li><input type="checkbox"/> None of these</li> </ul>		

	Language	Frequency of Encounters
4 Specify the top ten most frequently encountered non-English languages by your program and frequency (e.g., 2-3 times a year, once a month, once a week, daily, constantly).	1 Spanish	1 At least once a week
	2 French	2 Rarely
	3 Amharic	3 Rarely
	4 Chinese	4 Rarely
	5 Vietnamese	5 Rarely
	6 Korean	6 Rarely
	7	7
	8	8
	9	9
	10	10

5 What resources do you rely on to provide language assistance services to LEP/NEP individuals? (Select all that apply)	<input checked="" type="checkbox"/> Use of language assistance services such as contracted live interpreters and translators <input checked="" type="checkbox"/> Certified Bilingual staff <input checked="" type="checkbox"/> Agency personnel that are <u>not</u> certified but fluent in a language other than English <input checked="" type="checkbox"/> Language Line Services <input type="checkbox"/> Other (Please specify): _____
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**TABLE 8: ENCOUNTERS WITH LEP/NEP POPULATIONS DURING FY13/FY14**

**TASK** ▶ Please identify all encounters for the languages listed below, including four other frequently encountered languages listed in Question 5 above.

**DATA SOURCES INCLUDE:** Language Line, Sign-in sheets with language preference, customer management software, and all additional sources within the agency.

<b>TOTAL NUMBER OF CUSTOMERS SERVED BY YOUR AGENCY</b>	634,323		
<b>LANGUAGES</b>	<b>NUMBER OF LANGUAGE ENCOUNTERS IN FY 13</b>	<b>Which of the following data sources were used in FY 13? Check boxes</b>	
AMHARIC		Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these
CHINESE	6	Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input checked="" type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these
FRENCH		<input checked="" type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input checked="" type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these

<b>KOREAN</b>	<p style="text-align: center;"><b>2</b></p>	<input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input checked="" type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these
<b>SPANISH</b>	<p style="text-align: center;"><b>85</b></p>	<input checked="" type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input checked="" type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input checked="" type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input checked="" type="checkbox"/> Tally of interpretation equipment users at outreach events <input checked="" type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these
<b>VIETNAMESE</b>		<input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input checked="" type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these
<b>OTHER #1 : Portuguese</b>	<p style="text-align: center;"><b>2</b></p>	<input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these

<b>OTHER #2 :</b>		<input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these
<b>OTHER #3 :</b>		<input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these
<b>OTHER #4 :</b>		<input type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference <input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files <input type="checkbox"/> Language preference drop down menu in customer management tracking software <input type="checkbox"/> Unified tracking of all field encounters by tracking form	<input type="checkbox"/> Bilingual staff maintain a tally of number of times they are pulled away to assist an LEP/NEP individual <input type="checkbox"/> Tally of interpretation equipment users at outreach events <input type="checkbox"/> Language Line Reports <input type="checkbox"/> Other <input type="checkbox"/> None of these

## TABLE 9: DISTRICT-WIDE TRENDS IN “LIKELY TO BE SERVED OR ENCOUNTERED” LEP/NEP POPULATIONS

**PLEASE NOTE:** This section will be completed by OHR.

In accordance with data sources outlined in the Language Access statute, Section 5(a) (3), the following data sources are to be consulted by entities when establishing or updating a language access plan: 1) The United States Census Bureau; 2) Any other language-related information; 3) Census data on language ability indicating that individuals speak English “less than very well”; 4) Local census data relating to language use and English language ability; 5) Other governmental data, including intake data collected by covered entities; data collected by District of Columbia Public Schools; and data collected and made available by District government offices that conduct outreach to communities with limited-English proficient populations and that serve as a liaison between the District government and limited-English proficient populations, such as the Office of Latino Affairs and the Office of Asian Pacific Islander Affairs; and 6) Data collected by the D.C. Language Access Coalition.

**OHR has identified the following trends regarding LEP/NEP pops that your agency is likely to encounter over FY 15-16. American Community Survey (ACS) data is projected over an 8 year period; other data sources include the DC Language Access Coalition and the Mayor’s Constituency Offices.**

<p><b>LEP/NEP Population Trends According to American Community Service</b></p>	
<p><b>Trends Reported by Office on Latino Affairs</b></p>	
<p><b>Trends Reported by Office on Asian Pacific Islander Affairs</b></p>	
<p><b>Trends Reported by Office on African Affairs</b></p>	
<p><b>Trends Reported by Language Access Coalition</b></p>	

## TABLE 10: COMPLIANCE PLAN FOR DATA COLLECTION FOR FY13-FY14

**TASK ▶** Please complete the following questions that identify what your agency will do to address gaps or lack of process for collecting this data.

<p>1 What NEW mechanisms and processes will be put into place for the collection of data for FY 15-FY16 and all future years?</p>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Reception area/Information desk sign-in sheets that include multilingual language preference</li> <li><input type="checkbox"/> New systems for tagging/tracking LEP/NEP case files</li> <li><input type="checkbox"/> Language preference drop down menu for in customer management tracking software</li> <li><input checked="" type="checkbox"/> Unified tracking of all field encounters by tracking form</li> <li><input type="checkbox"/> Tally of interpretation equipment users at outreach events</li> <li><input type="checkbox"/> Language Line Reports</li> <li><input checked="" type="checkbox"/> Other</li> <li><input type="checkbox"/> None of these</li> </ul>
<p>2 How do you intend to implement these new data collection strategies?</p>	<p>Continue to organize a group of Title VI co-coordinators throughout the agency</p>
<p>3 What quality assurance mechanisms will now be put into place to ensure the reliable and consistent collection of data?</p>	<p>DDOT will continue to access which public meetings notices impact LEP/NEP communities</p>
<p>4 Overall deadline--By what date will these data collection strategies be in place?</p>	<p>January 2015</p>

## SECTION 4 – PUBLIC CONTACT POSITIONS & BILINGUAL PERSONNEL

### Statutory Requirements

Agencies with major public contact must include in its plan a list of the public contact positions in the entity and the number of bilingual employees in public contact positions.

The following series of questions and tasks identify agency frontline positions:

### TABLE 11: AGENCY PUBLIC CONTACT POSITIONS

**TASK** ▶ Indicate all agency PCP employees. (Note: In the case of overlap between a bilingual and PCP employee, please list them in both matrices)

	Employee Name	Position Title	Agency Division/Department
1	Lisa Gregory	Chief, Office Of Civil Rights	OD/Civil Rights
2	Luisa Portillo	Equal Opportunity Specialist	OD/Civil Rights
3	Mohammed Kabir	Equal Opportunity Specialist	OD/Civil Rights
4	Leutisha Stills	Equal. Opp. Specialist	OD/Civil Rights
5	Cesar Barreto	ADA Coordinator	OD/Civil Rights
	Karen Randolph	Program Analyst	OD/Civil Rights
6	Linda Fennell	Program Analyst	OD/Civil Rights
7	Michelle Phipps-Evans	Pub. Affair Specialist	OD/Customer Service
8	Michelle Simms	Cust. Serv. Program Officer	OD/Customer Service
9	Amanda Harvey	Cust. Serv. Comm. Specialist	OD/Customer Service
10	Ruth Carlos	Cust. Serv. Comm. Specialist	OD/Customer Service
11	Chris Quay	Writer/Editor	OD/Customer Service
12	Jafriesy Nunez	Cust. Serv. Comm. Specialist	OD/Customer Service
13	Ladonna May	Cust. Serv. Comm. Specialist	OD/Customer Service
14	Mark Bjorge	Cust. Serv. Comm. Specialist	OD/Customer Service
15	Alberta Paul	Comm. Specialist	IPMA
16	Tarira Brown	Cust. Serv. Comm. Specialist	IPMA
17	Lanel Sartin	Cust. Serv. Comm. Specialist	IPMA
18	Joann Bassett-Lowe	Transportation Specialist	PTSA
19	Burgos-Gil, Ildefonso	Supvy Civil Engineer	PTSA
20	Ralph Burns	Mass Transportation Officer	PTSA
21	Sandy Castor	Program Analyst	PTSA
22	Anthony Robert Chrusciel	Supvy Civil Engineer	PTSA



23	Zahira Dorriz	Supvy Civil Engineer	PTSA
24	Brooke Fossey	Supvy Civil Engineer	PTSA
25	Nancy Green-Johnson	Transport. Planner ( Mass transit)	PTSA
26	Scott Kulby	Transp. Spec (sch tran sub pro)	PTSA
27	Eric Madison	Transp. Planner (mass transit)	PTSA
28	Marti Reinfeld	Transport. Planner ( mass trans)	PTSA
29	Steve Strauss	Special Assistant	PTSA
30	Circe Torruellas	Program Analyst	PTSA
31	Ian Leahy	Community Outreach Specialist	UFA
32	Amaya, Juan P	Public Space Mgr.	PPSA/Public Space
33	Anderson, Malinda G	Program Support Assistant oa	PPSA/Public space
34	Edwards, Bernadette	Management Analyst	PPSA/Public Space
33	Felder, Catrina I	Public Space Committee coor	PPSA/Public Space
36	Floura, Awtar Singh	Engineering Tech (civil)	PPSA/Public Space
37	Fulton, Thomas E	Public Space Coordinator	PPSA/Public Space
38	Gamil, Yasser M	Engineering Technician	PPSA/Public Space
39	Kanhai, Carl	Engineering Technician (civil)	PPSA/Public Space
40	Lattimore-Dunn, Shavone	Engineering Technician (civil)	PPSA/Public Space
41	Meaders, Keenan D.	Transportation engineering tech	PPSA/Public Space
42	Morris, Franklin A	Engineering tech	PPSA/Public Space
43	Mosley, Michelle P	Lead Civil Engineering tech	PPSA/Public Space
44	Neugent, Edward A	Engineering Technician (civil)	PPSA/Public Space
45	Pearson, Curtis Robert	Engineering Technician (civil)	PPSA/Public Space
46	Schoon, William A	Surface Permitting Manager	PPSA/Public Space
47	Solano Jr., Gilberto E.	Permit Center Supervisor	PPSA/Public Space
48	Somerville-Bruce, Quita A	Contact representative	PPSA/Public Space
49	Thompson, Donna D	Engineering Technician	PPSA/Public Space
50	Umana, Helmer Abraham	Engineering Tech (civil)	PPSA/Public Space
51	Wake, Fikru T	Transportation Engineer	PPSA/Public Space
52	Williams, Luevette R	Engineering technician	PPSA/Public Space
53	Youmans, Lavar	Staff Assistant	PPSA/Public Space
54	Zamina, Ali A	Engineering Tech ( electrical)	PPSA/Public Space
55	Amaya, Juan P	Public Space Manager	PPSA/Public Space
56	Allen, Kisha	Pgm. Support asst. oa	PPSA/Project Development
57	Casey, Austina T	Compliance Spec. (air quality)	PPSA/Project Development
58	Hameed, Faisal	Supvy Transp. Plnr ( Prof Div)	PPSA/Project Development
59	Khan, Saadat U	Policy analyst	PPSA/Project Development
60	Booker, Lewis C	Transportation Planner	PPSA/ Transportation Planning
61	Briggs, Emmanuel	Staff Asst	PPSA/ Transportation Planning
62	Delfs, Christopher	Suprv. Trans. Mgmt planner	PPSA/ Transportation Planning

63	Fye, Nathaniel	Transportation Management spec	PPSA/ Transportation Planning
64	Hensen, Jamie	Transportation Management spec	PPSA/ Transportation Planning
35	Jennings, Jeffrey	Transportation Management spec	PPSA/ Transportation Planning
66	Thomas, Charles	Transportation Management spec	PPSA/ Transportation Planning
67	Vega, Gabriel	Transportation Management spec	PPSA/ Transportation Planning
68	Ziemann, Christopher	Transportation planner	PPSA/ Transportation Planning
69	Onyeador, Gabriel	Transportation Management spec	PPSA/ Transportation Planning
70	Branyan, George	Highway Safety Specialist	PPSA/Policy/Mode & Design
71	Deutsche, Heather	Bicycle Program Specialist	PPSA/Policy/Mode & Design
72	Goodno, Michael	Bicycle Program Specialist	PPSA/Policy/Mode & Design
73	Hefferan, Jennifer	Highway Safety Specialist	PPSA/Policy/Mode & Design
74	Holben, Christopher	Bicycle Program Specialist	PPSA/Policy/Public Space
75	Sebastian, James	Supvy. Transportation Mgmt. Planner	PPSA/Policy/Public Space
76	Kehoe, Steven	Program Analyst	PPSA/Policy/Public Space
77	Kelly, Alice	Surv. Program Analyst	PPSA/Policy/Public Space
78	Makle, John	ROW Asset Project Manager	PPSA/Policy/Public Space

## TABLE 12: AGENCY BILINGUAL STAFF

**TASK ▶** List all agency bilingual employees. Please Note: Do not list employee names.

	Position Title	PCP or Non-PCP	Agency Division/Department	Foreign Language(s) Spoken/Written	Certification/Training Held in Foreign Language(s)? Y/N	Does the position require the employee to utilize his/her bilingual skills when needed?
1	Customer Service Communication Specialist/Bilingual	PCP	DDOT/OD	Spanish	None	Yes
2	Program Support Assistant/Bilingual	PCP	DDOT/OD	Spanish	None	No
3	Parking and Traffic Control Officer	Non-PCP	DDOT/TOA	Spanish	None	No
4	Parking and Traffic Control Officer	Non-PCP	DDOT/TOA	Spanish	None	No
5	Transportation Planner	PCP	DDOT/PPSA	Spanish	None	No
6	Transportation Planner	PCP	DDOT/PPSA	Spanish German, French, Portuguese, Wolof	None	No
7	Transportation Planner	PCP	DDOT/PPSA	Portuguese	None	No
8	Civil Engineering Technician	PCP	DDOT/PPSA/Public Space Management	Hindi, Punjabi, Bengali	None	No
9	Civil Engineering Technician	PCP	DDOT/PPSA/Public Space Management	Spanish	None	No
10	Civil Engineering Technician		DDOT/PPSA/Public Space Management	Arabic	None	No
11	Transportation Engineer		DDOT/PPSA/Public Space Management	Amharic	None	No
12	Public Space Manager		DDOT/PPSA/Public Space Management	Spanish, Portuguese	None	No
13	Program Analyst		DDOT/PPSA/Public Space Management	Spanish	None	No
14	Student Intern		DDOT/PPSA/Public Space Management	Spanish	None	No

## TABLE 13: AGENCY BILINGUAL RECRUITMENT PLAN

**Describe agency recruitment plan to increase agency bilingual staffing in all areas of the agency:**

In order to increase the bilingual staffing across the agency, DDOT routinely consults with the agency's HR liaisons and program managers to identify existing or upcoming vacancies, or new positions that may benefit from bilingual personnel.

In identifying new bilingual positions or existing vacancies to target bilingual recruitment, DDOT considers several factors including: the number and proportion of LEP/NEP individuals served or likely to be served by the program; the frequency of contact between LEP/NEP individuals and program staff; the nature and importance of the program; and the agency's available resources. DDOT uses demographic data supplemented by information from program managers, and community stakeholders to determine the number and proportion of LEP/NEP individuals impacted or in need of specific programs and services.

If the position is identified that would benefit from bilingual personnel, DDOT will implement targeted recruitment efforts to attract a qualified applicants. These efforts may include submitting job vacancies to the Office on Latino Affairs, Office on Asian and Pacific Islanders Affairs and Office on African Affairs for distribution to their constituencies; posting in minority newspapers, websites, job boards attending job fairs and distributing information at community events.

Specific language indicating that language skills are required or that bilingual individuals are encouraged to apply for vacancies is denoted in the job advertisements.

## SECTION 5 : LANGUAGE ACCESS COMPLIANCE TRAINING

### Statutory Requirements

All agencies with major public contact are required to train senior managers and personnel in public contact positions on language access compliance requirements and cultural competency.

### TRAINING REQUIREMENTS

- 1 Language Access Compliance Training (INSTRUCTOR -LED)  
Agency personnel in senior management positions and public contact positions (PCP) are required to complete Language Access Compliance Training in-person and delivered by an instructor at least once during the last twelve months prior to the beginning of Year 1 of the BLAP period.

- a) If personnel have not completed the course during the last twelve months prior to the beginning of Year 1 of the BLAP period then they must attend the training within Year 1 of the BLAP period.
  - b) If personnel have completed the course during the last twelve months prior to the beginning of the BLAP period they are required to attend this instructor-led training again during Year 2 of the BLAP period.
  - c) This instructor lead training satisfies both the Language access compliance training requirement and the cultural competency requirement as set forth in the LAA.
- 2 Language Access and Language Line Refresher Course (ON-LINE MODULES)  
 Agency personnel in public contact positions (PCP) are required to complete this course NO LESS than six months after completion of the Instructor-led session outline above and NO MORE than 12 months after taking the Instructor-Led Compliance and Cultural Competency Training.

**SPECIAL INSTRUCTIONS**

- 1 Instructor Lead training courses are offered six times per year through WDA and DCHR. Personnel attending these courses will need to register through PeopleSoft and completion of the training will be included on their personnel transcript.
- 2 Agency-based training sessions can be scheduled on an as-needed basis through the office of the Language Access Director.
- 3 In the case that agency personnel do not work shifts during a regular 9am-5pm schedule (such as MPD and FEMS) arrangements can be made with OHR to view additional on-line training modules.
- 4 New Hires who will serve in public contact positions must receive Language Access Compliance and Cultural Competency training (Instructor-Led) within 60 days of beginning employment.

The following series of questions and tasks will help you identify whether agency staff receive appropriate training on your language access compliance:

- |  |  |
|--|--|
| <p>1 Does all agency staff receive initial and periodic training on how to access and provide language assistance services to LEP/NEP individuals?</p> | <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> |
|--|--|

2 Who receives staff training on working with LEP/NEP individuals? (Select all that apply)

- Senior management staff
- Employees in public contact positions who are responsible for interactions with LEP/NEP individuals
- Bilingual staff
- New employees
- All employees
- Volunteers
- Seasonal staff
- Other (Please specify): \_\_\_\_\_

## TABLE 14: TRAINING OF SENIOR MANAGEMENT STAFF ON LANGUAGE ACCESS COMPLIANCE

**TASK** ▶ List all senior managers and their titles and answer the following questions.

All senior managers within the agency need to attend OHR Instructor-led Language Access Compliance and Cultural Competency training through the DCHR Workforce Development Administration or the Language Access Program staff will work with the agency to schedule a session during a regularly scheduled meeting of the senior management team.

Seniors Manager Name and Title		Received Training during Previous BLAP Period (FY 13/14) Y/N	Did not participate in training during last BLAP period(FY13/14) and will take Language Access Compliance Training During Year 1 of BLAP period (FY15) Y/N
1	Matthew Brown - Director	N	Y
2	Jeffrey Powell – Acting Associate Director - PSRA	N	Y
3	John Thomas -Associate Director Urban Forestry Administration	N	Y
4	Katherine Jefferson – Associate Director - TOA	N	Y
5	Sam Zimbabwe – Associate Director - PPSA	Y	N
6	Muhammed Khalid – Acting Chief Engineer	N	Y

## TABLE 15: TRAINING FOR ALL AGENCY PERSONNEL SERVING IN PUBLIC CONTACT POSITIONS

**TASK** ▶ Please complete the following questions.

<b>FY 13/14</b>	<b>YEAR 1 of Previous BLAP (FY13)</b>	<b>Year 2 of Previous BLAP (FY 14)</b>
<b>Employees who received in-person Language Access Compliance training during FY 13/14 (at agency or through the Workforce Development Administration/WDA)</b>	<b>0</b>	<b>125</b>
<b>Employees who completed web-based Language Access Refresher Course AND Language Line Refresher Course (where applicable)</b>	<b>0</b>	<b>0</b>
<b>Front-line PCP's</b>	<b>0</b>	<b>125</b>
<b>FY15/FY16</b>	<b>Year 1 of BLAP (FY15)</b>	<b>YEAR 2 BLAP (FY16)</b>
<b>TOTAL NUMBER OF PERSONS TO BE TRAINED (These Numbers can be approximated)</b>	<b>100</b>	<b>100</b>

Front-line PCP's

## SECTION 6: OUTREACH

### Statutory requirements

Section 5 states that covered entities develop a plan to conduct outreach to communities with limited or non-English proficient populations.

Language Access regulations define outreach activities as those including, but not limited to, the following: conducting public meetings; organizing events in LEP/NEP communities (including fairs, community meetings, forums, educational workshops); deploying entities' mobile unit/truck/van to visit specific community centers, community based organizations or schools; and partnering with community based organizations for the implementation of projects and/or delivery of services. Public meetings are those," scheduled to foster community dialogue between the agency and the LEP/NEP community and allow for input or feedback from community members on issues of interest relating to the Language Access Act and its implementation, the agency's BLAP, access by LEP/NEP constituents to services at the agency or other issues brought forward by the LEP/NEP community."

The following series of questions and tasks will help assess the effectiveness of your agencies outreach and visibility in the LEP/NEP communities:

### TABLE 17: AGENCY OUTREACH ACTIVITIES

**TASK ▶ Please complete each of the following sections:**

<p><b>1</b> How does your agency conduct outreach to LEP/NEP populations served or likely to be served? (Select all that apply)</p>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Community based outreach fairs</li> <li><input type="checkbox"/> Educational workshops</li> <li><input checked="" type="checkbox"/> Disseminating information through LEP media outlets</li> <li><input type="checkbox"/> Co-sponsorship of events through the Office on Asian Pacific Islander Affairs</li> <li><input type="checkbox"/> Co-sponsorship of events through the Office on African Affairs</li> <li><input type="checkbox"/> Co-sponsorship of events through the Office on Latinos Affairs</li> <li><input type="checkbox"/> Deploying entities' mobile unit/truck/van to visit specific community centers</li> <li><input type="checkbox"/> Other (Please specify): _____</li> </ul>
<p><b>2</b> What types of public meetings has your agency held during FY 13/14 BLAP period?</p>	<p>DDOT holds public meetings on virtually every major public transportation project city-wide. Meetings often include introductions to proposed projects, status regarding long-term projects and suggestions for inclusion in project planning</p>



**TABLE 18: AGENCY OUTREACH PLANNING TOOL**

**TASK ▶ Please identify Outreach Activity Goals:**

	Type of Outreach Activities	Number and/or frequency	Public Meetings
Year 1 of BLAP (FY15)		33	Y
Year 2 of BLAP (FY16)			
		33	Y

## CONCLUSION

### SPENDING (FY13/14)

Task - List all spending in last BLAP period associated with covering the costs of interpretation or translation services, as well as additional staffing resources or expenditures.

Spending in the last BLAP period amounted to approximately \$6000.00 for translation and interpretation services

### BUDGET (FY15/16)

Task ▶ List all monies that will be dedicated to covering the costs of interpretation or translation services, as well as additional staffing resources or expenditures.

Approximately \$20,000.00 will be dedicated to cover the costs of interpretation and translation services and needs, pending review of contract costs from OCP

### CHALLENGES

Task ▶ Identify systematic challenges the agency will face during the FY15-FY16 BLAP period with regard to compliance with its obligations under the Language Access Act.

The greatest challenge DDOT will face will be unifying reporting of LEP/NEP contacts across agency divisions. An increased effort will be made in the collection of data on language proficiency which would require some level of collaboration between OCTO and DDOT's Public Contracts division to ensure that ALL incidences are regularly and accurately reported.

**PLAN APPROVAL FOR COVERED ENTITY**

District Department of Transportation (DDOT) has a BLAP that has met the standards and criteria outlined in the checklist below.

### Approval Criteria

A successful BLAP makes strong connections between improvement objectives and its services, programs and activities. To qualify as an approved BLAP it must meet the following criteria:

- The plan establishes clear goals and realistic strategies for the covered entity to provide information and services for limited or non-English proficient residents of the District of Columbia.
- The plan includes reliable and realistic mechanisms that enable senior management, the Language Access Coordinator, and the Language Access Director to track and monitor progress toward the specified goals and make mid-course adjustments in response to new developments and opportunities as they arise.
- The plan provides a sufficient budget to acquire and maintain the public services, programs, and activities needed to implement the strategy for improved data collection, oral language services and written language services.

#### Approved by:

Office of Human Rights Director (Please Print):

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Language Access Director (Please Print):

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Agency Director (Please Print):

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Agency Language Access Coordinator (Please Print):

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## **Enclosure D: H Street/Benning Road Streetcar**

1. H/Benning Line Project Streetcar Line Service Equity Analysis (*Page D-2*)
2. Environmental Assessment for the H Street/Benning Road Streetcar Implementation Plan (*Page D-23*)

**DISTRICT DEPARTMENT OF TRANSPORTATION**



**DC Streetcar Service Equity Analysis**

**for the**

**H/Benning Line Project**

**DRAFT – REVISION 1.1**

**December 2, 2015**

**District Department of Transportation**

**55 M Street, SE, Suite 400**

**Washington, DC 20003**

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## 1.0 Introduction

This document presents the Title VI service equity analysis for the District Department of Transportation’s H Street and Benning Road (H/Benning) Line streetcar project. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. This service equity analysis for the H/Benning streetcar project was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B, which requires any transit provider implementing a new fixed-guideway capital project to conduct a service equity analysis to determine whether the implementation of the project results in a discriminatory impact. Furthermore, the proposed introduction of streetcar service meets DDOT’s Major Service Change policy, thus triggering a service equity analysis.

As of the date of this report, the streetcar service opening date is not yet determined. Once service begins, however, DDOT has decided to provide an introductory fare-free period of six months. *Therefore, a fare equity analysis will be conducted separately from this service equity analysis at a future time.*

### 1.1. Title VI Regulatory Background

This analysis was conducted by the District Department of Transportation (DDOT) in compliance with Federal Transit Administration (FTA) Circular 4702.1B – “Title VI Requirements and Guidelines for Federal Transit Administration Recipients”, which requires all FTA funding recipients to perform a service equity analysis for New Starts, Small Starts and other new Fixed Guideway systems. Although DDOT’s initial streetcar capital improvement is funded entirely with local dollars, DDOT receives federal funds for other transportation projects in the District and may pursue federal funding for future streetcar expansion projects.

DDOT’s Title VI policy specifies the policies and procedures to ensure compliance with federal Title VI regulations. DDOT utilized the requirements within FTA Circular 4702.1B and DDOT’s internal policies as guides to facilitate the H/Benning service equity analysis.

## 2.0 Explanation of Proposed Services

### 2.1. Project Description

The DC Streetcar supports DDOT’s commitment to improve the quality of life in the District of Columbia by providing neighborhood access and transportation choices, connecting Metro stations, and facilitating economic development and neighborhood sustainability. DDOT’s initial streetcar project is the H/Benning Line.

The H/Benning Line, shown in Figure 1, extends from a western terminus near Union Station (over the Hopscotch Bridge spanning the Union Station train yard), through the H Street Business District, to an eastern terminus on Benning Road near Oklahoma Avenue. The Line’s western end includes an interim connection to Union Station through the Bus Deck level of the parking structure located adjacent to Union Station. The H/Benning Line travels primarily through Ward 5, which includes the North Capitol Hill, Atlas District, Carver Langston, Trinidad, and Kingman Park neighborhoods. It passes in front of the Hechinger Mall retail center, the Langston Terrace housing development, the Langston Golf Course, and the former Spingarn education campus.

**Figure 1: H Street / Benning Road Streetcar Alignment**



The 2.2-mile double-track mainline segment primarily operates within the existing street right-of-way in travel lanes shared with vehicular and bicycle traffic; however, the western and eastern termini utilize short single track segments located within protected exclusive guideways to permit turnback movements. The track alignment is curb-running along H Street and median running along Benning Road. Additionally, pocket tracks are located on Benning Road NE between 23<sup>rd</sup> Street NE and 24<sup>th</sup> Street NE and on the western end of the alignment at the base of the hopscotch bridge.

There are a total of eight streetcar stops along the H/Benning Line, with 12 unique platform locations. Each stop is constructed in the public right-of-way. Streetcar stops are located at intervals of approximately 1,500 to 2,000 feet to provide ready access throughout the corridor. Streetcar stops are located along both the curb lines and in the median depending on the nature of the alignment in a particular location.

The Car Barn Training Center (CBTC) is the streetcar maintenance and storage facility (MSF). The facility site is located at the northwest corner of 26<sup>th</sup> Street NE and Benning Road NE.

## 2.2. Operating Plan

The DC Streetcar will operate 18 hours per day Monday through Thursday, 20 hours on Friday, and 18 hours on Saturday. DDOT will not initially operate streetcar service on Sundays, but intends to add Sunday service in the future. While hours may be added for special events or curtailed for construction or holidays, the planned hours of service are:

- Monday through Thursday – 6:00 a.m. to 12:00 a.m. (midnight)
- Friday – 6:00 a.m. to 2:00 a.m.
- Saturday – 8:00 a.m. to 2:00 a.m.

A headway-based schedule will be utilized, with service frequency set at 15 minutes throughout the day. In the future, DDOT plans to increase service frequencies to 10 minutes.

## 2.3. Summary of Existing Transit Services in H/Benning Corridor

The H/Benning Line interfaces with the following transit modes throughout the corridor:

- **Washington Metropolitan Transit Authority's (WMATA) MetroBus**—The H/Benning corridor is heavily served by MetroBus routes. The H/Benning Line will most directly interface with the X1, X2, X3, X9, and D8 lines, which serve the entire H/Benning route along H Street NE. Other MetroBus routes that intersect the corridor include the 90, 92, 98, X8, and B2 lines.

- **WMATA MetroRail**—Access to the WMATA MetroRail system is available at Union Station located at the western terminus of the H/Benning Line. Union Station is served by the MetroRail Red Line. From the Union Station streetcar stop, the MetroRail station is accessed via a dedicated pedestrian walkway from the streetcar platform through the Union Station Bus Deck (USBD). This ADA compliant walkway is clearly marked and barrier separated. Once inside Union Station, wayfinding signage is provided to guide passengers wishing to make the connection through the terminal to the MetroRail station.
- **DDOT DC Circulator**— The western end of the H/Benning corridor is served by three DC Circulator routes: Georgetown-Union Station, Union Station-Navy Yard, and the National Mall Route. The Georgetown-Union Station route terminates at the USBD. The Union Station-Navy Yard route terminates at Columbus Circle in front of Union Station on Massachusetts Avenue near First Street NE. The National Mall route terminates at Columbus Circle on Massachusetts Avenue at E Street NE.
- **Commuter and Intercity Bus**—Several intercity bus providers, including Bolt, Megabus, Greyhound, Peter Pan, Washington Deluxe, and DC2NY, serve the Union Station bus terminal located in the USBD. The intercity bus bays are located near the DC Circulator bays and are accessed via a dedicated pedestrian walkway from the streetcar platform into the USBD.
- **Commuter and Intercity Rail** —Union Station is served by MARC and VRE commuter rail service and Amtrak intercity rail service. Streetcar passengers can access the Amtrak and commuter rail platforms via a dedicated pedestrian walkway from the streetcar platform through the USBD and into Union Station terminal building.

## **3.0 DDOT Title VI Policies and Definitions**

DDOT adopted three new Title VI policies in November 2015 that guide this analysis: the Major Service Change Policy; Disparate Impact Policy; and Disproportionate Burden Policy. The requirements for these policies come from FTA Circular 47021.1B. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 persons or greater to evaluate any fare change or major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. DDOT's Major Service Change, Disparate Impact, and Disproportionate Burden policies are defined below.

### **3.1. DDOT Major Service Change Policy**

DDOT defines a major service change as:

- Changing frequency of the buses/streetcars (how often they arrive) on a route by more than five minutes.
- Altering the geographic alignment of more than 25 percent of a bus or streetcar route's miles.
- Change a route's span of service by more than three hours in a day.
- Creation or elimination of a route or line.
- Elimination of a bus stop or streetcar stop along a portion of a route or line that would force a 0.5 mile or more increase in walking to access the same route or line.

### **3.2. DDOT Disparate Impact Policy**

A disparate impact occurs when the difference between the system-wide percentage of minority riders and the percentage of minority riders affected by a proposed service change or fare change is 15 percent or greater.

### **3.3. DDOT Disproportionate Burden Policy**

A disproportionate burden occurs when the difference between the system-wide percentage of low-income riders and the percentage of low-income riders affected by a proposed service change or fare change is 15 percent or greater.

While the aforementioned policies deal with both service and fare changes, only service changes are addressed in this document. As stated in Section 1 of this document, a fare equity analysis will be prepared at a later time once DDOT formally establishes its fare policy.

## 4.0 Service Equity Analysis

A Title VI service equity analysis was performed on the proposed introduction of fixed-guideway service in the H/Benning corridor as a result of the DC Streetcar H/Benning project. This analysis determines if the proposed introduction of streetcar service will have a disproportionately high and adverse impact on minority and/or low-income populations, and recommends mitigations where necessary.

### 4.1. Methodology

For the purpose of this analysis, a methodology was developed in accordance with DDOT's Title VI Plan, which prescribes the datasets and techniques to be used in determining impacts to minority and low income populations.

#### 4.1.1. Definitions

Low Income – Defined as households below 50 percent area median income (AMI). In FY2013, the most recently available data year, AMI for the Washington-Arlington-Alexandria Metropolitan Statistical Area was \$107,300. Therefore, the low-income threshold as defined by DDOT is household income at or below \$53,650.

Minority – Defined as the total population minus the non-Hispanic white population, as defined by the Census Bureau.

Service Area – The service area, as defined by DDOT for the DC Circulator and DC Streetcar transit services, is the District of Columbia.

Study Area – The study area is defined as the aggregate ½-mile buffer surrounding each DC Streetcar stop along the H/Benning Line.

#### 4.1.2. Datasets

The following data was used to complete the demographic analysis for the service equity analysis:

- American Community Survey (ACS) 2009-2013, Five-Year Estimates, Table B03002, Hispanic or Latino Origin by Race, aggregated by census block group.
- ACS 2009-2013, Five Year Estimates, Table B19001, Household Income in the Past 12 Months, aggregated by census block group.
- US Census Tiger/Line shapefile block group data

### 4.1.3. Determination of Study Area

The study area is calculated as follows:

1. The H/Benning Line GIS polyline and streetcar stop point shapefiles are overlaid onto District of Columbia census block group polygon shapefiles.
2. A ½-mile buffer is created based on the streetcar stop point shapefile to represent the analysis study area. A ½-mile buffer was determined by DDOT as an appropriate “catchment” area for fixed-guideway transit.
3. Census block groups which fall in whole or in part within the study area buffer are selected, and when joined with demographic data, become the basis for analysis.

### 4.1.4. Data Calculations

#### Service Area

Demographic data is calculated for the total DDOT service area to determine thresholds to provide a baseline comparison for minority and low income populations.

Population by race is calculated using ACS census block group data, as identified in Section 4.2.2. The minority threshold is calculated using the following formula.

- $\text{Percent Minority} = \text{Total Service Area Minority Population} / \text{Total Service Area Population}$

The low income threshold for the DDOT service area is calculated using ACS census block group data, as identified in Section 4.2.2. For the purpose of this analysis, the breakpoint for the low-income threshold is set at \$60,000, which is the next highest income bracket breakpoint above 50 percent AMI (\$53,650) as defined by the census.

- $\text{Percent Households under } \$60,000 \text{ Annual Income} = \text{Total Service Area Households within all Income Brackets Below } \$60,000 / \text{Total Service Area Households within all Income Brackets}$

The resulting percentages are used as thresholds to determine minority and low income block groups. Any block group that has a percentage of minority or lower income populations equal to or greater than the DDOT service area thresholds are considered minority or low income block groups for the purpose of the equity analysis. The Title VI thresholds calculated for the DDOT service area are defined below:

- Service Area Minority Threshold: **65%**
- Service Area Low Income Threshold: **47%**

**Study Area**

Demographic data for the study area is calculated using the same method as previously described for the service area. However, percentages are calculated based on census block groups within the study area geography, as defined in Section 4.1.3, to determine the rate of minority and low income populations. The percentage of the Study Area population defined as minority and low income is defined below:

- Study Area Minority Percentage: **68%**
- Study Area Low Income Percentage: **49%**

**4.2. Analysis of Impact to H/Benning Corridor Transit Service Levels**

No existing bus route alignments or schedules will be altered due to the implementation of DC Streetcar service. In fact, net transit frequency will increase throughout the corridor with the addition of the streetcar due to combined headways, resulting in an overall service improvement. As presented in Tables 1 and 2, below, the introduction of streetcar service in the H/Benning corridor will complement existing MetroBus service provided by the X-series and D8 buses. In particular, mid-day, late night, and Saturday service will be significantly enhanced within the corridor. As a new premium transportation mode, streetcar will be able to provide residents, workers, travelers, business owners in the corridor with an additional public transit option.

**Table 1: H/Benning Corridor Transit Headways by Route**

HEADWAY	Peak Headway (mins)			Off-Peak Headway (mins)			Night Headway (mins)		
	Wk	Sat	Sun	Wk	Sat	Sun	Wk	Sat	Sun
<b>X1</b>	15	--	--	--	--	--	--	--	--
<b>X3</b>	15	--	--	--	--	--	--	--	--
<b>X2</b>	8	10	10	15	15	15	30	30	30
<b>X9</b>	15	--	--	--	--	--	--	--	--
<b>D8</b>	12	20	30	15	30	30	30	30	30
<b>Streetcar</b>	15	15	--*	15	15	--*	15	15	--*

\*DDOT will begin passenger service operating Monday through Saturday and intends to add Sunday service in the future.



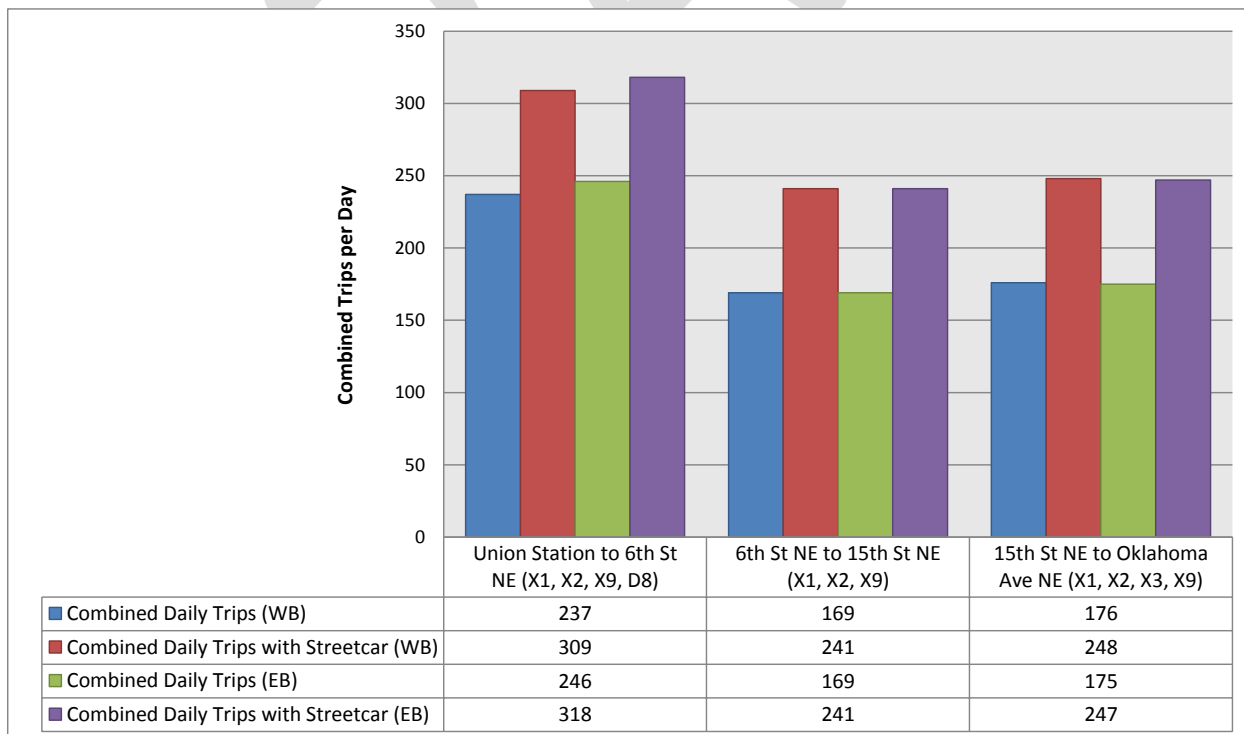
**Table 2: H/Benning Corridor Transit Span of Service by Route**

SPAN OF SERVICE	Weekday	Saturday	Sunday
<b>X1</b>	AM (6:00-9:30) PM (3:30-7:00)	--	--
<b>X3</b>	AM (6:00-9:30) PM (3:30-6:30)	--	--
<b>X2</b>	4:00 AM – 3:30 AM	4:00 AM - 3:45 AM	4:10 AM - 2:30 AM
<b>X9</b>	AM (6:15-9:30) PM (3:30-7:15)	--	--
<b>D8</b>	5:10 AM - 2:30 AM	6:00 AM - 1:00 AM	6:10 AM - 1:00 AM
<b>Streetcar</b>	6:00 AM-12:00 AM (Fri: 6:00 AM - 2:00 AM)	8:00 AM - 2:00 AM	--*

\*DDOT will begin passenger service operating Monday through Saturday and intends to add Sunday service in the future.

As presented in Figure 2, with the introduction of streetcar service, total weekday combined daily trips (all MetroBus routes with scheduled stops along the streetcar corridor) serving the corridor will increase anywhere from 29 percent to 43 percent, depending on location along the corridor.

**Figure 2: Current vs Existing Weekday Combined Transit Trips along H/Benning Corridor**



### 4.3. Assessment of Service Equity

The H/Benning corridor is a diverse corridor. As identified in Table 3, minorities account for 68 percent of the study area population. Low income households account for 49 percent of the total households in the study area. Figures 3 through 5, contained in the Appendix, identify the Minority, Low Income, and Title VI block groups within the study area. In general, the Benning Road segment of the H/Benning Line serves both low income and minority communities. The northern half of the H Street segment of the H/Benning Line serves both minority and low income communities, while the far western portion and southern half of the H Street segment do not serve Title VI-identified communities.

Compared to the DDOT service area as a whole, the H/Benning corridor study area has higher levels of both minority and low income populations. However, neither indicator exceeds the Disparate Impact or Disproportionate Burden thresholds as defined in Sections 3.2 and 3.3, respectively.

**Table 3: Service Area vs. H/Benning Study Area Demographics**

Analysis Area	Minority Proportion of Population	Low Income Proportion of Households
DDOT Service Area	65%	47%
H/Benning Corridor Study Area	68%	49%
Difference, Study Area – Service Area	+3%	+2%

Moreover, because no existing bus routes will be modified or frequencies reduced along the corridor as the result of the H/Benning streetcar project, the study area will actually accrue benefits from not only more robust transit service, but also increased service quality with the introduction of premium fixed guideway rail service. As described in Section 4.2, the Title VI populations along the corridor will benefit from more service options in the mid-day, late night, and Saturday periods.

### 4.4. Recommended Mitigations

Specific mitigations are only required when the preferred alternative presents either disparate impact upon minority persons or disproportionate burden to low income populations. The implementation of streetcar service in the H/Benning corridor does not present disparate impact or disproportionate burden and requires no mitigation.

## 5.0 Public Outreach Efforts

Public outreach and involvement applies to and affects DDOT's mission and work programs as a whole. The overall goal of DDOT's public outreach and involvement policy is to secure early and continuous public notification about, and participation in, major actions and decisions by DDOT for DC Streetcar. DDOT has been actively engaging the public throughout every project stage, including planning, environmental review, design/engineering, construction, system testing and certification, and service launch preparation.

In addition, several public meetings were held specifically for the purpose of soliciting public input on the DDOT Title VI Policy update. In seeking public review and comment, DDOT has made a concerted effort to reach all segments of the population, including people from minority and low-income communities and organizations representing/advocating on behalf of those and other protected classes.

### 5.1 Public Involvement Process for Title VI Policy Update

In order to provide District citizens adequate opportunities to discuss with DDOT staff and to provide comments on DDOT's proposed Title VI policies, including the Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy, DDOT has hosted and participated in several public meetings during a month-long public comment period. The public comment period for these proposed policies took place from Tuesday, October 13, 2015 through Friday, November 13, 2015. The public was given the opportunity to submit comments on the draft policies via email or in person at two different locations listed below.

- October 6, 2015, 6:00 pm to 8:00 pm, at Thomson Elementary School
- November 4, 2015, 6:00pm-8:00pm, at the Anacostia Neighborhood Library

To encourage public participation, the draft Title VI policies (Major Service Change Policy, Disparate Impact Policy, Disproportionate Burden Policy), public notice, and press release were posted at three different web sites - [www.ddot.dc.gov](http://www.ddot.dc.gov), [www.dcstreetcar.com](http://www.dcstreetcar.com) and [www.dccirculator.com](http://www.dccirculator.com), in addition to the normal distribution channels (mailing list, e-mail, etc.).

## 5.2 H/Benning Project Public Outreach Activities

Since the early stages of the H/Benning project, DDOT has implemented an extensive public outreach program targeted at residents, businesses, and the general public in the H/Benning corridor. These efforts include public meetings, open houses, workshops, on-the-ground outreach campaigns, and distribution of information through various media. DDOT staff and the members of the project's communications team regularly attend community meetings, public events and school activities to advance public awareness of the project and promote safety for passengers, students, pedestrians, bicyclists, and motorists. Specific examples of outreach activities implemented to-date include the following:

- Participation at Advisory Neighborhood Commission (ANC) and civic organization meetings and events
- DC Streetcar-specific Open House events
- Participation at public meetings and hearings
- “Look, Listen, Be Safe” safety outreach campaigns, including but not limited to the following specific topics:
  - Share the Road
  - Bicycle Safety
  - Pedestrian Safety
  - Park within the Line
- School outreach campaigns
- Participation at annual H Street festival
- Dissemination of online and print ads
- Collateral distribution, including printed safety messages to pedestrians, civic organizations, corridor business, places of worship, and community destinations.
- Design, update and maintain a national award-winning web site ([www.dcstreetcar.com](http://www.dcstreetcar.com)) to provide the latest project information
- Targeted safety outreach at key locations along the corridor, including the “Rush Hour” and “Weekend Street Team” outreach campaigns
- Door-to-door, direct business outreach
- Direct outreach to apartment and senior living communities and facilities
- Maintain an email database and transmit notifications on a periodic basis
- Maintain social media presence on Facebook, Twitter, and Instagram and transmit information through these channels on a regular basis

A full list of public outreach activities specific to the H/Benning streetcar project is provided in Table 4 located in the Appendix of this document.

## **6.0 Appendix**

- 1. H/Benning Corridor Title VI Maps**
- 2. Public Outreach Activity Summary**

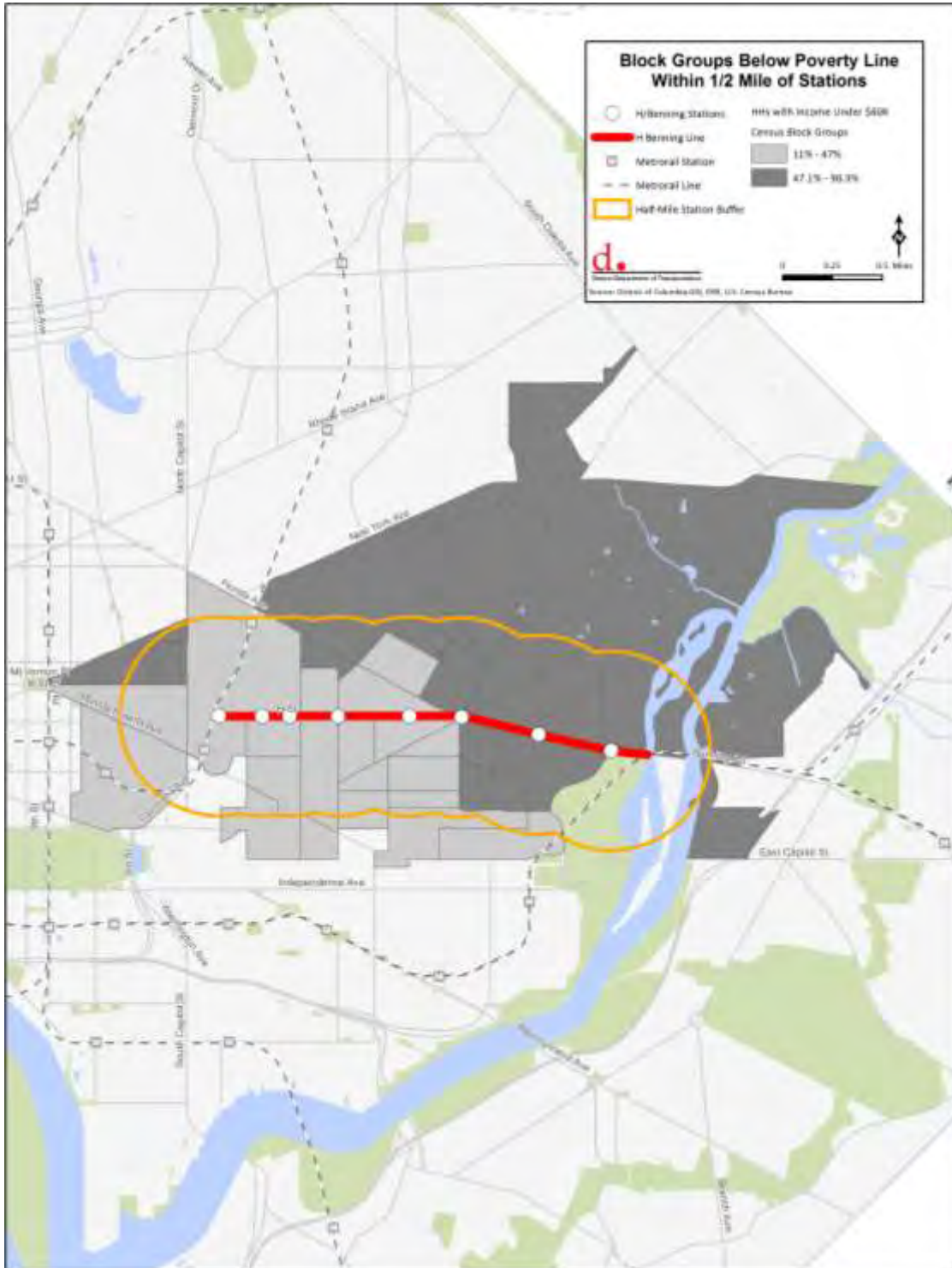
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**Appendix 1: H/Benning Corridor Title VI Maps**

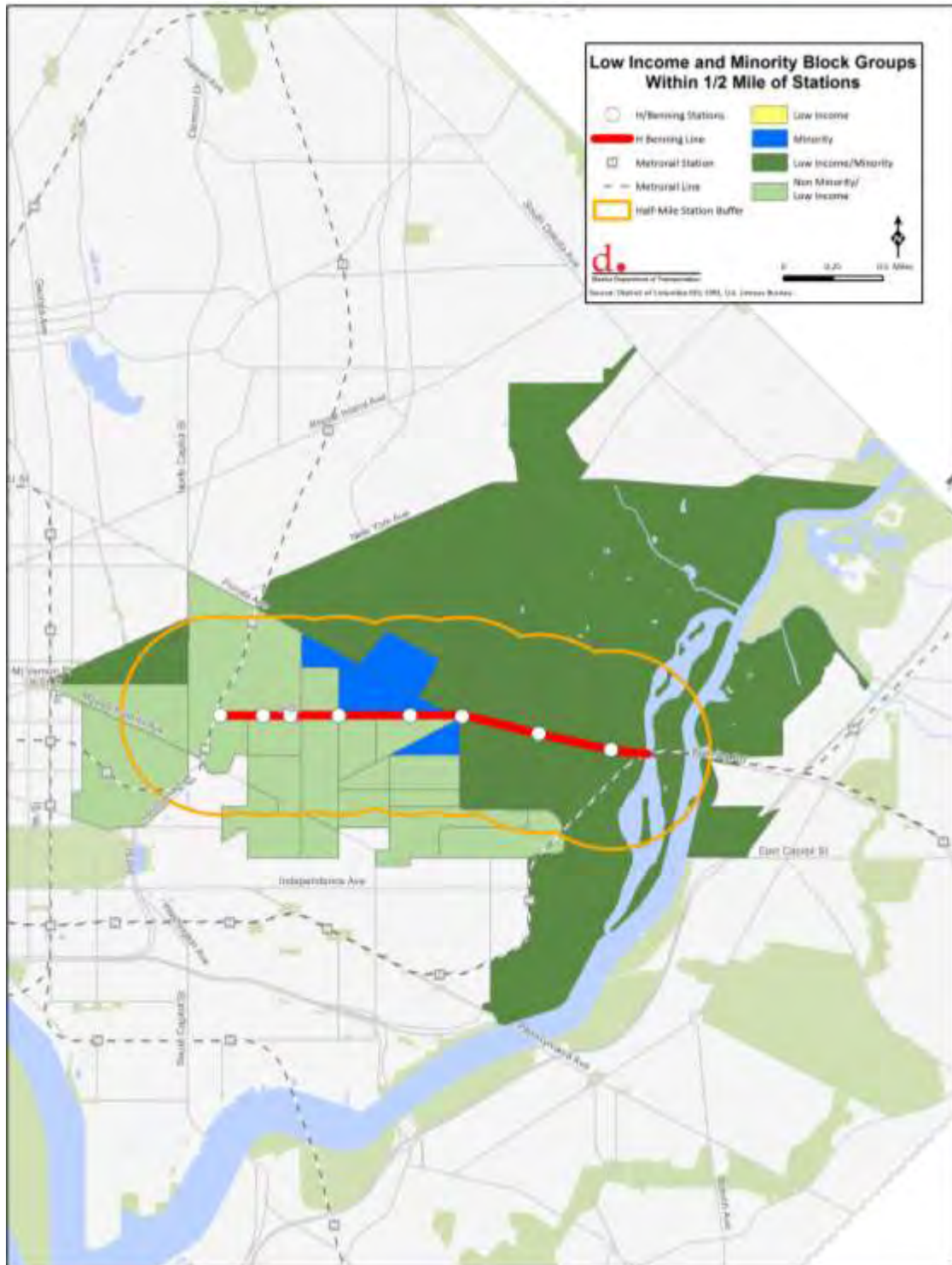
**Figure 3: Minority Population within ½ Mile of H/Benning Streetcar Stations**



**Figure 4: Block Groups Below Poverty Line within ½ Mile of H/Benning Streetcar Station**



**Figure 5: Low Income and Minority Block Groups within ½ Mile of H/Benning Streetcar Stations**





## Appendix 2: Public Outreach Activity Summary

**Table 4: Public Outreach Summary, November 2011 – June 2015**

(Items in red are DC Streetcar-hosted events)

Meeting Date	Location
November 28, 2011 (Business Stakeholders)	Star and Shamrock, 1341 H Street NE
December 6, 2011 Public Meeting	Atlas Performing Arts Center, 1333 H Street NE
December 20, 2011 Public Meeting	Atlas Performing Arts Center, 1333 H Street NE
April 12, 2012 Public Meeting	Spingarn Senior High School, 2500 Benning Road NE
December 17, 2012 (Business Stakeholder Meeting)	TruOrleans Restaurant, 400 H Street NE
January 17, 2013	Friends of Kingman Park Civic Association
February 12, 2013	ANC 7D @ 6 <sup>th</sup> District Police Station
February 12, 2013	ANC 5D @ 5 <sup>th</sup> District Police Station
February 13, 2013	ANC 6C @ Heritage Foundation
February 21, 2013	Langston Dwellings Residents Advisory Council Meeting @ 667 24 <sup>th</sup> St NE
February 26, 2013 Public Meeting	Miner Elementary School
March 12, 2013	ANC 7D @ 6 <sup>th</sup> District Police Station
March 12, 2013	ANC 5D @ 5 <sup>th</sup> District Police Station
March 12, 2013	Kingman Park Civic Association @ Rosedale Recreation Center
March 18, 2013	6A Transportation Committee @ Sherwood Recreation Center
March 20, 2013	River Terrace Civic Organization @ River Terrace Elementary
March 21, 2013	Friends of Kingman Park Civic Association @ St. Benedict Church
March 21, 2013	Langston Dwellings Resident Council @ Resident Council Office
March 26, 2013	SMD 5D – 04 @ Patsy V. Hartsfield Center
April 9, 2013	ANC 7D @ 6 <sup>th</sup> District Police Station
April 9, 2013	ANC 5D @ 5 <sup>th</sup> District Police Station
April 17, 2013	River Terrace Civic Organization @ River Terrace Elementary
April 29, 2013	Main Street Award Ceremony @ Atlas Performing Arts Center
May 1, 2013 (Mayor's Media Briefing)	DC Streetcar Testing and Commissioning Site, South Capitol Street SE
May 8, 2013	ANC 6C @ Heritage Foundation
May 9, 2013	ANC 6A @ Miner Elementary
May 14, 2013 (Job Fair)	Dept. of Employment Services, 4058 Minnesota Avenue NE
May 15, 2013	River Terrace Civic Organization @ River Terrace Elementary
May 16, 2013	Langston Dwellings Residents Council @ Resident Council Office
May 28, 2013	Trinidad Civic Association @ Joe Cole Recreation Center
June 11, 2013	ANC 5D @ 5 <sup>th</sup> District Police Station
June 12, 2013	ANC 6C @ Heritage Foundation
June 13, 2013	ANC 6A @ Miner Elementary
June 18, 2013	Friends of Kingman Park Civic Association
June 25, 2013	Trinidad Civic Association @ Trinidad Recreation Center
June 27, 2013 Public Meeting	Atlas Performing Arts Center, 1333 H Street NE

Meeting Date	Location
August 10, 2013 Community Open House	DC Streetcar Testing and Commissioning Site, South Capitol Street SE
September 10, 2013	ANC 7D @ 6 <sup>th</sup> District MPD
September 11, 2013	ANC 6C @ Heritage Foundation
September 17, 2013	ANC 5D @ 5 <sup>th</sup> District MPD
September 18, 2013	River Terrace Civic Organization @ River Terrace Elementary
September 19, 2013	Friends of Kingman Park Civic Association @ St. Benedict Church
September 21, 2013	H Street Festival
September 23, 2013	ANC 6A Transportation Committee @ Miner Elementary
September 24, 2013	Trinidad Civic Association @ Joe Cole Recreation Center
October 5, 2013	SMILEfest @ Navy Yard
October 8, 2013	ANC 5D @ 5 <sup>th</sup> District MPD
October 8, 2013	ANC 7D @ 6 <sup>th</sup> District MPD
October 9, 2013	ANC 6C @ Heritage Foundation
October 15, 2013	ANC 6A @ Miner Elementary
October 22, 2013 Public Meeting	Miner Elementary School, 601 15 <sup>th</sup> Street NE
October 22, 2013 (Business Stakeholder Meeting)	HR-57 Center for Jazz Preservation, 1007 H Street NE
October 31, 2013 (Business and Freight Stakeholders)	H Street Country Club, 1335 H Street NE
November 18, 2013	ANC 6A Transportation Committee @ Sherwood Recreation Center
December 5, 2013	ANC 6C Transportation Committee @ Capitol Hill Medical Center/Kaiser Permanente
December 17, 2013	Central Northeast Civic Association @ Ward Memorial AME Church
January 9, 2014	ANC 6A @ Miner Elementary
January 14, 2014	ANC 7D @ 6 <sup>th</sup> District MPD
January 21, 2014	ANC 5D @ 5 <sup>th</sup> District MPD
January 25, 2014	DC Transit Day @ National Capital Trolley Museum
January 27, 2014 (Job Fair)	Dept. of Employment Services, 4058 Minnesota Avenue NE
March 20, 2014	Langston Dwellings Residents Advisory Council Meeting @ Resident Council Office
March 20, 2014	Friends of Kingman Park @ St. Benedict Church
March 24, 2014	ANC 6A Transportation Committee @ Maury Elementary School
April 15, 2014	ANC 5D @ 5 <sup>th</sup> District MPD
May 22, 2014	Ward 6 Aging Services Community Day @ Arthur Capper Senior Apartments
September 4, 2014	ANC 6C Transportation Committee @ Capitol Hill Medical Center/Kaiser Permanente
September 9, 2014	ANC 7D @ 6 <sup>th</sup> District MPD
September 9, 2014	ANC 5D @ 5 <sup>th</sup> District MPD
September 11, 2014	ANC 6C @ Heritage Foundation
September 15, 2014	ANC 6A Transportation Committee @ Maury Education Campus
September 20, 2014	H Street Festival, 4 <sup>th</sup> Street
September 30, 2014	Trinidad Civic Association @ Trinidad Recreation Center
October 18, 2014	Ward 6 Fall Safety Festival @ Brent Elementary

Meeting Date	Location
October 22, 2014 (Senior Safety Event)	Delta Towers Senior Apartments, 1400 Florida Avenue NE
October 30, 2014	Gallaudet University Safety Table @ Gallaudet University
November 25, 2014	Trinidad Civic Association @ Trinidad Recreation Center
December 15, 2014	ANC 6A Transportation Committee @ Capitol View Towers, 900 G Street NE
March 10, 2015	ANC 7D @ 6 <sup>th</sup> District MPD,
March 10, 2015	ANC 5D @ 5 <sup>th</sup> District MPD
March 18, 2015	River Terrace Civic Organization @ Beyond the Veil Workshop
April 6, 2015	River Terrace Easter Egg Roll, River Terrace Park
April 9, 2015	School Safety Assembly Eliot Hine MS, 1830 Constitution Ave NE
April 9, 2015	ANC 6A @ Miner Elementary, 601 15 <sup>th</sup> Street NE
April 10, 2015	School Safety Assembly Capitol Hill Montessori, 215 G Street NE
April 24, 2015	School Safety Assembly, JO Wilson ES, 660 K Street NE
April 30, 2015	Phelps ACE SHS, 704 26 <sup>th</sup> Street NE
May 5, 2015	School Safety Assembly, Friendship Blow Pierce, 725 19 <sup>th</sup> Street NE
May 12, 2015	ANC 7D @ 6 <sup>th</sup> District MPD, 100 42 Street NE
May 12, 2015	ANC 5D @ 5 <sup>th</sup> District MPD, 1805 Bladensburg Rd NE
May 13, 2015	ANC 6C Monthly Meeting, 214 Massachusetts Ave NE
May 14, 2015	ANC 6A Monthly Meeting, Miner ES 601 15 <sup>th</sup> Street NE
May 19, 2014	Ward 6 Annual Senior Community Day, Sibley Plaza 1140 N. Capitol Street NW
May 21, 2015	Langston Dwellings Resident Council, 702 Langston Terr. NE
May 21, 2015	Friends of Kingman Park Civic Assoc., St. Benedict the Moor Church, 320 21 <sup>st</sup> Street NE
May 26, 2015	Trinidad Civic Association, 1310 Childress Street NE
June 4, 2015	ANC 6C Transportation and Public Space Cmte., Kaiser Building, 700 2 <sup>nd</sup> Street NE
June 15, 2015	ANC 6A Transportation and Public Space Cmte., Capitol View Towers, 900 G Street NE
June 18, 2015	Delta Towers Health and Safety Fair, 1400 Florida Ave NE

**ENVIRONMENTAL ASSESSMENT**  
**For**  
**The H Street/Benning Road Streetcar Implementation Project**

**February, 2013**

**Ibrahim Bullo**  
**Environmental Review Coordinator**

**District Department of the Environment**  
**Keith Anderson, Director**

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## LIST OF FREQUENTLY USED ACRONYMS

AQD	Air Quality Division
BGS	Below ground surface
BMP	Best management practice
BTEX	Benzene toluene ethyl and xylene
BZA	Board of Zoning Adjustment
CFS	Cubic feet per second
CSA	Comprehensive Site Assessment
DCOP	Dust and Odor Control Plan
DDOE	District Department of the Environment
DPW	Department of Public Works
EHA	Environmental Health Administration
EIS	Environmental Impact Statement
EISF	Environmental Impact Screening Form
EPA	U.S. Environmental Protection Agency
FEMA	Federal Emergency Management Agency
FIRMS	National Flood Insurance Rate Maps, published by FEMA
HDPE	High density polyethylene
HSP	Health and Safety Plan
HWD	Hazardous Waste Division
LUST	Leaking underground storage tank
NAAQS	National Ambient Air Quality Standards
NEPA	National Environmental Policy Act
NOx	Nitrogen oxides
OECEJ	Office of Enforcement, Compliance & Environmental Justice
OSHA	Occupational Safety and Health Administration
PPM	Parts per million
PVC	Polyvinyl chloride
RCP	Reinforced concrete pipe
SCS	Soil Conservation Service
SSECP	Soil and Sediment Erosion Control Plan
TPH	Total petroleum hydrocarbons
TSD	Toxic Substance Division
USDA	United States Department of Agriculture
USFWS	United States Fish and Wildlife Service
UST	Underground storage tank
USTD	Underground Storage Tank Division
VOCs	Volatile organic compounds
WASA	Water and Sewer Authority
WPD	Watershed Protection Division
WQD	Water Quality Division

## **LIST OF MATERIALS REVIEWED IN RELATION TO THE PROJECT**

### **A. Materials Provided by Applicant:**

#### **EISF Application and the following documents:**

1. Conceptual Erosion/Sediment Control Plan.
2. Conceptual Storm Water Management Plan.
3. Shakeri, 2013. Commitment letter with comments response from Ali Shakeri, DDOT Project Manager, and/or their representative, regarding comments that were sent on November 30, 2012 from DDOE/WQD, commitment submitted via email on January 24, 2013.
4. Site Improvement Plan.
5. Topographic Survey Plan.
6. Triad 2012b. Preliminary geotechnical investigation. Benning Road CBTS Washington DC. Prepared for Mr. Jason Casey. Triad Engineering, Project No. 03-11-0323. Report issued: January, 2012.
7. Triad 2012a. Environmental Indicator Site (Phase I and II). Benning Road CBTS Washington DC. Prepared for Mr. Jason Casey. Triad Engineering, Project No. 03-11-0323. Report issued: February 3, 2012.
8. Vicinity Map.

### **B. Materials Provided by the Community:**

The District Department of the Environment has received no materials from the community regarding this proposed project.

### **C. In-House Reference Materials and Site Visits:**

#### **1. Water Quality Division**

- a. DC Ground Water Resources Studies (series of four reports).
- b. The District of Columbia Wetland Conservation Plan, August 1997.
- c. Johnston, P.M., 1964. Geology and Ground-Water Resources of Washington, D.C. and Vicinity. USGS Water Supply Paper 1776. Reston, Virginia.
- d. District of Columbia Sewerage System, 1986.
- e. U.S. Geological Survey (USGS), 1965. Topographic Map Anacostia Quadrangle 7.5 Minute Series. Photo Revised 1979.
- f. (USGS), 1965, Topographic Map Washington West Quadrangle 7.5 Minute Series. Photo Revised 1982.

#### **2. Watershed Protection Division**

- a. DC Storm Water Management Guidebook.
- b. DC Erosion and Sediment Control Standards and Specifications.
- c. DC DPW/WASA General Sewerage Map.
- d. DC WASA Sewer and Water Counter Maps.
- e. DC Soil Survey (USDA-SCS).

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- f. FEMA National Flood Insurance Rate Maps.
- g. Site visit.

**3. Fisheries and Wildlife Division**

- a. District of Columbia List of Endangered and Threatened Species.
- b. U.S. Fish and Wildlife Service List of Threatened and Endangered Species.
- c. Section 6 Guideline for Threatened and Endangered Species Act published by the U.S. Fish and Wildlife Service.

**4. Air Quality Division**

National Ambient Air Quality Standards.

**5. Underground Storage Tank Division**

- a. EPA UST database-UST Access.
- b. DC LUST database.
- c. Case files specific for the address.

**6. Toxic Substances Division**

As no toxic substances were identified, no in-house reference materials were reviewed.

**7. Hazardous Waste Division**

As no hazardous wastes were identified, no in-house reference materials were reviewed.

**8. Environmental Justice**

- a. 2000 Census Tract Data.
- b. D.C. Office of Planning State Data Center Data.
- c. US Census Tract Income Data.



## **I. INTRODUCTION AND PURPOSE**

### **A. INTRODUCTION**

The proposed project is known as the H Street/Benning Road Streetcar Implementation Project. It also involves the development of the Spingarn Maintenance Facility. The site of the proposed project is along H Street and Benning Road in SE DC. The Spingarn Maintenance Facility (also known as the DC Street Car Barn and Training Center) would be located along the north side of Benning Road, west of 26<sup>th</sup> Street NE. The project involves the construction of a 2.2 mile segment of streetcar operations stretching between Union Station on the west end to 26<sup>th</sup> Street NE on the east end.

### **B. PURPOSE OF THE PROPOSED ACTION**

The purpose of the proposed project is to construct Spingarn Maintenance Facility.

## **II. ENVIRONMENTAL POLICY ACT DIRECTIVES APPLICABLE TO DDOE**

As to this specific project, the District Department of Environment serves as an advisory agency on this project, in determining whether an environmental impact statement is required. Section 7201.2 of Title 20, D.C. Municipal Regulations requires that proposed major actions are to be assessed in a number of areas for their impact on the environment. The following areas, listed in the regulations, fall within the mandate of the District Department of the Environment. They are whether:

1. The action might have a significant adverse effect on a rare or endangered species of animal or plant, or the habitat of the species (§7201.2 (a));
2. The action might violate published national or local standards relating to hazardous waste (§7201.2 (b));
3. The action might significantly deplete or degrade ground water resources (§7201.2 (c));
4. The action might significantly interfere with ground water recharge (§7201.2 (d));
5. The action might cause significant flooding, erosion or sedimentation (§7201.2 (f));
6. The action might significantly diminish habitat for fish or wildlife (§7201.2 (h));
7. The action might create a potential public health hazard or would involve the use, production or disposal of materials that pose a hazard to people, animal or plant populations in the area (§7201.2 (i));
8. The action might violate any ambient air quality standard, contribute significantly to an existing or projected air quality violation, or expose sensitive receptors to significant pollutant concentrations (§7201.2 (j)); and
9. The action might cause significant adverse change in existing surface water quality or quantity (§7201.2 (l)).

**III. DDOE DIVISIONS INVOLVED IN REVIEWING THIS PROJECT**

The divisions within the District Department of Environment that are responsible for reviewing this project are as follows:

<u>Area Reviewed</u>	<u>DDOE Division/Office</u>
Water quality	Water Quality Division
Sedimentation, storm water management and watershed protection	Watershed Protection Division
Vegetation and wildlife	Fisheries and Wildlife Division
Air quality	Air Quality Division
Underground storage tanks/leaking underground storage tanks	Underground Storage Tank Division
Toxic substances	Toxic Substances Division
Hazardous wastes	Hazardous Waste Division
Environmental justice concerns	Office of Enforcement, Compliance & Environmental Justice

Specific reports from each of the aforementioned divisions are presented in Section VI of this Report.

**IV. LIST OF NEEDED PERMITS AND APPROVALS REQUIRING DDOE INVOLVEMENT**

The construction and operation of the various components associated with the proposed project could require permits and approvals from DDOE divisions. Table 1.0 provides a list of the environmental related permit and approval requirements which may be applicable to the proposed action:

**Table 1.0  
Permits and Approvals  
Associated with DDOE**

<u>Action</u>	<u>Permit/Approval Requirement</u>	<u>Approving Agency</u>	<u>Permit Issuing Agency</u>
Stormwater Management	Construction Permit	DDOE	DCRA
Erosion and Sediment Control	Construction Permit	DDOE	DCRA

Site Characterization Report & Corrective Action Plan for

Soil and Groundwater Remediation	Approval	DDOE	DCRA
Wells	Permit	DDOE	DCRA
Air Pollution Equipment	Permit	DDOE	DDOE
Fishing	License	DDOE	DDOE
Biological Research	Permit	DDOE	DDOE
Underground Storage Tank Installation, Abandonment & Removal	Approval	DDOE	DDOE

**V. ENVIRONMENTAL SETTING AND CONSEQUENCES**

**A. WATER QUALITY**

**1. Environmental Setting**

Geologically, the site is located on the western edge of the Atlantic Coastal Plain Physiographic Province, east of the fall line separating the Atlantic Coastal Plain and the Piedmont Physiographic Province of the District of Columbia. The Atlantic Coastal Plain is characterized by a sequence of marine and terrestrial sedimentary deposits. Groundwater was encountered in eight out of eight soil test borings at a depth of 14 feet below existing ground surface (EISF II.12, and ECS 2011). The EISF (Part II.14) application and topographic map for the site (USGS, 1965 and Johnston, 1964) indicate that there are no water bodies within 100 feet of the project site.

**2. Environmental Consequences**

Sections 7201.1 (c), (d) and (l) of the Environmental Policy Act implementing regulations provide that a project should be assessed to determine whether:

- (c) The action might significantly deplete or degrade ground water resources;
- (d) The action might significantly interfere with groundwater recharge; or
- (l) The action might cause significant adverse change in the existing surface water quality or quantity.

## **Ground Water**

***The following addresses Sections 7201.2(c) and (d) of the Environmental Policy Act regulations.***

The EISF (Part III.2) indicates that the maximum depth of excavation is 12 feet. The applicant states that groundwater was encountered at depths equal to or greater than 14 feet below ground surface (EISF Part II.12). Review of the geotechnical report also concurs that groundwater was encountered at 14 feet depth. The applicant's response to the EISF application (Question III. 24) indicates that dewatering is not required during the construction phase of the project. Because of the circumstance at the site of planned subgrade structures below to the groundwater table and its seasonal fluctuations, DDOE WQD does not concur that dewatering is not required during the construction phase of the project, and has provided guidance to the applicant to obtain a temporary discharge permit. Based on the response from Ali Shakeri (Project Manager, DDOT) on January 24 and 30, 2013, the applicant will obtain a temporary discharge permit if needed prior to the start of work. Therefore, there may be a small to no impact on groundwater flow in the area as a result of the proposed project. However, the applicant is reminded that any contaminated groundwater encountered during the construction phase, must be contained in holding tank(s) and treated appropriately before discharging to the sewers or offsite disposal.

The applicant responses to the EISF (Questions III.37, and III.48) indicate that there will be no chemical contaminants of concern in project limits that will affect groundwater quality. In addition, the applicant response to EISF questions II.7 indicates that there are no contaminated soils within the project limits that affect groundwater quality. However, a review of the historical information revealed that there are chemical contaminants of concern on the subject property and in up-gradient topographic locations on adjacent properties (Phase I Environmental Site Assessment). The review revealed a leaking underground storage tank (LUST) on the subject property; an historical dry cleaner, and an auto station in the topographically up-gradient adjacent properties within 1/8 of a mile from the subject property (Phase I Environmental Site Assessment, Triad Engineering 2012a).

If any contaminated groundwater is encountered, or rainwater comes in contact with contaminated soil during the construction phase of the project, the applicant (Shakeri 2013, and/or their representatives) has committed to the following:

- (1) Containerizing the contaminated groundwater or rainwater in a holding tank, obtaining a representative water sample from the tank and having it analyzed in a laboratory using USEPA approved methods. If the containerized water is contaminated:
  - (a) Above DC Water's Pretreatment Standards, obtain a discharge permit from DC Water before discharging to the sanitary sewer;
  - (b) Below DC Water's Pretreatment Standards but exceeds DC Surface Water Quality Standards, contact DDOE/WQD for discharge authorization including any work plan, treatment system, and obtain required permits from USEPA prior to the start of work;

- (2) Hiring an independent environmental consultant to investigate the case if any contaminated soil is identified during construction;
- (3) Containerizing all installation/investigation-derived wastes from sites known to be contaminated or potentially contaminated, collect representative samples and analyze samples in the laboratory using USEPA approved methods for offsite disposal;
- (4) Taking all responsible steps to minimize or prevent any discharge of contaminated water and soils which has a reasonable likelihood of adversely affecting human health or the environment;
- (5) Providing work completion report and all investigation records to DDOE/WQD within 30 days; and
- (6) Completing all works in accordance with all permit conditions, Federal and District Laws and Regulations.

As a result, the project is anticipated to have minimal or no impact on groundwater quality. According to the EISF (Part II.1 and Part III.2), the proposed development does not increase impervious area on the subject property. Therefore, the proposed development at the site is anticipated to have minimal to no impact on groundwater recharge in the area.

### **Surface Water**

*The following addresses Section (l) of the Environmental Policy Act regulations.*

The EISF (Parts II.14 and 15), and the topographic map for the area (USGS 1965) indicate that the project site is located greater than 100 feet from the nearest hydraulically down-gradient natural surface water body. Consequently, the project is anticipated to have minimal to no impact to the surface water flow. The applicant has stated that chemical contaminants of concern will not adversely affect existing surface water quality (EISF III.34, III.47, and III.48). However, as described above, if contamination sources appear on the subject property during the construction, Ali Shakeri has indicated that the applicant is committed to handle the case in the same manner stipulated in the groundwater section of this EISF review/approval. Therefore, no contaminated groundwater will be allowed to discharge to the water bodies including the District's Municipal Separate Sewer System (MS4). As a result, the project is anticipated to have minimal to no impact to surface water quality.

In view of the above, the Water Quality Division has determined that there is no apparent significant adverse impact or likelihood of substantial negative impact to the environment with regards to Sections 7201.2 (c), (d) and (l) of the Environmental Policy Act regulations. Therefore, preparation of an environmental impact statement is not recommended for the areas of concern to the Water Quality Division.

## **B. SEDIMENTATION AND STORM WATER MANAGEMENT/ WATERSHED PROTECTION**

Based on our review of the submitted EISF package, as well as the 1/28/2013, the Watershed Protection Division (WPD) does not anticipate any significant adverse impact or the likelihood of substantial impact to the environment if the proposed erosion and sediment control and stormwater and floodplain management measures, together with the remediation measures mentioned in the environmental assessment report are fully implemented. Therefore, preparation of an EIS is not recommended for the areas of concern to the Watershed Protection Division.

## **C. VEGETATION AND WILDLIFE**

### **1. Environmental Setting**

The site for this project is located at H Street/Benning Road, NE, an urban setting.

### **2. Environmental Consequences**

Section 7201.1 (h) of the Environmental Policy Act's implementing regulations provide that a project should be assessed to determine whether:

The action might significantly diminish habitat for fish, wildlife or plants.

As indicated above, the proposed project is in an urban setting. There are no known endangered species at the site, and, given the urban nature of the site, there is limited habitat for fish, wildlife or plants.

After review of the plans for the above project, and based on a site visit and other in-house documents, the Fisheries and Wildlife Division has determined that there is no apparent significant adverse impact or likelihood of substantial negative impact to the environment as a result of the proposed project. Therefore, preparation of an environmental impact statement is not recommended for the areas of concern to the Fisheries and Wildlife Division.

## **D. AIR QUALITY**

### **1. Environmental Setting**

The proposed project is known as the H Street/Benning Road Streetcar Implementation Project. It also involves the development of the Spingarn Maintenance Facility. The site of the proposed project is along H Street and Benning Road in SE DC. The Spingarn Maintenance Facility (also known as the DC Street Car Barn and Training Center) would be located along the north side of Benning Road, west of 26<sup>th</sup> Street NE. The project involves the construction of a 2.2 mile segment of streetcar operations stretching between Union Station on the west end to 26<sup>th</sup> Street NE on the east end.

The project site is located within the National Capital Interstate Air Quality Control Region, which includes the Washington, D.C. metropolitan area. The region currently meets the National Ambient Air Quality Standards (NAAQS) for all criteria air pollutants with the exception of ozone and fine particulates. The U.S. Environmental Protection Agency (EPA) has designated the region as a “moderate non-attainment area” for ozone and fine particulates.

Air quality in the Washington, D.C. metropolitan area has exceeded the federal health standard for ozone in 19 of the last 20 years. The highest levels of ozone generally occur during the summer (May to late October) when the increased temperature and sunlight intensity enhances the formation of ozone. In the Washington, D.C. area, 28 percent of the volatile organic compounds (VOCs) that form ozone come from mobile sources. About one-third of this “mobile source” pollution is attributed to commuting traffic and the rest comes from the trips throughout the day, such as business travel or truck deliveries. Large industrial facilities such as power plants and factories cause only a small portion (about three percent) of the VOC emissions in the Washington, D.C. region. The remaining portion of VOCs is emitted from a multitude of small sources, including printers, service stations, construction contractors, paints, and cleaning solvents.

## 2. Environmental Consequences

The Environmental Policy Act implementing regulations set out that major projects are to be measured for their impact on air quality. Specifically, Section 7201.2 (k) of the regulations provides that a project should be assessed to determine whether:

The action might violate any ambient air quality standard, contribute significantly to an existing or projected air quality violation, or expose sensitive receptors to significant pollutant concentrations.

Items 9 through 16a and 16b in Part III of the EISF application sets out a series of questions to which an applicant must respond which are designed to elicit information regarding potential air quality impacts. **The applicant indicated on its EISF application that the proposed project would not meet any of the triggers to require an air quality study. Nonetheless, due to the unique nature of the project, an air quality study was submitted.**

The air quality analysis performed evaluated emissions (in pounds or tons of pollutants per day) of CO resulting from the operation of mobile sources associated with the proposed project. Applicants submitting an air quality analysis are required to use the most current version of the EPA’s mobile emissions factor model in deriving the emissions estimates. Applicants are also required to provide an analysis of the impact from mobile sources on CO concentrations (in parts per million) [ppm] in the vicinity of the proposed project. At a minimum, this analysis must be conducted in accordance with the procedures identified in the District Department of the Environment’s (DDOE) “Guidance for the Analysis of Air Quality Studies Performed as a Result of the EISF Process” using an approved air quality dispersion model (the default model is the latest version of CAL3QHCR posted on the EPA regulatory model website) and must include a

comparison of the resulting air quality with both the one (1)-hour average and eight (8)-hour average NAAQS for CO.

The preparation of an air quality impact study for the proposed H Street/Benning Road Streetcar Project was performed focusing primarily on CO. AQD did not require an evaluation of the impacts on ground-level ozone, lead, or nitrogen oxides for the following reasons:

Ozone (O<sub>3</sub>): As indicated above, this is a regional problem that cannot be subjected to project-specific analysis.

#### Nitrogen

Dioxide (NO<sub>2</sub>): In October 2011, the District was designated “unclassifiable/attainment” for the new 2010 annual and 1-hour NO<sub>2</sub> NAAQS. Based on available air quality data at the time, the U.S. Environmental Protection Agency (EPA) determined that the District is attaining the 2010 NO<sub>2</sub> NAAQS. However, new monitoring requirements have not yet been implemented. There is no need to conduct project-level NO<sub>2</sub> modeling unless the District is designated nonattainment in the future, based on ambient monitoring that meets the requirements of the new NAAQS,

Lead (Pb): Also in October 2011, the District was designated “unclassifiable/attainment” for the new 2008 Pb NAAQS. Based on available air quality data at the time, EPA determined that the District is attaining the standard and there is no evidence of violations. However, new monitoring requirements have not yet been implemented. There is no need to conduct project-level Pb modeling unless the District is designated nonattainment in the future, based on ambient monitoring that meets the requirements of the new NAAQS,

As indicated, the air quality analysis was primarily focused on CO. Based on the Transportation Impact Study, the applicant selected three intersections for evaluation which, after screening, appeared to be the most complicated and/or affected intersections. The first was the intersection of H Street SE and 3<sup>rd</sup> Street SE. The second was the “starburst” intersection at H Street SE and Bladensburg Road SE near the confluence of 15<sup>th</sup> Street SE, Florida Avenue SE, and Maryland Avenue SE. The third intersection modeled was the intersection of Benning Road SE, 26<sup>th</sup> Street SE, and Oklahoma Avenue SE. The applicant modeled numerous receptors near these intersections.

The applicant used background concentrations slightly lower than those specified in AQD’s guidance for this modeling. Specifically, they used the average of the highest 2<sup>nd</sup> high monitored data from the last three years (2009-2011) rather than the highest 2<sup>nd</sup> high value. As such, they selected a background of 3.5 ppm for the 1-hour analysis instead of 4.2 ppm as required by AQD guidance. Additionally, they selected a background of 3.1 ppm for the 8-hour analysis instead of 3.8 ppm as required by AQD guidance.

Evaluation of the impact study on a one-hour basis revealed that the proposed undertaking would result in an incremental CO concentration of approximately 3.1 ppm at the most affected



receptor (Receptor 12 at the Benning Road/26<sup>th</sup> Street/Oklahoma Ave. intersection). Including a background of 4.2 ppm (as required by AQD guidance), the highest one-hour future project case total concentration was found to be 7.3 ppm, well below the 35 ppm one-hour NAAQS.

Evaluation of the impact study on an eight-hour basis revealed that the proposed undertaking would result in an incremental CO concentration of approximately 2.2 ppm at the most affected receptor (Receptor 12 at the Benning Road/26<sup>th</sup> Street/Oklahoma Ave. intersection). Including a background of 3.8 ppm (as required by AQD guidance), the highest eight-hour future project case total concentration was found to be 6.0 ppm, which is well below the 9 ppm eight-hour NAAQS.

### **EISF Approval Conditions**

Any installation of fuel burning equipment (such as boilers) with heat input ratings greater than 5 MMBTU/hr, stationary generators, or other stationary air pollutant emitting equipment will need to go through a separate air quality permitting process prior to their construction being initiated. It was specifically noted in the EISF that at least one emergency generator was expected to be installed, but did not specify where. Generators used for construction processes, if used at a single location for less than 12 months, do not require air quality permits. However any other generators installed would require an air quality permit before installation begins. Additionally, if any soil vapor extraction or groundwater remediation is required at the site, the applicant must comply with the requirements of 20 DCMR 717, Soil and Groundwater Remediation. Fugitive dust must be controlled by methods ensuring compliance with 20 DCMR 605, Control of Fugitive Dust throughout the construction project as well as after operation begins.

### **3. Conclusion**

The results of the analysis predict a maximum 8-hour CO concentration of 6.0 ppm at the most affected receptor, which is less than the 8-hour NAAQS of 9 ppm.

In view of the above, the Air Quality Division has determined that there is no apparent significant adverse impact or likelihood of substantial negative impact to the environment with regards to Section 7201.2 (k) of the Environmental Policy Act. Therefore, preparation of an environmental impact statement is not recommended for areas of concern to the Air Quality Division.

## **E. UNDERGROUND STORAGE TANKS/LEAKING UNDERGROUND STORAGE TANKS**

### **1. Environmental Setting**

As per the Underground Storage Tank Branch records review of the data maintained within the District Department of the Environment (DDOE), there is NO active or registered Underground Storage Tank (UST) System currently in service dispensing regulated substance at the address of the proposed project. Although no active UST system currently exists on the site, two (2) 10,000 gallon fuel oil UST's were formerly operated at the site. These tanks were pulled in 1999 and no Leaking Underground Storage Tank (LUST) case was assigned. NO active Leaking Underground Storage Tank (LUST) cases are currently

open at this address, since there is no known petroleum contamination above our regulatory standards caused from the operation of UST's onsite.

## 2. Environmental Consequences

1. A detailed environmental site assessment/excavation during the construction stages will reveal any unknown or buried tanks and other subsurface conditions, such as, petroleum contamination. Any unknown or buried tanks found should be reported to DDOE for an inspection before removal or abandonment-in-place.
2. The soil excavated from areas must be screened in the field to determine the environmental impacts. If the samples test results indicate levels above the DC standards for TPH-DRO, TPH-GRO and BTEX, or is above established disposal criterion for VOC – impacted soil, the soil must be shipped to an approved off-site treatment facility, reuse of contaminated soil onsite is not acceptable. Contaminated soil should be tested and reported to DDOE if above our standards after post excavation confirmatory analysis.
3. Contaminated groundwater during the dewatering stage must be treated according to the District's water discharge standards. A pretreatment discharge permit must be obtained from WASA prior to any discharge to any sanitary or combined sewer.
4. There may be other contaminants on the property that are not under the purview of UST or LUST Programs, these may be related to aboveground activities, such as petroleum spills, waste oil dumping, car repair shops, mechanic shops, paint shops, pesticides use, etc and may require the involvement of other Programs within the DDOE .
5. As a best management practice, a remediation plan should include dust and contaminants odor control measures that prevent or minimize off-site migration.
6. The UST System (s) on the property should be managed and operated in accordance with all applicable District and Federal Regulations, as follows:
  - If the USTs would be reused it would first require annual registration with DDOE and submission of notification forms supporting change or ownership OR
  - If the existing UST Systems on the property would be removed or abandoned in place, the owner/operator/responsible party/developer is required to contact this office for an inspection and approval of the activity.
  - It is noted that the Project that does not involve the installation of new underground storage tanks system for storing petroleum or hazardous materials. Should UST installation be part of the future operational plans, the Developer is required to contact our office for further guidance, to request an inspection during installation and to register the tanks before operation commences. Failure to comply with this requirement may result in enforcement action.

Accordingly, based on this review, the UST/LUST Division has determined that there is no apparent significant adverse impact or likelihood of substantial negative impact to the environment as a result of the proposed project.

## **F. TOXIC SUBSTANCES**

### **1. Environmental Setting**

There are no known toxic substances in use at the site, nor does the project plan indicate any will be used, disturbed or created in concentrations that would constitute a significant adverse impact on the environment.

### **2. Environmental Consequences**

Section 7201.1(j) of the Environmental Policy Act implementing regulations provides that a project should be assessed to determine whether:

The action would create a potential public health hazard or would involve the use, production or disposal of materials that pose a hazard to people, animals or plant populations in the area.

Based upon the plan submitted, there is no indication that adverse environmental impacts would occur in the areas of interest to the Toxic Substance Division for the following reasons:

- No species of plants or animals were identified as threatened or endangered and therefore would not be affected if there were any releases of pesticides during construction of the project;
- There are no reported effects of pesticides to public health and safety originating from this site where pesticides may have been applied according to label directions; and
- Pesticide products will not be applied at this site as part of the project according to the information provided.

In view of the above, the Toxic Substance Division has determined that there is no apparent significant adverse impact or likelihood of substantial negative impact to the environment as a result of the proposed project. Therefore, the Division does not recommend that an environmental impact statement be required for this project.

## **G. HAZARDOUS WASTES**

### **1. Environmental Setting**

There are no known hazardous wastes present at the site of the proposed project in concentrations that would result in a significant adverse impact on the environment. Review of the project plan does not indicate the production or disposal of hazardous wastes in concentrations that would result in a significant adverse environmental impact.

## 2. Environmental Consequences

Sections 7201.1 (b) and (j) of the Environmental Policy Act implementing regulations provide that a project should be assessed to determine whether:

- (b) The action might violate published national or local standards relating to hazardous wastes; and
- (j) The action might create a potential public health hazard or would involve the use, production or disposal of materials that pose a hazard to people, animals or plant populations in the area.

There is no indication that the proposed action would violate published national or local standards relating to hazardous wastes, nor will the action create a potential public health hazard or involve the use, production or disposal of materials that pose a hazard to people, animals or plant populations in the area.

In view of the above, the Hazardous Waste Division has determined that there is no apparent significant adverse impact or likelihood of substantial negative impact to the environment as a result of the proposed project. Therefore, preparation of an environmental impact statement is not recommended for areas of concern to the Hazardous Waste Division.

### H. ENVIRONMENTAL JUSTICE

Environmental justice, as defined by the U.S. Environmental Protection Agency (EPA), is “the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to development, implementation, and enforcement of environmental laws, regulations and policies.” It follows that environmental *injustice* occurs when certain segments of society, such as low-income and minority communities, bear a disproportionate share of the harmful effects of governmental decisions. The District Department of the Environment (DDOE), of course, strives for environmental justice in all its actions—including the review of this proposal.

Federal law and a presidential order guide the District’s environmental justice policies. First, Title VI of the Civil Rights Act of 1964 prohibits intentional discrimination on the grounds of race, color, or national origin under any program or activity receiving federal financial assistance.<sup>1</sup> Second, President Clinton’s Executive Order 12898 directs each federal agency to make achieving environmental justice part of its mission by identifying and addressing as appropriate, disproportionately high and adverse human health effects of its programs, policies and activities on minority populations.<sup>2</sup> Projects with disproportionate negative impact directly contravene these legal requirements.

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<sup>1</sup> 42 U.S.C §§ 2000d *et seq.*

<sup>2</sup> Executive Order 12898 (Feb. 11, 1994). This Executive Order remains in effect.

The above federal obligations also govern District agencies that receive federal assistance. Since DDOE is one of those agencies, its mandate to protect and restore the environment, conserve natural resources, provide energy-related policy, and improve the quality of life in the District of Columbia fall at least in part under federal purview. Thus, in the interest of environmental justice, DDOE must also examine the potential adverse impacts on the communities in which environmentally burdensome projects are sited, especially those communities that are predominantly low-income and/or minority.

One aspect of this examination is to provide opportunities for community input in the EISF review process and to ensure that meetings and notices are accessible to minority and low-income communities potentially affected by a proposed project. This project, however, will not need that level of community involvement: DDOE's Office of Enforcement and Environmental Justice (OEEJ) has found no indication that this project—development of a streetcar system on H Street NE between Union Station and Benning Road—would be environmentally burdensome or would otherwise pose a disparate and unjustified health risk to the community in which it would be sited.

In support of that conclusion, OEEJ reviewed the submitted EISF and demographic information related to the project area using EJView and other databases.<sup>3</sup> The project area<sup>4</sup> has about the same percentage of residents living in poverty than the District as a whole (approximately 8.4 percent—versus 18.5 percent). The area has a lower percentage of minority citizens than the District as a whole (52 percent—versus 57.6 percent for the District as a whole). In terms of vulnerable populations, 6 percent of the project area's residents are children four years old or younger; 9 percent are seniors 65 years and older.

However, the proposal and the project area demographics do not require heightened scrutiny. No information indicates that the environmental burden on neighbors will disproportionately increase as a result of the project. OEEJ concludes that no racial or ethnic minority or low-income group of people will bear disproportionate negative environmental consequences resulting from the District's action.

## **VI. DDOE RECOMMENDATIONS AND MITIGATION MEASURES**

The District Department of the Environment, a reviewing agency pursuant to the Environmental Policy Act and its implementing regulations, recommends to the Department of Consumer and Regulatory Affairs that the H Street/ Benning Road Streetcar Implementation project does not require the preparation of an environmental impact statement. Our recommendation is based on the fact that none of our reviews have identified any significant adverse impact or the likelihood of a substantial negative impact to the environment as a result of the proposed project.

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<sup>3</sup> EJView is an EPA assessment tool, *available at* <http://epamap14.epa.gov/ejmap/entry.html>. An EISF review may also include data from the U.S. Census Bureau's 2000 census and 2006-2010 American Community Survey, the D.C. Office of Planning's State Data Center, and commercial databases such as [www.city-data.com](http://www.city-data.com).

<sup>4</sup> This review includes the project site surrounded by a one-half mile buffer.

## **Enclosure E: DDOT Priority Bus Transit Improvement Corridors**

1. DDOT Priority Bus Transit Improvement Corridors (*Page E-2*)

**DDOT Priority Bus Transit Improvement Corridors (TIGER)**

Project Name	TIGER Grant Award	Bus RTPI Prototype	RTPI	Bus Stop Improvements	TSP	Queue Jumps	Exclusive Bus Lanes	Security Cameras	Signal Optimization	UPS for Signals
16th Street Bus Priority Improvements	\$1,295,000	x	x	x	x	x				
Georgia Avenue Bus Priority Improvements	\$4,111,000		x	x	x	x	x			
H Street/Benning Road Bus Priority Improvement	\$415,000		x					x		
Wisconsin Avenue Bus Priority Improvements	\$745,000		x		x					
Theodore Roosevelt Bridge to K Street Bus Priority Improvements	\$1,800,000				x				x	x
14th Street Bridge to K Street Bus Priority Improvements	\$3,249,190				x				x	x

**Definitions**

- **RTPI** - Real Time Passenger Information
- **TSP** - Transit Signal Priority
- **UPS** - Uninterruptable Power Supply



**DC Circulator**

- Dupont Circle - Rosslyn
- Georgetown - Union Station
- National Mall
- Potomac Ave Metro - Skyland
- Union Station - Navy Yard Metro
- Woodley Park - Adams Morgan - McPherson Square Metro

**DC Streetcar**

- + H/Benning

**WMATA**

- Metrorail
- Metrorail Stations
- Metrobus

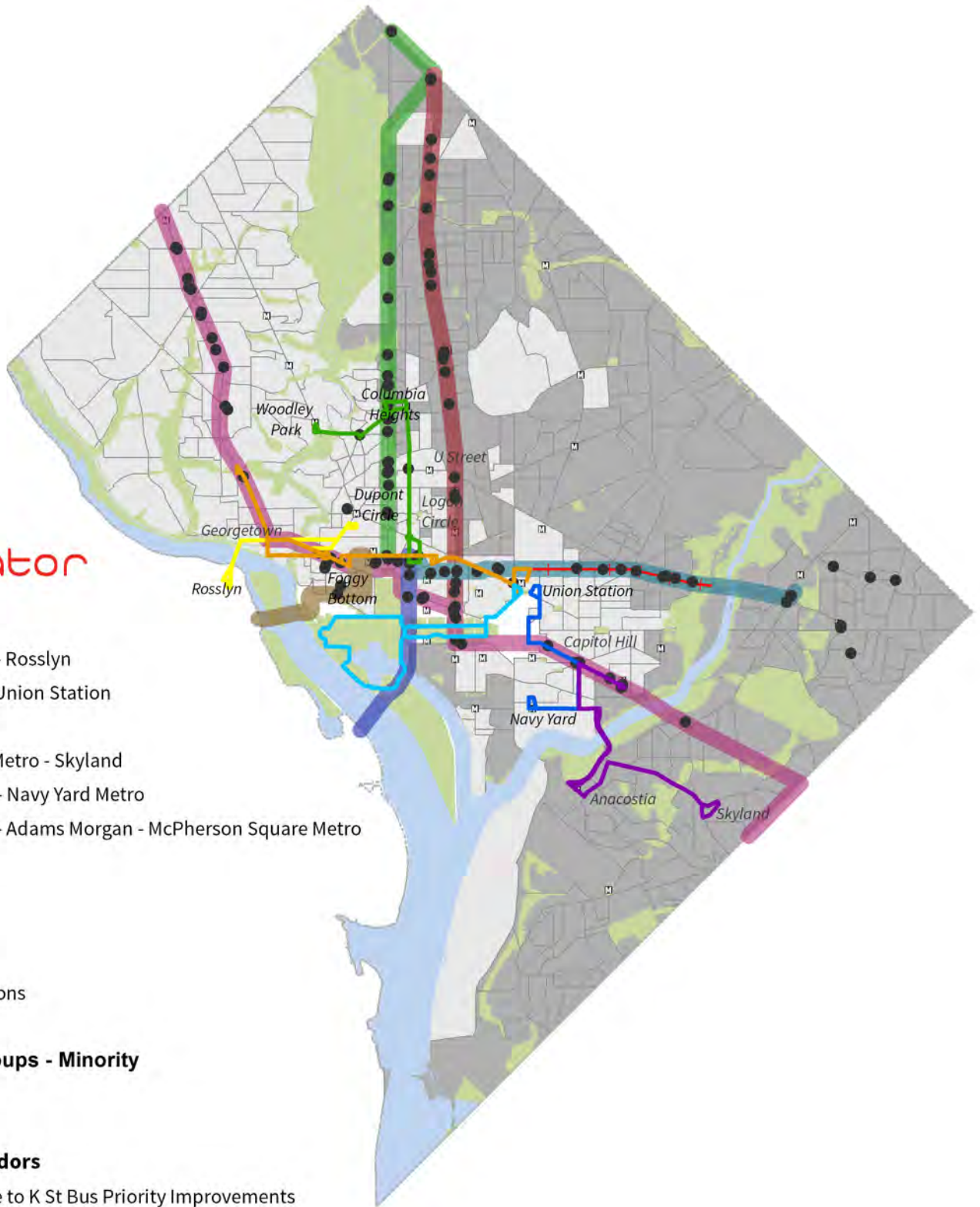
**Census Block Groups - Minority**

- 1% - 65%
- 66% - 100%

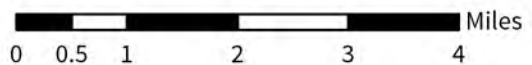
**DDOT TIGER Corridors**

- 14th St Bridge to K St Bus Priority Improvements
- 16th St Bus Priority Improvements
- Georgia Ave Bus Priority Improvements
- H St/Benning Rd Bus Priority Improvements
- Theodore Roosevelt Bridge to K St Bus Priority Improvements
- Wisconsin Ave Bus Priority Improvements

- Real Time Passenger Information



Data source: 2009-2013 American Community Survey, 5-Year Estimates Table B03002, Hispanic or Latino Origin by Race





**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
DEPARTMENT OF TRANSPORTATION



**DDOT Director Approval of DDOT's Title VI Program for the  
Federal Transit Administration (FTA)**

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Leif A. Dormsjo  
Director, District Department of Transportation

12/30/15

\_\_\_\_\_  
Date

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
DEPARTMENT OF TRANSPORTATION



DDOT Director Approval of DDOT's Title VI Program Transit  
Service Monitoring Results for the Federal Transit  
Administration (FTA)

\_\_\_\_\_  
Leif A. Dormsjo  
Director, District Department of Transportation

12/30/15

\_\_\_\_\_  
Date