



ARLINGTON COUNTY, VIRGINIA

County Board Agenda Item Meeting of June 14, 2014

DATE: June 5, 2014

SUBJECT: The Arlington County Title VI program

C. M. RECOMMENDATION:

Adopt the updated Title VI Program, as attached.

ISSUES: As a federal grantee, the County Board is required to approve a Title VI Program in accordance with Title VI of the Civil Rights Act of 1964, and its amendments that meet the requirements of the U.S. Department of Transportation (DOT) Regulations 49, CFR Part 21.

SUMMARY: The Federal Transit Administration (FTA) C 4702.1B required that all direct or primary recipients of federal transit funds document their compliance with Title VI by submitting a Title VI program to their FTA regional civil rights officer once every three years. This is a routine report that will be considered by the County Board every three years. The updated program is due to FTA by August 1, 2014.

BACKGROUND: Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. The FTA Title VI requirements incorporate Presidential Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency" which addresses services to those individuals with Limited English Proficiency (LEP). The County submitted a Title VI Program to FTA on August 1, 2011. FTA requirements at that time did not require Board approval. On October 1, 2012, the FTA issued new guidance, FTA Circular 4702.1B, which requires a recipient's Title VI program be approved by the recipient's governing body.

DISCUSSION: Arlington County's Title VI Program was updated to include an FTA required Four-Factor Analysis of the Limited English Proficiency Policy; expand the Public Participation element to include the vision of PLACE (Participation, Leadership, and Civic Engagement); and to provide updated ridership profiles through the use of maps, charts and survey results. The primary documents used to develop the update of the program have been previously reviewed or approved by the Board; it includes the Fiscal Year 2011-2012 Arlington County Government

County Manager:

BMD/mjs

County Attorney:

[Signature] *[Signature]*

Staff: Kay Luongo, Department of Environmental Services

Limited English Proficiency Policy, the 2013 ART Transit Ridership Survey, and the November 13, 2007, and June 13, 2009, Master Transportation Plans.

FISCAL IMPACT: None.

2014 UPDATE

Title VI

CIVIL RIGHTS PROGRAM



DEPARTMENT OF
ENVIRONMENTAL SERVICES

Name of Designated Recipient: Arlington County
2100 N Clarendon Blvd.
Arlington, VA 22201

Contact Information Dennis Leach
Director Environmental Services Division
2100 N Clarendon Blvd.
Suite 900
Arlington, VA 22201

Stephen Del Giudice
Director of Transit
2100 N Clarendon Blvd.
Suite 900
Arlington, VA 22201

Description of Service: ART supplements the WMATA Metrobus with 14 cross-County routes as well as neighborhood connections to Metrorail. The total number of ART revenue vehicles is 52 buses; 23 heavy-duty 35' buses and 15 heavy-duty 31' buses and 14 medium-duty 28' buses. The total number of vehicles required for maximum service is 39 leaving 13 spare buses or a spare ration of 25 percent. ART buses are environmentally friendly, operating on clean-burning compressed natural gas (CNG). All ART buses are fully ADA accessible with wheelchair ramps and priority seating.

STAR is the paratransit component of ART. STAR is a shared ride paratransit service intended as the alternative for Arlington residents to the regional paratransit service, MetroAccess. Both STAR and MetroAccess provide a comparable level of transportation as provided by ART, WMATA Metrobus and Metrorail. STAR riders share trips if they are generally traveling in the same direction at the same time. Trips are scheduled without regard to the purpose of the trip. All rides are arranged in advance through the STAR Call Center, or through STAR on the Web or STAR IVR.

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Introduction

The County of Arlington, Virginia, through its Department of Environmental Services, Division of Transportation (the County), is a FTA federal grant recipient, and therefore, is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 and its amendments (Act). Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. The FTA Title VI Circular 4702.1B includes requirements that address Presidential Executive Order 12898 “Federal Actions to Address Environmental Justice in Minority and Low Income Populations.” The FTA Circular also integrates the requirements found in Presidential Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency” which addresses services to those individuals with Limited English Proficiency (LEP).

The County works to ensure that its fixed route and demand response bus services are provided in a nondiscriminatory manner and the opportunity for full and fair participation is offered to passengers and others in the community. The County is also meeting the needs for services and materials for persons with limited English speaking ability. As part of the County’s provision of Title VI assurances that no person is excluded from participation in, or denied the benefits of, or subjected to discrimination in the receipt of any of the County’s services on the basis of race, color or national origin, the contents of this program have been prepared in accordance with Section 601 of the Title VI of the Civil Rights Act of 1964 and Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency).

The County certifies that, as a condition of receiving federal financial assistance under the Civil Rights Act of 1964, it will ensure that:

- a) The County shall submit on an annual basis, Title VI Assurances, as part of its annual Certifications and Assurances submission to FTA.
- b) No person, on the basis of race, color or national origin, will be subjected to discrimination in the level or quality of transportation services and transportation benefits.
- c) The County will compile, maintain, and submit in a timely manner, Title VI information required by FTA Circular 4702.1B and in compliance with the Department of Transportation’s Title VI Regulation, 49 CFR, and Part 21.7.
- d) The County will make it known to the public that the person or persons alleging discrimination on the basis of race, color or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The County involved the public in the development of this program. The service standards detailed in this program, along with the public participation process, were coordinated through the following committees: Transportation Commission, Transit Advisory Committee (TAC), Accessibility Advisory Subcommittee of the TAC, and the LEP Advisory Committee. In June

2014 the Board reviewed the Title VI Program prior to approving and adopting the Board Resolution at their regularly scheduled meeting on June 13, 2014.

Title VI Notice to the Public

Arlington County Transit, known as ART, is committed to providing non-discriminatory transportation services to all of its passengers and potential passengers. Arlington County prohibits discrimination in all of its programs and services on the basis of race, color or national origin.

Any person who is, or seeks to be a patron of ART public transit vehicle shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color, or national origin.

No person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of transportation service furnished by ART on the basis of race, color or national origin. For more information on the Arlington County Transit Title VI Program, please contact the Arlington County Department of Environmental Services at 2100 Clarendon Boulevard, Suite 900, Arlington, VA 22201 or call 703-228-3444.

Any person who believes they have, individually or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color or national origin may file a complaint with Arlington County. A written complaint must be filed within 180 days after the date of the alleged discrimination. All complaints should be signed and include contact information. You may file a written complaint with Arlington Office of County Manager, Civil Rights Manager at 2100 Clarendon Boulevard, Suite 318, Arlington, VA 22201. You may also call 703-228-0591.

Arlington County Title VI Inquiry and Complaint Processing For Transit

The Arlington County Office of Human Rights has the responsibility of addressing Title VI/Civil Rights inquiries and complaints against the Arlington County Transit systems ART/STAR. Complaints, inquiries and other correspondence related to Title VI/Civil Rights may be received by any Arlington County Office of Human Rights or the public transportation service, ART/STAR. To effectively manage all Title VI/Civil Rights inquiries and complaints, the process to follow is outlined below. Communications having potential Title VI/Civil Rights implications may be received by any Arlington County Office or the public transportation service, ART or STAR will be provided promptly and confidentially to the Arlington County Assistant County Manager for Human Rights.

1. The Assistant County Manager for Human Rights will enter all correspondence with potential Title VI/Civil Rights implications into a log that will provide tracking of the inquiry, the County's response and progress and completion of required actions. All such correspondence will be considered confidential and shared only on a need-to-know basis.
2. The Assistant County Manager for Human Rights will conduct an investigation once the Title VI/Civil Rights inquiry or complaint is received and determined valid.

Investigation of Complaints Procedures

Any person who believes she or she has been discriminated against on the basis of race, color, or national origin by the County Transit Services may file a Title VI complaint within 180 days of the alleged discrimination by completing and submitting the agency's Title VI Complaint Form. The following processes and procedures have been adopted by the County Transit Services as set by the Arlington County Office of Human Rights.

Once a complaint is received, the Assistant County Manager for Human Rights shall review and determine if it has jurisdiction in the case. The Complainant shall be sent an acknowledgement letter informing him/her whether the complaint will be investigated by the Human Rights Office within 10 business days of the date the complaint was received.

The Office of Human Right shall conduct a prompt investigation. The Office of Human Rights has 30 days to investigate the complaint. If more information is needed, to resolve the case, the Office of Human Rights may contact the Complainant in writing requesting the additional information. The Complainant has 10 business days from the date of the letter to send the additional information. If the Office of Human Rights is not contacted or does not receive the additional information within 10 business days, the Office of Human Rights may administratively close the case. The case may also be administratively closed if the Complainant no longer wants to pursue the case.

After the Assistant County Manager has completed the investigation the Complainant shall be informed in writing: (a) a closure letter that summarizes the allegations and states that there was not a violation of Title VI and that the case is closed; or (b) a letter of findings that summarizes the allegations, the interviews regarding the alleged incident and explains whether disciplinary actions were taken such as additional training of the staff member or other actions that may occur. If the Complainant wants to appeal the decision they may appeal to the Arlington County Manager's Office within 10 business days. The Assistant County Manager's decision will be upheld unless the County Manager finds that it constituted an abuse of discretion.

The Assistant County Manager for Human Rights shall inform the Complainant of the right to file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Ave/, SE, Washington, D.C. 20590.

Arlington County Transit Civil Rights Complaint Form

The information requested on this form will help us to understand your allegations. Please complete the information to the best of your ability. An Intake Officer will review the information and talk to you about your complaint.

Complainant Information

Name: _____
First Middle Last

Address: _____
Street Apt. Number

City State Zip

Phone: (home) _____ (Work) _____ (cell) _____

Email: _____

I prefer to be contacted by phone(y/n) _____

I prefer to be contacted by email (y/n) _____

2. Are you filing this complaint on your own behalf? Please Circle One: Yes No

If you answered "yes" to this question, go to Section 3.

If you answered "no", please supply please provide the name and relationship of the person for whom you are complaining.

Name: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of another. Please circle one: Yes No

3. On What Basis Do You Believe That You Were Discriminated?

() Race () Color

() National Origin

4. Give a Detailed Account of the Action(s) Circumstance(s) You Believe Were Discriminatory (Tell us WHO did WHAT, WHEN did they do it, WHERE did it happen, and your opinion as to WHY did it happen) Include the name and contact information of person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed please use the back of this form.

_____ use additional paper if necessary

5. Have you filed this complaint with any other Federal, State, or local agency or with any Federal or State Court? Please Circle One: Yes No

If yes, please provide the following information about the agency where the complaint was filed:

Contact Person Name: _____

Title: _____

Agency: _____

Address: _____

Phone: _____

Date Complaint was filed: _____

6. Please attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature

Date

7. Please submit this form at the address below. The form may be submitted in person or by mail to:

**Arlington Office of County Manager
Civil Rights Manager
2100 Clarendon Blvd, Suite 318
Arlington, VA 22201**

General Requirements

I. Notification to Beneficiaries of Protection Under Title VI

In order to comply with 49 CFR Section 21.9(d), the County 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 Notice is posted on the ART webpage, on all ART buses, and in the four Commuter Stores located in Arlington County.

II. Title VI Complaint Procedures and Complaint Form

The County is committed to ensuring that no person is discriminated against on the basis of race, color or national origin, as prohibited by Title VI of the Civil Rights Act of 1964. To ensure compliance with 49 CFR Part 21, the County has developed procedures for investigating and tracking Title VI complaints filed. Any person who believes that they are the victim of such discrimination on any Arlington County Transit bus or facility may file a complaint with the County's Office of Human Rights within one-hundred and eighty (180) calendar days of the last alleged incident. The County's Title VI Statement of Policy, Complaint Procedures and Complaint Form are available upon request from the Office of Human Rights and may be downloaded from [www: arlingtontransit.com](http://www.arlingtontransit.com) and the Human Rights website <http://topics.arlingtonva/human-rights>. Both the Title VI Complaint Form and Title VI Complaint for and Complaint Procedures have been translated into Spanish as identified in the Title VI Language Assistance Plan. Arlington County Transit has not had any Title VI Complaints during the last three years.

III. Investigation of Complaints Procedures

Any person who believes she or she has been discriminated against on the basis of race, color or national origin, by the County Transit Services may file a Title VI complaint within 180 days of the alleged discrimination by completing and submitting the agency's Title VI Complaint Form. The following processes and procedures have been adopted by the County Transit Services as set by the Arlington County Office of Human Rights.

Once a complaint is received, the Assistant County Manager for Human Rights Manager will review the complaint and determine if it has jurisdiction in the case. The Complainant shall be sent an acknowledgement letter informing him/her whether the complaint will be investigated by the Human Rights Office within 10 business days of the date the complaint was received.

IV. Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits

In order to comply with 49 CFR Section 21.9(b), the County's Office of Human Rights maintains a list of all active complaint investigations which name the complainant that allege discrimination on the basis of race, color, or national origin. This list includes:

- Date of the investigation, lawsuit, or complaint filed
- Summary of the allegation(s)
- Status of the investigation, lawsuit, or complaint

a) Actions taken by the County in response to the investigation, lawsuit or complaint

Customer Complaints against ART are routinely filed on-line on the CommuterPage.com via the www.arlingtontransit.com webpage or by telephone at the Commuter Direct call center at 703-228-RIDE (7433). The complainant may choose from a list of 25 reasons for the complaint including ADA violations and Discrimination. Both the webpage and call center phone number are displayed on ART bus stop signs and route brochures. The Transit Operations Manager overseeing the ART service is notified immediately of any potential discrimination or ADA violation complaint that will then pull the records to review the complaint. The complainant is contacted to discuss and to seek resolution and to notify the complainant of right of how to file a complaint and where they may find the on-line Complaint Procedures and Forms. They are also notified of their right to file a complaint with the Federal Transit Administration. Once the investigation or analysis is complete a response is sent to FTA and the complainant. If a remedial action is required, the recommendation is sent to the Director of Transportation who oversees transit operations.

Over the past three years, there are no outstanding lawsuits or complaints naming the Arlington County Transit that allege discrimination on the basis of race, color or national origin with respect to service or other transit benefit.

V. Promoting Inclusive Public Participation

Pursuant to FTA Title VI regulatory guidance, federal funding recipients should seek out and consider the viewpoints of minority, low income and the LEP population in public participation activities. To meet these requirements, the County developed the Public Participation Plan, a document intended as a guide for how the County will deepen and sustain its efforts to engage diverse community members throughout its service area. The Plan includes examples of public participation strategies, designed to use the Plan's goals, principles and methods. The Plan guides the County's ongoing public involvement endeavors to ensure the most effective means of providing information and receiving public input on transportation issues, with particular emphasis on involving traditionally under-represented groups. The ART outreach to Arlington's diverse communities incorporates the vision found in the Report to the County Board, December 12, 2012, Participation, Leadership and Civic Engagement. The vision stated in the report states, "Arlington will be a diverse and inclusive world-class community with secure, attractive residential and commercial neighborhoods where people unite to form a caring, learning,

participating substantial community in which each person is important.” A copy of the Plan is available to the public and can be accessed online at www.arlingtontransit.com.

Arlington County Transit Public Outreach Plan

Arlington County owns and operates Arlington Transit (ART), a fixed route bus service, as well as the ADA compliant Specialized Transit for Arlington Residents (STAR) paratransit service in Arlington County, Virginia. The following document will outline Arlington County’s Public Participation Policy, and strategies used by Arlington Transit to attain feedback through public participation with regards specifically, but not limited, to minority and limited English proficient (LEP) populations. These methods can and will be modified and updated over time based on community partialities, demographic shifts, and new communication and outreach methods. The ART outreach to Arlington’s diverse communities incorporates the vision found in the Report to the County Board, December 12, 2012, Participation, Leadership and Civic Engagement (PLACE). The vision in the report states, “Arlington will be a diverse and inclusive world-class community with secure, attractive residential and commercial neighborhoods where people unite to form a caring, learning, participating substantial community in which each person is important.”

Arlington Transit Understands and Recognizes the Following:

“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 County shall seek out and consider viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities in regards to proposed decisions regarding transit services. Arlington Transit has a public participation process that is in compliance with applicable federal requirements under Title VI of the Civil Rights Act of 1964.

Targeted Public Outreach to Minority and Low Income and Limited English Proficient (LEP) Populations

All public involvement plans incorporate strategies intended to encourage the involvement of minority, low income and LEP populations in the participation of activities that are consistent with federal Title VI regulations, Executive Order 13166 on Limited English Proficiency and the U.S. Department of Transportation LEP guidance. Arlington Transit uses print, web, social media, public meetings and other tools to ensure that the public has access to information, and equal opportunity to participate in the planning and development of changes implemented by the County. Transparency is a priority for Arlington County. The County set as goals for PLACE:

- Expand participation in County decision-making processes.
- Train both interested members of the public and staff in those processes.
- Improve the quality of County government's processes and set realistic expectations for broader participation in our decision-making.

The Transit Division staff may implement the following public engagement strategies to augment the minimum outreach requirements as appropriate to the plan, project, or service.

Arlington County translates all vital public outreach documents into Spanish. The U.S. Census Bureau 2008-2012 American Community Survey found that Spanish and Spanish Creole is the language spoken at home by 13.7 percent of the County's population. There are approximately 31 other languages spoken by Arlington County residents. All except Spanish fall below 5 percent, therefore documents may not be translated into those languages. Vital information may be orally translated through the use of contractor or staff who are bi-lingual in those languages as needed or reasonably possible.

Arlington Transit will seek out and consider viewpoints of minority, low-income and LEP populations in the course of conducting public outreach and involvement activities in regard to proposed transportation decisions. All efforts will be made to include the following practices:

- Coordinate with individuals, institutions or organizations to implement community-based public involvement strategies to reach out to members in the affected minority and/or low income, LEP communities.
- Provide opportunities for public participation through means other than written communications such as meetings with informal community gatherings as well as discussions with individuals who reach out to us or respond to our notices.
- Use locations, facilities and meeting times that are convenient and accessible to low income, minority, LEP communities and those with disabilities.
- Use different meeting sizes or formats depending on the type and number of public participation opportunities.
- Implement DOT Policy Guidance regarding responsibilities to LEP persons.

Any fare change must be approved by the Arlington County Board. Major Service changes require a budgetary allocation to Arlington Transit. Budgetary allocation of resources also must be approved by the County Board. A fare and major service change includes an analysis of the impact on the minority, low-income and limited English speaking communities. After public meetings, the transit staff incorporates comments and suggestions into the service proposal where possible and conveys a

summary of those comments and suggestions to the County Board. Scheduling documents are prepared for route changes and this information is taken to the public. Customers are invited to comment on the service proposal. These comments are reviewed and incorporated into the plan if possible. Once the plan has been finalized, the plan is taken to the Arlington County Board for approval.

Capital projects follow a similar process to the service review process. Once a project has been proposed, transit staff analyzes the area. Staff makes a recommendation about whether the project will be an asset or a liability in the area. The Transit Bureau will hold public meetings to introduce the concept to a neighborhood or community. Public meetings will be held in the area surrounding the proposed project. Any comments and suggestions are reviewed. All comments received through the public participation plan are given careful consideration and incorporated into a single document.

The public participation process solicits the input from minorities, the elderly, persons with disabilities, those with limited English proficiency and low-income households. Arlington Transit outreach uses methods to engage all riders, including those that are minority and limited English speaking in the decision making process such as fare and service changes.

The following are the processes and procedures used during the public participation outreach plan.

- A service or fare proposal is developed by Transit staff.
- A review is conducted by the Transportation Advisory Committee.
- A Title VI review of the proposal is conducted.
- Public outreach venues, dates and times are determined with extra consideration given to specific locations where minority, low income and LEP populations are found and how the proposed changes would impact the service area.
- Bilingual (English and Spanish) public outreach materials and a program are developed.
- Community partners and representatives of organizations for minorities, low-income, disabled and LEP populations are notified by multiple mediums in advance of public meetings.
- Public service announcements are sent out.
- Public comments are accepted for a designated time.
- The Board is presented details and outcome of the public participation process and the staff recommendations.

- Final service/fare change date for implementation is set and outreach is conducted in advance of any changes.

The ART website and printed documents are updated in advance of proposed changes both in English and Spanish.

Radio, Television, Newspaper

Local news, radio, and print publications serve both English speaking and language specific audiences and are good resources for transmitting information. Arlington County has a robust communications team equipped with the capabilities of tailoring messages for appropriate audiences and ensuring that the media will provide accurate messaging and contact information so that public constituents can reach the agency.

Web Resources

Arlington Transit posts notices and announcements on the agency website (www.arlingtontransit.com; www.arlingtontransit.com/espanol) and on Arlington County's website (www.arlingtonva.us). Information is also posted on the websites of Arlington Transit's partner agencies (www.commuterpage.com; www.commuterpage.com/espanol), (www.commuterdirect.com), (www.walkarlington.com), (www.bikearlington.com), (www.carfreediet.com; www.dietaceroauto.com) and (www.arlingtontransportationpartners.com). Information on the agency's website is also readily available in Spanish (www.arlingtontransit.com/espanol/).

Arlington Transit also uses social media as an immediate means of transmitting news and updates through Facebook and Twitter. There is also a system called ART Alerts that equips the agency with the capability of providing immediate information via email and text messaging both system-wide and explicitly to those who use the effected route or routes. Information via ART alerts is provided on an optional in basis.

On-Board Information

Arlington County provides printed information on buses. This information is always provided in both English and Spanish. Additional languages are available through the use of contractor translation services based on the determined language of the proximal outreach. Arlington County also uses electronic message boards that are located at some bus stops, in County buildings and libraries as a means of transmitting information.

Customer Service

The Arlington Transit Call Center is used to receive information and provide comments and to file complaints. The Customer Service number is provided on all printed materials and there are Spanish bi-lingual representatives available at all times. Other languages may be addressed through the use of contractor provided translation services. Customer Comments are categorized within the system and are sent directly to the

managerial staff that oversees that particular area of the agency. There are also customer comment forms located on the ART and STAR websites where information can be submitted. The initial response time on these comments should not exceed 4 days. The exception is for lost and found items due to heavy call volumes and the rate at which items are located. The initial response time on these issues can be anywhere from 3-10 business days.

Print Materials

Public participation opportunities and outreach information such as newsletters, flyers, bus cards, posters etc. are translated into Spanish and oral translation are provided by contractor provided translation services when those languages are identified as target populations. Arlington Transit also uses a team from one of the partner agencies to distribute materials at local events, such as farmers markets and festivals, and for door to door canvassing efforts when needed.

Surveys

On-board passenger surveys are conducted every 5 years. Surveys are also conducted for major service changes and to gauge customer perspective on updates to transit development plans. These surveys are available in person, print, and online in Spanish and English.

Interviews

Arlington Transit may periodically conduct stakeholder interviews to gain insight. Interviews are conducted when participating in an Arlington County sponsored ACCS planned community outreach event.

Postcards and Letters Distributed by Mail

Contacting all interested parties by mail can be costly. However in many cases it may be the most effective method of engagement for reaching a specific geographic area or community. Based on staff assessments mailings may be used as a means for communication.

Email is often used in lieu of the U.S. Postal Service in order to expedite outreach efforts while holding down costs of mass mailings.

Public Meetings

Public involvement strategies such as public meetings, neighborhood meetings or other outreach to affected individuals, especially those of minority, low-income, and LEP populations, will be implemented to solicit public comment. The meetings will be advertised online, through posters, flyers and on buses and at bus stops. Notices regarding the meetings will be in both English and Spanish.

For any fare or service change including a fare reduction, fare increase, adding service or service reduction, ART will provide an opportunity for a public hearing or meeting. If a public meeting is not requested the opportunity to comment will be provided.

Public comments received will be compiled and considered prior to finalization of the Transit Division's recommendation to the County Board regarding any fare or service change including a fare reduction, increase, and service decrease or adding service.

If a public hearing is to be held, it will be scheduled as a part of a regular County Board meeting and advertised broadly through the County's website, and posters and flyers on buses and at bus stops. Notices regarding the hearing will be advertised in both English and Spanish.

Meetings are hosted in locations recommended by community members that are both ADA and transit accessible. Translation and Interpretation Services can be provided upon request as well as Sign language Interpretation Services, documents in Braille, and Assistive Listening Systems. Computer Assisted Real Time Translation (CART) is also available. Persons requiring these services or additional services for effective communication should contact the appropriate program office offering the program as soon as possible but no later than 48 hours before the scheduled event.

Based on the demographic makeup of Arlington County, ART generally will have a Latino representative to provide interpretation and translation services, at all meetings without a request being submitted.

Coordination with Community Events

Utilizing pre-established community events and activities, ART hosts information tables that provide materials about ART services and outreach. Several of the partner agencies also handout ART information at the local events that they attend. These events include the County Fair, local festivals and farmers markets.

Civic and Community Associations

ART staff maintains an open line of communication and sends information to all association presidents through a distribution list. Staff may also attend monthly meetings to present information and to answer questions.

Internal Coordination

Internally, Arlington County's departments have immense outreach networks. ART reserves the right to distribute information through these channels. These departments include, but are not limited to, Libraries, Parks and Recreation, Multi-Cultural Outreach Network, Department of Human Services, etc.

Arlington County Commuter Stores (ACCS)

Arlington Transit also works closely with Arlington County Commuter Services (ACCS) to promote ART bus service and for outreach to minorities, low income individuals and persons with limited English. ACCS is a bureau within the Department of Environmental Services in Arlington County that works to promote and facilitate the use of transportation modes other than single-occupancy vehicles. ACCS promotes ART bus service through marketing campaigns and materials such as schedule brochures, signage, fliers, newsletters and direct mail pieces. ACCS also is responsible for public outreach survey activities. Social media and the web are also used to promote ART services. All printed materials are produced in both English and Spanish.

Arlington Transportation Partners (ATP) is ACCS's business-to-business transportation consulting organization and provides transportation expertise and services to businesses, residential communities, developers, and hoteliers in Arlington. ATP includes ART bus information in their outreach and marketing campaigns to their clients and also distributes ART information at events that they attend.

The Car-Free Diet, a program of ACCS, promotes ART in their marketing campaigns and distributes ART information at public events such as festivals, farmer's markets and the County Fair. The Car-Free Diet also works with 341 retail shops, restaurants and small businesses throughout Arlington and provides them with brochure displays that contain transit information and ART bus schedules for the area.

The four Commuter Stores and two Mobile Commuter Stores that are operated by ACCS provide information and sell fares for local transit agencies including ART. All of the ART schedule brochures are provided at the stores and informational fliers and posters concerning ART service changes and public meetings are posted at the stores in both English and Spanish.

ACCS also employs a Spanish Language Marketing Specialist who does outreach to the Hispanic community to educate them about the car-free options available in Arlington. Outreach includes attending public events and meetings and producing marketing campaigns, materials and videos that target the Hispanic community. This outreach includes information about ART and other transit services such as Metrobus and Metrorail.

Arlington Transit is committed to insuring that the accessibility of its services, information, and methods of obtaining community feedback in the decision making process are aligned with the expectations of the community and with federal Title VI regulations.

Summary of ART Outreach to Low-Income, Minority and LEP Communities

ART participated in more than 130 public outreach events from 2011 to December 21, 2013. Of these, 60 events, or 46 percent were located in communities identified with high populations of low income, minorities or those with limited English proficiency. The

events were held in locations convenient and easily accessible to both the general public and those with disabilities. The locations include Arlington County Schools, Arlington County Community Centers, Housing Complex Community Rooms, Arlington County Public Libraries, Civic Associations' Meeting Rooms, and others.

Marketing Campaigns and outreach for ART included ART Schedule and Route Changes, New Limited Stop Route, IRide SmarTrip Cards for Students, 2013 Update to the Transit Development Plan, and the 23rd Street Bus Stop Improvement Project.

In 2014, outreach was conducted for the proposed July 1, 2014, Fare Increase for ART and STAR Zone and the start-up of the new ART 43 Route which began service on March 31, 2014.

Also in 2014, outreach was conducted in the development of the Limited English Proficiency Plan. The outreach consisted of participation in planned events in locations that were identified as serving those with limited English proficiency such as Arlington Community Centers, Arlington County Outreach Centers, Meeting of Civic Associations, Meetings held at Housing Complex Community Meeting Rooms, and at Arlington County Employment Centers. During these meetings, Title VI and the Language Assistance Plan were discussed; face to face surveys were taken; and information was provided on ART's services including schedules.

The U.S. Census Bureau, 2008-2012 American Community Survey provided that 13.7 percent of the Arlington County population five years or older speak only Spanish. The survey found more than 31 other languages spoken. All other languages spoken in Arlington County are below 5 percent therefore promotions and other outreach materials are not routinely printed in those languages. Vital information, however, will be provided via contractor assisted translation services when reasonably possible. Promotions and outreach for ART are in both English and Spanish and include: Flyers; Schedule Brochures for the routes that were updated; Electronic signage in County building lobbies, libraries and on Arlington TV; ART website; social media sites maintained by ART; ART Alerts; local media and through outreach meetings.

VI. Providing Meaningful Access to LEP Persons

The County supports the goals of Title VI of the Civil Rights Act of 1964, DOT's implementing regulations and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" to provide meaningful access to its services by individuals with Limited English Proficiency (LEP). Under these regulations, program and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write or understand English. The County conducted its four-factor analysis to identify the appropriate language assistance measures to improve access to the County's services and benefits for LEP persons. The County's Language Assistance Plan that was approved by the Federal Transit Administration as a part of the Title VI Program in 2011 has been updated.

Limited English Proficiency Background

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency (LEP),” reprinted at 65 FR 50121 on August 16, 2000, directs each federal agency to examine the services it provides and to develop and implement a system by which LEP persons can meaningfully access those services. Federal agencies were instructed to publish guidance for their respective recipients in order to assist them with their obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice’s (DOJ’s) Policy Guidance entitled “Enforcement of Title VI of the Civil Rights Act of 1964-National Origin Discrimination Against Persons with Limited English Proficiency,” (refer to 65 FR 50123, August 16, 2000, DOJ’s General LEP Guidance). Different treatment based on a person’s inability to speak, read, write or understand English may be a type of national origin discrimination.

The United States Department of Transportation (US DOT) published revised guidance for its grant recipients on December 14, 2005. The guidance provides that Title VI and its implementing regulations require that US DOT grant recipients take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP.

The Federal Transit Administration (FTA) references the US DOT LEP guidance in its Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” published on October 1, 2012. Chapter III Part 9 of the Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and provides that FTA grant recipients develop a language implementation plan consistent with the provisions of Section VII of the US DOT LEP guidance.

Language Assistance Program/Plan

Limited English Proficiency Plan Summary

Since 2004, Arlington County has required that all departments take reasonable steps to endorse that persons with limited English proficiency have access to their programs, benefits, services and activities, regardless of federal funds. The County has shown its commitment by ensuring that services, programs and activities do not leave some residents out, simply because they face challenges in English. To inform employees of the County's policy on limited English proficiency, LEP is a part of formal employee training programs. The County's requirements for language interpretation and written translation services, as well as the specific services to be provided to persons with limited English proficiency are based on the County vision of a diverse and inclusive world-class community.

In accordance with the County's LEP policy, the Department of Environmental Services (DES) developed a LEP Plan to help identify responsible steps to provide language assistance for LEP persons seeking meaningful access to its services. This policy is updated every three years. As defined by Executive Order 13166, a LEP person is one who does not speak English as the primary language and who has a limited ability to read, speak, write or understand English.

The Transit Bureau is a function under the Department of Environmental Services. The Transit Bureau developed a Language Assistance Plan that was developed to specifically undertake a US DOT four-factor LEP analysis to meet the requirements of the FTA Title VI Requirements, FTA C 4702.1B, U.S. Department of Transportation Regulations, 49 CFR Part 21, and the Department's Policy Guidance 70, FR 74087, December 2005.

The U.S. Census Bureau, 2008-2012 American Community Survey provided that 13.7 percent of the Arlington County population five years or older speak only Spanish. The Transit Bureau translates all vital documents to Spanish. The survey found more than 31 other languages spoken. All other languages spoken in Arlington County are below 5 percent therefore promotions and other outreach materials are not routinely printed in those languages. Vital information, however, will be provided orally via contractor assisted translation services as needed and when reasonably possible.

Outreach

The public outreach plan to conduct the U.S. DOT four-factor analysis and build the Language Assistance Plan incorporated the long tradition of government-community

dialogue and collaborations, known as “The Arlington Way.” The Arlington Transit (ART) outreach to Arlington’s diverse communities incorporates the vision found in the Report to the County Board, December 12, 2012, that states, “Arlington will be a diverse and inclusive world-class community with secure, attractive residential and commercial neighborhoods where people unite to form a caring, learning, participating substantial community in which each person is important.”

The ART public outreach plan, Promoting Public Involvement, was used in conducting the four factor analysis. Attached to the Language Assistance Plan are copies of other outreach tools used for the analysis such as specific surveys, community outreach and involvement activities.

The Four Factors

In developing the plan, the Transit Bureau undertook a U.S. DOT four-factor LEP analysis that considers the following:

1. Identify the number and proportion of LEP persons served or encountered in the eligible service population.
2. Determine the frequency with which LEP persons come into contact with the County’s Transit programs, activities, and services.
3. Gauge the importance to LEP persons of the County’s Transit programs, activities, and services.
4. Access the current resources available and the costs to provide language assistance services.

The following provides summary results of the four-factor LEP analysis.

Factor 1. Identify Populations Served

Arlington County is a diverse community with residents from various ethnic backgrounds. According to the 2010 Census, about 36 percent of Arlington residents were Hispanic/Latino, African-American, Asian or multi-racial. Arlington County public school children speak more than 98 languages and hail from 126 countries. About 31,383 people, or 15 percent, of the Arlington County population is Latino or Hispanic. Approximately 10,000 households are Hispanic. Spanish or Spanish Creole is the language spoken at home by 14 percent or 29,560 residents of Arlington’s population age 5 years and over. About 64 percent of the Hispanic or Latino populations are foreign born, and 42 percent of them expressed that they speak English less than very well. Other languages spoken at home include the African languages - 2 percent; Chinese - 1.4 percent; French, including Patois and Cajun - 1.2 percent; and Tagalongs - 1 percent. The attached maps which are based on Census Data tracts show the areas with the highest concentration of populations that speak English less than very well.

Since 2000, the number of people that are not of Hispanic or Latino origin and consider themselves to be Asian, Native Hawaiian and other Pacific Islander, some other race, or two or more races have increased. The Asian population increased by 21.7 percent. The Native Hawaiian and other Pacific Islander, some other race, or two or more races had increased by 19 percent and 24 percent respectively.

According to the 2011 American Community Survey, almost half of Arlington County Hispanics are Single Occupancy Vehicle (SOV) travelers and an additional 31 percent use public transit as a primary means of transportation. According to the 2008 Arlington Transit (ART) Rider Study, the majority of ART bus riders are minorities – 31 percent Hispanic, 28 percent African-American, 9 percent Asian (27percent White, non-Hispanic). 84 percent of riders live in Arlington and 63 percent of riders work in Arlington.

Factor I - Step 1. How Arlington Transit Provides Services

Arlington Transit (ART) is a local bus system provided by Arlington County, Virginia. ART supplements the Washington Metropolitan Area Transit Authority's (WMATA's) Metrobus service with cross-County routes as well as neighborhood connections to WMATA's Metrorail stations. Arlington is an urban county of about 26 square miles located directly across the Potomac River from Washington, D.C. The estimated population is about 212,900. The County is among the most densely populated jurisdictions in the country with a population density of about 8,188 persons per square mile.

ART operates within Arlington County, Virginia, and is a fully accessible link between local neighborhoods, Arlington Business districts and regional transit services; Metrorail and Metrobus. Fare and schedule information for ART's 14 routes, information for Metrobus service in Arlington County, programs for Seniors, the Title VI Notice and more may be found in both English and Spanish on the ART website (www.arlingtontransit.com)

One of the first interactions LEP persons may have with ART is through Arlington County Commuter Services (ACCS). ACCS was established in 1989 to serve as an information and educational resource center for Arlington residents, employees and visitors who travel to and within the County. Funding is provided through Federal, State and local revenues. The Commuter Stores, Mobile Commuter Store, and CommuterDirect.com sell fares for ART and for Washington D.C. area transit systems. Customers may receive tickets and passes by mail, or pick them up at one of the Commuter Stores. The Commuter Stores currently have four retail locations in Arlington and one in Odenton, Maryland. The Mobile Commuter Store makes scheduled visits to locations in Arlington and Washington, D.C. In addition to selling fares, the Commuter Stores and Mobile Commuter Store also offer printed transit schedules and maps, and the stores' Commuter Specialists can provide information about transit, carpooling, vanpooling, bicycling, teleworking and more.

Some members of the ACCS staff are bilingual in English and Spanish to help ensure meaningful access by serving Spanish-speaking clients directly in their language. In addition, ACCS employs a bilingual employee who is fluent in English and Spanish and fluent in ACCS terminology to communicate directly with the public in Spanish at community meetings and public events as necessary. The ART call center: (703) 228-RIDE (703-228-7433) employs bilingual operators who can communicate directly with LEP callers in Spanish.

Language services are also provided on the ART Contact Us & Online Feedback Forms available in Spanish: <http://www.arlingtontransit.com/pages/art-en-espanol/contactanos/>.

ACCS has translated several of its webpages and tools into Spanish, including: [Commuter Page](#); [Car Free-Diet](#) and [Arlington Transit](#). A [Facebook page](#) in Spanish offers open conversations with clients in Spanish. Videos in Spanish are available online on topics such as [How to Load Your SmarTrip Card on the ART Bus](#), [How to Use the Bike Racks on ART buses](#), [Capital Bikeshare](#), and the [Car-Free Diet](#) program. All ART bus brochures include Spanish translations.

ART makes every effort to assure that all LEP persons have meaningful access to ART's programs and services. All vital documents for ART, schedules, alerts, notices, and announcements are translated into Spanish which represents 22 percent of ART riders. Those who identify themselves as "other" including Amharic, French, Arabic, Bengali, and Mongolian comprise 26 percent of the ART ridership. ART has the ability to draw from the many resources available through the County. For example, the Williamsburg School has a part-time Mongolian translator, the Arlington Community Centers have bilingual staff members who speak Spanish, Arabic, and French, and some ART bus drivers are fluent in Amharic. To address this growing trend in languages other than Spanish, ART has employed the use of technology. The Call Center for Specialized Transit for Arlington Residents (STAR), the paratransit service component of ART, can provide translation for whatever language is needed (usually Russian, Spanish or Chinese) through a contracted service provided by Voiance. Voiance provides translation services for seven major languages including, Arabic, Chinese, Farsi, Korean, Spanish, Urdu and Vietnamese. Initial translations are given by a native speaker.

Car-Free Diet / Dieta Cero-Auto Program

In 2013 ACCS planned, strategized, and released the new Dieta Cero-Auto campaign, with comprehensive print, audiovisual, Web, outreach, social media, and word-of-mouth marketing components. The campaign is successfully communicating the ACCS message to Hispanic community members and group leaders through channels that didn't exist before. The campaign focuses on community meetings, engaging civic and tenant associations and presence at public events.

The Dieta Cero-Auto Program produced the viral Shop Talk videos that have reached an average of 230 views, surpassing the number of views of some of the English language editions.

ACCS's Dieta Cero-Auto released its first brochure entirely in Spanish with transportation tips and tools, followed by the *fotonovela*, similar to a comic book, which is a simple Car-Free Diet story with a dramatic plot that contains a learning message. The target audience for the *fotonovela* is Arlington County Hispanic residents and commuters. The production of the *fotonovela* considered the key findings from the ACCS 2013 Hispanic Transportation Study. In addition, ACCS has a program that is in the process of creating transportation videos in Spanish.

Factor I - Step 2. Identification of LEP Communities

In 2013, ACCS conducted an ART Ridership Study and a Hispanic Marketing Study via surveys in English and Spanish languages in order to better meet the needs of its market.

The ART Ridership Study was a component of the Fiscal Year (FY) 2013 ACCS Research Plan. The objectives of the study were to:

- Develop demographic profiles of rider segments
- Understand service use and communications preferences
- Track trends
- Determine characteristics of bus use
- Gauge primary and alternative mode preferences
- Measure awareness and perceptions of transportation options in Arlington County
- Assess satisfaction with and attitudes towards, ART against critical performance factors
- Analyze data for ethnicity, household income, and primary household language and transit dependent riders.

The Ridership Survey provided the following: the majority of ART bus riders are minorities – 31 percent Hispanic, 28 percent African-American, 9 percent Asian and 27 percent White, non-Hispanic. Most of the riders, 84 percent, live in Arlington and 63 percent of riders also work in Arlington. LEP persons interact with Arlington County Commuter Stores by phone through the Call Center which offers Spanish speaker representatives; in person at any one of the following Commuter Store Locations:

Ballston, Crystal City, Rosslyn, Shirlington and a Mobile Commuter Store that serves additional locations throughout Arlington, Washington, D.C. and Maryland.

Findings from the 2013 Hispanic Transportation study:

- Of those surveyed, 53 percent want to receive transit information in Spanish alone. A full 34 percent would be comfortable receiving information in either language, while 13 percent would like to receive information in English.
- Two-thirds of respondents, 67 percent, indicated that they take transit at least once in a typical week; Metrobus, ART, Metrorail, Other Trains.
- Of the total sample, 27 percent are Choice Riders, meaning they have access to a personal vehicle, but elect to use public transit. As expected, transit use is significantly higher among those who do not have access to a personal vehicle.
- Compared to all residents, Arlington County's Hispanic community is doing more to help the County's move towards the TDM modal split goal of 40/60, utilizing non-Single Occupancy Vehicle (SOV) forms of travel including public transit, ridesharing and non-motorized modes such as riding a bike or walking.
- Typically used weekly modes of transportation: ART = 46 percent; Metrobus = 41 percent; Walk = 40 percent; Metrorail = 35 percent; Carpool = 22 percent; Bicycle = 8 percent
- Familiarity with all of Arlington County transportation services is low. Services such as: WalkArlington, Commuter Services, Commuter Store, Bike Arlington, Commuter Page.com, Pike Ride, etc.
- The survey showed that the current recall of transportation marketing messages is low. Among those surveyed needing transportation related information, most expressed needing ART bus schedules and routes.
- Respondents mentioned that they prefer to receive transportation information via television (76 percent of respondents), followed by posters at transit stops and stations (71 percent).

Factor I - Step 3. Literacy Skills

A four-page survey was designed by ART, the Southeastern Institute of Research and LDA Consulting. Interceptors rode the bus routes in May and June of 2013 and proctored the 2,905 self-administered surveys: an estimated 1,977 surveys were fully completed. Spanish and English versions of the survey were created for in-person fielding on ART buses. A total of 575, 20 percent, of the respondents elected to complete the survey in Spanish indicating that translation of vital documents to the Spanish native language is an effective practice.

Factor I - Step 4. LEP Populations Served

The US Census Bureau American Community Survey 2008-2012 found languages spoken at home for the population age five plus years are: English only 71.2 percent; Spanish 13.7 percent; all others 15.1 percent. The ART Ridership Survey indicated that in 2013, 31 percent of the ART ridership spoke Spanish and 14 percent spoke another language such as Arabic, Chinese, African languages and more.

To identify the programs and/or activities that would have serious consequences to individuals if language barriers prevented a person from benefiting from the activity, Arlington Transit and its sister agency ACCS met with Hispanic community leaders and residents at community centers, in face-to-face meetings at employment centers, and at the Latino Round Table meetings in Arlington to ask one critical question about Arlington Transportation. "If you could say something to the manager of ART, what would you say?" Most answered more and more frequent service. Some had safety and security questions. The response was really good and as Spanish is the predominate language they were appreciative of having the program delivered in their native language.

As documented throughout this Language Assistance Plan and attachments, all critical documents have been translated into Spanish, Arlington's largest population who speak a language other than English at home or do not speak English very well. Also, the County has public involvement and outreach to the Spanish speaking communities for transit through the various forms of webpage notices, publications, meetings and videos.

ART and the paratransit service STAR frequently tap into the translation services provided by the Arlington County Community Outreach Program. The outreach program provides services in Spanish, French and Arabic. Also, ART may rely on contracted language services provided by Voiance. Voiance provides initial translation by a native speaker for the top seven languages including Arabic, Chinese, Farsi, Spanish, Urdu and Vietnamese. The Arlington County Schools have translators for many of the languages and recently added a part-time translator for Mongolian.

ART makes every effort to provide meaningful access to its services for all. LEP populations are notified about language services through the Arlington County web-site, the ART web-page, public outreach programs such as the Car Free Diet, the Commuter Stores and through the many County sponsored Language Assistance Programs such as those provided through the Arlington Community Outreach Program.

Factor 2. Frequency Which LEP Persons Use Programs/Services

ART has seen a dramatic increase in ridership. The number of unlinked passenger trips increased from nearly 675,000 in 2004 to more than 2.6 million in FY 2013 an increase of nearly 300 percent. ART ridership has far outpaced population growth (just over 14,000 new residents) and employment growth (just over 32,000 new workers) during the same period. This increase has occurred in part due to Arlington's initiatives to restructure ART's routes to better serve the community and ACCS's work promoting local transit options in both English and Spanish. The group most likely to use Arlington Transit every day of the week, 28 percent, is Spanish speaking.

The Ridership Survey found that there are significant differences in ridership between Spanish and English speaking riders. Using the results from the question “taking ART more than five times a week,” the number of Spanish speaking riders who responded that they do take ART more than five times was 13 percent higher than English speaking riders. Two out of every ten ART riders are of Hispanic/Latino heritage.

The highest concentration of any ethnic or limited English population lies along the Columbia Pike, Ballston, and Courthouse corridor served by the ART 41 bus route. Comparatively these riders tend to be: Spanish speakers, from a large household, in lower income brackets, not employed full-time and most likely to be Hispanic or least likely to be white. Also, the frequently traveled ART 45 route that serves Columbia Pike, DHS/Sequoia and Rosslyn tends to be lower income, not employed full time, black/African American or Hispanic, very frequent ART riders (more than five times a week) and Spanish speakers. As the attached route maps with Census Data Language tracts shows and ART schedules show these are ART's most frequently served routes.

The Census data provides about 31 languages other than English or Spanish are spoken at home in Arlington County. Those include languages such as the African languages - 2 percent, Chinese - 1.4 percent, French - 1.2 percent, and Arabic - .08 percent. Arlington County will provide vital information to persons who speak any language through the use of staff or contractor assisted translators whenever reasonably possible.

Factor 3. Importance of the County's Transit Programs/Services

Access to services provided by the County's fixed route and paratransit bus service is critical to the communities who are dependent on public transportation. Statistics from the ART Ridership Study found that the bus service in Arlington County is essential to the lower income, Hispanic or Black/African American communities who are dependent on ART for trips including those going to work, 71 percent; shopping, 60 percent; medical appointments, 48 percent; going to church, 27 percent. These transit dependent groups are regular riders of ART and a full 34 percent of the ART riders report that “it's my only means of transportation.” The ridership survey showed that more than 70 percent of ART riders regularly ride buses serving Columbia Pike, routes 41 and 45, and are most likely in the lower income brackets and are most likely Spanish speakers. Access to public transportation is a primary need of the LEP population who typically do not have access to an automobile or other transportation to jobs, health care, government services and recreation. Because of the essential nature of the services and the importance of public transit in the lives of our bus passengers, the County works to ensure that language is not a barrier to access our services.

Factor 4. Resources Available – Language Assistance Currently Provided

Access to information on transportation options is a first step toward removing language barriers and facilitating the use of transit. ART works closely with the staffs at Arlington County's 14 Recreations Centers and provides service within ¼ mile walking distance

from all Centers – most are on an ART route. Because of this close relationship, ART is able to “tap” into the many language assistance programs offered through the Community Centers. For example, the Arlington Community Outreach Program has five Outreach Specialists that are based in four outreach centers located throughout the County. The centers are strategically located in low-income neighborhoods with high concentrations of immigrants. Each Outreach Specialist is bilingual in English and Spanish and some are even multilingual. The Specialists provide services in Spanish, French and Arabic. In addition to being bilingual (or multi-lingual), each Specialist is also bicultural; meaning that they live and understand the culture of the languages they speak. ART may also call on the “on-the-spot” translation services provided by the Specialists.

ACCS employs a bilingual Outreach Specialist who assists ART with public outreach for translation of documents, crafting specific messages to reach the Hispanic community and meetings with Spanish speaking populations. Voiance as noted earlier, provides interpretation and translation services.

The County provides the resources for ART to translate any documents that may be critical to ART or to the Transit Department’s services. Documents that were determined to be critical to ART’s transit system that have been and will continue to be translated to Spanish include the following:

- Route and schedule information
- Fare and payment information
- Service announcements
- Safety and security announcements
- Complaint and comment forms
- Outreach related to opportunity for public comments
- Information about paratransit and ADA bus service
- Emergency information
- Fare and Service Changes
- Title VI Complaint Procedures and Form
- Title VI Notice To The Public of The Rights Provided By Title VI

In addition, in 2013 the Car-Free Day proactively conducted and attended over 20 focused meetings and events within the Hispanic community.

ART was represented by a bilingual translator at more than 31 community outreach programs and events throughout Arlington County.

ART and the paratransit service (STAR) may tap into the translation services of a contracted language services such as that provided by Voiance. Voiance provides initial translation by a native speaker for the top seven languages including Arabic, Chinese, Farsi, Spanish, Urdu and Vietnamese.

When calling the STAR Call Center, at 703-892-8747, the recording offers options. The first option offered is “for assistance in another language, please press 4” which is repeated in Spanish. The caller is connected to a STAR Call Center agent, but also via conference call to Voiance. They bring in a translator for whichever language is needed – usually, Russian, Spanish or a Chinese dialect. The Arlington County Schools have translators for many of the languages including a recently added part-time translator for Mongolian. Because of ART’s unique position in the County as the community bus service, there is a close relationship between the bus service and all of the County’s language resources.

Language Assistance Monitoring

Language assistance monitoring processes and procedures have been established and the Language Assistance Plan will be monitored throughout the year and documented at least semi-annually. Monitoring will include the procedures identified in the Handbook for Public Transportation Providers, by the Federal Transit Administration Office of Civil Rights.

- Guidelines include obtaining semi-annual feedback from: The four Arlington County Commuter Stores and the Mobile Commuter Store; One-on-one customer surveys; conduct semi-annual monitoring and documenting levels of customer service, bus operators and community outreach.
- Internal monitoring to determine if appropriate responses are being made to request from persons with limited English.
- Monitor for opportunities for new language assistance and how to provide language assistance to areas not previously served such as Mongolian or Amharic or French.
- Routinely assure that all critical documents are kept up to date. A documented review will be conducted semi-annually. The review is not limited to but will include the review of the following:
 - Route and schedule information Fare and Payment Information
 - Service Announcements Safety and Security Announcements
 - Complaint and Comment Form
 - Outreach Related to Opportunity For Public Comments
 - Information about Paratransit and ADA Bus Service
 - Emergency Information
 - Fare and Service Changes
 - Title VI Complaint Procedures and Complaint Form
 - Title VI Notice To The Public of The Rights Provided By Title VI

Attachments for Limited English Proficiency

Appendix I	U.S. Census Bureau 2008-2012 Language Spoken At Home Arlington County
Appendix II	Evidence of Board Review of 2013 Ridership Survey
Appendix III	Results of the 2013 Ridership Survey (Excerpts)
Appendix VI	Map -- Arlington Bus Route Percent Who Speak Language Other Than English
Appendix V	Map – Arlington Bus Stops Percent Who Speak Language Other Than English
Appendix VI	Title VI Notice to the Public
Appendix VII	Spanish Title VI Complaint Procedures and Form
Appendix VIII	Public Outreach – Minority, Low Income and LEP Populations
Appendix IX	Survey Form LEP Input

Appendix I

Language Spoken at Home - Population 5 + Years

Source: U.S. Census Bureau, 2008-2012 American Community Survey

Speak only English 71.2%

Spanish or Spanish Creole 13.7%

African languages 2.0%

Chinese 1.4%

French (incl. Patois, Cajun) 1.2%

Other Indic languages 1.2%

Tagalog 1.0%

Arabic 0.8%

Other Asian languages 0.7%

Hindi 0.6%

Korean 0.6%

Vietnamese 0.6%

Urdu 0.6%

German 0.5%

Russian 0.5%

Japanese 0.4%

Italian 0.4%

Persian 0.3%

Other Slavic languages 0.2%

Greek 0.2%

Thai 0.2%

Portuguese or Portuguese Creole 0.2%

Other Indo-European languages 0.2%

Polish 0.1%

Mon-Khmer, Cambodian 0.1%

Gujarati 0.1%

Other and unspecified languages 0.1%

Laotian 0.1%

Scandinavian languages 0.1%

Other West Germanic languages 0.1%

Hungarian 0.1%

Other Pacific Island languages 0.1%

Serbo-Croatian 0.1%

French Creole 0.1%

Hebrew 0.0%

Other Native North American languages 0.0%

Navajo 0.0%

Armenian 0.0%

Yiddish 0.0%

Hmong 0.0%

Appendix II

December 17, 2013 – Page 1

A Recessed Meeting of the County Board of Arlington County, Virginia, held in Room 307 of 2100 Clarendon Boulevard thereof on Tuesday, December 17, 2013 at 3:06 p.m.

PRESENT: J. WALTER TEJADA, Chairman
JAY FISETTE, Vice Chair
LIBBY GARVEY, Member
MARY HYNES, Member
CHRISTOPHER ZIMMERMAN, Member

ALSO PRESENT: BARBARA M. DONNELLAN, County Manager
STEPHEN MacISAAC, Member
HOPE L. HALLECK, Clerk

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COUNTY BOARD RECESSED MEETING

ooooo0ooooo

COUNTY BOARD BUSINESS AND REPORTS

ooooo0ooooo

I. COUNTY BOARD REPORTS

December 17, 2013 – Page 4-

Annual Financial Report. Ms. Wiley announced that the County has earned an unqualified or "clean opinion" on the annual audit.

The County Manager presented the results of the County Ridership Survey. The Manager introduced Dennis Leach, Department of Environmental Services Division Chief who summarized the findings of the on-board passenger survey of art bus riders.

Appendix III



ARLINGTON COUNTY COMMUTER SERVICES

Arlington Transportation Partners | The Commuter Store
CommuterPage.com | CommuterDirect.com | Bike/Walk Arlington

Arlington Transit

October 2012

Prepared

Overview Of Analysis Segments



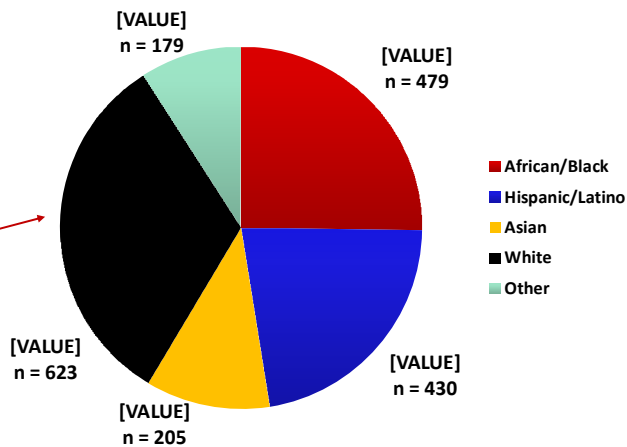
Respondent Ethnicity Segments

Results will be analyzed by the ethnicity categories of:

White
African/Black
Hispanic
Other

One-third (32%) of survey respondents identified their primary ethnic background as Caucasian, compared to 27% in 2008.

n = 1,916



Q27. Which of the following best describes your ethnic background?

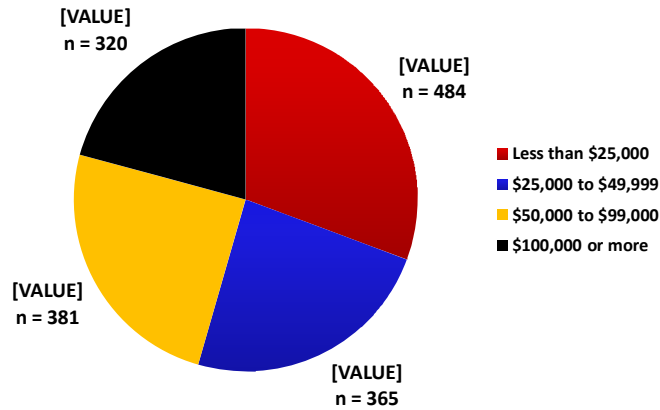


Over half of respondents (55%) reported annual household incomes of less than \$50,000. Comparatively, 70% of those participating in the 2008 survey wave reported incomes of less than \$60,000.

As would be expected, Choice Riders report significantly higher incomes than do Transit Dependent Riders.

n = 1,550

Household Income Segments



Q29. Which category best describes your household's total annual income?

LIDA

CONSULTING

19

Southeastern Institute of Research

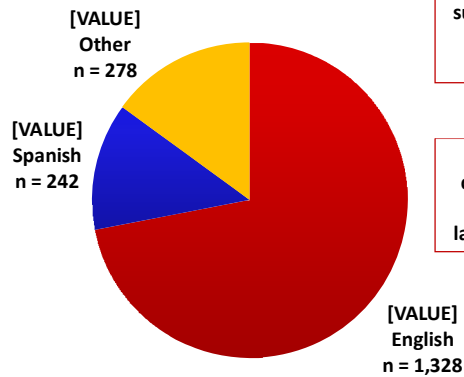


Primary Household Language Segments

Languages in the "Other" category include:

Amharic (20)
French (18)
Arabic (17)
Bengali (13)
Mongolian (13)

n = 1,848



A total of 575 respondents (20%) elected to complete the survey in Spanish, compared to 700 Spanish completes (32%) in the 2008 wave.

According to 2011 census data, 29% of households in Arlington County speak a language other than English.

Q30. Is English your primary language at home? If no, which language is primary?

LIDA

CONSULTING

20

Southeastern Institute of Research

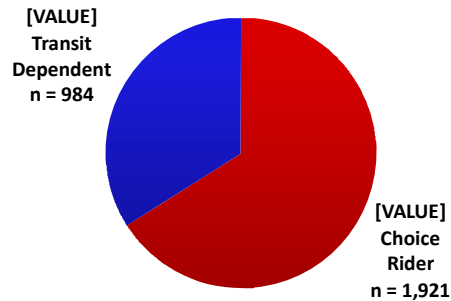


By the industry standard definition, a Choice Rider is someone who could afford to own and operate a personal automobile but chooses to take transit

n = 2,905

Transit Dependent Versus Choice Rider

For analysis purposes in this study, a Transit Dependent Rider is defined by anyone who indicated that one of the reasons they take ART is "I don't have a driver's license-it's my only means of transportation."



Q4 For what reasons do you take ART buses? Please select all that apply and indicate your one main reason. (Option e. I don't have a driver's license - It's my only means of transportation.)

LIDA

CONSULTING

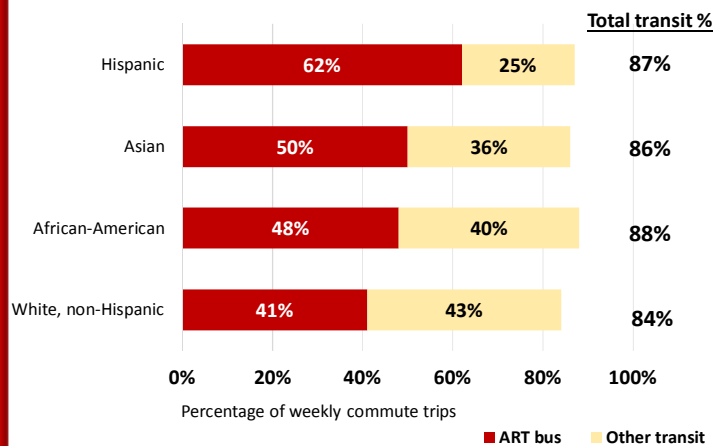
21

Southeastern Institute of Research



Hispanic Riders Have the Highest Use of ART as Primary Commute Mode

But overall transit ridership is similar across groups



Q19. In a typical week, what type of transportation do you use each day, for the longest distance of your trip to go TO work or school?

LIDA

CONSULTING

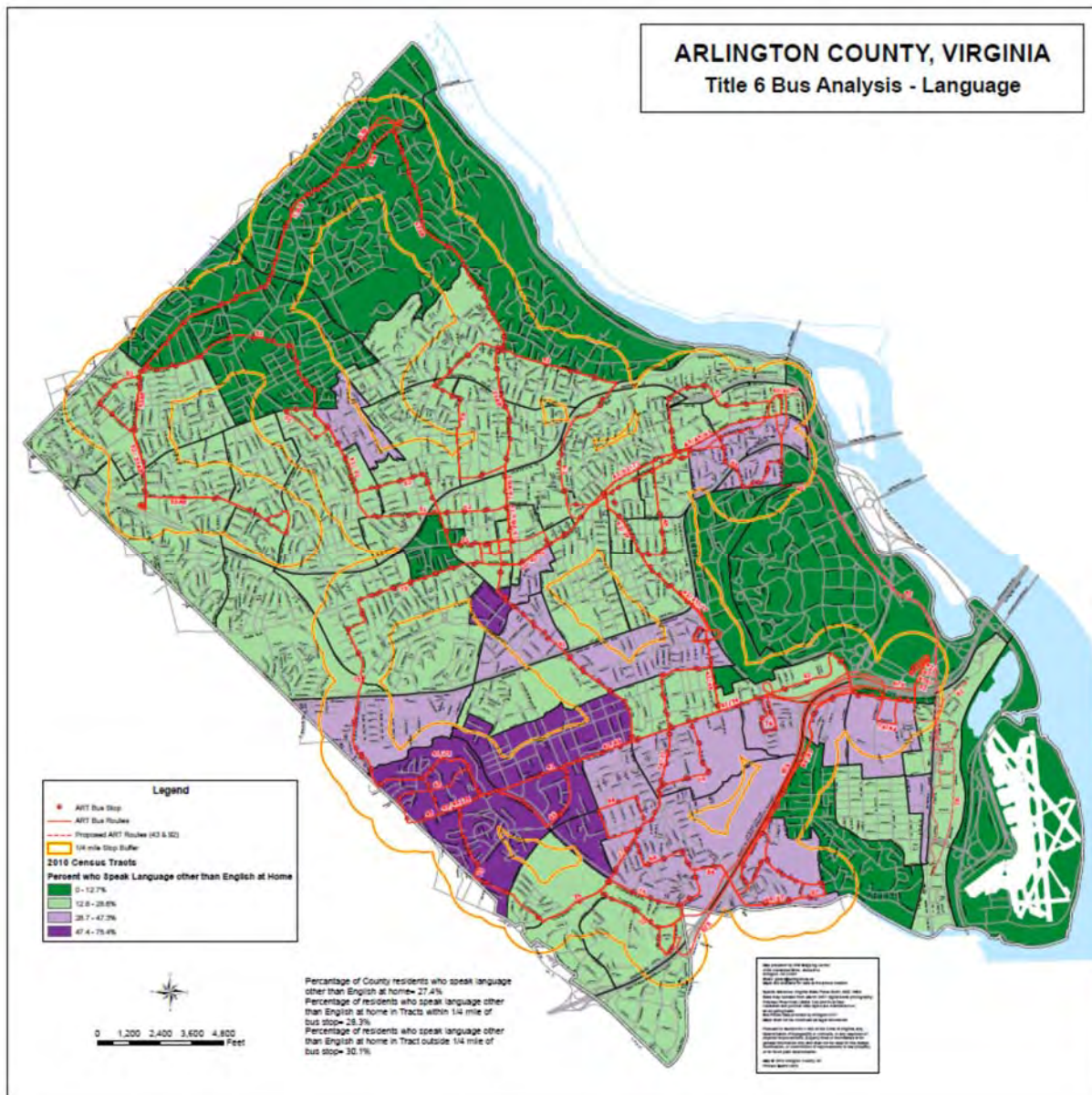
105

Southeastern Institute of Research

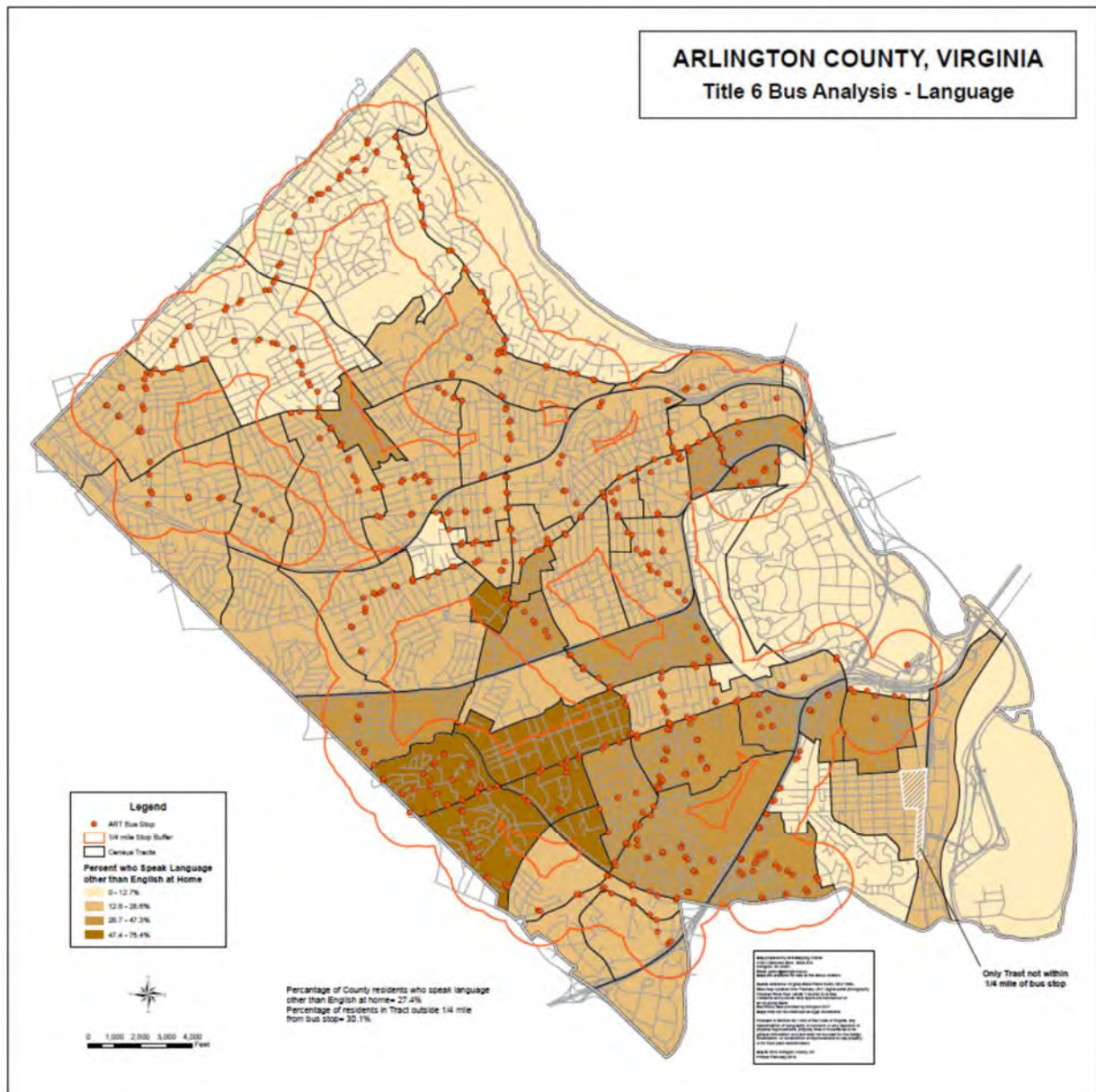


Hispanic n = 151
Asian n = 58
African-American n = 143
White, non-Hispanic n = 253

Appendix IV



Appendix V



Appendix VI


Título VI DE LA LEY DE DERECHOS CIVILES

AVISO PÚBLICO:
ARLINGTON COUNTY TRANSIT, conocido como ART, está comprometido a proporcionar servicios de transporte no discriminatorios a todos sus pasajeros y potenciales pasajeros. El Condado de Arlington prohíbe la discriminación de raza, color o nacionalidad en todos sus programas y servicios.


Cualquier persona que es o desee ser usuario de un vehículo de transporte público ART debe recibir el mismo acceso, asientos y otras atenciones relacionadas con el uso de dicho vehículo, que otras personas, sin importar su raza, color o país de origen.

Ninguna persona o grupo de personas podrá ser objeto de discriminación por raza, color o nacionalidad en lo que respecta a rutas, horarios o calidad del servicio de transporte proporcionado por ART. Para más información sobre el Programa Título VI de Transporte del Condado de Arlington, por favor comuníquese con el Departamento de Servicios Ambientales del Condado de Arlington en 2100 Clarendon Boulevard, Suite 900, Arlington, VA 22201 o llame al 703-228-3444.

Cualquier persona, de manera individual o como miembro de alguna clase específica de personas, que crea que ha sido sometida a discriminación por motivos de raza, color o nacionalidad, puede presentar una queja en el Condado de Arlington. Una queja por escrito debe ser presentada dentro de los 180 días después de la fecha de la supuesta discriminación. Todas las quejas deben ser firmadas e incluir información de contacto. Puede presentar una queja por escrito ante la Oficina del Administrador del Condado de Arlington, Administrador de Derechos Civiles en 2100 Clarendon Boulevard, Suite 318, Arlington, VA 22201. También puede llamar al 703-228-0591.



arlington transit



ARLINGTON
VIRGINIA

Appendix VII

Procedimiento para Consultas, Radicar y Procesar Querellas del Título VI de la ley de Derechos Civiles Relacionadas con el Sistema de Transito del Condado de Arlington

La Oficina de Derechos Humanos del Condado de Arlington tiene la responsabilidad de contestar preguntas sobre el Título VI de la Ley de Derechos Civiles y dirigir la investigación de querellas radicadas contra el Sistema de Tránsito del Condado ART/STAR. Quejas, preguntas y otro tipo de correspondencia relacionada con el Título VI de la Ley de Derechos Civiles pueden someterse directamente a la Oficina de Derechos Humanos del Condado ó a la oficina de transporte público del Condado ART/STAR. A continuación se describe El proceso para gestionar con eficacia preguntas y quejas relacionadas con el Título VI de la ley de Derechos Civiles. Las comunicaciones y querellas del Título VI de la ley de Derechos Civiles serán procesadas prontamente y en confidencialidad por el Asistente del Administrador del Condado de Arlington para los Derechos Humanos.

1. El Asistente del Administrador del Condado de Arlington para los Derechos Humanos mantendrá un registro de querellas y correspondencia que implique tener consecuencias con el Título VI de la ley de Derechos Civiles, dará seguimiento a la investigación y procesamiento de la queja ó querella, proveerá respuestas, y manejará el progreso para completar las acciones requeridas por el Condado. Toda correspondencia será considerada confidencial y solo será compartida con quienes tengan la legítima necesidad de recibir la información.
2. El Asistente del Administrador del Condado de Arlington para los Derechos Humanos conducirá una investigación una vez se haya determinado que la consulta ó querella recibida tiene validez bajo el Título VI del al Ley de Derechos Civiles.

Procedimiento para la Investigación de Querellas

Cualquier persona que crea que él o ella haya sido discriminado(a) por razón de su raza, color, origen nacional, religión, incapacidad, sexo, edad u orientación sexual, por parte de los servicios del Sistema de Transportación del Condado, puede radicar una queja bajo el Titulo VI dentro de 180 días a partir de la fecha de la supuesta discriminación. Lo hará completando, radicando o enviando el Formulario Para Radicar Quejas. Los siguientes procedimientos y procesos han sido adoptados por los Servicios de Tránsito del Condado según establecidos por la Oficina de Derechos Humanos del Condado de Arlington.

Una vez recibida la queja, el Asistente del Administrador del Condado de Arlington para los Derechos Humanos deberá revisar la misma y determinar si tiene jurisdicción en el caso. La Oficina de Derechos Humanos enviara al Querellante una carta reconociendo el recibo de la querella é informará a él ó ella, si la queja será investigado según lo establecido por la Oficina de Derechos Humanos dentro de diez (10) días laborables a partir de la fecha del recibo de la querella.

La Oficina de Derechos Humanos conducirá prontamente una investigación. La Oficina de Derechos humanos tendrá 30 días para conducir la investigación. De necesitarse información adicional para resolver el caso, la Oficina de Derechos humanos podrá contactar al Querellante por escrito para solicitar información adicional. El Querellante tendrá diez (10) días laborables para contestar a partir de la fecha en la carta ó requerimiento de información adicional. Si la Oficina de Derechos Humanos no recibe dentro del término de diez(10) días la información adicional ó usted no se comunica con la oficina, el caso será cerrado administrativamente. El caso también podrá cerrarse administrativamente si el Querellante no desea continuar o decide retirara su caso.

Luego de que el Asistente del Administrador del Condado de Arlington para los Derechos Humanos haya completado la investigación, el Querellante será informado por escrito a través de: (a) una carta resumiendo los

hechos y alegaciones, las entrevistas relacionadas con los hechos alegados explicando la acción tomada para corregir la situación, si se tomo acción(es) disciplinaria(s), tales como entrenamiento adicional para el personal u otras medidas correctivas.); ó (b) una carta el cierre del caso resumiendo las alegaciones y estableciendo que la investigación no revelo una violación al Título VI razón por la cual el caso será cerrado. Si el Querellante desea apelar la decisión podrá apelar directamente al Administrador del Condado de Arlington dentro de diez (10) días a partir de la decisión. La decisión del Asistente del Administrador del Condado de Arlington para los Derechos Humanos será sostenida a menos que el Administrador del Condado encuentre que un abuso de discreción.

El Asistente del Administrador del Condado de Arlington para los Derechos Humanos informará al Querellante su derecho ha radicar su querella directamente a la oficina federal de la Administración de Transito Federal, a FTA Office of Civil Rights, 1200 New Jersey Ave/, SE, Washington, D.C. 20590.

FORMA PARA REDICAR QUEJA DE DISCRIMEN SERVICIO DE TRANSPORTACION DEL CONDADO DE ARLINGTON

La información requerida en esta forma nos será de ayuda para entender sus alegaciones. Favor de completar la información lo mejor que pueda. Un oficial de radicación revisará la información de su querella y se comunicara con usted.

Información Sobre La Querella

Nombre: _____
Nombre Segundo Nombre Apellido

Dirección : _____
Calle y Número Número de Apt.

Ciudad Estado Código Postal

Teléfono: (hogar) _____ **(Empleo)** _____ **(celular)** _____

Correo Electrónico : _____

Prefiero ser contactado por teléfono (Si/No) _____

Prefiero ser contactado por correo electrónico (Si/No) _____

2. Esta usted radicando esta querella por sí mismo? Favor de circular: Si No

Si su contestación a la pregunta es “sí” Favor de pasar a la sección 3.

Si su contestación es “no”, favor de proveer el nombre de la persona por quien usted radica esta querella.

Nombre: _____

Por favor confirme que usted ha obtenido permiso de la persona agraviada para radicar esta querella en su representación. Favor de circular: Si No

3. Cual es la base por la cual usted cree que fue discriminado?

- | | |
|--------------------------|------------------------|
| () Raza | () Color |
| () Sexo | () Edad |
| () Religión | () Incapacidad |
| () Origen Nacional | () Orientación Sexual |
| () Hostigamiento Sexual | |

4. Provea detalles de la Acción(es) o Circunstancia (s) Usted cree fue discriminatoria (Díganos QUIEN hizo QUE, y CUANDO lo hizo, LUGAR donde ocurrió, y su opinión o creencia de PORQUE sucedieron estos hechos) Incluya el nombre y la información para contactar la persona (s) que discriminó contra usted (si le es conocido) así como los nombres de los testigos e información. De necesitar más espacio para contestar use el reverse de ésta forma.

5. ¿Ha radicado usted esta querrela con alguna otra agencia local, estatal o federal ó alguna Corte del estado?
Favor de circular su contestación: Si No

Nombre del Contacto: _____
 Título: _____
 Agencia: _____
 Dirección: _____
 Teléfono: _____
 Fecha en que radicó la querrella: _____

Fecha

**Arlington Office of County Manager
Civil Rights Manager
2100 Clarendon Blvd, Suite 318
Arlington, VA 22201**

Appendix VIII

Public Outreach for ART in 2013 – Includes Outreach to Minority, Low Income and LEP Populations

Includes events attended and locations where ART info is provided

ART Marketing <i>These are school events that staff attended to promote the use of ART and also the student iRide program, which encourages teens to use transit. ART and iRide brochures were handed out at the events.</i>	
Event	Date
Silver Line Public Meeting	3/12, 14, 16/13
4 Line Public Meeting	3/13/13
Leeway Overlee Community Association Meeting	4/3/13
Lubber Run Community Center	5/1/13
Gunston Community Center	5/2/13
Thomas Jefferson Community Center	5/3/13
Swanson Middle School	5/6/13
Middle School Back to School Nights (Attended events at 5 schools)	9/18/13
High School Back to School Nights (Attended events at 4 schools)	9/24/13
HB Woodlawn Back to School Night	9/25/13
Arlington Career Center Back to School Event	9/26/13
High School Info Night	10/28/13
Middle School Info Night	11/4/13
Mobile Commuter Store to Wakefield High School	11/14/13
Mobile Commuter Store to Washington-Lee High School	11/19/13
Mobile Commuter Store to Yorktown High School	11/21/13
Mobile Commuter Store to H-B Woodlawn High School	12/3/13

Hispanic Community Outreach

These are events that our Hispanic Marketing Specialist, Lucia Cortes, attended over the past year to talk with the Hispanic community in Arlington about transit, biking, walking and the Car-Free Diet. While Lucia did not solely talk about ART at these events, she did include ART in her presentations and handed out ART information.

Event	Date
Bu-Gata Tenants Association	03/5/13
Arlington Home Show and Garden Expo	03/9/13
Arlington Partnership for Affordable Housing (APAH)	03/7/13
Edu-Futuro	03/7/13
Northern Virginia Family Services	03/11/13
BRAVO Tenants	03/12/13
Latino Roundtable	03/13/13
Harvey Hall Apartment	04/19/13
Annual Community Health Fair / Walter Reed Community Center	04/20/13
Foro Latino, by Arlington County Housing Division and APAH	04/25/13
Pan-American Bakery (Columbia Pike)	04/25/13
Our Lady of Lourdes Church	04/27/13
HILT Institute at the Arlington Career Center Presentation	04/30/13
St. Charles Borromeo Church	05/5/13
NovaSalud	05/09/13
Escuela Bolivia	05/23/13
TDP Meeting at Navy League	06/1/13
Escuela Bolivia	06/7/13
Gates of Ballston Community Center	06/20/13
Arlington County Fair	08/10/13
Kenmore School Back to School Night	09/18/13
Wakefield School Back to School Night	09/24/13
Latino American Festival	09/29/13
Columbia Grove Apartments	10/2/13
Latino Roundtable	10/11/13
Crystal City Marriott	10/16/13
Crystal Gateway Marriott	10/24/13
Wesley Housing Development Corp	10/22/13
The Gates of Ballston Affordable Housing	10/25/13
High School Info Night	10/28/13
Whitefield Commons Community Resource Center	10/30/13
Marbella Apartments	10/31/13
Ethiopian Economic Development Group	10/31/13

ART Outreach to Low-Income, Minority and LEP Communities, 2013

General

- All bus cards, signs and flyers produced by ART are in both English and Spanish
- All ART route brochures are in both English and Spanish
- When ART holds a public meeting, every effort is made to have at least one staff person in attendance who speaks Spanish

ART Schedule and Route Changes

Route and schedule changes were made to the following routes throughout the year: ART 41, 42, 45, 53, 74, 75, 77, 84 and 87. Most of these changes were minor to help improve on-time performance and to tweak the routes. Promotions for changes include:

- Flyers and signage in both English and Spanish posted on ART buses, at the Commuter Stores and Libraries.
- The Car-Free Diet street team handed out flyers in both English and Spanish at local community events.
- Schedule brochures for the routes were updated with new timetables and route maps. The brochures are in both English and Spanish.
- The Hispanic Marketing Manager took flyers in both English and Spanish promoting the new route to the events she attended and also send info via email to her contacts in the Hispanic community.
- Electronic signage that's shown in the lobbies of County buildings, County libraries and on Arlington TV.
- Info posted on the ART website (including the Spanish version), the Arlington County website, Commuterpage.com (including the Spanish version)
- Info posted on social media sites maintained by ART, Arlington County and The Car-Free Diet.
- ART Alerts sent out to all ART riders letting them know about the upcoming changes.
- Info sent to the civic associations and BIDs that are along the route that the changes are being made to.
- Info included in the ART Forum (ART's print newsletter), The Citizen (Arlington County's print newsletter), The Insider (The County's e-newsletter) and in e-Solutions (Arlington Transportation Partner's e-newsletter).
- Info about changes are usually picked up by local media such as ARLNow and InsideNOVA.

New ART 43 Route Started on March 31, 2014 -- ART introduced a new limited stop route, ART 43, that runs between Courthouse and Crystal City every 20 minutes during morning and evening rush hours. Promotions for the route included:

- Flyers and signage in both English and Spanish posted on ART buses, at the Commuter Stores and Libraries.
- Arlington Transportation Partners distributed flyers (in both English and Spanish) to their business and residential clients in Crystal City, Rosslyn and Courthouse.

- The Car-Free Diet street team handed out flyers in both English and Spanish at local community events and at the VRE station, Crystal City Metro and Courthouse Metro.
- A schedule brochure for the route was made that is in both English and Spanish.
- The Hispanic Marketing Manager took flyers in both English and Spanish promoting the new route to the events she attended and also send info via email to her contacts in the Hispanic community.
- Info posted on the ART website (including the Spanish version), the Arlington County website, Commuterpage.com (including the Spanish version) and CommuterDirect.com
- Direct mail postcard sent to residents who live within a ¼ mile of the Crystal City Metro station. A blurb was included on the postcard in Spanish said that the info could be provided in Spanish upon request.
- Electronic signage that's shown in the lobbies of County buildings, County libraries and on Arlington TV.
- Email about the new route sent out to Commuter Direct's clients who purchase VRE tickets
- Info posted on social media sites maintained by ART, Arlington County and The Car-Free Diet.
- ART Alerts sent out to all ART riders letting them know about the new route
- Info sent to the civic associations and BIDs in Crystal City, Rosslyn and Courthouse
- Info included in the ART Forum (ART's print newsletter), The Citizen (Arlington County's print newsletter), The Insider (The County's e-newsletter) and in e-Solutions (Arlington Transportation Partner's e-newsletter).
- Advertising in the VRE station and Crystal City Metro Station
- An article and ad in VRE's Ride magazine that is provided on the trains.
- Info about the new route was picked up by local media such as ARLNow and InsideNOVA.

Promotions for the Student iRide SmarTrip Cards

The Student iRide SmarTrip Card is a SmarTrip card just for Arlington middle and high school students. It automatically gives them the 75 cent student discount when they ride ART and it can also be used on Metrobus and Metrorail for the full fare. Promotions for the card included:

- Signs and flyers in both English and Spanish were posted at the Commuter Stores, Community Centers, Libraries and on ART buses. The Car-Free Diet street team also handed out flyers at local community events.
- ART organized visits to Arlington's high schools and some of the middle schools to promote and sell the card. Flyers and posters promoting the events were in both English and Spanish. At most events one of the street team members present spoke Spanish.
- The Hispanic Marketing Manager took fliers promoting the card to events she attended and also sent out info to her contacts in the Hispanic community.

Proposed July 1 Fare Increase for ART and STAR Zone 1

Arlington Transit proposed increasing the ART fares and the fare for Zone STAR 1 effective July 1, 2014. If approved by the Arlington County Board, this would be the first fare increase for ART since 2010. Prior to taking the proposal to the County Board, ART asked the public for their feedback and comments. ART held a public meeting to get feedback and a public hearing was also held by the County Board. For both meetings a staff member who spoke Spanish was in attendance to help explain and answer any questions. Info was also provided prior to the meetings on how to request language assistance at the meetings. An online survey was also provided for those who were unable to attend the meetings. The meetings and proposed fare increases were promoted by:

- Flyers, in both English and Spanish, posted on the ART buses, at Commuter Stores, in Libraries and at Community Centers.
- The Car-Free Diet street team handed out flyers, in both English and Spanish, at community events they attended.
- The Hispanic Marketing Manager took flyers in both English and Spanish promoting the new route to the events she attended and also send info via email to her contacts in the Hispanic community.
- Info posted on the ART website (including the Spanish version), the STAR website, the Arlington County website, Commuterpage.com (including the Spanish version) and CommuterDirect.com
- Electronic signage that's shown in the lobbies of County buildings, County libraries and on Arlington TV.
- Info posted on social media sites maintained by ART, Arlington County and The Car-Free Diet.
- ART and STAR Alerts sent out to all ART and STAR riders letting them know about the new route
- Info sent to the civic associations and BIDs
- Info about the new route was picked up by local media such as ARLNow and InsideNOVA.
- Info included in the ART Forum (ART's print newsletter), STAR Points (STAR's direct mail newsletter), The Citizen (Arlington County's print newsletter) and The Insider (The County's e-newsletter)

2013 Update to the Transit Development Plan

Arlington Transit held a public meeting on June 1, 2013, to get feedback from riders about ART and Metrobus service in Arlington County. The comments and feedback received were used to update Arlington's Transit Development Plan (TDP). There was also an online survey available for those unable to attend the meeting. A staff member who spoke Spanish was in attendance to help explain and answer any questions. The meeting was promoted by:

- Flyers, in both English and Spanish, posted on the ART buses, at Commuter Stores, in Libraries and at Community Centers.
- The Car-Free Diet street team handed out flyers, in both English and Spanish, at community events they attended.
- The Hispanic Marketing Manager took flyers in both English and Spanish promoting the new route to the events she attended and also send info via email to her contacts in the Hispanic community.
- Info posted on the ART website (including the Spanish version), the STAR website, the Arlington County website, Commuterpage.com (including the Spanish version) and CommuterDirect.com
- Electronic signage that's shown in the lobbies of County buildings, County libraries and on Arlington TV.

- Info posted on social media sites maintained by ART, Arlington County and The Car-Free Diet.
- ART and STAR Alerts sent out to all ART and STAR riders letting them know about the new route
- Info sent to the civic associations and BIDs
- Info about the new route was picked up by local media such as ARLNow and InsideNOVA.
- Info included in the ART Forum (ART's print newsletter), STAR Points (STAR's direct mail newsletter), The Citizen (Arlington County's print newsletter) and The Insider (The County's e-newsletter)

23rd Street Bus Stop Improvement Project

Arlington Transit conducted a survey at bus stops on 23rd Street in Crystal City to get feedback about possibly consolidating the stops along 23rd. Street team members and staff conducted the surveys during various times of day at the bus stops while riders waited for the bus. The written surveys were in both English and Spanish and at least one staff member present was fluent in Spanish.

Feedback on ART 53 Route Changes

Arlington Transit asked riders along the ART 53 route in the Westover area for feedback on some possible route extensions.

Car-Free Diet Events

The Car-Free Diet street team attends various events around Arlington County. The street team promotes transit use as well as biking and walking. While these events do not solely promote ART, ART schedule brochures and information are taken to the events and handed out.

Event	Date
1K Wine Walk	1/12/13
1K Wine Walk	1/13/13
AIW Student Orientation	1/16/13
YMCA Open House	1/16/13
Pentagon Centre	1/22/13
1K Beer Walk	1/26/13
1K Beer Walk	1/27/13
The Energy Club Member Reception	1/23/13
Energy Journey Game	2/2/13
Color the Mall Red	2/9/13
Feel The Heritage Festival	2/9/13
Thomas Jefferson Community Center	2/10/13
Kettler Capitals Iceplex	2/10/13
Gold's Gym	2/11/13
Mardi Gras Parade	1/12/13
Ballston Common Mall	1/16/13
Gold's Gym – Ballston	3/4/13
Thomas Jefferson Community Center	3/5/13
Quincy Central Library	3/13/13
Ballston Common Mall	3/16/13
Energy Club	3/20/13
Pentagon Centre	3/21/13
Kettler Capitals Iceplex	3/23/13
Columbia Pike Library	3/26/13 HISPANIC
Thomas Jefferson Community Center	4/13/13

Quincy Central Library	4/16/13
Spring Green	4/19/13
Ballston Common Mall	4/20/13
Green Living Expo	4/21/13
Pentagon Centre	4/24/13
Courthouse Farmers Market	4/27/13
Civitan Garage/Flea Market	5/4/13
Columbia Pike Farmers Market	5/12/13 <i>HISPANIC</i>
Crystal City Farmer's Market	5/14/13
Bike to Work Day	5/17/13
Arlington's Courthouse Farmer's Market	5/18/13
Taste of Arlington	5/19/13
Rosslyn Farmers Market	5/23/13
Rosslyn Farmers Market	6/6/13
Ballston Farmers Market	6/6/13
Air Force Cycling Classic	6/8/13
Air Force Cycling Classic	6/9/13
Columbia Pike Blues Festival	6/15/13 <i>HISPANIC</i>
Crystal City Farmers Market	6/18/13
Quincy Library	6/26/13
Courthouse Farmers Market	6/29/13
Columbia Pike Farmers Market	6/30/13 <i>HISPANIC</i>
4 th of July Celebration at Long Bridge Park	7/4/13
Civitan Open Air Market	7/6/13
Rosslyn Farmer's Market	7/11/13
Courthouse Farmer's Market	7/13/13
Crystal City Farmer's Market	7/16/13
Ballston Farmer's Market	7/18/13
Columbia Pike Farmer's Market	7/21/13 <i>HISPANIC</i>
Pentagon Centre	7/25/13
Civitan Fresh Air Market	8/3/13
Arlington County Fair	8/8 – 8/12/13 <i>HISPANIC</i>
Crystal City Farmers' Market	8/13/13
Rosslyn Farmers' Market	8/15/13
Ballston Farmers' Market	8/15/13
Courthouse Farmers' Market	8/24/13
Columbia Pike Farmers' Market	8/25/13 <i>HISPANIC</i>
Ballston Farmers' Market	9/5/13
Rosslyn Jazz Festival	9/7/13
Crystal City Farmer's Market	9/10/13
Rosslyn Farmers' Market	9/12/13
Courthouse Farmers' Market	9/14/13
Vintage Crystal Sip & Salsa	9/15/13
Shirlington Celtic Festival	9/21/13
Columbia Pike Farmers Market	9/22/13 <i>HISPANIC</i>
Clarendon Day	9/28/13
Ballston Farmers' Market	10/3/13
Oktoberfest	10/5/13
Crystal City Farmer's Market	10/8/13
Rosslyn Farmers' Market	10/10/13
Arlington Arts Center Harvest Festival	10/12/13
Westover Farmers' Market	10/13/13
Fall Heritage Festival	10/19/13
Energy Journey Game	10/26/13
Marine Corps Marathon & Family Festival	10/27/13
Thomas Jefferson Community Center	11/5/13

Women's Expo and Craft Fair	11/9/13
Columbia Pike Library	11/10/13 <i>HISPANIC</i>
1K Beer and Wine Walks	11/16/13
1K Beer and Wine Walks	11/17/13
Gold's Gym at Ballston	11/18/13
Ballston Common Mall	11/23/13
Central Library	11/24/13
Arlington Mill Open House	12/6/13 <i>HISPANIC</i>
Arlington Mill Open House	12/7/13 <i>HISPANIC</i>
Art + Pints Bazaar	12/7/13
Kettler Capitals Iceplex	12/8/13
Columbia Pike Holiday Bazaar	12/14/13 <i>HISPANIC</i>
TJCC & Family Skate Night	12/14/13
Pentagon Centre	12/17/13
Ballston Mall	12/21/13
Car-Free Diet Partners	
The Car-Free Diet works with 341 businesses (retail shops, restaurants and small businesses) throughout Arlington and provides them with brochure displays that contain transit information for the area. The displays include ART bus schedule brochures and ART information. The program includes Hispanic owned businesses.	
Commuter Stores	
There are 4 Commuter Stores in Arlington (Ballston Metro, Shirlington Bus Station, Rosslyn Metro and Crystal City Mall) and the Mobile Commuter Store that travels throughout Arlington. The stores provide information about using transit and display all of the ART schedule brochures as well as provide information about ART schedule and route changes to customers.	

Walk Arlington Outreach to Low Income, Minority and LEP Communities, 2013

- Walkabout Maps and Fliers all produced in English and Spanish (two maps in Spanish and two promotional fliers in Spanish) – distributed in print and posted online
- PAL and Sharing the Way courtesy/safety materials produced in English and Spanish
- Walk and Bike to School Day materials distributed to all APS schools and select materials produced in Spanish

Partner Activities/Event Representation

Specific outreach/presentations to seniors, LEP populations, all APS families throughout the year:

- Led Walkabout at Feel the Heritage Festival
- Created family-friendly Scavenger Hunt for County Fair
- Presentations to Adult /Senior Services
- Coordinated programming with multiple County entities, including summer camps and DPR programs, 55+ promotions, and CPHD/Family Services

Representation at multiple events/on various committees targeting all Arlington populations, such as County Fair, Energy Journey, Green Living Expo, Taste of Arlington, Farmers Markets, Health Fairs, Healthy Community Action Team and at National Walking Summit

Representation in and widespread distribution of multilingual materials developed by StreetSmart.

Distribution:

- Arlington County Dept of Human Services (esp Family and Youth and Senior outreach)
- Arlington County Dept of Parks and Recreation (including programs, camps, and therapeutic recreation)
- Arlington County Dept of Community Planning, Housing and Development (including neighborhood conservation, equity issues, affordable housing)
- Arlington County Dept of Environmental Services (transportation)
- Arlington Economic Development (including business/retail/services outreach)
- Arlington County Police
- Arlington County Libraries
- Arlington Civic Associations/Civic Federation

- Arlington Public Schools, Arlington Public Schools Adult Education, Arlington Public Schools ESL Programs
- County Council of PTAs

Media Promotion

Electronic and Print Media Outreach to:

- Local and Regional Media Outlets
- Spanish-language Media
- County Media (Insider, Citizen, website, social media)

Program-related outreach and promotions via:

- WalkArlington website
- WalkArlington events calendar
- WalkArlington facebook
- WalkArlington blogs
- WalkArlington Pacer newsletter

Constituent Outreach/Response

- Management of Pedestrian Advisory Committee web page and meeting info (dates/minutes)
- Responses to citizen inquiries throughout the year

WalkArlington Events:

- Coordinated and led Walkabouts in Bluemont/Bon Air and Old Glebe neighborhoods on April 28 and December 15 – multilingual, Countywide outreach and attendance
- Coordinated and led Walk and Bike to School Day activities in October 2013
- -outreach to ALL schools + focus event at Swanson Middle School

Committee/Community Group Representation:

WalkArlington staff serve on APS Multimodal Transportation and Student Safety Special Committee, the County's FitArlington initiative and Healthy Communities Action Team, and an array of school-based committees, including as a multi-year member of the APS Calendar Committee and as a transportation representation for multiple PTAs.

LEP Community Outreach for BikeArlington in 2013

- Each year BikeArlington provides a bike safety seminar in Spanish to the SEEC Day Laborers group in Shirlington. This includes education and helmets, lights, reflective gear. The most recent was January 2013.
- Every fall BikeArlington organizes at least one “lights for bikes” event in an area with high LEP concentration (intersection of Columbia Pike and the W&OD trail). This includes giveaways of small flashing lights and reflective gear for people that are walking and biking. Event staff and educational materials are in Spanish. The most recent was November 2013.

Employer-Residential Encouragement Programs 2013

Arlington Transportation Partners (ATP)

ATP helps to promote ART by recommending ART services to their clients (offices, residential properties and hotels in Arlington) as an easy way for their employees and residents to commute to and from work, make short trips throughout the day and for visitors at hotels to easily get around Arlington. ATP attends numerous events throughout the year and brings ART information to the events.

Arlington Transportation Partners (ATP) Outreach to Low-Income, Minority and LEP Communities, 2013

Most of the outreach ATP has done has been to the Spanish and Amharic speaking populations.

- Amharic and Spanish language transportation option quick glances have been provided to a handful of hotels.
- The Spanish Language Marketing Specialist has participated along with ATP staff at hotel events in Crystal City. Ten of the events held last year were at Spanish speaking communities or hotels.
- The Residential side of ATP works with both Arlington Partnership for Affordable Housing (APAH) and Wesley Housing Development Corporation to reach a wider audience of LEP and Spanish language residents. These two groups are well integrated into the Spanish-speaking community. AHC Inc. also owns/manages a large portion of the county’s LEP/Spanish housing but they have been difficult for ATP to make inroads with.

Appendix IX

Limited English Proficiency Survey Input

<p><i>1. Please provide us with your contact information.</i></p> <p>Name _____</p> <p>Company _____</p> <p>Address _____</p> <p>City/State/Zip _____</p> <p>Email _____</p> <p>Phone _____</p>				
<p><i>2. What geographic area does your agency serve?</i></p>				
<p><i>3. How many people does your agency provide service to?</i></p> <p> <input type="checkbox"/> 0-25 <input type="checkbox"/> 25-50 <input type="checkbox"/> 51-75 <input type="checkbox"/> 76-100 <input type="checkbox"/> More than 100 </p>				
<p><i>4. Has the size of the population that you serve increased, stayed the same, or decreased over the past three years?</i></p> <p> <input type="checkbox"/> Increased <input type="checkbox"/> Same <input type="checkbox"/> Decreased </p>				
<p><i>5. What is the country of origin that your population has immigrated?</i></p>				
<p><i>6. Does your population primarily come from an urban or rural background?</i></p> <p> <input type="checkbox"/> Urban <input type="checkbox"/> Rural </p>				
<p><i>7. What are the languages spoken by the population you serve?</i></p>				

8. What is the gender of the population you serve?
9. What is the education or literacy level of the population you serve?
10. What needs or expectations for transportation services has this population expressed?
11. Has the population inquired about how to have input regarding transportation in the area, including planning of construction of roadways, bicycle or pedestrian pathways or transit?
12. What locations does this population most frequently travel to?
13. Are there locations that the population has expressed difficulty accessing via the public transportation system?
14. Do the transportation needs and travel patterns of the population vary depending on the age or gender of the members?
15. What is the best way to obtain input from the population?

VII. Minority Representation on Planning and Advisory Bodies

The County's Transit Bureau maintains a list depicting the racial breakdown of the membership of its transit-related non-elected planning boards, advisory committees and descriptions of efforts made to encourage the participation of minorities on its committees. Below is a list of the County's non-elected advisory committees, including each committee's roles and responsibilities.

Racial Breakdown of Non-Elected Committee Membership Exhibit 1

Non-Elected Advisory Committee	Coordinator	White	Black/African American	Hispanic	Asian/Pacific Islander	American Indian	Total Number of Members
Transportation Commission	Richard Best	8	1	2	0	0	11
Transportation Advisory Commission	RC Hartman	13	0	0	0	0	13
Accessibility Advisory TAC Subcommittee	Steve Yaffe	4	0	0	0	0	4
Commission on Aging Transportation Committee	Maimoonah Bah-Duckenfield	13	2	0	0	0	15

- Transportation Commission advises the County Board on issues related to Arlington's streets, transit systems, pedestrian traffic, taxicabs and bicycles, as well as how each of these relate to the [Master Transportation Plan](#). The Commission generally meets at 7:30 p.m. on selected Thursdays in [County Board Room 307](#), 2100 Clarendon Blvd in Arlington. The meeting schedule is posted at <http://commissions.arlingtonva.us/transportation-commission-tc/>.
- Transit Advisory Committee (TAC) has oversight responsibility for transit services provided in Arlington County, including ART, STAR, Metrobus, Metrorail, and MetroAccess. The TAC is a fifteen-member committee appointed by the County Manager. The TAC usually meets the second Tuesday of each month from 7:00 p.m.- 9:00 p.m. Each meeting begins with a public comment period. The meeting schedule for TAC and its subcommittee is posted at <http://commissions.arlingtonva.us/transit-advisory-committee/>.
- TAC Accessibility Advisory Subcommittee reviews accessibility issues including access to transit vehicles, stops and stations and the specialized transit services provided by Metrorail, Metrobus, ART, STAR and MetroAccess. The subcommittee usually meets the fourth Thursday of the month in the Birch Conference Room from 7:00 p.m. – 8:30 p.m. Each meeting begins with a public comment period.

- Commission on Aging – is a group of residents experienced in matters concerning older people, advises the Arlington Agency on Aging and the Arlington County Board on aging issues. Their Transportation Committee meets quarterly. More information is available at <http://commissions.arlingtonva.us/coa/>.

VIII. Requirements for Fixed Route Transit Providers

i. System-Wide Service Standards and Policies

In accordance with 49 CFR Section 21.5(b)(2), Section 21.5(b)(7) and Appendix C to 49 CFR part 21. Section (3) (iii), the County shall set service standards and policies for its fixed route service provided. Service standards and policies ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin.

- a) Standards - FTA requires all fixed-route transit providers to develop qualitative standards for the following indicators.

Vehicle Load
Vehicle Headways
On-time Performance
Service Availability

The County has adopted standards for each of these indicators as well as service span, as part of the Transit Element to the Master Transportation Plan. The Transit Element was adopted by the County Board on June 13, 2009 and the Master Transportation Plan Goals and Policies document was adopted on November 13, 2007.

Vehicle Load

The County calculates vehicle load factor by calculating maximum passenger loads on each trip by route through the use of Automated Passenger Counter (APC) data. These maximum loads are divide by the number of seats on the type of bus typically assigned to that route. The County standard is 125% of seating capacity. Vehicle load factor is monitored regularly to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. Vehicle load factor standards are presented in the exhibit that follows.

Vehicle Load Exhibit 2

Route	Seats per Bus	125% of Seating Capacity
41 Pike-Ballston-Courthouse	30	38
42 Ballston-Pentagon	30	38
43 Crystal City-Rosslyn-Court House	25	31
45 Pike-DHS-Sequoia-Rosslyn	30	38
51 Ballston-Virginia Hospital Center	25	31
52 Ballston-Virginia Hospital Center-East Falls Church	25	31
53 Ballston Metro-Old Glebe-East Falls Church-Westover	19	24
61 Rosslyn-Court House Metro Shuttle	19	24
62 Court House Metro-Lorcom Lane-Ballston	19	24
74 Arlington Village-Arlington View-Pentagon City	19	24
75 Shirlington-Wakefield H.S.-Carlin Springs Rd.-Ballston-Va. Square	30	38
77 Shirlington-Lyon Park-Court House	25	31
84 Douglas Park-Nauck-Pentagon City	25	31
87 Pentagon Metro-Army Navy Drive-Shirlington	30	38

b) Vehicle Headway and Service Span

Arlington County's MTP Transit Element divides transit service into two groups. The Primary Transit Network (PTN) is intended to provide a higher quantity and quality of service to enable riders along main transit lines to ride without a timetable. The expressed intent is to provide service on PTN routes every 15 minutes over an 18-hour service span, every day of the year. All Metrorail routes as well as several bus corridors are intended components of the PTN, although some do not yet achieve the desired service levels. ART has one PTN route – the ART 41. Other ART routes are part of the Secondary Transit Network (STN), which allows the provision of transit service in areas with less density of residents, workers, or visitors. The minimum standard for STN routes is service every half-hour during peak periods.

Arlington County calculates headway by determining the average length of time between buses on each route during peak and off-peak times. In the event a route regularly exceeds vehicle load factor standards, the County will evaluate whether frequency on that route should be adjusted within the confines of the expected funding levels.

ART Route Service Frequency and Span Exhibit 3

	Service Frequency								
	Weekday			Saturday			Sunday		
Route	Peak	Midday	Night	Morning	Afternoon	Night	Morning	Afternoon	Night
41 Pike-Courthouse	15	15	30	20	15	30	23	15	30
Service Span	5:30 AM - 12:53 AM			6:10 AM - 1:32 AM			7:00 AM - 10:07 PM		
42 Ballston-Pentagon	17	36		65	65				
Service Span	6:00 AM - 8:10 PM			6:30 AM - 7:26 PM					
43 Crystal City-Court House	20								
Service Span	5:55-9:32 AM; 3:20-7:17 PM								
45 Pike-Rosslyn	30	30							
Service Span	5:50 AM - 7:49 PM								
51 Ballston-Virginia Hospital Center	30	30	30	30	30	30	30	30	30
Service Span	6:05 AM - 12:30 AM			6:05 AM - 12:13 AM			6:45 AM - 10:34 PM		
52 Ballston-East Falls Church	30	60	30						
Service Span	5:51 Am - 9:29 PM								
53 Ballston Metro-EFC-Westover	30	70	30/60						
Service Span	5:57 AM - 9:12 PM								
61 Rosslyn-Court House	25								
Service Span	6:15-9:41 AM; 3:03-7:06 PM								
62 Court House Metro-Ballston	30								
Service Span	6:22 AM - 7:36 PM								
74 Arlington Village-Pentagon City	30								
Service Span	5:53-9:11 AM; 3:35-7:55 PM								
75 Shirlington-Va. Square	30	45							
Service Span	5:30 AM - 11:03 PM								
77 Shirlington-Court House	30	30	30	30	30	30			
Service Span	6:00 AM - 10:54 PM			7:00 AM -11:54 PM					
84 Douglas Park-Pentagon City	20								
Service Span	6:51-9:37 AM; 3:30-7:55 PM								
87 Pentagon Metro-Shirlington	10/20 +	30	30	30	30	30			
Service Span	5:50 AM -10:22 PM			7:00 AM - 9:25 PM					
Service Span is measured from beginning of first trip to end of last trip+ ten on northern half of the ART 87.									

c) On Time Performance

A bus is determined to be late if it departs its scheduled "time point" more than five minutes later than the published time. Buses are considered early if they depart from a published time point at any time prior to the scheduled departure. It is the County's goal to be on-time at least 95 on every trip. Bus transportation staff monitors on-time performance regularly using ART's bus tracking/computer-aided dispatch software. Staff reports on route performance, including on-time performance, on a quarterly basis with a summary for the fiscal year.

Systemwide Average Passengers Per Revenue Hour FY13	22.67
Systemwide Average Percent Cost Recovery FY13	29.54%
Systemwide Total Ridership FY13	2,644,933
Systemwide Total On-Time Performance FY13	97%

On-Time Performance in Fiscal Year 2013 by Route Exhibit 3 ART Route Performance Statistics - Fiscal Year 2013

	Passengers	Average # of Passengers			Passengers Per	% Cost	% On-Time
	Total	Weekday	Saturday	Sunday	Revenue Hour	Recovery	Performance
ART 41	952,560	2,870	2,345	1,874	40.51	46.82%	94.15%
				Standard (PTN)	35	35.00%	
ART 42	314,999	1,227	259	n/a	23.80	39.44%	93.07%
				Standard (STN)	12	20.00%	
ART 45	206,013	844	n/a	n/a	22.00	37.11%	97.36%
				Standard (STN)	12	20.00%	
ART 51	201,936	685	368	215	31.48	27.28%	99.37%
				Standard (STN)	12	20.00%	
ART 52	114,881	471	n/a	n/a	18.74	20.62%	98.15%
				Standard (STN)	12	20.00%	
ART 53	65,391	268	61	n/a	10.93	10.26%	99.07%
				Standard (STN)	12	20.00%	
ART 61	52,128	214	n/a	n/a	16.15	14.40%	99.37%
				Standard (STN)	12	20.00%	
ART 62	36,895	151	n/a	n/a	11.40	11.50%	98.50%
				Standard (STN)	12	20.00%	
ART 74	28,333	118	n/a	n/a	15.84	14.05%	97.30%
				Standard (STN)	12	20.00%	
ART 75	152,351	624	n/a	n/a	13.78	18.35%	98.04%
				Standard (STN)	12	20.00%	
ART 77	205,026	749	372	n/a	20.68	25.13%	95.78%
				Standard (STN)	12	20.00%	
ART 84	46,975	193	n/a	n/a	14.18	14.41%	99.03%
				Standard (STN)	12	20.00%	
ART 87	266,835	1,012	334	n/a	20.80	26.94%	97.83%
				Standard (STN)	12	20.00%	

d) Service Availability

The County's goal is to ensure that 90 percent of the County residents live within walking distance, one-quarter mile, of transit. The County service is particularly strong in communities with significant minority, low-income and LEP populations. All census tracts are either bisected by a transit route or have one on a boundary.

ii. Policies

The County's system-wide policies differ from service standards in that they are not necessarily based on meeting a quantitative threshold, but rather qualitative evaluation results. The following represents policies for Vehicle Assignment and Transit Amenities.

a) Vehicle Assignment

All buses have the same level of amenities available to riders. Every bus is low-floor with a ramp for use by people with disabilities. Buses are not assigned to specific communities based on vehicle age. Rather, buses are assigned to routes by seating capacity to meet ridership demand or by size if the street configurations on specific routes cannot accommodate full-width buses. Most of the routes have multiple communities and diverse populations. The County observes strict standards with respect to adherence to preventive maintenance schedules. The oldest buses in the ART fleet entered service in August, 2007.

b) Distribution of Transit Passenger Amenities

Currently there are about 1130 bus stops in Arlington County. Bus shelters are installed at about 250 bus stops and 67 stops are equipped with free-standing benches. Other passenger amenities include litter receptacles, printed route signage and schedule information and Real Time Arrival devices ("Bus Finders"). Placement of passenger amenities is currently dictated by:

- Ensure that all ART vehicles are low-floor, accessible buses.
- Improve 10 bus stops each year to meet ADA requirements for path of travel.
- Complete one identifiable accessible walkway connecting transit with an urban center or neighborhood annually.
- Install or upgrade annually 10 bus shelters at stops where ridership and other factors warrant improvements.
- Upgrade at least two pedestrian crossings near transit stops each year.
- Average daily boardings
- Proximity to major trip generators
- Passenger transfer activity
- Planned neighborhood improvements
- Availability of public Right-of-Way
- Transit corridor marketing efforts
- Proximity of other nearby stops equipped with transit amenities

- Customer and community requests

All of the Arlington Transit bus stops are equipped with the basic, standard customer information elements: printed route signage (inside pole-mounted panels) and bus schedules. Bus stops with average daily ridership exceeding 40 boardings per day are priority candidates for new shelters or shelter replacement. Free-standing benches, litter receptacles and Real Time Arrival display units are currently installed based on a combination of the above factors. Arlington County is in the process of developing more definitive criteria for the installation of these amenities.

Arlington County is also developing an ADA Transition Plan for the entire bus stop network. Implementation of the plan will include an evaluation of the distribution of candidate stops for improvement projects to ensure the maintenance of equity among communities in the County.

iii. Fare Changes

ART has the same fare changes for all routes, so each user is affected the same. Those who qualify for a reduced fare, proportionately see a lower increase. The reduced fare is half the regular fare. Additionally, bus riders using ART, Metrobus and other carriers can buy a Seven Day Regional Bus Pass that entitles them to unlimited rides during that period. This is available at half-price to seniors and people with disabilities.

Monitoring Transit Service

- a) Conduct periodic satisfaction surveys of transit customers. Strive to achieve at least a "Satisfactory" rating at least 95% of the time and an "Excellent" or "Very Good" rating at least 50% of the time.
 - 25% of respondents to the 2013 on-board ART survey were African American/Black and 22% were Hispanic. Their relative proportions of the County populations are 9% and 15%, respectively. 55% of the survey respondents came from annual household incomes of \$35,000 or less, vs. 21% of the general population. The survey is in L:\Dept\TRANSPORTATION\TRANSIT\Arlington Transit\ART Rider Survey
 - Income: According to the 2013 on-board ART survey, primary use of ART for commuting is most common among low-income workers. The proportion of ART riders in every household income group is higher than the general population of Arlington at \$75,000/annually or below, with the difference most marked (21% vs 6%) at \$15,000 or below. Ridership on the ART 41, 45 and 51 tend to be from households of lower incomes (\$50,000 or below).
 - Ethnicity: Those riding ART for non-work purposes (shopping, school, church, medical, recreational) are more likely to be from lower-income households and be Hispanic or from African-American/Black households. Those dependent upon ART for transportation tend to be from lower-income households and be Hispanic.

Hispanic riders are most likely to use ART as the primary mode of transport (62%) vs. 48% for Black and 41% for White.

- Satisfaction: 91% of 'Choice' riders and 90% of Transit-Dependent riders are Very Satisfied or Satisfied with ART.
- b) Measure customer satisfaction on a basis of number of reported complaints per 1,000 passenger boardings and annually seek to reduce the rate. Responds to all customer complaints within three workdays.

Attachments For Service Standards And Policies

Appendix A	Excerpts from 2013 Ridership Survey Art Ridership Profile
Appendix B	ART Base Map
Appendix C	ART Service to Low Income Census Tracts
Appendix D	ART Service to Minority Populations Census Tracts
Appendix E	Verification of Board Adopted Standards and Policies 2007
Appendix F	Verification of Board Adopted Standards and Policies 2009

Appendix A

Appendix A: ART Rider & Census Profile

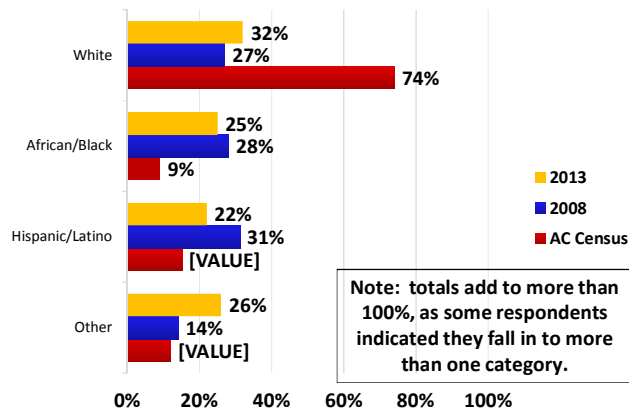
One-third of ART riders are white, while one-quarter are Black/African American and two in ten are of Hispanic/Latino heritage.

Arlington County profile is based on 2011 American Community Service Data
n = 202,999

"Other" ethnicities include Asian, Native American and mixed race.

n = 1,916
2013
n = 1,368
2008

Respondent Ethnic Background Comparison 2008, 2013 and AC Census



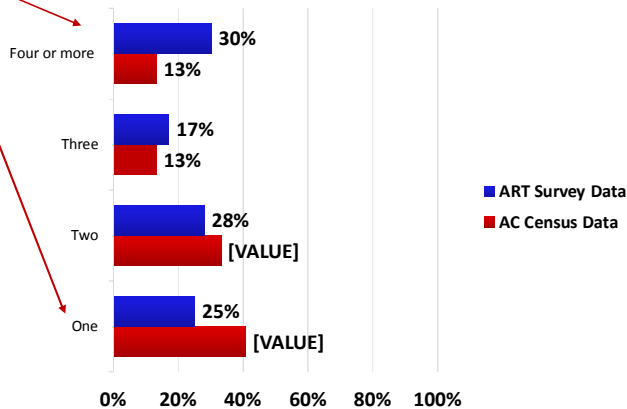
Q27. Which of the following best describes your ethnic background?

As shown, ART riders tend to be from larger households than representative in the metro area.

Arlington County profile is based on 2011 American Community Service Data n = 92,436

n = 1,513

Comparison of Household Size ART Riders to Arlington County Residents



Q28. Including yourself, how many live in your household (# Adults 18+/# Children under 18)?



137

Southeastern Institute of Research



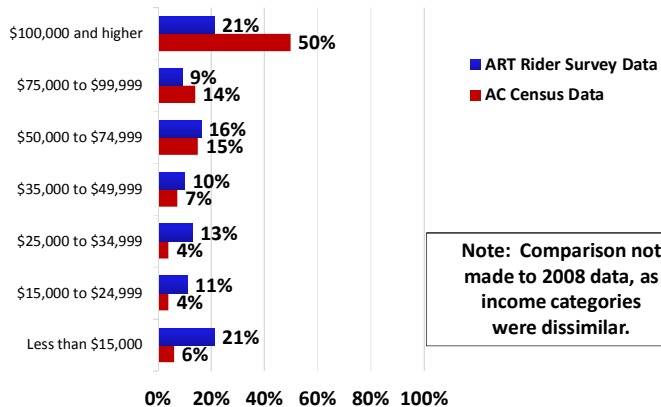
Results from the 2008 survey:

70% < \$60K
22% \$60K - \$120K
8% \$120K+

Arlington County profile is based on 2011 American Community Service Data n = 92,436

n = 1,550

Comparison of Household Income ART Riders to Arlington County Residents



Note: Comparison not made to 2008 data, as income categories were dissimilar.

Q29. Which category best describes your household's total annual income?



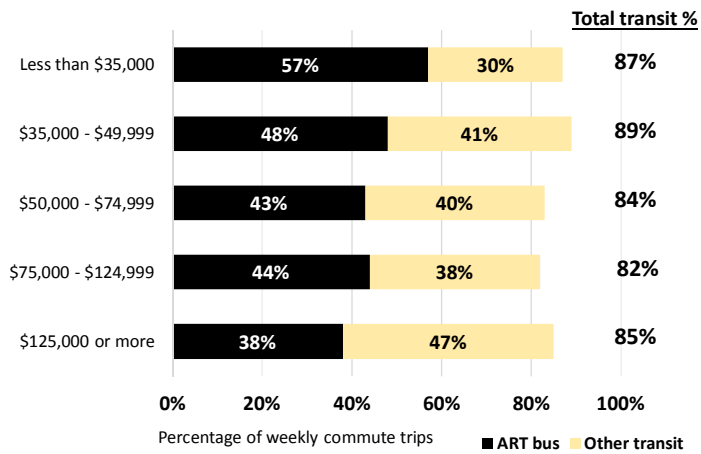
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Southeastern Institute of Research



ART Rider Travel Patterns and Recent Changes

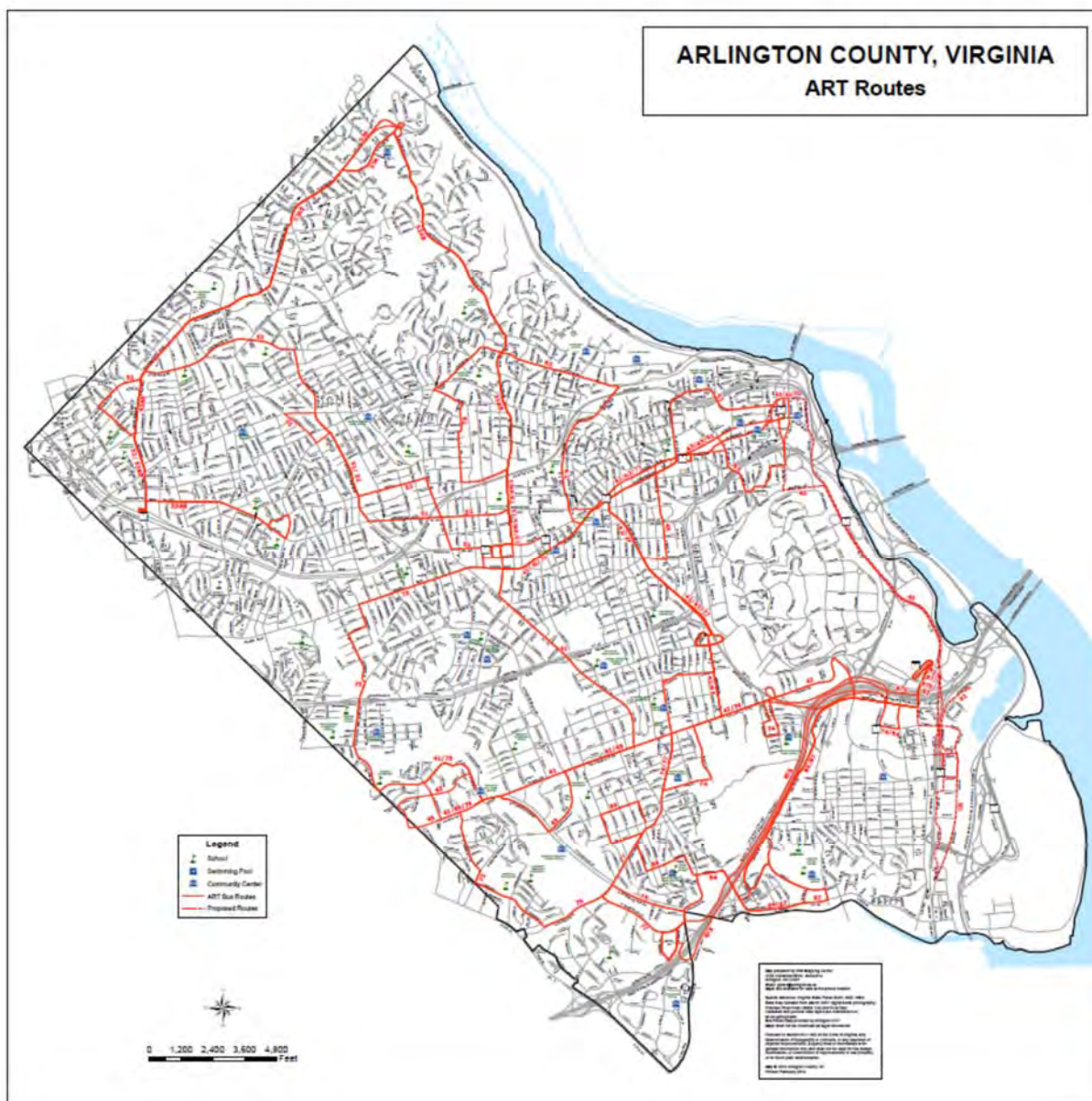
Primary Use of ART for Commuting is Highest Among Lower Income Riders



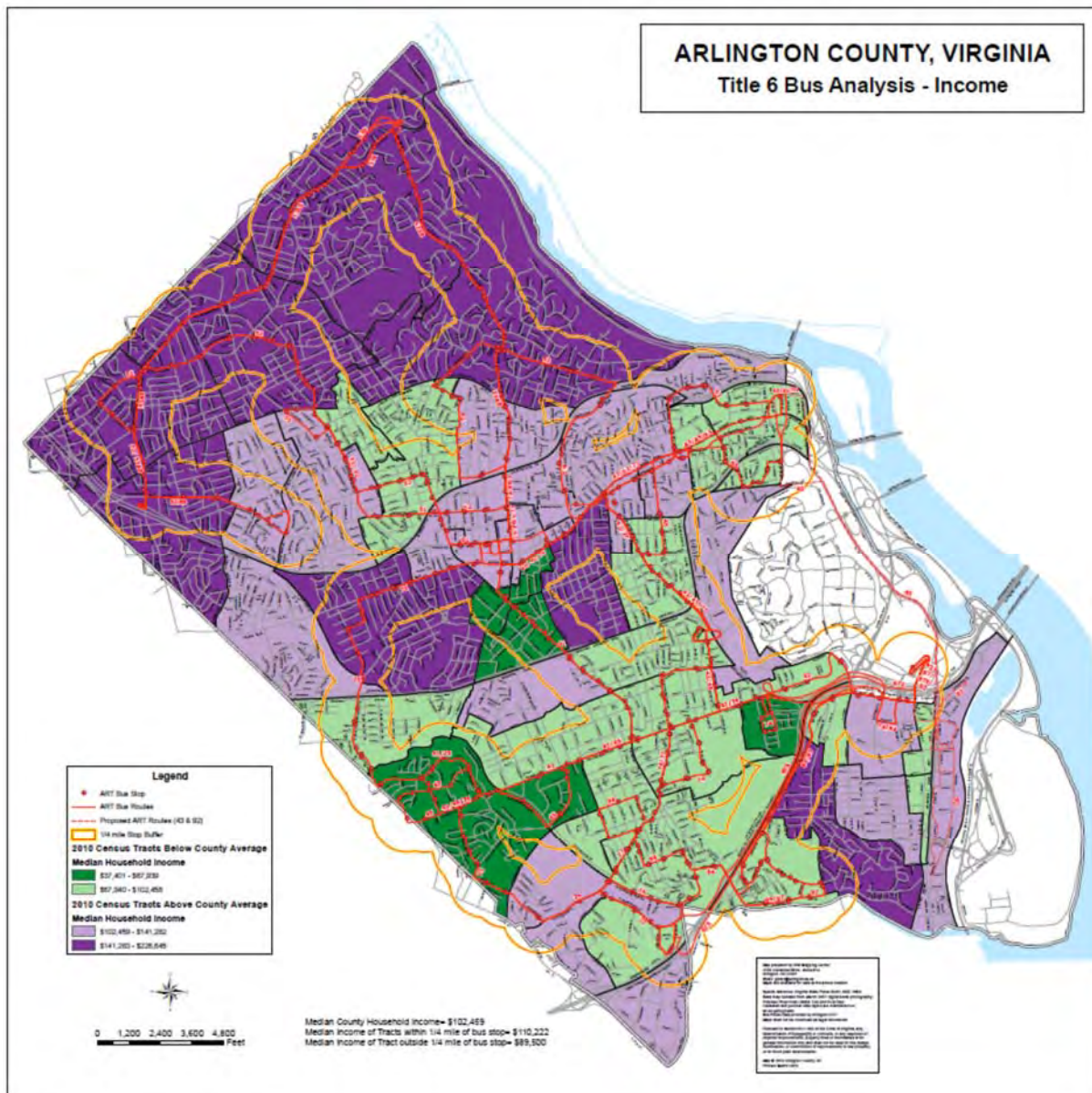
< \$35,000
n = 203
\$35,000 - \$49,999
n = 56
\$50,000 - \$74,999
n = 92
\$75,000 - \$124,999
n = 108
\$125,000 or more
n = 86

Q19. In a typical week, what type of transportation do you use each day, for the longest distance of your trip to go TO work or school?

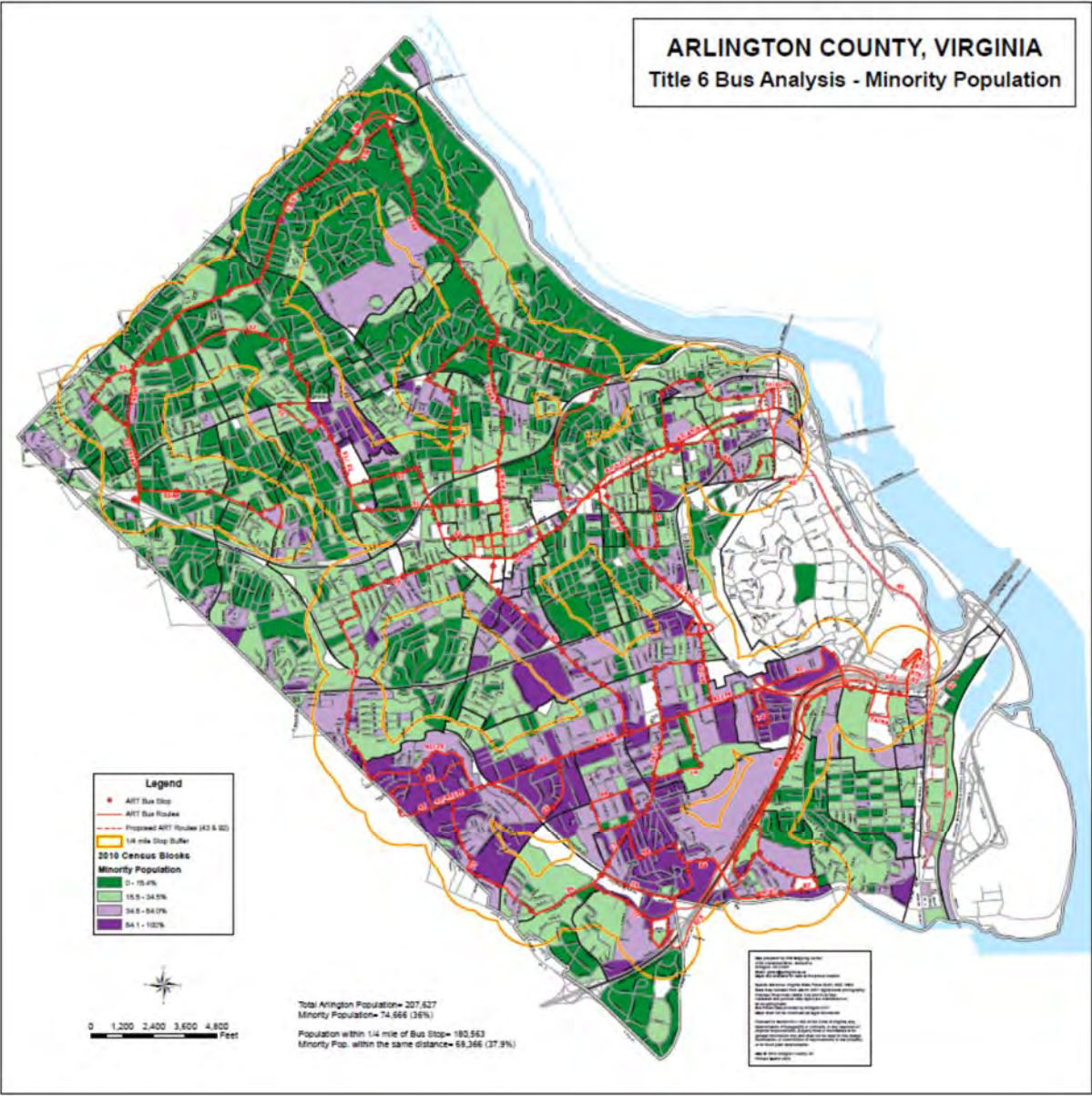
Appendix B



Appendix C



Appendix D



Appendix E



HOPE HALLECK
CLERK TO THE
COUNTY BOARD

ARLINGTON COUNTY, VIRGINIA OFFICE OF THE COUNTY BOARD

2100 CLARENDON BOULEVARD, SUITE 300
ARLINGTON, VIRGINIA 22201-5406
(703) 228-3130 • FAX (703) 228-7430
E-MAIL: countyboard@arlingtonva.us



MEMBERS
JAY FISETTE
CHAIR
MARY HYNES
VICE CHAIR

LIBBY GARVEY
J. WALTER TEJADA
JOHN E. VIHSTADT

CERTIFICATION

A Regular Meeting of the County Board of Arlington County, Virginia, held in Room 307 of #1 Courthouse Plaza thereof on Tuesday, November 13, 2007, at 6:30 p.m.

PRESENT: PAUL FERGUSON, Chairman
J. WALTER TEJADA, Vice Chairman
BARBARA A. FAVOLA, Member
JAY FISETTE, Member
CHRISTOPHER ZIMMERMAN, Member

ALSO PRESENT: RON CARLEE, County Manager
STEPHEN A. MacISAAC, County Attorney
ANTOINETTE COPELAND, Clerk

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34. AMENDMENT TO THE COUNTY COMPREHENSIVE PLAN TO ADD THERETO A MASTER TRANSPORTATION PLAN (MTP) GOALS AND POLICIES SUMMARY, DATED OCTOBER 2007, AND TRANSPORTATION PLAN MAP, DATED JULY 2007 TO THE EXISTING MASTER TRANSPORTATION PLAN.

On motion by CHRISTOPHER ZIMMERMAN, Member, seconded by JAY FISETTE, Member and carried by a vote of 5 to 0, the voting recorded as follows: PAUL FERGUSON, Chairman - Aye, J. WALTER TEJADA, Vice Chairman - Aye, BARBARA A. FAVOLA, Member - Aye, JAY FISETTE, Member - Aye, CHRISTOPHER ZIMMERMAN, Member - Aye, the Board took the following actions:

1. Adopted an amendment to the County Comprehensive Plan by adding thereto a document entitled the Master Transportation Plan (MTP) Goals and Policies, dated November 2007 to the Existing MTP, to be the governing document in the event of any conflict or inconsistency with the Existing MTP. (See Table A attached to November 7, 2007 Board Report for MTP documents terminology.)
2. Deferred action on the Transportation Plan Map, dated July, 2007 (Attachment 2 labeled as Option A).

Appendix F



HOPE HALLECK
CLERK TO THE
COUNTY BOARD

ARLINGTON COUNTY, VIRGINIA OFFICE OF THE COUNTY BOARD

2100 CLARENDON BOULEVARD, SUITE 300
ARLINGTON, VIRGINIA 22201-5406
(703) 228-3130 • FAX (703) 228-7430
E-MAIL: countyboard@arlingtonva.us



MEMBERS
JAY FISETTE
CHAIR
MARY HYNES
VICE CHAIR

LIBBY GARVEY
J. WALTER TEJADA
JOHN E. VIHSTADT

CERTIFICATION

A Regular Meeting of the County Board of Arlington County, Virginia, held in Room 307 of 2100 Clarendon Boulevard thereof on Saturday, June 13, 2009 at 8:30 a.m.

PRESENT: BARBARA A. FAVOLA, Chairman
JAY FISETTE, Vice Chairman
MARY HUGHES HYNES, Member
J. WALTER TEJADA, Member
CHRISTOPHER ZIMMERMAN, Member

ALSO PRESENT: RON CARLEE, County Manager
STEPHEN A. MacISAAC, County Attorney
AUBRYN BEDNAR, Acting Clerk
and other staff

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47. ADOPT AN AMENDMENT TO THE COUNTY COMPREHENSIVE PLAN TO ADD A TRANSIT ELEMENT ENTITLED "MASTER TRANSPORTATION PLAN TRANSIT ELEMENT."

On motion by CHRISTOPHER ZIMMERMAN, Member, seconded by JAY FISETTE, Vice Chairman and carried by a vote of 5 to 0, the voting recorded as follows: BARBARA A. FAVOLA, Chairman - Aye, JAY FISETTE, Vice Chairman - Aye, MARY HUGHES HYNES, Member - Aye, J. WALTER TEJADA, Member - Aye, CHRISTOPHER ZIMMERMAN, Member - Aye, after a duly advertised public hearing, at which the public spoke, the Board amended the County Comprehensive Plan to add a Transit Element entitled "Master Transportation Plan Transit Element", dated March 2009, to be included in the Amended MTP, as set forth in the document entitled "Addendum 6-13-09-C - Master Transportation Plan Transit Element" attached for the public to these minutes, with amendments and direction provided by the Board at the June 13, 2009 County Board Meeting included in the attached addendum, and deleted the Master Transit Plan adopted in 1976 and the Paratransit Element adopted in 1989.

Addendum 6-13-09-C - Master Transportation Plan Transit Element

Board Report #47

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