

LA MIRADA TRANSIT TITLE VI PROGRAM

Revised May 2022

This document sets forth policies and procedures to effectively monitor and ensure that La Mirada Transit Services are in compliance with Title VI of the Civil Rights Act of 1964 as required by the US Federal Transit Administration.

LA MIRADA TRANSIT SERVICES TITLE VI PROGRAM

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I. INTRODUCTION

The City of La Mirada's core City Values include "openness, diversity, unity and service." In keeping with these Values, the City is committed to ensuring that all residents have equal access to services and equal opportunities to engage in City decision-making without regard to race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status. The City's commitment to equal access is reflected in this Title VI Plan for La Mirada Transit Services. As required by the Federal Transit Administration (FTA) and as set forth in Title VI of the Civil Rights Act of 1964, the City of La Mirada is committed to fair and equitable access to the City's Transit Services, specifically:

"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. 2000d)

To ensure that all residents are given equitable access to Transit Services and that all citizens are provided an opportunity take part in Transit planning and decision-making (and as a recipient of federal funding), the City of La Mirada Transit Services will ensure full compliance with Title VI of the Civil Rights Act of 1964.

II. TITLE VI REQUIREMENTS

A. Requirement to Notify Beneficiaries of Protection under Title VI.

In order to comply with 49 CFR, Section 21.9(d), the City shall provide information to the public regarding the City's obligations under the US Department of Transportation's (DOT) Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

The City of La Mirada will inform members of the public of their Title VI protection in a variety of ways, including:

- on the Transit Services page of the City's website at www.cityoflamirada.org/city-services/transit;
- posting of notices inside all La Mirada Transit vehicles; and
- posting of notices in the lobby of the Activity Center.

Copies of notices can be found in Attachment #1.

B. Requirement to Develop Title VI Complaint Procedures and Complaint Form.

The City of La Mirada takes allegations of discrimination of any kind very seriously. Three specific categories of discrimination fall under Federal Title VI regulations: discrimination on the basis of race, color, and national origin. As a recipient of Federal funding, the City is required to develop procedures for investigating and tracking Title VI complaints filed against the City's Transit Services and to make these procedures for filing a complaint available to the general public. With this in mind, the City has developed the following complaint procedures for Title VI issues.

1. City of La Mirada Title VI Complaint Procedures

(a) Submission of Complaint

If a patron believes he/she has received discriminatory treatment on the basis of race, color, or national origin by a City of La Mirada Transit staff member or a staff member of the Transit Contractor, the patron will have the right to file a complaint with the City. The complaint must be filed within 180 calendar days of the alleged discriminatory incident.

(b) Investigation of Complaints

Once filed, a staff member will be assigned to investigate the complaint. The investigation may include discussion(s) of the complaint with all affected parties to determine the issue.

The City will only investigate complete complaints. If the City requires more information to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the City's request to send requested information to the investigator or request more time to gather the information. If the complainant does not respond to the request within 10 business days, the City can administratively close the case. A case can also be closed if the complainant no longer wishes to pursue their case.

The City will commence an investigation within 10 business days of receipt of the complaint.

(c) Resolution of Case

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a Letter of Finding (LOF). A closure letter summarizes the allegations and states that there was no Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or contractor staff, or other action will occur.

(d) Appeal Process

The Letter of Finding will also notify the complainant of his/her right to appeal the decision. If the complainant disagrees with the City's or transit provider's findings, the complainant may request reconsideration by submitting a written request to the City Manager within 10 business days of receipt of the City's response. The complainant shall provide a detailed description of the request for consideration. The City Manager will notify the complainant of his/her decision either to accept or reject the request for reconsideration within 10 business days. If the City Manager agrees to reconsider the matter, the complaint shall be returned to the investigator for re-evaluation in accordance with the "Investigation of Complaint" procedures described above.

(e) Submission of Complaint to the Department of Transportation

Complainant may, at any time, submit the complaint directly to the Department of Transportation for investigation:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission St., Suite 1650
San Francisco, California 94105-1839

In accordance with Chapter 9, Complaints, of FTA Circular 4702.1B, such a complaint must be filed within 180 calendar days of the date of the alleged discrimination.

2. Ensuring Easy Access to Complaint Form and Procedures

The City has developed a Title VI Complaint Form to document all complaints received by City and/or transit contractor staff (Attachment #2). This form, along with the complaint procedures, will be available in English, Korean and Spanish in several locations, including:

- on the Transit page of the City's website;
- in the Activity Center lobby;
- at the City Clerk's office located at 13700 La Mirada Blvd., La Mirada, CA 90638; and,
- via email or regular mail upon request at no charge.

C. Requirement to Record and Report Transit-Related Title VI Investigations, Complaints, and Lawsuits.

The City is required to prepare and maintain a list of investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and/or national origin in transit-related activities and programs. The City will maintain a list of Transit Services Title VI investigations, complaints, and lawsuits, including a comprehensive summary and description

of actions taken by the City, as required by Title VI regulations (see Attachment #3). The list shall include:

- the date that the investigation, lawsuit, or complaint was filed;
- a summary of the allegation(s);
- the status of the investigation, lawsuit, or complaint; and,
- actions taken by the City in response, or final findings related to the investigation, lawsuit, or complaint.

The list will be maintained by the City Clerk's Office and a record of any complaints will be included in the City's Title VI submittal to FTA every three (3) years.

Within the previous three years, the City of La Mirada has had no Title VI complaints, investigations, or lawsuits.

D. Promoting Inclusive Public Participation.

Transit Services' Public Participation Plan is designed to encourage participation by all La Mirada residents in La Mirada Transit planning and services. La Mirada Transit Services has used – and will continue to use – a number of avenues to reach the greatest number of residents. These activities include, but are not limited to: booths and materials at community events, community brochure *La Mirada Living* which is mailed to every residence, presentations to community groups, and coordination with civic and nonprofit organizations and community groups who serve target audiences.

The full Public Participation Plan is included as Attachment #4.

Summary of outreach efforts made since the last Title VI Program submission

La Mirada is a very diverse community. It is also a close-knit community with a strong network of organizations and groups that work together to ensure that every resident is able to access services and that every voice is heard. In the last three years, Transit Services has pursued a variety of outreach efforts focused on the goal of reaching the widest and most diverse audience possible.

- a) Outreach to ensure all residents are aware of and able to access Transit Services and programs

COVID-19 Note: At the time of writing, some City in-person services and events remain suspended due to COVID-19. For example, senior congregate meals have not yet resumed. The following reflects both the outreach that has been undertaken as well as how outreach will resume once all COVID-19 restrictions have been lifted.

Over the years, La Mirada Transit staff have worked consistently to ensure that all residents are aware of the La Mirada Transit program. Generally, these efforts have included:

Transit page of the City of La Mirada Website. Basic information on using La Mirada Transit (as well as the Title VI Notification) can be found on a special page of the La Mirada City website at www.cityoflamirada.org/city-services/transit.

La Mirada Living Brochure. *La Mirada Living* is a quarterly publication produced by the City and mailed to every residence and some local businesses. It includes a variety of updates, including notices of upcoming community events and a schedule of activity center classes for all ages. It also provides information on community services, including La Mirada Transit. Information on La Mirada Transit is included in every quarterly issue of the brochure (12 times in the last three years). Information in Korean and Spanish has also been included in eight issues.

Monthly La Mirada Living Pamphlet. Each month, the City sends a shorter pamphlet to every resident in La Mirada. The mailing includes longer articles on City events, actions, and plans. Transit occasionally appears in this mailing (and has been more frequently featured during the pandemic).

Senior Activity Quarterly Calendar. The Senior Calendar is produced quarterly and widely circulated to community groups, senior residences, businesses, congregate meal participants, etc. Every issue of the calendar includes information on La Mirada Transit.

Annual La Mirada Community Health Fair. Prior to COVID-19, Transit had a dedicated booth each year at the annual Community Health Fair. Although the fair is open to everyone, the most common attendees are seniors and special-needs residents, making this a key event for encouraging La Mirada Transit use by the “highest need” audiences. Transit will have a booth at the next health fair.

Community-wide Events. Prior to COVID-19, Transit Services had also ensured that La Mirada Transit brochures (in English, Spanish and Korean) were available at the following community events:

February	Father Daughter Dance
March/April	Easter
May	Mother Daughter Tea
July	3rd of July Event
July	Stroll in the Park
July-August	Concerts in the Park
September	Community Health Fair
October	Halloweenfest

November	Veterans Event
December	Holiday Event

These outreach efforts will resume as these events are added back into the City’s calendar.

Transit Workshops. Prior to COVID-19, one or two transit workshops were offered each quarter. The workshops were intended to help new users of Transit services. Topics included how to schedule trips, types of reservations, fares, routes and more. If demand warranted, additional workshops were scheduled. Workshops included how to schedule trips, types of reservations available, fares, and more. These will resume when in-person outreach is permitted.

Coordination with Community Groups and Programs. Coordination between City programs is a hallmark of La Mirada. It is not surprising, therefore, that there are several strong community groups who have, as part of their charter, ensured information is conveyed to their stakeholders.

- Southeast Area Social Services Funding Authority (SASSFA) is the social service provider for La Mirada. The Community Services Supervisor (who oversees La Mirada Transit) serves on the SASSFA board and participates in monthly board meetings. Part of the Supervisor’s role as a board member is ensuring that SASSFA has current La Mirada Transit service information for their social workers and clients.
- La Mirada Resource Center houses a variety of recreation and social service programs for the community. Transit services has taken steps to ensure that they have the most current brochures and information for their clients and visitors.
- The La Mirada Senior Council is composed of individuals who represent various segments of the local senior community – including representatives from each of the senior residences in La Mirada. Among their many duties, the Council is charged with ensuring that their specific stakeholder group is fully informed of City services. The Community Service Supervisor attends the monthly Council meeting and regularly briefs the Council on La Mirada Transit and provides Council members with materials to take back to their constituents.
- The Community Services Supervisor also serves on the Meals-On-Wheels Board and attends monthly board meetings and ensures information on La Mirada Transit is made available to residents who are served by Meals-On-Wheels.

b) Procedures and outreach to ensure all residents have equal access to decision-making

In the last three years, La Mirada Transit has not made any fare increases or other significant service changes. However, the City has committed to provide resources that will facilitate future needs to engage the public in Transit decision-making. The City has contracted with a Korean translator to facilitate access to City services by Limited English Proficiency (LEP) Korean residents. The City already offers Spanish and Korean translators “by request” at City Council Public Hearings; thus ensuring that LEP “safe harbor” residents will be able to comment on any future significant Transit service changes.

E. Language Assistance Plan and Requirement to Provide Meaningful Access to Limited English Proficiency (LEP) Persons.

The Language Assistance Plan includes two components: a Title VI Limited English Proficiency (LEP) Analysis, and a Language Assistance Plan. The LEP Analysis is a four-factor analysis, which considers:

- the number of LEP persons in the service area;
- the frequency that LEP persons come in contact with Transit Services;
- the nature and importance of programs, activities, or service to the LEP population; and,
- the resources available to the City and overall costs to provide LEP assistance.

The Language Assistance Plan explains the findings of the Four Factor Analysis and describes how the City will implement language assistance.

Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who have Limited English Proficiency. In addition to the steps outlined herein, the City collaborates with the Los Angeles County Metropolitan Transportation Authority (MTA) and other neighborhood stakeholders to ensure LEP persons have access to necessary information.

The LEP Analysis and Language Assistance Plan are detailed in Attachment #5 and Attachment #6.

F. Minority Representation on Planning or Advisory Board (not applicable).

The City of La Mirada does not have a “transit-related, non-elected” planning board, advisory council, or committee. Rather, the City Council serves as the legislative body for all transportation related policy decisions. Therefore, this requirement does not apply to the City of La Mirada.

G. Providing Assistance to/Monitoring Subrecipients (not applicable).

The La Mirada Transit does not have any subrecipients for current FTA grants. Therefore, these requirements do not apply to the City of La Mirada.

H. Determination of Site or Location of Facilities (not applicable).

The City of La Mirada is not currently using any Federal grants for the construction of any transit related facilities. Therefore, this requirement does not apply.

I. Obligation to Provide Additional Information upon Request.

The City of La Mirada's Community Services Supervisor is available to provide additional information, as needed, and to respond to any verbal or written requests for information in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT's Title VI regulations.

ATTACHMENT 1

≡ NOTICE OF CIVIL RIGHTS ≡

- Website
- Three-panel brochure for posting
- LMT Vehicle Posting

Notice of Civil Rights - Website

<http://www.cityoflamirada.org/city-services/transit>

TITLE VI POLICY

In accordance with Title VI of the Civil Rights Act of 1964, the City of La Mirada/La Mirada Transit is committed to ensuring that no person shall be excluded from receiving transit services on the basis of race, color, creed, national origin, economic status or language proficiency.

If you feel that you have been discriminated against in the provision of La Mirada Transit services, please contact:

Administrative Services Department - La Mirada Transit

City of La Mirada

13700 La Mirada Blvd,

La Mirada, CA 90638

562-943-0131

lamiradatransit@cityoflamirada.org

- [Title IV Plan](#)
- [Title VI Notice - Brochure - English Spanish Korean](#)
- [Public Notice of Rights under Title VI](#)
- [City of La Mirada Transit Services Complaint Procedures: English | Spanish | Korean](#)
- [City of La Mirada Transit Services Complaint Form: English | Spanish | Korean](#)

8 ½ x 11 Three-panel brochure which will be available in the public area of the Activity Center

"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. 2000d)

- Title VI of the Civil Rights Act of 1964

"En los Estados Unidos, no se excluirá la participación de ninguna persona en ningún programa o actividad que reciba asistencia financiera federal, ni se le negarán los beneficios de dichos programas o actividades, ni será discriminada en ellos por causa de su raza, color u origen nacional". (42 U.S.C. 2000d)

- Título VI de la Ley de Derechos Civiles de 1964

"미국에서 그 누구도 인종, 피부색 또는 출생국 때문에 연방 재정지원을 받는 어떠한 프로그램이나 활동에 참여에서 제외되거나 수혜 거절 또는 차별대우 받지 않는다." (42 U.S.C. 2000d)

- 1964 년 공민권법 제 6 장

La Mirada Transit
(562) 943-6776

**Public Notice of
Rights
under Title VI of the
Civil Rights Act**

◆
**Aviso público de
derechos conforme
al Título VI de la Ley
de Derechos Civiles**

◆
**공민권법 제 6 장에
따른 민권 공지**

La Mirada Transit
Rev. May 2016

In keeping with the City's Values of Diversity and Unity, La Mirada Transit is committed to ensuring that **no person is excluded from participation in, or denied the benefits of its service on the basis of race, color or national origin** as provided under Title VI of the Civil Rights Act.

In addition, La Mirada prohibits discrimination based on sex, age, disability, religion, sexual orientation, gender identity, and other protected classes enumerated in federal and state laws.

Any person who believes he/she has been a victim of any unlawful discriminatory practice under Title VI may file a complaint with:

City Clerk's Office
City of La Mirada
13700 La Mirada Boulevard
La Mirada, California 90638

If you have any questions or would like additional information on La Mirada's obligation regarding non-discrimination or how to file a complaint, please visit the Transit page on the City website or contact the City Clerk's office at (562) 943-0131.

You may also file a complaint directly with the Federal Transit Administration:
FTA Office of Civil Rights, Region IX
201 Mission St. #1650
San Francisco, CA 94105-1839

De acuerdo con los valores de diversidad y unidad de la Ciudad, la división de Tránsito de La Mirada se compromete a asegurar que **no se excluya la participación de ninguna persona ni se le nieguen los beneficios de sus servicios por motivo de raza, color u origen nacional**, según se dispone en virtud del Título VI de la Ley de Derechos Civiles.

Asimismo, La Mirada prohíbe la discriminación por motivo de sexo, edad, discapacidad, religión, orientación sexual, identidad de género y otras categorías protegidas que se mencionan en las leyes federales y estatales.

Toda persona que considere que ha sido víctima de discriminación ilícita en virtud del Título VI puede presentar una denuncia en:

City Clerk's Office
City of La Mirada
13700 La Mirada Boulevard
La Mirada, California 90638

Si tiene alguna pregunta o desea obtener más información sobre la obligación de La Mirada con respecto a la no discriminación o sobre el modo de presentar una denuncia, visite la página de *Transit* en la sede electrónica de la Ciudad o comuníquese con la Secretaría Municipal al (562) 943-0131.

También puede presentar una denuncia directamente en la Administración Federal de Tránsito:

FTA Office of Civil Rights, Region IX
201 Mission St. #1650
San Francisco, CA 94105-1839

라미라다 시의 다양성과 화합성에 대한 가치관에 따라 라미라다 대중교통은 공민권법 제 6 장에 따라 그 누구도 인종, 피부색 또는 출생국 때문에 서비스 사용에서 제외되지 않고 수혜 거절 되지 않도록 하는데 전념하고 있습니다.

더 나아가, 라미라다는 성별, 나이, 장애, 종교, 성적 취향, 성 정체성 또는 기타 연방 및 주법이 정의하는 보호계층의 차별을 금지하고 있습니다.

누구든 제 6 장에 위반되는 불법 차별적 관행의 피해자가 되었다면 항의를 다음으로 제기할 수 있습니다:

City Clerk's Office
City of La Mirada
13700 La Mirada Boulevard
La Mirada, California 90638

라미라다 시의 차별금지에 대한 책임이나 항의 제기 방법에 대해 질문이 있거나 더 자세한 정보를 원하시면 시청 웹사이트의 대중교통 페이지를 방문하시거나 (562) 943-0131 로 시 서기관 사무실로 연락 주시기 바랍니다.

또는 연방 대중교통 행정부로 직접 항의를 제기할 수도 있습니다.

연방 대중 교통 행정부 공민권법 사무실,
제9지구
FTA Office of Civil Rights, Region IX
201 Mission St. #1650
San Francisco, CA 94105-1839

6 x 5" notice for posting in vehicles

Public Notice of Rights under Title VI
Aviso público de derechos conforme al Título VI
제 6 장에 따른 권리 공고문

La Mirada Transit Services operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. (La Mirada also prohibits discrimination based on sex, age, disability, religion, sexual orientation, gender identity, and other protected classes enumerated in federal and state laws.) Any person who believes he/she has been a victim of any unlawful discriminatory practice under Title VI may file a complaint with the City Clerk's office at 13700 La Mirada Blvd., (562) 943-0131.

If you have any questions or would like additional information on La Mirada's obligation regarding non-discrimination or how to file a complaint, please visit the Transit page on the City website or contact the City Clerk at (562)943-0131.

You may also file a complaint directly with the Federal Transit Administration:
Federal Transit Administration Office of Civil Rights, Region IX
201 Mission St., Suite 1650, San Francisco, California 94105-1839

Para recibir información en español llame al (562) 943-0131

한국어로 안내가 필요하시면 (562) 943-0131 로 연락하십시오

ATTACHMENT 2

≡ TITLE VI PROCEDURES AND COMPLAINT FORM ≡

City of La Mirada Transit Services Title VI Complaint Procedures

The City of La Mirada takes allegations of discrimination of any kind very seriously. Three specific categories of discrimination fall under Federal Title VI regulations: discrimination on the basis of race, color and national origin. As a recipient of Federal funding, the City is required to develop procedures for investigating and tracking Title VI complaints filed against the City's Transit Services and to make these procedures for filing a complaint available to the general public. With this in mind, the City has developed the following complaint procedures for Title VI issues.

Submission of Complaint

If a patron believes he/she has received discriminatory treatment on the basis of race, color or national origin by a City of La Mirada Transit staff member or a staff member of a Transit contractor, the patron will have the right to file a complaint with the City. The complaint must be filed within 180 calendar days of the alleged discriminatory incident.

Investigation of Complaints

Once filed, a staff member from the City Clerk's Office will be assigned to investigate the complaint. The investigation may include discussion(s) of the complaint with all affected parties to determine the issue.

The City will only investigate complete complaints. If the City requires more information to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the City's request to send requested information to the investigator or request more time to gather the information. If the complainant does not respond to the request within 10 business days, the City can administratively close the case. A case can also be closed if the complainant no longer wishes to pursue their case.

The City will commence an investigation within 10 business days of receipt of the complaint.

Resolution of Case

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a Letter of Finding. A closure letter summarizes the allegations and states that there was no Title VI violation and that the case will be closed. A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or contractor staff, or other action will occur.

Appeal Process

The Letter of Finding will also notify the complainant of his/her right to appeal the decision. If the complainant disagrees with the City's or transit provider's findings, the complainant may request reconsideration by submitting a written request to the City Manager within 10 business days of receipt of the City's response. The complainant shall provide a detailed description of the request for consideration. The City Manager will notify the complainant of his/her decision either to accept or reject the request for reconsideration within 10 business days. If the City Manager agrees to reconsider the matter, the complaint shall be returned to the investigator for re-evaluation in accordance with the "Investigation of Complaint" procedures described above.

Submission of Complaint to the Department of Transportation

Complainant may, at any time, submit the complaint directly to the Department of Transportation for investigation:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission St., Suite 1650
San Francisco, California 94105-1839

In accordance with Chapter 9, Complaints, of FTA Circular 4702.1B, such a complaint must be filed within 180 calendar days of the date of the alleged discrimination.

Rev. June 2016

City of La Mirada Transit Services Title VI Complaint Form

As required by the Federal Transit Administration (FTA) and as set forth in 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. 2000d)

If you believe you have been the target of discrimination on the basis of race, color or national origin, please complete this form in as much detail as possible. This completed form must be submitted within 180 days of the incident. If you need help completing this form for any reason, please contact the City Clerk's Office at (562) 943-0131.

Section I:
Name: _____
Address: _____
Telephone (Home): _____ Telephone (Cell): _____
Email Address: _____
Section II:
Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered "Yes," go to Section III
If you answered "No":
Please supply the name and relationship of the person for whom you are filing this form: _____
Explain why you have filed for a third party: _____
Have you obtained the permission of the aggrieved party? <input type="checkbox"/> Yes <input type="checkbox"/> No
Section III:
I believe the discrimination experienced was based on (check all that apply):
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Other* _____
Date of Alleged Discrimination (Month, Day, Year): _____
<small>*Non-Title VI discrimination allegations will be investigated using the same procedures as outlined in the "Title VI Complaint Procedures" document.</small>
(continued on back)

Explain as clearly and completely as possible what happened and why you believe you (or another) were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional sheets.

Section IV:

Have you previously filed a Title VI complaint with this agency? Yes No

Section V:

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Yes No

If yes, check all that apply and list the agency's name:

- Federal Agency _____ State Agency _____
- Federal Court _____ State Court _____
- Local Agency _____ Other _____

Please provide information for the contact person at the agency/court(s) where the complaint was filed. (Please attach additional sheets if more than one agency/court.)

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Please attach any written materials or other information that you think is relevant to your complaint. Signature and date are required.

Signature

Date

Please submit this form in person at the address below, or mail this form to:

City Clerk's Office
 City of La Mirada
 13700 La Mirada Boulevard
 La Mirada, California 90638
 (562) 943-0131

Ciudad de La Mirada Procedimientos para presentar denuncias en virtud del Título VI Servicios de Tránsito

La ciudad de La Mirada considera los alegatos de discriminación de cualquier tipo con mucha seriedad. Las regulaciones federales del Título VI abarcan tres categorías específicas de discriminación: discriminación por motivo de raza, color y origen nacional. Como destinatario de fondos federales, la Ciudad debe establecer procedimientos para investigar y mantenerse al corriente de las denuncias en virtud del Título VI que se presenten contra los Servicios de Tránsito de la Ciudad y poner estos procedimientos para presentar denuncias a disposición del público en general. En consideración de lo antedicho, la Ciudad ha establecido los siguientes procedimientos para presentar denuncias por cuestiones relacionadas con el Título VI.

Presentación de denuncias

Si un cliente considera que ha recibido un trato discriminatorio por motivo de su raza, color u origen nacional por parte de un miembro del personal de Servicios de Tránsito de la ciudad de La Mirada o un miembro del personal de un contratista de Servicios de Tránsito, el cliente tendrá el derecho de presentar una denuncia en la Ciudad. La denuncia se debe presentar antes de transcurrir 180 días naturales desde el supuesto incidente discriminatorio.

Investigación de denuncias

Una vez que se presenta una denuncia, su investigación se asignará a un miembro del personal de la Secretaría Municipal. Dicha investigación puede incluir conversaciones sobre la denuncia con todas las partes implicadas para determinar la cuestión.

La Ciudad sólo investigará denuncias completas. Si la Ciudad necesita más información para resolver el caso, la Ciudad se podrá comunicar con el denunciante. El denunciante tiene diez días laborales a partir de la fecha de solicitud de la Ciudad para enviar la información solicitada al investigador o para solicitar más tiempo para obtener dicha información. Si el denunciante no responde a la solicitud antes de transcurrir los diez días laborales, la Ciudad puede cerrar el caso de forma administrativa. Asimismo, un caso se puede cerrar si el denunciante ya no desea proceder.

La Ciudad comenzará la investigación durante los diez días laborales siguientes a recibir la denuncia.

Resolución del caso

Después de que el investigador examine la denuncia, expedirá una de dos cartas al denunciante: una carta de cierre o una carta de decisión. La carta de cierre resume los alegatos y establece que no hubo contravención del Título VI y que el caso se cerrará. La carta de decisión resume los alegatos y las entrevistas con respecto al supuesto incidente, y explica si se impondrán medidas disciplinarias, si se impartirá otra capacitación al miembro del personal o al personal del contratista, o si se tomarán otras medidas.

Proceso de apelación

La carta de decisión también le informará al denunciante sobre su derecho de apelar dicha decisión. Si el denunciante no está de acuerdo con la decisión de la Ciudad o del proveedor de servicios de tránsito, el denunciante puede solicitar una reconsideración mediante la presentación de una solicitud por escrito al Gerente Municipal antes de transcurrir diez días laborales desde que reciba la respuesta de la Ciudad.

El denunciante deberá proporcionar una descripción detallada de la solicitud de reconsideración. El Gerente Municipal le comunicará al denunciante su decisión de aceptar o rechazar la solicitud de reconsideración antes de transcurrir diez días laborales. Si el Gerente Municipal está de acuerdo en reconsiderar el asunto, la denuncia se le volverá a enviar al investigador para que vuelva a evaluarla de acuerdo con los procedimientos de “investigación de denuncias” que se describen arriba.

Presentación de denuncias ante el Departamento de Transporte

El denunciante puede presentar su denuncia en cualquier momento directamente ante el Departamento de Transporte para su investigación:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission St., Suite 1650
San Francisco, California 94105-1839

De acuerdo con el Capítulo 9 de la Circular 4702.1B de FTA, *Denuncias*, dicha denuncia se debe presentar antes de transcurrir 180 días desde la fecha de la supuesta discriminación.

Enmendado en junio de 2016

Ciudad de La Mirada Servicios de Tránsito Formulario de denuncias en virtud del Título VI

Según lo dispone la Administración Federal de Tránsito (FTA) y según se establece en el Título VI de la Ley de Derechos Civiles de 1964:

“En los Estados Unidos, no se excluirá la participación de ninguna persona en ningún programa o actividad que reciba asistencia financiera federal, ni se le negarán los beneficios de dichos programas o actividades, ni será discriminada en ellos por causa de su raza, color u origen nacional.” (42 U.S.C. 2000d)

Si considera que ha sido objeto de discriminación por motivo de raza, color u origen nacional, llene este formulario con el mayor detalle posible. Este formulario completo se debe presentar antes de transcurrir 180 días desde el incidente. Si necesita ayuda para llenar este formulario por algún motivo, puede comunicarse con la Secretaría Municipal al número (562) 943-0131.

Sección I:
Nombre: _____
Domicilio: _____
Teléfono (casa): _____ Teléfono (celular): _____
Dirección de correo electrónico: _____
Sección II:
¿Presenta esta denuncia en su propio nombre? <input type="checkbox"/> Sí <input type="checkbox"/> No
Si respondió "Sí", siga en la Sección III
Si respondió "No":
Escriba el nombre y el parentesco de la persona para quien llena este formulario: _____
Explique por qué presenta la denuncia por otra persona: _____
¿Ha obtenido el permiso de la persona afectada? <input type="checkbox"/> Sí <input type="checkbox"/> No
Sección III:
Considero que la discriminación recibida fue por motivo de (marque todo lo que corresponda):
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen nacional <input type="checkbox"/> Otro motivo*
Fecha de la supuesta discriminación (mes, día, año): _____
<small>*Los alegatos de discriminación no correspondientes al Título VI se investigarán con el mismo procedimiento que se describe en el documento de "Procedimientos para presentar denuncias en virtud del Título VI".</small>
(continúa al reverso)

Explique lo más clara y detalladamente posible lo que ocurrió y por qué considera que usted (u otra persona) fue discriminado. Incluya a todas las personas que estuvieron implicadas y el nombre y los datos de contacto de las personas que lo discriminaron (si los conoce) así como los nombres y la información de contacto de todo testigo. Si necesita más espacio puede agregar más hojas.

Sección IV:

¿Ha presentado antes una denuncia en virtud del Título VI en este organismo? Sí No

Sección V:

¿Ha presentado esta denuncia en algún otro organismo federal, estatal o local o en algún tribunal federal o estatal? Sí No

De ser así, marque todo lo que corresponda y escriba el nombre del organismo:

- | | |
|--|--|
| <input type="checkbox"/> Organismo federal _____ | <input type="checkbox"/> Organismo estatal _____ |
| <input type="checkbox"/> Tribunal federal _____ | <input type="checkbox"/> Tribunal estatal _____ |
| <input type="checkbox"/> Organismo local _____ | <input type="checkbox"/> Otra entidad _____ |

Escriba los datos de contacto de la persona del organismo o del tribunal donde se presentó la denuncia. (Si es más de un organismo o tribunal, agregue más hojas.)

Nombre: _____

Cargo: _____

Organismo: _____

Domicilio: _____

Teléfono: _____

Adjunte todo el material por escrito o la información adicional que considere pertinente a su denuncia. La firma y la fecha son obligatorias.

Firma

Fecha

Presente este formulario en persona en el domicilio que se indica a continuación, o envíelo por correo a:

City Clerk's Office
City of La Mirada
13700 La Mirada Boulevard
La Mirada, California 90638
(562) 943-0131

라미라다 시 공민권법 제 6 장에 의거한 대중 교통 서비스 항의 절차

라미라다 시는 모든 종류의 차별 대우 주장을 심각하게 받아들입니다. 연방 제 6 장 규정에 따라 다음 특정 세 종류의 차별은 연방 제 6 장 규정 범주에 들입니다: 인종, 피부색 그리고 출생국에 따른 차별. 본 시는 연방 정부 재정 지원을 받으므로 시의 대중 교통(트랜짓) 서비스를 상대로 제기된 제 6 장에 의거한 항의를 조사 및 추적을 위한 절차를 수립해야 하며 이러한 항의서 접수 절차를 일반 대중이 공람할 수 있도록 해야 합니다.

항의서 접수

라미라다 시의 트랜짓 직원이나 트랜짓 계약 업체의 직원에 의해 인종, 피부색 또는 출생국 때문에 차별을 받았다고 생각이 든 고객은 시를 상대로 항의를 제기할 권리가 있습니다. 항의는 차별이 주장된 사건 날짜로부터 반드시 180 일 이내에 접수되어야 합니다.

항의에 대한 조사

한번 접수되면 시 서기관 사무실의 직원이 그 항의를 조사하도록 지정됩니다. 문제를 밝혀내기 위해 신고자 및 관련 당사자와의 대화도 항의 조사에 포함될 수 있습니다.

시는 완전한 항의만을 조사할 것입니다. 만약 시가 사건을 종결하는데 더 많은 정보가 필요하다면 신고자에게 연락할 수 있습니다. 신고자는 시가 요청한 자료를 조사관에게 평일 10 일 이내에 공해야 하고 아니면 정보 수집을 위한 시간을 더 요청해야 합니다. 만약 신고자가 평일 10 일내에 요청에 답을 하지 않으면 시는 행정상 사건을 종료시킬 수 있습니다. 만약 신고자가 더이상 사건 진행을 원치않을 경우에도 사건 종료가 가능합니다.

시는 항의서 수령후 평일 10 일 이내에 조사를 게시할 것입니다.

사건의 결의

조사관이 항의를 검토한 후 신고자에게 사건 종결 편지 또는 결론서를 보낼 수 있습니다. 사건 종결 편지는 주장 내용을 요약하고 제 6 장 위반 사항이 없었으므로 사건은 종결된다는 내용의 편지입니다. 결론서는 주장 내용과 사건과 관련된 인터뷰를 요약하고 징계 조치, 직원 또는 계약 업체 직원의 추가 교육 또는 기타 조치가 취해 질 것인지에 대해 설명합니다.

항소 절차

결론서는 신고자에게 결정에 대한 항소 권리를 통지하기도 합니다. 만약 신고자가 시나 대중 교통 제공자의 결론에 동의하지 못한다면 신고자는 시의 회신을 받은 후 평일 10 일 이내에 시 관리자에게 서명으로 재고 요청을 할 수 있습니다. 신고자는 재고 요청에 대한 상세 사항을 제공해야 합니다. 시 관리인은 신고자의 재고 요청을 수락할 지 거부할 지에 대해 평일 10 일 이내 신고자에게 통지할 것입니다. 만약 시 관리인이 사안의 재고를 수락한다면 항의는 상기 기술된 "항의 조사" 절차에 따른 재검토를 위해 조사관에게 송부될 것입니다.

교통부에 항의서 접수

항의서는 언제든 조사를 위해 직접 교통부에 접수 될 수 있습니다:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission St., Suite 1650
San Francisco, California 94105-1839

FTA 의 유포서 4702.1B 의 항의 규정 제 9 장에 따라 이러한 항의는 차별이 주장된 사고일 180 일 이내에 접수가 되어야 합니다.

2016 년 6 월 개정본

라미라다 시
대중 교통 서비스
제 6 장에 따른 항의서

연방 대중 교통 행정부(FTA)에 의해 요구되고 1964 년 공민권법 제 6 장이 정의하듯:

“미국에서 그 누구도 인종, 피부색 또는 출생국 때문에 연방 재정지원을 받는 그 어떠한 프로그램이나 활동에 참여에서 제외되거나 수혜 거절 또는 차별대우 받지 않는다.” (42 U.S.C. 2000d)

만약 인종, 피부색 또는 출생국 때문에 차별 대우의 대상이 되었다면 최대한 많은 상세 내용을 본 항의서에 기입해 주시길 바랍니다. 작성 완료된 항의서는 사고일 180 일 이내에 접수되어야 합니다. 만약 본 항의서를 작성하는데 도움이 필요하시다면 (562) 943-0131 로 시 서기관 사무실로 연락 주시기 바랍니다.

제 1 항목:

성명: _____

주소: _____

전화번호 (주택): _____ 전화번호(핸드폰): _____

이메일 주소: _____

제 2 항목:

자신이 직접 이 항의 제기를 하시는 것입니까? 네 아니오

만약 “네”라고 답하였으면 제 3 항목으로 가 주십시오.

만약 “아니오” 라고 답하였으면:

항의 제기를 대신 해 주고 있는 사람의 이름과
그사람과의 관계를 써주십시오: _____

왜 제 3 자를 위해 항의 제기를 하게
되었는지 설명해 주십시오: _____

피해자 측의 허락을 받으셨습니까? 네 아니오

제 3 항목:

다음의 이유로 차별 대우를 받았다고 생각합니다 (해당 사항을 모두 표시해 주세요):

인종 피부색 출생국 기타* _____

주장되고 있는 차별 대우 사고일 (월, 일, 연도): _____

*제 6 항에 비 해당되는 이유의 차별 대우에 대한 신고도 “제 6 항에 의거한 항의 제기 절차” 서류에 서술된 동일한 절차에 따라 조사될 것입니다.

(잇장으로 이어집니다.)

최대한 명확하고 상세하게 어떤 일이 있었으며 어떤 이유로 귀하가 (또는 다른 사람이) 차별 대우를 받았다고 생각 되는지 써주십시오. 개입된 모든 사람에 대해 써주십시오. 차별 대우를 한 사람의 이름과 연락처 (만약 알고 있다면)와 목격자의 이름 및 연락처도 포함하십시오. 만약 더 많은 공간이 필요하시면 추가 용지를 첨부해 주십시오.

제 4 항목:

본 기관에 제 6 장에 의거한 항의를 전에 제기하신적이 있습니까? 네 아니오

제 5 항목:

본 항의서를 다른 연방, 주, 지역 기관 또는 연방이나 주 법원에 접수하셨습니까? 네 아니오

만약 "네"라고 답하였으면 해당 기관을 표시하여 주시고 기관명을 써주십시오:

연방 기관 _____ 주정부 기관 _____

연방 법원 _____ 주 법원 _____

지역 기관 _____ 기타 _____

항의서가 접수된 기관/법원의 연락처와 담당자에 대한 정보를 제공하여 주십시오. (하나의 기관/법원 이상에 접수했다면 추가 용지 사용 바랍니다.)

성명: _____

직책: _____

기관: _____

주소: _____

전화 번호: _____

귀하의 항의와 연관이 있다고 생각되는 기타 서면 자료나 정보를 첨부 하십시오. 서명과 날짜는 꼭 쓰셔야 합니다.

서명 _____

날짜 _____

본 항의서를 다음 주소로 직접 접수하시거나 우편으로 보내주십시오:

City Clerk's Office 시 서기관 사무실

City of La Mirada 라미라다 시

13700 La Mirada Boulevard, La Mirada, California 90638

(562) 943-0131

ATTACHMENT 3

≡ LIST OF TRANSIT-RELATED
TITLE VI INVESTIGATIONS,
COMPLAINTS AND LAWSUITS ≡

City of La Mirada
List of Transit-Related Title VI Investigations, Complaints and Lawsuits

As of February 2022, no complaints or lawsuits have been filed against the City of La Mirada Transit Services.

Complaints				
Date Complaint Received	Type of Alleged Discrimination	Name of Complainant	Status	Action Taken

Investigations				
Date Investigation Commenced	Type of Alleged Discrimination	Name of Target of Alleged Discrimination	Status	Resolution/Action Taken

Lawsuits				
Date Lawsuit Filed	Type of Alleged Discrimination	Name of Person who Filed Suit	Status	Resolution

ATTACHMENT 4

≡ PUBLIC PARTICIPATION PLAN ≡

**CITY OF LA MIRADA TRANSIT SERVICES
PUBLIC PARTICIPATION PLAN
April 2022**

INTRODUCTION

La Mirada Transit Services' Public Participation Plan has been designed to help ensure not only that all residents are aware of the service provided, but also that no one is prevented from participating in key issues in La Mirada's transportation decision-making process for significant service changes, such as fare increases. The goal is to bring all stakeholders into the decision-making process so the City Council can make a fully informed decision in regards to the City's Transit Services.

BACKGROUND

The City of La Mirada's Transit Services staff oversee La Mirada Transit, a demand-responsive shared-ride service for all La Mirada residents. The La Mirada City Council is the policymaking body of the system. The Council makes decisions based on advice received from the public, the City's departments, advisory boards and commissions.

ACCESS TO TRANSIT SERVICES

The City is committed to notifying all residents of the services available to them through Transit Services. To that end, Transit Services will continue to directly reach out to the community through the dissemination of fliers, advertisements in *La Mirada Living* (a quarterly community brochure), notices on the City's website, Transit workshops, and booths/information at City events. Perhaps more importantly, the plan includes coordination with groups, organizations and programs that serve key groups which have not only the greatest need for the service, but who also may have barriers to accessing online information (e.g. seniors, special needs children and adults, and LEP patrons).

(Note: Special outreach to and accommodations for LEP residents will be addressed in detail in the Language Assistance Plan.)

Fliers, Brochures and Mailings

Brochures for La Mirada Transit (English, Korean and Spanish) will be distributed at various sites throughout the City including the Los Angeles County Library, the La Mirada Activity Center, the La Mirada Resource Center, Splash! Aquatic Center, the La Mirada Gym, Kindred Hospital, Imperial Convalescent, Mirada Hills Convalescent, and many local churches. They will also be available at the City booth which is set up at community-wide events.

Information on La Mirada Transit will also be included in the *La Mirada Living* brochure (mailed to all La Mirada residences) at least four times per year.

In addition, an annual mailing of La Mirada Transit brochures and/or flyers will be sent to community organizations that directly serve LEP, low income, disabled and senior populations in La Mirada. These organizations will be asked to partner with La Mirada Transit to make sure that their constituents are aware of and able to access Transit services. Currently, the community outreach list includes:

- food and nutrition programs including food pantries;
- churches that offer services in languages other than English (including Spanish, Korean);
- churches that have special programs for seniors;
- medical programs including free/low cost clinics;
- senior residences; and,
- other programs that serve low-income residents.

Participation in Community Events

Transit Services participates in at least ten community-wide events in order to promote La Mirada Transit. Generally, the participation takes the form of ensuring materials are available at the City Information Booth set up for the event. For the annual Health Fair, Transit Services has its own booth which is staffed by Transit Service’s employees and volunteers. All community events appeal to a broad cross-section of the community.

Tailored Communications and Presentations to Community Groups and Organizations

The City of La Mirada is home to a number of community groups and nonprofit/public organizations which serve key segments of the population, including residents who may have one or more barriers to easily accessing online information, specifically seniors, disabled adults and youth, low-income residents and LEP populations. As stated above, Transit Services has compiled a list of target organization and will do annual informational mailings to the full list. In addition, the Community Services Supervisor serves as a liaison to or attends regular meetings of various community organizations, including:

- the City of La Mirada Senior Council;
- the Community Services Commission;
- the Southeast Area Social Services Funding Authority (SASSFA), Los Angeles County’s social service agency; and,
- the local chapter of Meals-On-Wheels.

Staff will work to have La Mirada Transit appear as a formal agenda item at least once during each calendar year to ensure that these key community groups are fully apprised of the service available to their clients and to secure their assistance in reaching their constituency.

ACCESS AND INPUT INTO SUBSTANTIAL SERVICES CHANGES

When the City is proposing any major service change to the transportation service (including such changes as any fare increases and eligibility changes), staff will inform the public of the proposed changes with a minimum of 30 days’ and up to four months’ notice, depending on the

level of service change. The City of La Mirada will allow the public to comment on proposed changes during said period and during the public hearing (if scheduled) with the City Council.

The City will notify patrons of proposed La Mirada Transit substantial service changes by:

- posting notices in La Mirada Transit vehicles and/or handing out notices to all riders (trilingual Spanish/English/Korean);
- mailing notices to the community outreach mailing list; and,
- posting notices at the Activity Center.

Whenever possible, when staff prepares a document or schedule a meeting for which the target audience is expected to include LEP individuals, the meeting notices, flyers, and agendas will also be made available in Spanish and Korean (based on available resources). The City Council currently provides Korean and Spanish interpreters (upon request) at City Council meetings that invite public comment.

Assurances

The City of La Mirada and its Transit provider will ensure that no person, on the grounds of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in the use of the City's transportation services (both contracted and otherwise). Further, the City will notify the public of protections against discrimination afforded to them by Title VI Regulations and will take preventive, corrective, and disciplinary action necessary to stem behavior that violates the rights and privileges the regulations are designed to protect. The City will post this information on its website and ensure that it reflects up-to-date information consistent with the requirements of Title VI.

Availability of Title VI Plans and Procedures

The City's Title VI Plan and Procedures, including the Language Assistance Plan, are available on the City of La Mirada's website at www.cityoflamirada.org/city-services/transit. Any person or agency with Internet access may download the plan from the City's website. Alternatively, any person or agency may request a copy of the plan via telephone, email, standard mail, or in person and shall be provided a copy of the plan at no cost.

Questions or comments regarding the Title VI Program or Language Assistance Plan may be submitted to:

Community Services Supervisor
City of La Mirada
La Mirada Activity Center
13810 La Mirada Blvd.
La Mirada, CA 90638
(562) 902-3160

ATTACHMENT 5

≡ **SAMPLE OUTREACH MATERIALS** ≡



LA MIRADA TRANSIT WORKSHOP



Learn How to Schedule Trips

Types of Reservations

Trip Fares

Transit Routes and Transfers

General Questions

Attend a free workshop today!

For more information or to sign up call the La Mirada Activity Center at
(562) 902-3160 or La Mirada Transit at (562) 943-6776.



TALLER DE TRÁNSITO DE LA MIRADA



Aprenda cómo programar los viajes

Tipos de reservas

Tarifas de los pasajes

Rutas de tránsito y transferencias

Preguntas generales

¡Asista hoy mismo a un taller gratuito!

Si desea más información o para inscribirse, llame al Centro de Actividades de La Mirada al (562) 902-3160 o al Tránsito de La Mirada al (562) 943-6776.



라 미란다 트랜짓 이용 안내 워크숍



예약하는 방법 배우기

예약 종류


승차 요금

트랜짓 노선과 환승


일반적인 질문

무료 워크숍에 오늘 참가해보세요!

더 자세한 사항의 문의나 참가 신청을 하시려면 라 미란다 활동센터(La Mirada Activity Center)에 (562)902-3160 으로 또는 라 미란다 트랜짓에 (562)943-6776으로 전화해주시기 바랍니다.



City of La Mirada
Life Keeps Getting Better



LA MIRADA TRANSIT

Local transit service for those who live, work and play in La Mirada.

Regular Fare: \$1
Discount Fare: \$.50*
*Seniors above the age of 62, disabled, Medicare cardholders, and children under 3 years.

Fares are per person per one way trip. Discount fares require proof of eligibility. Please provide exact fare.

Hours of Operation
Monday - Friday: 6:30 a.m. - 6 p.m.
Saturday: 9:30 a.m. - 4 p.m.
Reservations: (562) 945-6776
Customer Service: (562) 843-7373
Cancellations: (714) 521-5278

Service is not available on major holidays.

ADDITIONAL TRANSIT INFORMATION



LA MIRADA TRANSIT PASSES
 Regular 10 Trip Card \$10.00
 Discount 10 Trip Card \$5.00

TRANSFERS*
 LMT to Metro Bus Lines
 LMT to Norwalk Transit
 Metro Bus Lines to LMT
 Norwalk Transit to LMT

*Fleets ask driver for correct rates. Transfers are available for continuing trips from LMT to, and from, Metro and Norwalk Transit.

ADDITIONAL TRANSIT SERVICES

Transit Trip Planner www.go311.com	511
Access Services, Inc. www.access.org communication and hearing impaired:	(800) 827-0829 (800) 822-1359
MetroLink www.metrolinktrains.com communication and hearing impaired:	(800) 371-5465 (800) 698-4833
Montebello Bus Lines www.ridembl.com	(323) 588-1625
Metro www.metro.net	(800) 266-5550
Norwalk Transit www.norwalk.ca.us/transportation.asp	(562) 929-5550
OCFA www.ocfa.net	(714) 636-RIDE

HOW TO SCHEDULE A TRIP

LA MIRADA TRANSIT (LMT) SERVICE
 LMT is a curb-to-curb shared ride transportation service available to the general public for trips originating within the City of La Mirada. LMT provides service to locations within La Mirada city limits, to Westridge Plaza in La Habra, and up to one mile outside La Mirada city limits for medical appointments. Requests for service are taken on a first-come, first-served basis.

Call (562) 943-6776 or (714) 521-0330 and tell the reservation Agent you:

- First and last name
- Pick-up and destination address
- Desired drop off time
- Desired return trip time
- If you use a wheelchair or other mobility devices

TYPES OF RESERVATIONS
 Trip reservations may be requested up to one day before your desired appointment and up to five days in advance if the trip is a medical appointment.
Subscription: Trips routine on a seasonal basis. Please call LMT for details.
 All reservations are based on availability.

PICK-UP WINDOW
 Be ready prior to your schedule pick up. The bus may arrive 10 minutes before or after your schedule trip. The driver will wait two minutes for the passenger to approach the vehicle before departing for the next scheduled trip.

TRIP CANCELLATION
 To cancel your trip, please call (714) 521-5278 and be prepared to provide the passenger's first and last name and the time and destination of the ride you wish to cancel. Your cancellation will allow LMT to provide a trip to other passengers. Excessive missed trips may result in a loss of riding privileges.

HELPFUL HINTS

- Transit buses are shared with other passengers. Vehicles may make stops along the way, so passengers are asked to be flexible about trip times.
- When requesting a ride, allow adequate time to reach your destination.
- Watch carefully for the arrival of the bus or wait by the curb.

Be ready to board the vehicle with your fare as soon as it arrives, as it can only wait a short time.

- Please keep carry-on items to a manageable size and number.

Upon request, drivers will assist passengers to board or exit the vehicle. Passengers requiring assistance getting to and from the curb pick up location or who require assistance carrying bags should be accompanied by an assistant.

La Mirada Transit service is provided by MV Transportation, Inc. under contract with the City of La Mirada

**MV Transportation, Inc.
Customer Service Center**
 (562) 790-2428

Office Hours
 Monday - Friday
 8 a.m. - 6 p.m.
 Saturday 9 a.m - 5 p.m.

Provides trip planning, assistance, and processing of customer comments.



City of La Mirada
 13700 La Mirada Blvd.
 La Mirada, CA 90638
 (562) 943-0131

www.cityoflamirada.org

For more information, please call (562) 943-6776.

Para más información, por favor llame al (562) 943-6776.

더 많은 정보가 필요하시면 (562)943-6776 으로 전화하십시오.

SERVICE AREA

La Mirada Transit (LMT) provides service to locations within the La Mirada city limits. Service is also provided to Westridge Plaza in La Habra and up to one mile outside the city limits for medical appointments. Passengers are picked-up and dropped off at the safest curb location nearest their requested address.

LEGEND

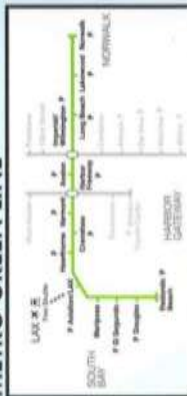
City Center

- Spauld La Mirada Regional Aquatics Center
- City Hall
- Business Center
- Activity Center
- Community Organization
- County Library
- Community Sheriff's Station

La Mirada Theaters for the Performing Arts


- Bike Park (off-road, paved)
- Bike Park (on-road, asphalt)
- Bike Park (on-road, gravel)
- City Limits
- Parks
- Bus Stop Zone Point (For detailed bus schedules, please contact the transit operator.)
- Metrolink Station

METRO GREEN LINE




LA MIRADA AREA BUS ROUTE SERVICE SCHEDULE * FREQUENCY TABLE (SCHEDULE TIMES ARE APPROXIMATE)

Operator Route	Map Key	Major Street (Service)	Destination	First Trip	Frequency	Last Trip	Frequency	Last Trip
Metro Line 120	[Pink Line]	Telegraph Rd.	Aviation Blvd/LAU to Wilwood Town Center	5:08 AM	40 min	10:20 PM	40 min	10:20 PM
Metro Line 128	[Green Line]	Alondra Blvd.	Carroll Town Center to Compton	6:10 AM	50 min	7:59 PM	45 min	1:11 PM
Metro Line 460	[Blue Line]	Alondra Blvd.	Downtown Los Angeles to Downey/Alhambra	6:51 AM	35 min	12:08 AM	45 min	9:30 PM
Horwath Transit Route 50	[Orange Line]	La Mirada Blvd.	Downtown Los Angeles to La Mirada	5:10 AM	35 min	9:31 PM	40 min	8:38 PM
Horwath Transit Route 4	[Purple Line]	Imperial Hwy.	Norwalk Metro Green Line to Imperial/Idolue	4:41 AM	35 min	9:19 PM	40 min	8:38 PM
Horwath Transit Route 3	[Teal Line]	Rosecrans Ave.	Norwalk Metro Green Line to La Mirada	4:18 AM	48 min	7:03 PM	40 min	8:38 PM
DOTA Route 29	[Blue Line]	Beach Blvd.	La Habra to Huntington Beach	5:05 AM	47 min	12:00 PM	77 min	10:33 PM



City of La Mirada
Life Keeps Getting Better



TRANSPORTE DE LA MIRADA
Servicio de transporte local para quienes viven, trabajan y juegan en La Mirada.

Tarifa regular: \$1
Tarifa con descuento: \$-50*
*Adultos mayores de 62, discapacitados, tarjetahabientes de Medicare, y niños menores de 5 años.

Las tarifas son por persona por viaje en un sentido. Las tarifas con descuento requieren prueba de elegibilidad. Favor de entregar la tarifa exacta.

Horas de operación
De lunes a viernes: 6:30 a.m. - 6 p.m.
Sábado: 9:30 a.m. - 4 p.m.
Reservaciones: (562) 943-6776
Servicio al cliente: (714) 521-0330
Cancelaciones: (714) 521-5278

El servicio no está disponible en días festivos importantes.

INFORMACIÓN ADICIONAL DE TRANSPORTE



PASES DE TRANSPORTE DE LA MIRADA
Tarjeta regular de 10 viajes \$10.00
Tarjeta de descuento de 10 viajes \$5.00

TRANSFERENCIAS*
LMT a líneas de autobuses Metro
LMT a Norwalk Transit
Líneas de autobuses Metro a LMT
Norwalk Transit a LMT

*Favor de preguntar al conductor las tarifas actuales. Hay transferencias disponibles para continuar viajes de LMT hacia, y desde, Metro y Norwalk Transit.

SERVICIOS ADICIONALES DE TRANSPORTE
Transit Trip Planner \$11
www.go511.com

Access Services, Inc.
www.access.org
communication and hearing impaired: (800) 827-0829
(800) 827-1359

MetroLink
www.metrolinktrains.com
communication and hearing impaired: (800) 371-5465
(800) 698-4833

Montebello Bus Lines
www.ridembl.com
(323) 588-1625

Metro
www.metro.net
(800) 266-5550

Norwalk Transit
www.ci.norwalk.ca.us/transportation.asp
(562) 929-5550

OCTA
www.octa.net
(714) 636-RIDE

CÓMO PROGRAMAR UN VIAJE

SERVICIO DE TRANSPORTE DE LA MIRADA (LA MIRADA TRANSIT, LMT)
LMT es un servicio de transporte compartido de acera a acera disponible para el público en general para viajes que se originan dentro de la Ciudad de La Mirada. LMT proporciona servicio a ubicaciones dentro de los límites de la ciudad de La Mirada, hasta Westridge Plaza en La Habra, y hasta una milla fuera de los límites de la ciudad de La Mirada para citas médicas. Las solicitudes de servicio se toman en el orden en el que se reciben.

Llame al (562) 943-6776 o al (714) 521-0330 e infórmese al agente de reservaciones su:

- Nombre y apellido
- Dirección de recogida y de destino
- Hora en la que desea llegar a su destino
- Hora deseada del viaje de regreso
- Si usa una silla de ruedas u otro dispositivo de movilidad

TIPOS DE RESERVACIONES
Las reservaciones para viajes pueden solicitarse hasta un día antes de su día deseada y hasta con cinco días de antelación si el viaje es para una cita médica.

Suscripción: Viajes rutinarios sobre una base estacional. Favor de llamar a LMT para obtener detalles.

Todas las reservaciones están basadas en la disponibilidad.

MARGEN DE TIEMPO EN RECOGIDA
Esté listo antes de su recogida programada. El autobús puede llegar 10 minutos antes o después de su viaje programado. El conductor esperará diez minutos a que el pasajero se acerque al vehículo antes de salir hacia el siguiente viaje programado.

CANCELACIÓN DE VIAJE
Para cancelar su viaje, favor de llamar al (714) 521-5278 y esté preparado para proporcionar el nombre y apellido del pasajero y la hora y destino del viaje que usted desea cancelar. Su cancelación le permitirá a LMT a proveer un viaje a otros pasajeros. Un número excesivo de viajes no realizados puede resultar en la pérdida de sus privilegios de viaje.

CONSEJOS ÚTILES

- Los autobuses de transporte son compartidos con otros pasajeros. Los vehículos pueden hacer paradas en el trayecto, así que se les pide a los pasajeros que sean flexibles respecto al tiempo de viaje.

- Al solicitar un viaje, calcule un tiempo suficiente para llegar a su destino.
- Observe con cuidado al esperar la llegada del autobús o espere en la acera.
- Esté listo para abordar el vehículo con su tarifa tan pronto como éste llegue, puesto que puede esperar solamente un tiempo corto.
- Por favor asegúrese de que los objetos que lleve en la mano sean de un tamaño y número manejable.

Si se les solicita, los conductores ayudarán a los pasajeros a abordar o salir del vehículo. Los pasajeros que requieren ayuda para llegar hasta o desde la ubicación de recogida en la acera o que requieren ayuda para cargar bultos deberán estar acompañados por un ayudante.

El servicio de transporte de La Mirada es proporcionado por MV Transportation, Inc. bajo contrato con la Ciudad de La Mirada

MV Transportation, Inc.
Centro de servicio al cliente
(562) 790-2428

Horario de oficina
De lunes a viernes
8 a.m. a 6 p.m.
Sábado de 9 a.m. a 5 p.m.

Proporcione planeación de viaje, asistencia y procesamiento de los comentarios del cliente.



City of La Mirada
13700 La Mirada Blvd.
La Mirada, CA 90638
(562) 943-0131
www.cityofmirada.org

For more information, please call (562) 943-6776.

Para más información, por favor llame al (562) 943-6776.

더 많은 정보가 필요하시면 (562)943-6776 으로 전화하십시오.

ÁREA DE SERVICIO

Transporte de La Mirada (LMT) brinda servicio a ubicaciones dentro de los límites de la ciudad de La Mirada. También se proporciona servicio a Westridge Plaza en La Habra y hasta una milla fuera de los límites de la ciudad para citas médicas.

Los pasajeros son recogidos y dejados en la acera más segura ubicada lo más cerca de la dirección solicitada.

LEYENDA

Centro Cívico

- Unidad Centro Regional Juveniles de La Mirada
- Ayuntamiento
- Centro de Recreación
- Centro de Actividades
- Estación comunitaria
- Biblioteca del vecindario
- Escuela del Sheriff de la comunidad

Tiempo para Área Excluida de La Mirada

- Señales para bicicletas (fuera del camino, perpendicular)
- Señales para bicicletas (en el camino)
- Señales para bicicletas (en el camino, con vaticinamiento)

Límites de la ciudad

Parque

Parada de autobús (con Pícaro)
(Para horarios detallados de autobuses, consulte el operador del transporte.)

Estación Metrolink

METRO GREEN LINE

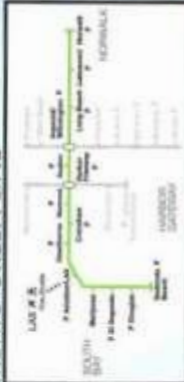


Tabla de frecuencia de los horarios de servicio de la ruta de autobús del área de la mirada (los horarios son aproximados)

Ruta Del Operador	Clave del mapa	Calle principal que recibe servicio	Destinos	Primer viaje	Frecuencia	Último viaje	Primer viaje	Último viaje
Metrolink Ruta 120	120	Telegraph Rd.	Audubon Blvd./LAA & Whitehead Town Center	8:08 AM	60 min	10:20 PM	8:30 AM	10:30 PM
Metrolink Ruta 126	126	Alondra Blvd.	Cerritos Town Center & Compton	8:10 AM	50 min	7:38 PM	—	—
Metrolink Ruta 460	460	Alondra Blvd.	Departments Los Angeles & Disney/land	4:31 AM	25 min	12:08 AM	5:51 AM	1:11 PM
Línea de autobús de Inland Empire Ruta 201	201	La Mirada Blvd.	Downstream Los Angeles & La Mirada	5:19 AM	35 min	9:31 PM	6:07 AM	9:30 PM
Horowath Transit Ruta 4	4	Inspiration Hwy	Horowath Metro Green Line & Inland Empire	4:41 AM	55 min	9:19 PM	7:11 AM	8:36 PM
Horowath Transit Ruta 5	5	Rosecrans Ave	Horowath Metro Green Line & La Mirada	4:13 AM	45 min	7:55 PM	—	—
OCSTA Ruta 29	29	Beach Blvd.	La Habra & Huntington Beach	3:58 AM	47 min	12:00 PM	3:13 AM	10:33 PM

ENTRE SEMANA

FIN DE SEMANA



라미라다 교통 서비스

라미라다에서 살고 일하며 생활하는 주민을 위한 지역 교통 서비스.

- 임박 요금: \$1
- 할인 요금: \$.50*
- *62세 이상 노인, 신체 장애자, 매디케어 카드 소지자 및 5대 미만의 차량.
- 일일 및 월도 요금은, 할인 요금에는 차액 중량이 포함됩니다. 요금은 정확한 배수를 내주세요.
- 영업 시간: 월 - 금요일: 오전 6:30 - 오후 6시, 토요일: 오전 9:30 - 오후 4시
- 예약: (562) 943-6776, (714) 521-0330, (562) 843-7373, (714) 521-5278
- 고객 서비스: (562) 843-7373
- 예약 취소: (714) 521-5278

주요 교통망에는 서비스가 제공되지 않습니다.

추가 교통 안내 정보



라미라다 교통 패스
일일용 10의 사용 카드 \$10.00
할인용 10의 사용 카드 \$5.00

환승*

LMT에서 메트로 버스
LMT에서 노워크 교통 서비스
메트로 버스에서 LMT
노워크 교통 서비스에서 LMT

*현재 요금은 기사에게 문의하십시오. 무료 환승은 LMT와 메트로 및 노워크 교통 서비스 사이에 제공됩니다.

추가 교통 서비스
Transit Trip Planner
www.go511.com 511

Access Services, Inc.
www.accessservices.com
의사소통 및 평가 장애자: (800) 827-0829, (800) 827-1359

Metrolink
www.metrolinktrains.com
의사소통 및 평가 장애자: (800) 371-5465, (800) 698-4833

Montebello Bus Lines
www.mbl.com (323) 588-1625

Metro
www.metro.net (800) 266-5550

Norwalk Transit
www.ci.norwalk.ca.us/transportation.asp (562) 929-5550

OCTA
www.octa.net (714) 636-RIDE

버스 이용 방법

라미라다 교통(LMT) 서비스 LMT는 본 관에서 운 영까지의 교통편을 제공하는 합승 서비스로서 출발지가 라미라다 시내인 경우 일반 시민이 사용할 수 있습니다. LMT가 서비스를 제공하는 지역은 라미라다시 권역 및 라하브라사의 Westridge Plaza까지이며, 의료 약속의 경우에는 라미라다시 경계로부터 1마일 밖까지 허용됩니다. 본 서비스는 선착순으로 제공됩니다.

(562) 943-6776 또는 (714) 521-0330으로 전화 후 예약 담당자에게 다음을 알려주세요:

- 귀하의 출발지
- 출발지 및 목적지 주소
- 원하는 도착 시간
- 원하는 귀가 시간
- 휠체어나 다른 기동성 장치의 사용 여부

예약의 종류

교통편 예약은 원하는 약속 시간하루 전까지, 의료 약속의 경우 5일 전까지 미리 요청할 수 있습니다.

정기 예약: 개별 운행 시간표, 자세한 내용은 LMT에 문의하십시오.

서비스 이용법에 따라 예약이 불가능할 수 있습니다.

영업 시간

예약된 픽업 시간까지 준비하십시오. 버스는 예약 시간 10분 전후로 도착할 수 있습니다. 기사는 버스에 접근 중인 승객을 위해 2분 대기한 후 다음 예정지로 출발합니다.

교통편 취소
교통편을 취소하려면 (714) 521-5278로 전화 후 승객의 설명과 취소하려는 예약 시간과 목적지를 알려주세요. 예약을 취소하면, LMT는 다른 승객에게 교통편을 제공할 수 있습니다. 취소가 너무 늦으면 본 서비스의 사용 특권을 잃을 수 있습니다.

유용한 정보

- 본 서비스는 다른 승객과 공유하게 됩니다. 버스가 중간에 정류할 수 있으므로 교통 시간에 대한 승객의 용량성이 요구됩니다.
- 교통편 요청 시 도착 시간에 충분한 여유를 두십시오.
- 버스의 도착을 주시하며 도로변에서 기다리십시오. 버스는 도착 후 잠시 동안만 대기하므로 요금을 가지고 승하할 준비를 하십시오.

• 휴대전화는 물건의 크기와 개수를 적절히 편리하십시오

승객의 요청 시 기사는 승하차를 도와줍니다. 픽업 장소까지 이동 또는 스키장, 운동장에 도움이 필요한 승객은 보조인과 동행해야 합니다.

라미라다 교통 서비스는 라미라다시와의 계약에 따라 MV Transportation, Inc.가 제공합니다

MV Transportation, Inc.
고객 서비스 센터
(562) 790-2428

영업 시간

월 - 금요일: 오전 8시 - 오후 6시
토요일 오전 9시 - 오후 5시

교통편 계획, 지원 및 고객 의견의 처리 서비스를 제공합니다



City of La Mirada

13700 La Mirada Blvd.
La Mirada, CA 90638
(562) 943-0131

www.cityofmirada.org

For more information, please call (562) 943-6776.

Para más información, por favor llame al (562) 943-6776.

더 많은 정보가 필요하시면 (562)943-6776 으로 전화하십시오.

서비스 지역

라미라다 교통(MMT) 서비스는 라미라다시
지역에서 제공됩니다. 이 서비스는
라파르겔사의 Westside Plaza의 라미라다시
정세로부터 1마일 밖까지의 용됩니다.
승객이 요청할 주소에 근접한 가장 안전한
도로면에서 승객하차가 이루어집니다.

범례

- 시인 표상**
 - 스쿨데이 라미라다 지역 사무소에 위치
 - 이점
 - 활동 센터
 - 지역사회 센터
 - 가운디 도서관
 - 지역사회 보편 사무소
- 라미라다 레슨 차량**
 - 지역별 도로(보행, 보행)
 - 학생이 도로(보행)
 - 지역별 도로(보행, 보행)
- 이점**
- 정류장**
- 버스 정류장**
(내셔널 교통정류장은 교통정류장에 포함되지 않음)
- 메트로의 정류장**

메트로 그린 라인



e 12

Older Adults 43



Country Line Dancing
15 weeks

Ages 40 and up Resource Center
Beginning*

Have fun and learn how to hoe down! Participants will learn the basics of country line dancing. **Space is limited and is a drop-in program.**

Instructor: Elaine

Ages 40 and up	Resource Center
9:30a-12p	F 3/15-6/7 Free

Intermediate*

Students will review the basics of country line dancing and learn new intermediate steps. **Space is limited and is a drop-in program. No class 5/8.**

Instructor: Ephraim

Ages 40 and up	Resource Center
12:15-1:15p	W 3/13-6/5 Free

Advanced*

Master your country line dancing skills! Advanced dancers will be taught new choreography. **Space is limited and is a drop-in program. No class 5/8.**

Instructor: Amy

Ages 40 and up	Resource Center
1:15-2:45p	W 3/13-6/5 Free

*On each day of class, sign-in will begin 15 minutes prior to class start time. The first 48 participants to sign-in at the reception desk, which will include a waiver acknowledgement, will receive a wristband to attend. *The first 48 participants to sign-in will be allowed to participate*

LA MIRADA TRANSIT

La Mirada Transit 10-Trip passes are available at the Resource Center, Activity Center, Gymnasium, Splash! and on board transit vehicles. Please call (562) 943-6776 to make a reservation.
Regular Pass \$10
Discount Pass \$5

Tránsito de La Mirada

Está disponible un pase para 10 viajes del Tránsito de La Mirada en el Centro de Recursos, en el Centro de Actividades, en el Gimnasio y en Splash, y a bordo de los vehículos de tránsito. Por favor, llame al (562) 943-6776 para hacer una reserva.
Pase regular \$10
Pase con descuento \$5

La Mirada Transit (라미라다 트랜짓)

La Mirada Transit 10회 사용 패스는

Resource Center(리소스 센터), Activity Center(액티비티 센터), Gymnasium(체육관), Splash(스플래시) 그리고 버스에서도 구할 수 있습니다. 예약은 (562) 943-6776으로 문의하십시오.
일반용 패스: \$10
할인용 패스: \$5

Register for classes online!
Create your account today!
www.cityoflamirada.org

ATTACHMENT 6

≡ LANGUAGE ASSISTANCE PLAN ≡

**CITY OF LA MIRADA TRANSIT SERVICES
TITLE VI LANGUAGE ASSISTANCE PLAN
April 2022**

Introduction

The Language Assistance Plan has been prepared to address the City of La Mirada’s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964 and Federal Transit Circular 4702.1B, which state that no person shall be subjected to discrimination on the basis of color, race, or national origin. In addition, Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicated that differing treatment based upon a person's inability to speak, read, write or understand English is a form of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all State and local agencies that receive federal funds.

Background

The City of La Mirada’s Transit Services staff oversee La Mirada Transit, a demand-responsive shared-ride service. The La Mirada City Council is the policymaking body of the system. The Council makes decisions based on advice received from the public, the City's departments, advisory boards and commissions. The City of La Mirada’s Transit Services has developed this Language Assistance Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency that wish to access these transportation services. As defined by Executive Order 13166, LEP persons are those who do not speak English as their primary language and understand English “less than very well.”

This plan outlines ways to identify a person who may need language assistance, the ways in which assistance may be provided, and how to notify LEP persons that assistance is available. In order to prepare this plan, City of La Mirada Transit Services staff performed the U.S. Department of Transportation's four-factor LEP analysis, which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter the City of La Mirada’s transportation programs, activities, or services.
2. The frequency with which LEP persons come in contact with City of La Mirada transportation programs, activities, or services.
3. The nature and importance of programs, activities or services provided by the City of La Mirada transportation services to the LEP population.
4. Resources available to the City of La Mirada Transit Services staff and overall cost to provide LEP assistance.

Summary: Four-Factor Analysis

Factor 1: The number or proportion of LEP persons in the service area who may be served or are likely to encounter transportation services, programs, or activities that are offered by the City of La Mirada.

City of La Mirada staff reviewed the American Community Survey (ACS) data from the United States Census Bureau 2019 projection and determined that 20% (9,293) of the City's population has limited English proficiency; that is, they speak English "less than very well." Of this LEP group, 54% (4,980) are Spanish speakers and 26% (2,378) speak Korean. The LEP groups of the remaining languages each total 2% or less of the City's population and comprise less than 700 individuals.

Note: The City will not be including languages that fall below the Safe Harbor threshold in this Language Assistance Plan. However, the City will continue to monitor demographic trends using data from the US Census Bureau and will survey frontline staff on the language needs of the City's transportation program patrons. For all languages, the City will endeavor to identify and network with local and neighboring organizations and services to provide as much language assistance as possible and will explore the fiscal feasibility of using professional telephonic translation services for languages which do not meet the safe harbor threshold.

Factor 2: The frequency with which LEP persons come in contact with City of La Mirada Transit programs, activities, or services.

As a diverse community, City of La Mirada and Contractor staff come into contact frequently with patrons for whom English is a second language. However, the patron's knowledge of English is consistently sufficient to use the system effectively. As before, a recent survey of Transit staff reported that language ability does not appear to be a barrier to system usage. While several bilingual English/Spanish transit staff report regularly assisting clients in Spanish, none reported that language is a serious barrier or obstacle for non-Spanish-speaking patrons.

Factor 3: The nature and importance of programs, activities, or services provided by the City of La Mirada Transit to LEP populations.

The City of La Mirada's transportation services and programs are important resources for all City residents, regardless of language ability. As a vital link to commuter trains and buses, La Mirada Transit helps reduce congestion and allows residents to pursue a wider range of employment opportunities. For LEP seniors and special needs patrons, La Mirada Transit is not simply an important resource – it is an essential resource.

For all seniors, particularly for those who cannot drive and live in their own homes, La Mirada Transit provides a vital link to groceries, medical appointments, religious services, and other key destinations. For LEP seniors, La Mirada Transit is not only sensitive to the special needs of seniors, but also works to ensure that drivers and reservationists are accustomed and trained to

work with LEP patrons. Without La Mirada Transit, many of these older residents – and more especially older LEP patrons – would be unable to remain safely and comfortable in their homes.

Similarly, special needs adult LEP residents are more comfortable and confident using La Mirada Transit to attend adult education programs, travel to medical appointments, and explore their community. La Mirada Transit is again trained to serve special needs adults – whether LEP or English proficient.

For seniors and special needs adults in general, without La Mirada Transit, the financial burden of using private taxis would be considerable, possibly unworkable. For LEP patrons, the challenge of navigating multiple bus lines or private taxis (where taxi and bus drivers may not be willing or trained to work with them) may discourage usage.

Factor 4: The resources available to City of La Mirada’s Transit Services staff and overall cost to provide LEP assistance.

A significant number of City staff are bilingual English/Spanish and provide a critical resource for serving LEP Spanish speakers. In addition, MV Transportation (the La Mirada Transit contract provider) commonly serves Spanish-speaking clients in La Mirada and the surrounding Los Angeles area cities and has the ability within their company to work with monolingual Spanish clients and has committed to having at least one Spanish-proficient scheduler on duty at all times as part of their regular contract. MV Transportation also has a contract with a phone-based translation service for ride scheduling and, for the time being, has agreed to provide that service for Korean LEP patrons in La Mirada free of charge.

The City has identified Korean professional translation services and local Korean religious and social service organizations which could be used to translate documents or provide interpretation at meetings. Providing a bilingual English/Spanish or English/Korean interpreter at public hearings, transit focus groups, etc. would require additional staff time or funding. And translating documents are also expected to require funding. Since the documents should not require revision, the cost is expected to apply only to the initial printing.

The cost to print outreach materials in Korean and Spanish cannot be determined at this time since it is not clear how many residents will request materials and/or assistance in these languages.

Based on the four-factor analysis, the City of La Mirada developed its Language Assistance Plan as outlined in the following section.

Language Assistance Plan

Identification of LEP Population

La Mirada Transit Services has developed several possible ways to assist in identifying LEP populations within the City, including:

1. Survey staff and programs to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Conduct annual Transit City/Contractor staff surveys or schedule an agenda item at a driver/staff meeting to track LEP issues and needs.
3. Network with local nonprofit and social service agencies to assist in identifying LEP groups and individuals most in need of LEP assistance and to further facilitate dissemination of information about the City's transit services and programs. For example, staff have identified churches that provide services in Spanish and Korean. Other public and nonprofit programs that serve low-income residents (e.g., food pantries, social service organizations, and free and low-cost medical clinics) will also be important in identifying and linking LEP residents to transit services.

Language Assistance Measures

Printed Documents. For La Mirada Transit, vital materials will be available in English, Spanish and Korean. Vital materials will include:

- La Mirada Transit Applications and Service brochure;
- Title VI complaint procedures and forms; and,
- Notices of transit-related public hearings or significant service changes.

For any documents not fully translated, they will, at minimum, carry a statement in Spanish and Korean providing a contact number for LEP individuals to call to request information in a language other than English.

Notice of Civil Rights. The Title VI Notice of Civil Rights brochure has been translated into Spanish and Korean. The notices within the vehicles and the Transit page on the City website will carry a statement in Spanish and Korean providing a contact number for LEP individuals to call to request information in that language.

Ride Reservations. MV Transportation, the contract provider for La Mirada Transit, ensures that at least one La Mirada Transit reservationist on duty is bilingual Spanish/English. In the rare instance that a bilingual reservationist is not available, the staff has sufficient Spanish speakers and trained to effectively handle the call. (La Mirada has had no reports of LEP Spanish speakers being unable to schedule the rides they need.) MV Transportation has an existing contract with

a telephone-based translation service for ride scheduling or other service calls. MV Transportation will provide Korean translation for La Mirada Transit using this service.

Material/Meeting Translation Services. There are also various ways in which the City's Transit Services staff can respond to LEP persons, whether in person, by telephone, or in writing. These options include:

- As resources allow, the City will have bilingual Spanish/English and Korean/English staff or volunteers at the annual Health Fair Transit booths and at any future Transit focus groups.
- Partnerships will be pursued with local community/public organizations that can provide outreach and assistance to Spanish and Korean LEP individuals. La Mirada Transit will also keep track of possible resources for LEP patrons who speak languages other than Spanish and Korean.

Transit Services will remind Transit and Contractor staff at least annually about existing programs and policies relating to language assistance.

Monitoring and Updating the Language Assistance Plan

The City of La Mirada will update the Language Assistance Plan as required by US DOT or when it is clear that higher concentrations of LEP individuals are present in the City's Transit service area. Updates to the Language Assistance Plan will consider:

- how the needs of LEP persons have been addressed;
- the current LEP population in the service area;
- determination as to whether the need for translation services has changed; and,
- whether complaints have been received concerning the City's failure to meet the needs of LEP individuals.

ADDITIONAL DOCUMENTS

≡ LA MIRADA CITY COUNCIL
APPROVAL MATERIALS ≡