



# staff report

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TO: Honorable Mayor and Members of the City Council

ATTENTION: Jeffrey L. Stewart, City Manager

FROM: Len Gorecki, Director of Public Works  
Bernardo Iniguez, Public Works Manager

SUBJECT: Consideration and possible action to adopt Resolution No. 16-XX – A Resolution approving the 2016 City of Bellflower Transit Services Title VI Program.

DATE: July 11, 2016

## **EXECUTIVE SUMMARY**

This action would approve the 2016 City of Bellflower Transit Services Title VI Program in accordance with the Civil Rights Act of 1964, U.S. Department of Transportation (DOT), and the Federal Transit Administration (FTA) regulations, which prohibit discrimination on the basis of race, color or national origin.

## **RECOMMENDATION TO THE CITY COUNCIL**

- 1) Adopt Resolution No. 16-XX; or
- 2) Alternatively, discuss and take other action related to this item.

## **FISCAL IMPACT**

None.

## **DISCUSSION**

Title VI of the Civil Rights Act of 1964 (the Act) provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal funds.”

As a recipient of federal funds, the City of Bellflower (City) is required to comply with the requirements of the Act. DOT and FTA regulations require the City to prepare and submit a Title VI Program to the City Council for approval once every 3 years. The purpose of the Title VI Program is to ensure the City’s transit service programs, policies, and activities comply with the Act. The current Title VI Program was approved by the City Council on August 11, 2014, and it covers the 3-year period from 2013 to 2016.

**Staff Report – Transit Services Title VI Program**  
**July 11, 2016**  
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The Public Works Department has prepared the 2016 City of Bellflower Transit Services Title VI Program update in collaboration with the Parks and Recreation Department and the Los Angeles County Metropolitan Transportation Authority using data from the 2010 U.S. Census.

The Title IV Program will be made available on the City’s web site and at the Simms Park Administration Office.

Since the City’s transit services are managed by the Parks and Recreation Department, that Department will be responsible for implementing the City’s Title VI Program, including:

1. Informing members of the public of their Title VI protection rights by several means, including posting of a Title VI Notice to the Public, including bilingual complaint procedures (in English and Spanish); and
2. Investigating and tracking Title VI complaints filed against the City.

The Parks and Recreation Manager will serve as the City’s Title VI Transit Compliance Coordinator.

The City will be required to update the Title VI Program again in July 2019.

**ATTACHMENT**

Resolution No. 16-XX..... 3

**CITY OF BELLFLOWER**  
**RESOLUTION NO. 16-XX**

**A RESOLUTION APPROVING THE 2016 CITY OF  
BELLFLOWER TRANSIT SERVICES TITLE VI PROGRAM**

**THE CITY COUNCIL SOLVES AS FOLLOWS:**

**SECTION 1.** The City Council finds and declares as follows:

- A. Pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000d et seq (“the Act”) and 49 CFR Part 21, the U.S. Department of Transportation (DOT), and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin;
- B. Pursuant to FTA Circular 4702.1B, the City is required to prepare and submit a Title VI Program to the City Council for approval once every 3 years; and
- C. The purpose of the Title VI Program is to ensure the City’s transit service programs, policies and activities comply with the Act and DOT’s Title VI Regulations, and with Limited English Proficient (LEP) Persons requirements (70 FR 74087, December 14, 2005).

**SECTION 2.** The City Council of the City of Bellflower hereby approves the 2016 City of Bellflower Transit Services Title VI Program, dated July 11, 2016, attached hereto as Exhibit A.

**SECTION 3.** The City Clerk is hereby directed to transmit a certified copy of this Resolution to the Civil Rights Compliance Administrator of the Los Angeles County Metropolitan Transportation Authority.

**SECTION 4.** This Resolution does not affect any penalty, forfeiture, or liability incurred before, or preclude prosecution and imposition of penalties for any violation occurring before, this Resolution’s effective date. Any such amended part will remain in full force and effect for sustaining action or prosecuting violations occurring before the effective date of this Resolution.

**SECTION 5.** If any part of this Resolution or its application is deemed invalid by a court of competent jurisdiction, the City Council intends that such invalidity will not affect the effectiveness of the remaining provisions or applications and, to this end, the provisions of this Resolution are severable.

**SECTION 6.** To the extent that any other resolution pertaining to the approval of a Title VI Program is incorporated into this Resolution, it is superseded in its entirety.

**SECTION 7.** The Mayor, or presiding officer, is hereby authorized to affix his signature to this Resolution signifying its adoption by the City Council of the City of Bellflower, and the City Clerk, or her duly appointed deputy, is directed to attest thereto.

**SECTION 8.** This Resolution will become effective immediately upon adoption.

**PASSED, APPROVED, AND ADOPTED BY THE CITY COUNCIL OF THE CITY OF BELLFLOWER ON THIS \_\_\_\_ DAY OF \_\_\_\_\_ 2016.**

\_\_\_\_\_  
**Dan Koops, Mayor**

**Attest:**

\_\_\_\_\_  
**Mayra Ochiqui, City Clerk**

**APPROVED AS TO FORM:**

\_\_\_\_\_  
**Karl H. Berger, City Attorney**

**Attachment: 2016 City of Bellflower Transit Services Title VI Program**



# **TRANSIT SERVICES TITLE VI PROGRAM**

**July 11, 2016**

**CITY OF BELLFLOWER  
TRANSIT SERVICES  
TITLE VI PROGRAM  
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## **CITY OF BELLFLOWER TRANSIT SERVICES TITLE VI PROGRAM**

**Reference:** FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients (October 1, 2012).

### **INTRODUCTION**

The purpose of this Title VI Program is to establish guidelines to effectively monitor and ensure that the City of Bellflower's (City's) transit services are in compliance with FTA Title VI requirements.

Title VI states that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." The FTA is required to ensure that federally-supported transit services and related benefits are provided consistent with Title VI. The Title VI Report requires an update every three years.

The City will ensure that its programs, policies and activities comply with Department of Transportation's (DOT's) Title VI Regulations (49 CFR Part 21) and with Limited English Proficient (LEP) Persons requirements (70 FR 74087, December 14, 2005). The City is committed to creating and maintaining a public transportation system that is free of all forms of discrimination. The City will take necessary preventive corrective and disciplinary actions to stem behavior that violates this policy or the rights and privileges it is designed to protect. FTA requires recipients to document compliance with DOT Title VI regulations by submitting a Title VI Program to LACMTA (Metro) once every three years.

### **TITLE VI REQUIREMENTS**

- 1. Requirement to Notify Beneficiaries of Protection under Title VI.** In order to comply with 49 CFR, Section 21.9(d), the City shall provide information to the public regarding the City's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

The City informs members of the public of their Title VI protection rights by several means, including posting of a Title VI Notice to the Public (Exhibit A) which includes bilingual complaint procedures. A list of locations where notices will be posted is included in Exhibit A. The City also provides a bilingual complaint form (Exhibit C).

- 2. Requirement to Develop Title VI Complaint Procedures and Complaint Form.** The City is required to develop procedures for investigating and tracking Title VI complaints filed against the City and to make these procedures for filing a complaint available to the general public. The complaint procedures, attached hereto as Exhibit B, will be made available on the City's website.

City of Bellflower Title VI Complaint Procedures

- Submission of Complaint: *If a customer believes he/she has received discriminatory treatment from the City of Bellflower's transit services on the basis of race, color or national origin, the customer will have the right to file a complaint with the Title VI Transit Compliance Coordinator. The complaint must be filed no later than sixty (60) calendar days of the alleged discriminatory incident. Title VI complaint procedures included in Exhibit B are in both English and Spanish.*

- Investigation of Complaints

*Upon receipt of the complaint, the Compliance Coordinator will begin an investigation. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. Based upon the information received, the Compliance Coordinator will prepare an investigation report for submittal to the Parks & Recreation Director. The complainant will receive a letter from the Compliance Coordinator stating the final decision within forty-five (45) calendar days of receipt of the complaint.*

*If more time is needed to review the complaint, the Compliance Coordinator will notify the complainant of the estimated time-frame for completing the review. Upon completion of the review, the Compliance Coordinator shall make a recommendation regarding the merit of the complaint, whether remedial actions are available to provide redress, and whether improvements to the City's Title VI process are needed.*

- Request for Reconsideration

*The complainant shall be notified of his/her right to appeal the decision. If the complainant disagrees with the Compliance Coordinator's finding, the complainant may request reconsideration by submitting a written request to the Parks & Recreation Director within ten (10) calendar days after receipt of the Compliance Coordinator's response. The complainant shall provide a detailed description of items not fully understood. The Parks & Recreation Director will notify the complainant of his/her decision either to accept or reject the request for reconsideration within ten (10) calendar days. When the Parks & Recreation Director agrees to reconsider the matter, the complaint shall be returned to the Compliance Coordinator for re-evaluation in accordance with the "Investigation of Complaint" procedures described above.*

- Appeal Process

*If the request for reconsideration is denied, the complainant may appeal the Parks & Recreation Director's response to the complaint by submitting a written request to the Compliance Coordinator. The appeal request will be forwarded to the City Manager for final determination.*

- Submission of Complaint to the Department of Transportation

*If the complainant is dissatisfied with the City's resolution of the complaint, he or she may submit a complaint to the Department of Transportation for investigation. In accordance with Chapter 9, Complaints, of FTA Circular 4702.1B, such a complaint must be filed within 180 calendar days after the date of the alleged discrimination. Complainants may file their complaints at: Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.*

- 3. Requirement to Record and Report Transit-Related Title VI Investigations, Complaints, and Lawsuits.** The City is required to prepare and maintain a list of investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and/or national origin in transit-related activities and programs and that pertain to the entity submitting the report, not necessarily the larger agency or department of which the entity is a part.

*The City of Bellflower Title VI Transit Compliance Coordinator will maintain a list of Title VI investigations, complaints, and lawsuits utilizing the form shown in Exhibit D, including a comprehensive summary and description of actions taken by the City, as required by the Title VI regulations. The list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegations(s); the status of the investigation; lawsuit, or complaint; and actions taken by the City in response, or final findings related to the investigation, lawsuit, or complaint. The list shall be included in the City's Title VI submittal to FTA every three years.*

- 4. Promoting Inclusive Public Participation.** The City is required to develop a public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. *The City's Public Participation Plan is reflected in the "City of Bellflower Transit Services Title VI Limited English Proficiency (LEP) Plan" under "Outreach Techniques." The City's public participation activities, public meetings, and participation in community activities are described in the LEP Plan.*

- 5. Requirement to Provide Meaningful Access to LEP Persons.** Title VI and its implementing regulations require that FTA recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP. The City also must have a language assistance plan for providing language assistance to persons with limited English proficiency (LEP).

*The City's Language Assistance Plan is reflected in the City's LEP Plan and includes language assistance measures. The City's approach includes a number of options available to LEP persons, including both oral and written language services. Specific details are included in the City's LEP Plan in Exhibit E.*

*The Bellflower Bus schedules are posted on the City of Bellflower's website. The City's website provides material in both English and Spanish. The City also provides easy access to bilingual (English and Spanish) administrative staff during operating hours to answer questions during their regular shift schedules for those LEP passengers who utilize the City's bus system.*

- 6. Minority Representation on Planning and Advisory Bodies.** *CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.” Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.*

The City currently does not have a committee; therefore, this requirement is not applicable to the City.

- 7. Determination of Site or Location of Facility: Title VI Equity Analysis.** The City did not use FTA funds to construct a transit facility; therefore, this requirement is not applicable to the City.
- 8. Requirement to Provide Additional Information upon Request.** At the discretion of the FTA, information other than that required by the referenced circular, may be requested in writing from a recipient in order to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI requirements.

*The City of Bellflower Title VI Transit Compliance Coordinator will be available to provide additional information, as needed, and to respond to any verbal or written complaint.*

- 9. Requirement to Develop System-Wide Standards and Policies.** FTA requires all fixed-route transit providers to develop quantitative service standards and policies for their fixed-route service. Individual public transportation providers may set standards that best reflect their local environment.

*The City has developed service standards and policies for its fixed-route system, the Bellflower Bus, consistent with Title VI requirements. The standards are included in Exhibit G and include (a) vehicle load; (b) vehicle headway; (c) on-time performance; and (d) service availability. The policies include (a) distribution of transit amenities; and (b) vehicle assignment.*

**EXHIBIT A  
NOTICE TO THE PUBLIC AND LIST OF LOCATIONS**

**CITY OF BELLFLOWER  
Transit Services  
Title VI Notice & Complaint Process**

The City of Bellflower is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with the City within sixty (60) calendar days from the date of the alleged discrimination.

**Complaints may be filed with the City in writing and may be addressed to:**

Kristen Smith  
Title VI Transit Compliance Coordinator  
City of Bellflower  
16600 Civic Center Drive  
Bellflower, CA 90706

A copy of the Title VI Complaint Form (in English or Spanish) and additional information may be obtained from the City's web site at "www.bellflower.org" (under "City Departments – Parks & Recreation Department– Transportation) or by calling (562) 804-1424, ext. 2267. The City will provide appropriate assistance to complainants who are limited in their ability to communicate in English. You may also file a Title VI complaint with the Federal Transit Administration by filing a complaint with the Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.

**CIUDAD DE BELLFLOWER**  
**Servicios de Tránsito**  
**Título VI Noticia y Proceso de Quejas**

La Ciudad de Bellflower, se compromete a garantizar que ninguna persona sea excluida de participar o denegar los beneficios de servicios basado por raza, color, linaje u origen nacional, según lo dispuesto en el Título VI de la Ley de Derechos Civiles de 1964. Cualquier persona que cree que él o ella ha sido objeto de discriminación en virtud del Título VI basado por raza, color u origen nacional puede presentar una queja del Título VI con la Ciudad dentro de sesenta (60) días del calendario a partir de la fecha de la supuesta discriminación.

**Las quejas pueden ser presentadas en la Ciudad por escrito y pueden ser dirigidas a:**

Kristen Smith  
Coordinadora de Conformidad Título VI  
Ciudad de Bellflower  
16600 Civic Center Drive  
BELLFLOWER, CA 90706

Una copia del Título VI Formulario de Queja (en Inglés o Español) y la información adicional se puede obtener desde el sitio web de la Ciudad en "[www.bellflower.org](http://www.bellflower.org)" (en "Departamentos de la Ciudad – Departamento de Parques y Recreación - Transporte) o llamando al (562) 804-1424, ext. 2267. La Ciudad proveerá asistencia apropiada para los denunciantes que sean limitados en su capacidad de comunicarse en inglés. Para obtener más información sobre requisitos del Título VI, también puede presentar una queja con la Oficina de la Administración Federal de Tránsito de los Derechos Civiles, Atención: Coordinador del Programa Título VI, Edificio Este, 5ª Planta - TCR 1200 New Jersey Ave. , SE Washington, DC 20590.

**CITY OF BELLFLOWER  
TITLE VI  
LIST OF LOCATIONS**

The following is a list of locations where transit-related bilingual Title VI Public Notices are posted:

City of Bellflower  
Simms Park Administration Office  
16614 Clark Ave.  
Bellflower, CA 90706

- City of Bellflower Web Site
- City of Bellflower City Hall
- City of Bellflower Sheriff's Substation
- L.A. County Brakensiek Library
- City-owned Fixed-Route Transit and Dial-A-Ride Buses

**EXHIBIT B**  
**City of Bellflower**  
**Transit Services**  
**Title VI Complaint Process**

The City of Bellflower is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities, and to the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with the City within 60 days from the date of the alleged discrimination.

**Complaints may be filed with the City in writing and may be addressed to:**

*Kristen Smith*  
*Title VI Compliance Coordinator*  
*City of Bellflower*  
*16600 Civic Center Drive*  
*BELLFLOWER, CA 90706*

Copies of the Title VI Complaint Form in English or Spanish can be downloaded from the City of Bellflower website at [www.bellflower.org](http://www.bellflower.org).

A copy of the Title VI Complaint Form may also be obtained by calling (562) 804-1424, ext. 2267. The City will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

**Title VI Transit Complaint Process**

Once a complaint is received, it will be investigated by the Compliance Coordinator. In instances where additional information is needed, the Compliance Coordinator will contact the complainant by phone or in writing. Failure of the complainant to provide the requested information within thirty (30) days may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, the City will investigate a Title VI complaint within forty-five (45) days of receipt but will notify complainant if additional time is required. Receipt of additional relevant information and/or simultaneous filing of a complaint with the City and an external entity may expand the timing of the complaint resolution.

**City of Bellflower Title VI Policy Statement**

The City of Bellflower is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. The City's objectives are to:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin.

- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote the full and fair participation of all affected populations in transportation decision making.
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

For additional information on the City's non-discrimination obligations, please contact:

*Kristen Smith*  
*City of Bellflower*  
*16600 Civic Center Drive*  
*Bellflower, CA 90706*  
*Phone: (562)804-1424, ext. 2267*

For further information on Title VI requirements or to file a Title VI Complaint within 180 days of the alleged discriminatory action, you may contact:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Ave.  
SE Washington, DC 20590.

**EXHIBIT C**  
**CITY OF BELLFLOWER**  
**Transit Services**  
**Title VI Complaint Form**

The City of Bellflower is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Compliance Coordinator at (562) 804-1424, ext. 2267. The completed form must be returned to City of Bellflower, Title VI Compliance Coordinator, 16600 Civic Center Drive, Bellflower, CA 90706.

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Alternative Phone: \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_

Which of the following best describes the reason for the alleged discrimination? (Check one)

\_\_\_\_\_ Race

\_\_\_\_\_ Color

\_\_\_\_\_ National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Explain what happened, whom you believe was responsible, and other specific relevant information. Please use the next page of this form if additional space is required.

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(Complete next page of form)

**CITY OF BELLFLOWER  
Transit Services  
Title VI Complaint Form**

Have you filed a complaint with any other federal, state or local agencies (Check one)  
\_\_\_\_\_ Yes      \_\_\_\_\_ No

If yes, list agency or agencies and contact information below:

Agency: \_\_\_\_\_

Street Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Street Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Contact Name: \_\_\_\_\_

I affirm that I have read the above charge, and it is true to the best of my knowledge.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name of Complainant

Date Received: \_\_\_\_\_

Received By: \_\_\_\_\_



**CIUDAD DE BELLFLOWER**  
**Servicios de Tránsito**  
**Formulario de Quejas Titulo VI**

¿Ha presentado alguna queja ante otra agencia federal, estatal o local con respecto a este incidente? (Marque Uno)

\_\_\_\_\_ No  
\_\_\_\_\_ Si

Si la respuesta es afirmativa, por favor, a continuación enumere la agencia o agencias y la información de contacto:

Agencia: \_\_\_\_\_

Dirección: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Nombre de contacto: \_\_\_\_\_

Agencia: \_\_\_\_\_

Dirección: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Nombre de contacto: \_\_\_\_\_

Confirmando que he leído el cargo que se indica arriba y que es verdadero hasta donde tengo conocimiento.

\_\_\_\_\_  
Firma del declarante

\_\_\_\_\_  
Fecha

\_\_\_\_\_  
Imprima o escriba el nombre del declarante

Fecha de recepción: \_\_\_\_\_ Recibido por: \_\_\_\_\_

**EXHIBIT D  
CITY OF BELLFLOWER  
LIST OF TRANSIT-RELATED TITLE VI  
INVESTIGATIONS, COMPLAINTS AND LAWSUITS**

<b>Action</b>	<b>Date (Month, Day, Year)</b>	<b>Summary (basis of complaint: race, color, or national origin)</b>	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>				
<b>(None)</b>				
<b>Lawsuits</b>				
<b>(None)</b>				
<b>Complaints</b>				
<b>(None)</b>				

**EXHIBIT E**  
**CITY OF BELLFLOWER**  
**TRANSIT SERVICES**  
**LIMITED ENGLISH PROFICIENCY (LEP) PLAN**  
**AND LANGUAGE ASSISTANCE PLAN**

**Introduction**

This Limited English Proficiency (LEP) Plan has been prepared to address the City of Bellflower transit services responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, Federal Transit Administration Circular 4702.1B dated October 2012, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

Executive Order 13166, titled Improving Access to services for Persons with Limited English Proficiency, indicated that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all State and local agencies which receive federal funds.

**Background**

The City of Bellflower's Parks and Recreation Department administers the City's transit services that are operated by a contract service provider. The current transit service provider is Empire Transportation Services. The Bellflower City Council is the policymaking body for the system. The City's transit services consist of a fixed-route service (the Bellflower Bus) and a Dial-A-Ride service (Bellflower Dial-A-Ride). The City has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access transit services provided by the City. As defined by Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, and how to notify LEP persons that assistance is available.

In order to prepare this plan, City staff undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

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

A summary of the results of the City's transit services' four-factor analysis is in the following section.

### **Four-Factor Analysis**

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter City transit programs, activities, or services.

City staff reviewed the 2010 U.S. Census and determined that, out of a City population of 76,616 residents, 42,062 (54.9%) of City of Bellflower residents speak a language other than English. In the City of Bellflower, 7,710 residents (10.1%) have limited English proficiency; that is, they speak English "not well" or "not at all". In the City of Bellflower, of those persons with limited English proficiency, the majority speak Spanish. Spanish is the only LEP language group that consists of over 1,000 persons. The Census data query printout is attached as Exhibit I.

2. The frequency with which LEP come in contact with City transit services programs, activities, or services.

All transit services are provided throughout the City. A high percentage of Hispanic/Latino individuals therefore come into contact with transit service bus operators and customer service representatives, including City staff. On-board ridership surveys conducted by the City on February 13, 2014 reflect that 58 percent of riders utilize City services three to five days per week; 25 percent one to two days per week; and 13 percent six to seven days per week.

3. The nature and importance of programs, activities, or services provided by City of Bellflower transit services to the LEP population.

The largest geographic concentration of LEP individuals in the City's transit services area is Spanish-speaking. City transit services are important to LEP patrons because they provide an alternative means of transportation to conduct their day-to-day activities. On-board ridership surveys conducted by the City indicate that 29 percent are captive transit riders, and 71 percent could have made their trip by another means as a passenger. The key trip purposes indicated for trips were 31 percent for shopping; 17 percent for home; 15 percent for work; 10 percent for medical/dental; 8 percent for school; and, 19 percent for other purposes.

4. The resources available to the City and overall cost to provide LEP assistance.

City staff has access to a variety of resources that can help in outreaching and providing LEP assistance at low or no cost. Several City staff members are bilingual in Spanish, Korean, and Tagalog, and can provide the LEP population assistance. The City's current Community-based resources and assistance include:

- City of Bellflower Web Site
- City of Bellflower City Hall
- Simms Park
- Caruthers Park
- Thompson Park
- Los Angeles County MTA – Call center multi-language verbal translation
- Los Angeles County Social Services Department – Call center multi-language translation

The above community resources will be used on a regular basis to assist in identifying needs of the City's LEP population. They will also serve as a means to widely disseminate bilingual transit service information and announcements and to notify the LEP population of planned workshops and outreach efforts.

Based on the four-factor analysis, the City of Bellflower will develop its LEP Plan as outlined in the following section.

### **Identification of LEP Population**

The results of the Four Factor Analysis concluded that Spanish was the only language group that met the Safe Harbor Provision threshold of 1,000 persons or 5% of the City's population.

The Transit Division has developed several possible ways to assist in identifying LEP populations within the City, including:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to City of Bellflower transit-sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. At City of Bellflower transit meetings and events, develop identification cards that indicate primary language spoken, as appropriate. This will assist the City in identifying language assistance needs for future events and meetings.
4. Survey vehicle operators and other front-line staff, like dispatchers, dial-a-ride schedulers, and service development planners on their experience concerning any contacts with LEP persons. City staff will perform the survey within six (6) months of approval of the Title VI Program, and once every three (3) years thereafter.
5. Network with local human services organizations (such as Social Services and Public Health) to assist in identifying LEP groups and individuals most in need of LEP assistance and to further facilitate dissemination of information about the City's transit services.
6. Network with local faith-based and community-based organizations to assist in identifying LEP groups and individuals most in need of LEP assistance and to further facilitate dissemination of information about the City's transit services.

### **Language Assistance Plan Measures**

There are plans for a number of language assistance options available to LEP persons, including both oral and written language services. There are also various ways in which City of Bellflower transit staff can respond to LEP persons, whether in person, by telephone, or in writing.

- Translate vital documents including, but not limited to, Title VI Notice, Complaint Form, Complaint Procedures, and other items related to safety into Spanish. The translations are anticipated to be completed by September 30, 2014.
- Placement of statements in notices and publications that interpreter services are available for these meetings.
- Survey bus drivers and other front-line staff, like dispatchers, Dial-A-Ride schedulers, and service development planners on their experience concerning any contacts with LEP persons during the previous year.
- Post the City of Bellflower Transit Services Title VI Policy and LEP plan on the City of Bellflower website at [www.bellflower.com](http://www.bellflower.com).
- When an interpreter is needed, for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers.

### **Outreach Techniques**

When staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, documents, meeting notices, flyers, and agendas will be printed in an alternative language based on the known LEP population. Interpreters will be available as needed. The City currently uses a variety of outreach approaches, as described below.

#### Public Outreach Activities

The Bellflower Bus schedules are posted on the City of Bellflower web site. The City's web site provides material in both English and Spanish. The City also provides easy access to bilingual (English and Spanish) administrative staff and drivers at the City's Transit office during operating hours to answer questions during their regular shift schedules for those LEP passengers who use the City's bus system.

The City reaches out to the community directly through meetings with agency and community staff and their clients, as needed. Information regarding the City's transit services is disseminated at these meetings, including schedules and appropriate fliers. Schedules also are made available at a variety of locations throughout the community and on the Bellflower Bus.

Recommendations to maximize community involvement are reflected in this plan.

#### Participation in Community Activities

The City engages in community activities that promote its transit services. These activities include functions where a broad cross-section of the community can access available transit information, including schedules, brochures and fliers.

## **Assurances**

The City of Bellflower transit services will ensure that no person, on the grounds of race, color, national origin, as provided by Title VI of the Civil Rights Act of 1964, will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination. Further, the City will notify the public of protections against discrimination afforded them by Title VI Regulations and will take preventive corrective and disciplinary action necessary to stem behavior that violates the rights and privileges the regulations are designed to protect.

The City will post information on its web site and ensure that it reflects up to date information consistent with the requirements of 49 CFR Section 21.9(d).

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

The City of Bellflower will update the LEP as required by U.S. DOT. At a minimum, the plan will be reviewed and updated every three years when the Title VI Program Update is due and supplemented when future U.S. Census data is available, or when it is clear that higher concentrations of LEP individuals are present in the City of Bellflower transit services area. Updates will include the following:

- Documentation of LEP personal contacts.
- How the needs of LEP persons have been addressed.
- Determination of the current LEP population in the service area.
- Determination as to whether the need for translation services has changed.
- Determination of whether local language assistance programs have been effective and sufficient to meet the need.
- Determination of whether the City of Bellflower transit services financial resources are sufficient to fund language assistance resources needed.
- Determination of whether the City of Bellflower has fully complied with the goals of this LEP Plan.
- Determination of whether complaints have been received concerning transit services' failure to meet the needs of LEP individuals.

## **Staff Training**

As part of regular and on-going training for City staff, at a minimum of one training or information session per quarter, trainers will focus on diversity, inclusive practices and language. Training sessions will use, when reasonable, evidence-based training. Staff will be trained on prevention of harassment and discrimination, and on how to best assist LEP individuals.

## **Availability of Title VI Plans and Procedures**

The City of Bellflower LEP Plan and the Title VI Procedures are included in the City of Bellflower's website at [www.bellflower.org](http://www.bellflower.org). Any person or agency with internet access will be able to access and download the plan from the City of Bellflower website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the Plan in translation which the City of Bellflower will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to the City of Bellflower's Title VI Transit Compliance Coordinator:

Kristen Smith  
City of Bellflower  
16600 Civic Center Drive  
Bellflower, CA 90706  
Phone: (562) 804-1424, ext. 2267  
Fax: (562) 925-8660  
Email: [ksmith@bellflower.org](mailto:ksmith@bellflower.org)

**EXHIBIT F  
CITY OF BELLFLOWER  
TRANSIT SERVICES  
PUBLIC PARTICIPATION PLAN (PPP)**

**Key Principles:**

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

- Potentially affected community members will have an appropriate opportunity to participate in decisions about a proposed activity that will affect their environment and/or health;
- The public's contribution can and will influence the City's decision making;
- The concerns of all participants involved will be considered in the decision-making process; and,
- The City will seek out and facilitate the involvement of those potentially affected.

Through an open public process, the City has developed a PPP to encourage and guide public involvement efforts and enhance access to the City's transit service decision-making process by minority and Limited English Proficient (LEP) populations. The PPP describes the overall goals, guiding principles and outreach methods that the City uses to reach its participants.

**Limited English Proficient (LEP)**

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

**Early, Continuous and Meaningful**

The steps outlined in the PPP offer early (in the planning process), continuous and meaningful opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed program decisions on the City's transit services. It is a guide for how the City engages its ever changing diverse community. The City may continue to improve its public participation methods over time based on feedback from all of its participants and community members, including low-income, minority, and LEP populations, as well as customer and community-based organizations.

### **Goals of the Public Participation Plan**

The overarching goals of the City's PPP, which will be presented for public review in July 2016, include:

- Clear Lines of Influence - The process clearly identifies and communicates where and how participants can have influence and direct impact on decision-making.
- Diversity - Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low income neighborhoods, ethnic communities and from LEP populations.
- Accessibility - Every reasonable effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically, and culturally accessible.
- Participant Satisfaction - People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- Partnerships – The City develops and maintains partnerships with community groups.

### **Objectives of the PPP**

The City will use its PPP when considering curriculum changes, reductions in service hours, changes in fare or fare media, and to provide feedback to MTA on any challenges that may arise on bus routes.

### **Regional Partnership/Capital Programming**

The City will reach out to regional partners such as MTA, Long Beach Transit, Norwalk Transit, and others when considering replacement or upgrade of the City's transit system vehicles, transit facilities and other transit amenities.

### **Outreach Efforts: Alerting Potential Participants and Encouraging Engagement**

The City will reach out to our riding community and invite their participation in the planning of programs and services. Noting the diversity of the Gateway Region, and our commitment to inclusion, we have developed outreach initiatives using various platforms, languages, visuals, and tools. As the City's program advances, we may adapt and enhance these methods to better reach participants and expand our messaging and methods, which will include:

- Press releases to local newspapers including English and Spanish;
- Program announcement brochure;
- Direct mail of brochure to non-profit agencies serving special needs population;
- City's web site at "www.bellflower.org" (under "City Departments – Parks & Recreation Department– Transportation);
- Social media announcements on City transit services using Facebook and Twitter;

- E-blast announcements of program;
- Placement of flyers in City transit buses
- Participation in community events to distribute brochures and talk with people regarding or about the City's transit services;
- Placement of flyers in community centers.

### **Public Meetings**

When considering a program change, the City will:

- Publicize or promote proposed changes and public meetings to the public using the methods listed in the *Outreach Efforts: Alerting Potential Participants and Encouraging Engagement* section (Page 22);
- Schedule meetings at times and locations that are convenient and accessible for minority, low income, and LEP communities;
- Employ different meeting sizes and formats, including town hall, social media, and community-based;
- Coordinate with community organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities;
- Host meetings in locations that are ADA compliant and accessible to people with disabilities;
- Consider newspaper ads and local media as well as podcasts that serve LEP populations;
- Utilize press release, mailers or e-blasts to announce public meetings, specifically identifying the time, place, and meeting topic(s);
- All materials, program opportunities, and program policies will be discussed at meetings, as to create an inclusive and transparent program for community members and program participants;
- Materials sent out will be translated into Spanish, and other languages upon request or based on need; or a translator will be available, if requested and where feasible;
- Provide opportunities for public participation through means other than written communication, such as one-on-one interviews or use of audio or video recording devices to capture oral comments;
- Once public meeting is held, there will be a weeklong "comment period" (7 days), where community members can submit feedback on the meeting topic(s);
- Once complete, City staff will analyze and summarize all program feedback and present it to City management for decision making;
- Vital program policies and procedures will be available on the City's website, City Clerk's office and at the Simms Park Administration Office;
- Additional policies and procedures will be available upon request to community members or program participants.

### **City Transit Service Mediums (Bilingual)**

- Print - Newspapers and other periodicals
- Outdoor - Advertising on board buses (interior and exterior) and on bus shelters
- Internet – Via City’s website at <http://www.bellflower.org>
- Social Media - On Facebook and Twitter
- U.S. Mail - Direct mail to community partners
- In-Person – At public meetings

### **Incorporation of Public Comments as Part of Decision-Making Process**

All comments received through the PPP are given careful and thoughtful consideration. Because there are a number of different ways participants or members of the community can comment on proposed service changes, all comments will be compiled into a single document for presentation to the Director of Parks and Recreation.

### **Identification of Stakeholders**

Stakeholders are those who are either directly or indirectly affected by a plan, or the recommendations of that plan. Those who may be adversely affected, or who may be denied benefit of a plan's recommendation(s), are of particular interest in the identification of specific stakeholders. Stakeholders can come from a number of groups including general citizens/residents, minority and low-income persons, public agencies, and private organizations and businesses. While stakeholders may vary based on the plan or program being considered, the City has assembled a listing of stakeholders with whom we regularly communicate through email and direct mail. A complete list of City transit service community stakeholders can be obtained by contacting the City’s Parks and Recreation Department.

### **Stakeholder List**

Any community organization or person can be added to the City’s transit services stakeholder list and receive regular communications regarding travel services by contacting the City’s Parks and Recreation Department at (562) 804-1424, ext. 2267. Local organizations and businesses can also request that a speaker from the City’s transit services attend their regular meeting at the same number or through the City’s website at [www.bellflower.org](http://www.bellflower.org)

NOTE: Because the City will be receiving the FTA pass-through funds this year, there was no public participation plan of this type prepared or implemented within the last three years. The lack of change to the City’s transit services during this period did not require any public participation.

**EXHIBIT G  
CITY OF BELLFLOWER  
SYSTEM-WIDE SERVICE STANDARDS  
BELLFLOWER BUS FIXED-ROUTE SYSTEM**

**Background**

FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers may establish their own standards.

Definitions

- Vehicle Headway: A measure of time between two vehicles in a transit system traveling in the same direction. A “shorter” headway signifies a more frequent service.
- Vehicle Load Ratio: A ratio of passengers to seats in a transit system vehicle. For example, a 1.00 load ratio means that every seat on the bus is filled and there are no standing passengers, whereas a 1.25 load ratio means that every seat on the bus is filled and the number of standing passengers equals 25% of the number of seats on the bus.
- On-time Performance: A measure of runs completed as scheduled.
- Service Availability: A measure of system accessibility for community residents.

**Vehicle Headway Standards**

The current vehicle headway standard is 30 minutes for both the North and South Bellflower Bus lines. This standard is evaluated each year with adjustments, if any, based on prior year’s performance.

**Vehicle Load Ratio Standards**

The current vehicle load ratio for Bellflower Bus is 1.42 passengers per seat for both North and South Bellflower Bus lines. This standard is evaluated each year with adjustments, if any, based on prior year’s performance.

**On-Time Performance Standards**

A vehicle is considered on time if it departs a scheduled timepoint no more than one minute early and no more than five minutes late. Bellflower Bus’ on-time performance objective is 90% or greater. The City of Bellflower continuously monitors on-time performance and system results are part of performance reports covering all aspects of operations.

**Service Availability Standards**

The City of Bellflower’s service availability standards will strive to ensure that 90% of residents in the service area are within one-half mile of bus service.

**EXHIBIT H  
CITY OF BELLFLOWER  
SYSTEM-WIDE SERVICE POLICIES  
FIXED-ROUTE SYSTEM**

**Background**

FTA requires that all providers of fixed-route public transportation develop qualitative policies for the following procedures:

- Vehicle Assignment
- Transit Amenities

**Policies**

Vehicle Assignment Policy

A vehicle(s) will be assigned to each of the Bellflower Bus fixed-routes such that the average age of the fleet serving each route does not exceed over three years beyond the FTA useful life standard of the assigned vehicle type.

All vehicles will be equipped with air conditioning.

All vehicles will be equipped with wheel chair lifts.

All vehicles will be equipped with bike racks.

The capacity of vehicles will be matched to the operating characteristics of the route.

Transit Amenities Policy

Installation of transit amenities along bus routes will be based on the number of passenger boardings at stops along those routes.

**EXHIBIT I  
 CITY OF BELLFLOWER  
 2010 U.S. CENSUS DATA**

U.S. Census Bureau

AMERICAN  
**FactFinder**



B16004

**AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER**

Universe: Population 5 years and over  
 2008-2012 American Community Survey 5-Year Estimates

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

	Bellflower city, California	
	Estimate	Margin of Error
Total:	70,292	+/-643
5 to 17 years:	16,677	+/-806
Speak only English	8,144	+/-817
Speak Spanish:	7,539	+/-660
Speak English "very well"	5,953	+/-641
Speak English "well"	1,197	+/-315
Speak English "not well"	389	+/-146
Speak English "not at all"	0	+/-30
Speak other Indo-European languages:	25	+/-36
Speak English "very well"	25	+/-36
Speak English "well"	0	+/-30
Speak English "not well"	0	+/-30
Speak English "not at all"	0	+/-30
Speak Asian and Pacific Island languages:	820	+/-230
Speak English "very well"	750	+/-221
Speak English "well"	36	+/-38
Speak English "not well"	34	+/-33
Speak English "not at all"	0	+/-30
Speak other languages:	149	+/-91
Speak English "very well"	117	+/-73
Speak English "well"	32	+/-51
Speak English "not well"	0	+/-30
Speak English "not at all"	0	+/-30
18 to 64 years:	47,032	+/-748
Speak only English	19,952	+/-1,141
Speak Spanish:	20,882	+/-1,192
Speak English "very well"	10,556	+/-864
Speak English "well"	5,108	+/-604
Speak English "not well"	3,659	+/-514
Speak English "not at all"	1,559	+/-436
Speak other Indo-European languages:	617	+/-246
Speak English "very well"	383	+/-211
Speak English "well"	180	+/-119
Speak English "not well"	41	+/-35
Speak English "not at all"	13	+/-20
Speak Asian and Pacific Island languages:	4,722	+/-614

	Bellflower city, California	
	Estimate	Margin of Error
Speak English "very well"	2,566	+/-402
Speak English "well"	1,524	+/-302
Speak English "not well"	517	+/-142
Speak English "not at all"	115	+/-79
Speak other languages:	859	+/-251
Speak English "very well"	521	+/-170
Speak English "well"	166	+/-86
Speak English "not well"	119	+/-70
Speak English "not at all"	53	+/-63
65 years and over:	6,583	+/-501
Speak only English	3,581	+/-334
Speak Spanish:	1,776	+/-293
Speak English "very well"	607	+/-168
Speak English "well"	353	+/-114
Speak English "not well"	324	+/-135
Speak English "not at all"	492	+/-171
Speak other Indo-European languages:	308	+/-101
Speak English "very well"	189	+/-87
Speak English "well"	51	+/-33
Speak English "not well"	37	+/-34
Speak English "not at all"	31	+/-32
Speak Asian and Pacific Island languages:	858	+/-178
Speak English "very well"	198	+/-85
Speak English "well"	355	+/-128
Speak English "not well"	236	+/-98
Speak English "not at all"	69	+/-53
Speak other languages:	60	+/-46
Speak English "very well"	9	+/-13
Speak English "well"	30	+/-31
Speak English "not well"	13	+/-19
Speak English "not at all"	8	+/-12

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

While the 2008-2012 American Community Survey (ACS) data generally reflect the December 2009 Office of Management and Budget (OMB) definitions of metropolitan and micropolitan statistical areas; in certain instances the names, codes, and boundaries of the principal cities shown in ACS tables may differ from the OMB definitions due to differences in the effective dates of the geographic entities.

Estimates of urban and rural population, housing units, and characteristics reflect boundaries of urban areas defined based on Census 2000 data. Boundaries for urban areas have not been updated since Census 2000. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

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

Explanation of Symbols:

1. An "" entry in the margin of error column indicates that either no sample observations or too few sample observations were available to compute a standard error and thus the margin of error. A statistical test is not appropriate.
2. An "-" entry in the estimate column indicates that either no sample observations or too few sample observations were available to compute an estimate, or a ratio of medians cannot be calculated because one or both of the median estimates falls in the lowest interval or upper interval of an open-ended distribution.
3. An "-" following a median estimate means the median falls in the lowest interval of an open-ended distribution.
4. An "+" following a median estimate means the median falls in the upper interval of an open-ended distribution.
5. An "" entry in the margin of error column indicates that the median falls in the lowest interval or upper interval of an open-ended distribution. A statistical test is not appropriate.
6. An "" entry in the margin of error column indicates that the estimate is controlled. A statistical test for sampling variability is not appropriate.