



Alexandria Transit Company Board of Directors Meeting



February 9, 2022 @ 5:30pm
Meeting Held Electronically
Livestream on ZOOM and Facebook Live

ITEM	DESCRIPTION	PAGE #	PRESENTER
#1	Public Meeting Call to Order, Welcome, and Public Comment	N/A	Mr. Kaplan
#2	Consideration of Approval Meeting Minutes a) ATC Board of Directors Meeting – January 12, 2022	2-5	All
#3	Board Member Announcements, Reports & Business Items a) Chair’s Report & Appointment of Sub-committee to Fill Current Board Vacancy b) T&ES Report c) Others	6-7	Mr. Kaplan Ms. Orr All
#4	General Manager’s Reports a) Manager Updates b) Battery Electric Bus Training Presentation	8-9	Mr. Baker Mr. Mui
#5	Financial Reports a) Financial Report b) Balance Sheet c) Summary Income Statement d) Budget vs. Actual	10-13	Mr. Ryder
#6	Planning Reports a) Ridership Update b) DASH Title VI Policies & Standards—Draft	14-15	Mr. Barna
#7	Next Meeting Date & Adjournment The next regular meeting of the Alexandria Transit Company Board of Directors is scheduled for Wednesday, March 9, 2022	16	All

ATC Board Agenda Detail

Item #: 2
Item Title: Meeting Minutes
Contact: Beth Reveles, Secretary to the Board
Board Action: Consideration of Approval



Alexandria Transit Company (ATC) BOARD OF DIRECTORS MEETING MINUTES January 12, 2022

A meeting of the Board of Directors of the Alexandria Transit Company was held on Wednesday, January 12, 2022, on Zoom due to the COVID-19 outbreak. The meeting was held pursuant to Virginia Code Section 2.2-3708.2(A)(3), the Continuity of Government ordinance adopted by the City Council on June 20, 2020, to undertake essential business. All the members of the Board and staff participated from remote locations through the Zoom meeting. A recording of the meeting was made and is available upon request.

Board members present: David Kaplan, Linda Bailey, Brandi Collins, Matt Harris, Jim Kapsis, Steve Klejst, Hillary Orr, Ian Greaves

Board members absent: Larry Chambers, Ajashu Thomas

Staff members attending: Josh Baker, Raymond Mui, Martin Barna, Joseph Quansah, Whitney Code, Kaitlyn Beisel, Beth Reveles, John Lanocha, James Owens, Swinda Carcamo, Edward Ryder, Corey Black, Courtney Wynn, Elizabeth Kelley, Jennifer Slesinger

Other attendees: Bob Gronenberg, Jim Durham, Ross Simons, Cristin Tolen, Andrea Ferri

Board Meeting Agenda Item #1

#1 – Call to Order, Welcome and Public Comment

Chair Kaplan welcomed everyone and called the meeting to order. The meeting began with the electronic reading of the required public notice for virtual board meetings.

The Chair asked for the Calling of the Role.

The Chair asked if anyone had registered for public comment. General Manager Josh Baker responded that there was a written submission from Denise Robotti who was not on the Zoom call. He read aloud her comment:

I would like to know if the New DASH Network is going to be fixed to care for the North Van Dorn corridor and if Martin Barna received her email.

Mr. Baker explained that Staff had spoken to Ms. Robotti regarding her concerns and informed her of the alternative service available in lieu of the old AT5 service which was removed from that corridor. The alternative service being the WMATA bus 7A route which was recently enhanced in December to provide more frequent service. Mr. Baker continued that he confirmed that Mr. Barna had been in contact with Ms. Robotti regarding her concerns.

Mr. Baker stated that we received a second written submission from Elizabeth Griffin but it was unclear as to its meaning and may have been entered in error; therefore, there was no information to share with the Board.

As there were no further submissions or speakers, the Chair closed public comment.

Agenda Item #2 – Consideration of Approval of Meeting Minutes

#2a – ATC Board of Directors Meeting – December 8, 2021

The Chair called for a motion to approve the December minutes and asked if there were any corrections, revisions, or amendments. A motion was made by Matt Harris and seconded by Steve Klejst to approve the minutes. There was no further discussion, and the motion carried unanimously.

Agenda Item #3 – Board Member Announcements, Reports & Business Items

#3a – Chair’s Report & Proposed Amendment to the ATC By-laws

The Chair announced a tentative date has been set for the ATC Stockholders meeting. He reminded the Board that this meeting must be held annually to transact certain business related to the ATC to continue to exist as a corporation. The ATC by-laws state that each Board member serves for a renewable one-year term which must be renewed by City Council during the Stockholder meeting; the approval of the outside auditor, which is the same auditor used by the City, also takes place during the Stockholders meeting. Any other business the Board would like to bring forward is presented to City Council as well.

The Chair asked the citizen Board members to notify him and the Board secretary as to whether they would like to serve another term.

The Chair asked the Board to vote on the approval to the revision to the ATC by-laws which he reviewed, and which was shared with the Board in advance of the meeting. The revision concerns the composition of the ATC Board of Directors by removing the requirement that the Board must include a citizen member who has financial expertise and experience. He felt by not removing this requirement the Board would be restricting the number of individuals that would qualify to serve on the Board.

The Chair asked for a motion to approve the revision to the by-laws. A motion was made by Matt Harris and seconded by Jim Kapsis. There was no further discussion, and the motion carried unanimously.

The Chair’s report concluded by addressing snow removal from last week’s snowstorm. He acknowledged that T&ES staff are asked to do a tremendous amount of work with very limited resources and staff. It concerns him that for those that rely on transit, many of the bus stops and paths to those stops are blocked by snowbanks as a result of the City’s plowing.

Transportation Division Director Hillary Orr thanked the Chair for his comments and agreed that snow removal was a priority. She continued that T&ES would work with DASH staff to prioritize snow removal for those bus stops with high ridership.

#3b – T&ES Report

Transportation Division Director Hillary Orr provided a review of her written report which was shared with the Board in advance of the meeting.

#3c – WMATA Budget Letter in Support of the Reinstatement of 11Y Service to its Original Form

Principal Planner Jen Slesinger provided a review of the draft letter to WMATA. The letter was shared with the Board in advance of the meeting.

The Chair called for a motion to adopt the letter. A motion was made by Steve Klejst to approve the letter as presented and seconded by Matt Harris. There was no further discussion, and the motion carried unanimously.

#3d – Others

The Chair asked if there were any other announcements from the Board. He reminded the Board that he serves on the Commission on Aging, and his term was to end in December. He had planned to retire from the commission, but due to the commission's high turnover rate, he agreed to apply for one more term (three years) and would be co-chairing the Transportation Committee. With that, he feels there will be many opportunities for DASH to present to the Commission.

Agenda Item #4 – General Manager's Report

#4a – COVID-19 Operational Status Briefing

General Manager Josh Baker reviewed his report which was shared with the Board in advance of the meeting.

#4b – Roadeo Event Information

The GM provided information on the Roadeo event which was shared with the Board in advance of the meeting.

Agenda Item #5 – Financial Reports

#5a – Financial Report

Director of Finance & Administration Edward Ryder provided a review of his report which was shared with the Board in advance of the meeting.

#5b – Balance Sheet

Mr. Ryder reviewed this portion of the report which was shared with the Board in advance of the meeting.

#5c – Summary Income Statement

Mr. Ryder reviewed this portion of the report which was shared with the Board in advance of the meeting.

#5d – Budget vs. Actual

Mr. Ryder reviewed this portion of the report which was shared with the Board in advance of the meeting.

The Chair asked for the status of advertising on DASH buses and stated that he had not seen a wrapped DASH bus. Mr. Ryder responded that he is still familiarizing himself with the advertising contract. Mr. Baker explained that the DASH contract does not include bus wraps but only allows for advertising on the sides and rear of the buses. The contract also does not allow for windows to be covered with ads.

Agenda Item #6 – Planning Reports

#6a –Ridership Update

Director of Planning & Marketing Martin Barna reviewed this portion of his report which was shared with the Board in advance of the meeting.

#6b –DRPT Memo & Resolutions

Mr. Barna reviewed the DRPR grant applications which was share with the Board in advance of the meeting.

The Chair asked for a motion to approve the grant applications. A motion was moved by Steve Klejst and seconded by Ian Greaves. There was no further discussion, and the motion carried unanimously.

Agenda Item #7– Next Meeting Date & Adjournment

A final motion to adjourn the meeting was made by Linda Bailey and seconded by Jim Kapsis. A vote was called, and the motion was approved unanimously.

The next regular meeting of the Alexandria Transit Company Board of Directors is scheduled for February 9, 2022, at 5:30pm via Zoom/Facebook Live.

Minutes respectfully submitted by:
Beth Reveles
Secretary to the Board
Alexandria Transit Company

ATC Board Agenda Detail

Item #: 3a
Item Title: Chair Report & Appointment of Sub-committee to Fill Current Board Vacancy
Contact: David Kaplan, Chair of the Board
Board Action: FYI



With the recent resignation of Lawrence Chambers and Jim Kapsis, the Board currently consists of eight directors. According to the ATC By-laws, the number of directors shall be a minimum of nine (9); therefore, the Chair will appoint a sub-committee to assist with filling the vacancy.

ATC Board Agenda Detail

Item #: 3b
Item Title: T&ES Report
Contact: Hillary Orr, Deputy Director, Transportation
Board Action: FYI



WMATA Service Updates

Bus Service

Metrobus is returning to regular weekday service on Monday, February 7. Metrobus had been operating on [a modified Saturday schedule](#), offering approximately 75 percent of normal weekday service, since January 10 due to covid-related staffing shortages.

While Metro is still experiencing above-average absenteeism, case rates are declining, and employees are returning to work following their quarantine requirements. While Metro works to restore regular service on Metrobus, it will strategically deploy additional buses when possible to help increase capacity on busy lines. Metro is working to identify exact staffing levels at each bus division to schedule shifts and re-mobilize the bus fleet. Once regular Metrobus service has resumed, some trips may need to be adjusted based on employee availability each day.

Metrorail Service

Presidents Day Weekend (February 19-21), WMATA will be closing the six Metrorail stations south of National Airport for radio cable installation work and Potomac Yard station construction. Bus routes will be provided on the [WMATA website](#).

FY 2023 WMATA Budget

The public comment period for [Metro's Fiscal Year 2023 \(FY23\) budget](#) is open through Tuesday, February 15.

The budget takes into account the planned launch of Metrorail service to six new Silver Line stations, expanding Metro access to Dulles Airport and beyond, and the opening of Potomac Yard Station on the Yellow and Blue lines. The budget proposals also include a number of service improvements on Metrobus and Metrorail, fare changes to provide better value to riders, and a \$2.3 billion capital budget to continue aggressive construction and rehabilitation projects that are foundational for safe and reliable service. Full information about the proposals and ways to provide feedback are available at wmata.com/budget.

City staff are working with the Transportation Commission and Mayor Justin Wilson to provide feedback letters on the proposed budget.

ATC Board Agenda Detail

Item #: 4a
Item Title: Manager Updates
Contact: Josh Baker, General Manager
Board Action: FYI



COVID-19 Operational Updates:

DASH has continued to face challenges due to absences associated with the effects of the COVID-19 Omicron Variant. At present, we are operating an enhanced Saturday service schedule. Twice weekly reviews of staffing levels are continuing and will inform the date upon which we can return to regular service.

In addition to the challenges related to absences, we continue to face recruitment shortages and despite maintaining a low turnover rate we are just shy of 90% staffing required to operate full service. It is anticipated that restoring regular service will substantially increase overtime until early summer when we expect to have staffing levels restored. We are evaluating recruitment incentive options including signing bonuses and similar incentives, however, these are contingent upon budgetary capacity in a year when we are already tight on funds.

City/ATC MOU for Federal Funds:

As a part of the ongoing efforts to apply for Federal discretionary capital grants, an MOU is being drafted between the City of Alexandria and the Alexandria Transit Company. This is necessary to outline roles and responsibilities between the parties and serves to ensure compliance with Federal Transportation Administration regulations. It is anticipated that the MOU will be presented to the Board for approval at the March meeting. Due to the tight timelines associated with these grants, City Council will need to consider approval of the same MOU at the April 5th, 2022 Council meeting. It is anticipated that the Board will be provided with the draft MOU prior to the March 9 Board meeting. Such draft will first be reviewed by ATC General Counsel Lonnie Rich prior to distribution.

DC Auto Show:

DASH participates for the first time at the EV Pavilion

From January 21-30, DASH participated in the 2022 DC Auto Show at the Walter E. Washington Convention Center in Washington, DC. The auto show featured an all-new EV Pavilion to showcase new and exciting electric vehicles throughout the industry. DASH displayed a new 100% battery-electric articulated bus, which measures 60ft., during the event. The bus was accompanied by an information table that provided the bus specifications along with awesome giveaway prizes for visitors. DASH also used this opportunity to promote our recruitment efforts which focused on bus operators and mechanics. Our staff spoke with approximately 5,000 event attendees, and our electric, articulated bus was even featured on Good Morning America!



ATC Board Agenda Detail

Item #: 4b
Item Title: Battery Electric Bus Training Presentation
Contact: Raymond Mui, Assistant General Manager
Board Action: FYI



Alexandria Transit Company (DASH) currently operates a fleet of 14 Battery Electric buses, with its commitment to transition to a 100% Zero Emissions fleet by 2035. The buses are manufactured by both New Flyer Industries and Proterra and include the region’s first fully electric 60-foot articulated buses.

DASH’s deployment of Battery Electric buses is the largest in the Commonwealth of Virginia and one of the largest in the DC Region. Our deployment has received a lot of industry attention and interest from across the Commonwealth, Region, and Nation. As part of the initial deployment of fully electric buses, a key element to success will be adequate training opportunities and familiarization for DASH’s fleet maintenance technicians and mechanics.

Raymond Mui, DASH Assistant General Manager, will provide the ATC Board of Directors a presentation of DASH’s approach to electric vehicle maintenance training.

ATC Board Agenda Detail

Item #: 5a
Item Title: Financial Report
Contact: Edward Ryder, Director of Finance & Administration
Board Action: FYI, Discussion



Financial Results for the Month Ended December 31, 2021 & FY 2022 Projection

December 2021 Results

In December, ATC experienced a monthly year to date deficit of (\$2,394,434). As with prior months, the monthly variance is not as important as the year-end projections, due to the timing of reimbursements and new funds.

Reimbursements for the **I-395 Commuter Choice** grants are currently being processed and submitted. These cover reimbursements for the months of September-December, the combined total of the **reimbursements for these months equal \$1.6M** and will be primarily applied against operating wage related expenses. The entire grant covers \$4.3M for the year. The grants themselves are not put into the FY22 budget source, but neither are the associated costs. This can explain why wages and fringe benefits for operations have been consistently over budget, as the cost for running the I-395 service is excluded from the budget. Once applied, operations costs in February will be significantly lower than previous months due to the reimbursements of the four months being applied against them.

TRIP Grant Funding will also play a role in reducing this deficit, monthly YTD deficit does not reflect the **\$2.5m in additional funds** that will arrive later in the Fiscal Year.

Items of note for December and the rest of FY22 include:

- **Operations overtime** remains high. This has been a consistent issue in FY22. The New DASH network needs approximately 15 more drivers. A task force at DASH has been set up to explore potential recruiting options to help fill those vacancies. Until vacancies are filled, overtime will remain an issue.
- **Fuel & Lubricants** as with past months, this remains high and reflects continued higher diesel prices, a negative variance staff expects to continue through the year.
- **Advertising Revenue** continues to be slow to fully materialize. Thus far we have only recognized \$11K against a budget of \$150K.
- **Mark Center Revenue** to date this revenue has held steady to the monthly projections, but it is worth mentioning it has been removed from projections for future months, as it ended November 30th. This is reflected in the year end projections.

ATC Board Agenda Detail

Item #: 5b
Item Title: Balance Sheet
Contact: Edward Ryder, Director of Finance & Administration
Board Action: FYI, Discussion



ALEXANDRIA TRANSIT COMPANY
Balance Sheet as of December 31, 2021

ASSETS

Cash - City of Alexandria Pooled	\$ (2,377,412)
Cash - Payroll Account	140,539
Due from Other Governments	183,907
Receivables	357,749
Prepaid Expenditures	336,068
Parts and Supplies Inventory	849,047
Capital Assets	59,780,931
Less: Accumulated Depreciation	<u>(26,242,025)</u>
TOTAL ASSETS	<u>\$ 33,028,804</u>

LIABILITIES

Accounts Payable	\$ 265,520
Payroll Liabilities	47,045
Accrued Vacation	1,240,225
Deferred Revenue (CARES Act)	<u>665,071</u>
Total Liabilities	<u>\$ 2,217,861</u>

NET POSITION

Net Investment in Capital Assets	\$ 33,538,906
Unrestricted	<u>(2,727,963)</u>
Total Net Position	<u>\$ 30,810,943</u>

TOTAL LIABILITIES AND NET POSITION	<u>\$ 33,028,804</u>
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This statement is unaudited and prepared for the sole use of management and the Board of Directors of ATC.

ATC Board Agenda Detail

Item #: 5c
Item Title: Summary Income Statement
Contact: Edward Ryder, Director of Finance & Administration
Board Action: FYI, Discussion



ALEXANDRIA TRANSIT COMPANY
Summary Income Statement for the Month Ended December 31, 2021

	Actual	Budget	Variance	FY2022 Projected	FY2022 Annual Budget
REVENUES:					
City Contribution - King Street Trolley	449,838	554,838	(105,000)	1,109,072	899,672
Passenger Revenue	487,513	280,998	206,515	485,211	562,000
102X Mark Center Charter	353,552	429,264	(75,712)	355,636	858,524
Other Charter Revenue	32,309	30,000	2,309	48,582	60,000
Advertising Revenue	11,276	90,000	(78,724)	180,000	180,000
Miscellaneous Revenue	8,049	27,498	(19,449)	34,279	55,000
Total Operating Revenue	1,342,537	1,412,598	(70,061)	2,212,780	2,615,196
Virginia TRIP Funding	-	-	-	2,500,000	2,500,000
CARES/CRRSAA Transit Funds	1,312,802	1,446,138	(133,336)	2,624,013	2,892,277
City Contribution - Regular Subsidy	9,078,243	8,878,248	199,995	17,756,497	17,756,497
Total Revenue	11,733,582	11,736,984	(3,402)	25,093,290	25,763,970
EXPENDITURES:					
Operations	8,811,677	6,952,566	(1,859,111)	14,210,072	13,695,250
Maintenance	2,911,016	2,627,214	(283,802)	5,949,677	5,254,380
Administration	2,376,801	2,300,502	(76,299)	4,750,860	4,600,977
Capital Outlay	28,522	109,266	80,744	28,522	218,522
Total Expenditures	14,128,016	11,989,548	(2,138,468)	24,939,131	23,769,129
Net Surplus (Deficit)	(2,394,434)	(252,564)	(2,141,870)	154,159	1,994,841

This statement is unaudited and prepared for the sole use of management and the Board of Directors of ATC.

ATC Board Agenda Detail

Item #: 5d
Item Title: Budget vs. Actual
Contact: Edward Ryder, Director of Finance & Administration
Board Action: FYI, Discussion

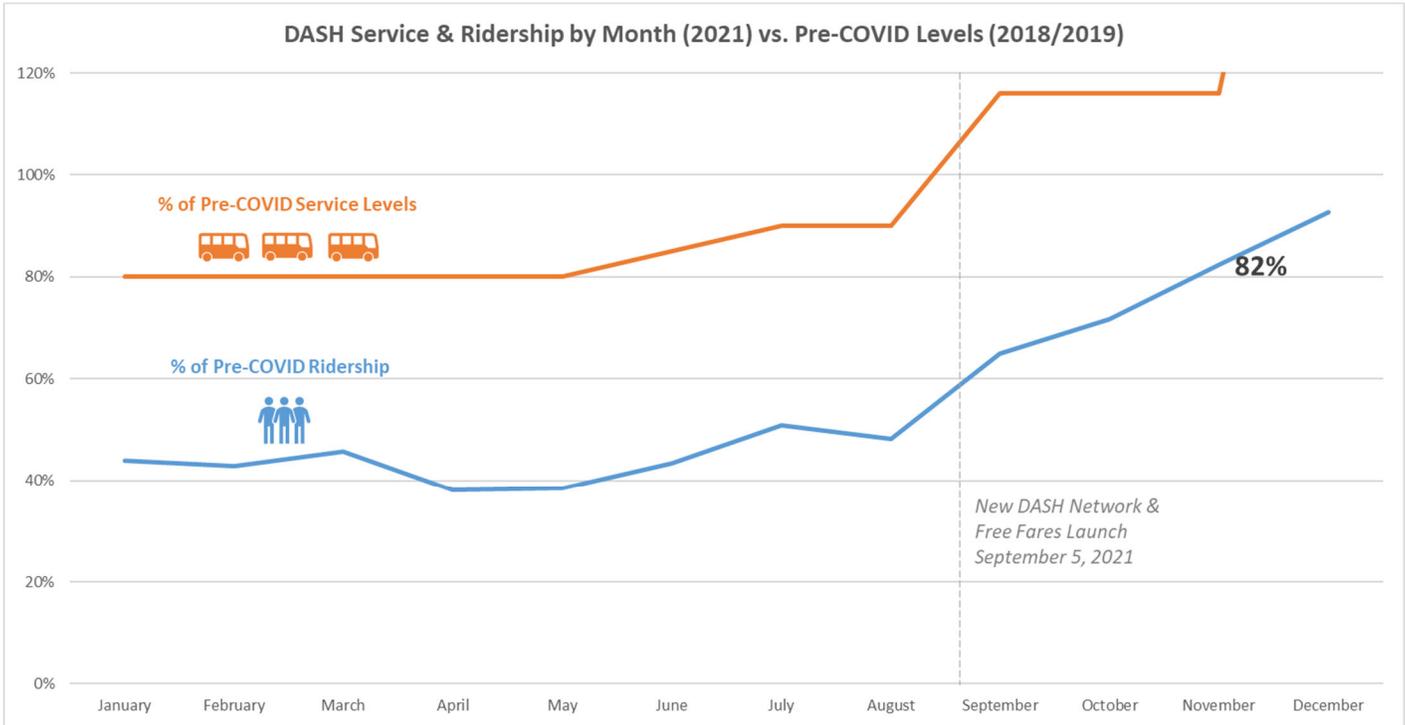
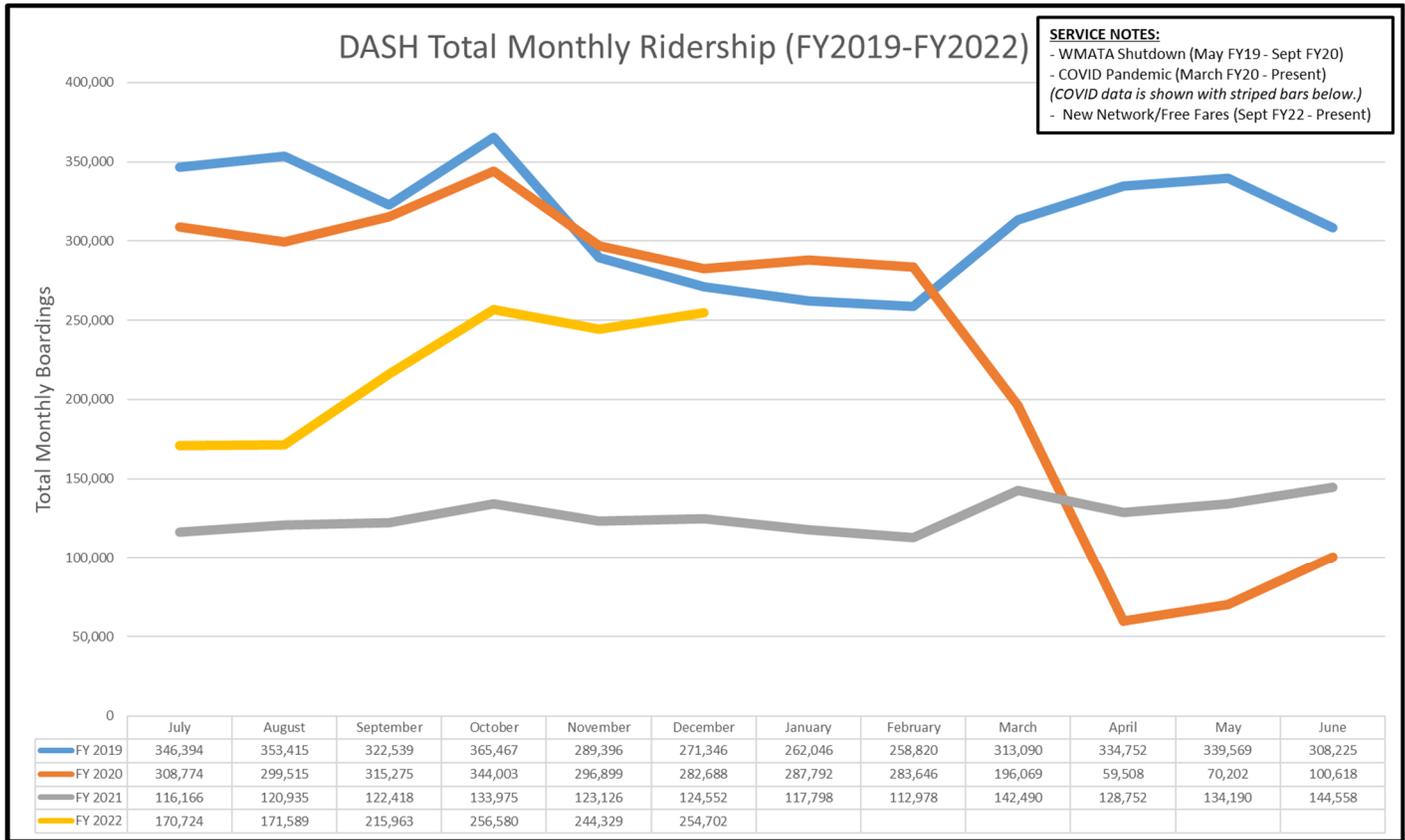


Budget vs. Actual Report for the Month Ended December 31, 2021

Description	CM Actual	CM Budget	Variance	YTD Actual	YTD Budget	Variance	FY2022 Projected	FY2022 Annual Budget	Projected Year End Variance
REVENUE									
City Contribution - King Street Trolley	74,973	92,473	(17,500)	449,838	554,838	(105,000)	1,109,072	1,109,672	(600)
Passenger Revenue	2,302	46,833	(44,531)	487,513	280,998	206,515	485,211	562,000	(76,789)
102X Mark Center Charter	71,544	71,544	-	353,552	429,264	(75,712)	355,636	858,524	(502,888)
Other Charter Revenue	(69,901)	5,000	(74,901)	32,309	30,000	2,309	48,582	60,000	(11,418)
Advertising Revenue	-	15,000	(15,000)	11,276	90,000	(78,724)	180,000	180,000	-
Miscellaneous Revenue	1,930	4,583	(2,653)	8,049	27,498	(19,449)	34,279	55,000	(20,721)
TOTAL OPERATING REVENUE	80,848	235,433	(154,585)	1,342,537	1,412,598	(70,061)	2,212,780	2,825,196	(612,416)
Virginia TRIP Program	-	-	-	-	-	-	2,500,000	2,500,000	-
CARES/CRRSSA Transit Funds	241,023	241,023	-	1,312,802	1,446,138	(133,336)	2,624,013	2,892,277	(268,264)
City Contribution - Regular Subsidy	1,513,040	1,479,708	33,332	9,078,243	8,878,248	199,995	17,756,497	17,756,497	-
TOTAL REVENUE	1,834,911	1,956,164	(121,253)	11,733,582	11,736,984	(3,402)	25,093,290	25,973,970	(880,680)
OPERATING EXPENDITURES									
OPERATIONS									
Wages - O	1,139,725	863,231	(276,494)	6,666,399	5,179,386	(1,487,013)	10,624,625	10,358,900	(265,725)
Fringe Benefits - O	212,552	158,091	(54,461)	1,074,911	948,546	(126,365)	1,865,898	1,897,100	31,202
Payroll Taxes - O	85,679	63,167	(22,512)	501,508	379,002	(122,506)	781,119	758,000	(23,119)
Retirement Contributions - O	90,220	64,250	(25,970)	524,894	385,500	(139,394)	818,893	771,000	(47,893)
Total Operations Personnel	1,528,176	1,148,739	(379,437)	8,767,712	6,892,434	(1,875,278)	14,090,535	13,785,000	(305,534)
Operating Materials and Supplies	1,554	3,167	1,613	12,726	19,002	6,276	38,000	38,000	-
Operator Training	2,557	2,916	359	14,400	17,496	3,096	35,000	35,000	-
Training and Travel - O	75	3,939	3,864	16,839	23,634	6,795	46,537	47,250	713
TOTAL OPERATIONS EXPENDITURES	1,532,362	1,158,761	(373,601)	8,811,677	6,952,566	(1,859,111)	14,210,072	13,905,250	(304,822)
MAINTENANCE									
Wages - M	175,595	188,468	12,873	1,092,895	1,130,808	37,913	2,519,779	2,261,600	(258,179)
Fringe Benefits - M	40,178	26,492	(13,686)	154,141	158,952	4,811	314,138	317,900	3,762
Payroll Taxes - M	13,251	14,242	991	82,513	85,452	2,939	183,279	170,900	(12,379)
Retirement Contributions - M	13,013	14,892	1,879	83,212	89,352	6,140	189,566	178,700	(10,866)
Total Maintenance Personnel	242,037	244,094	2,057	1,412,761	1,464,564	51,803	3,206,761	2,929,100	(277,661)
Fuel & Lubricants	133,119	93,500	(39,619)	745,503	561,000	(184,503)	1,458,371	1,122,000	(336,371)
Repair Parts & Supplies	159,973	57,461	(102,512)	430,585	344,766	(85,819)	697,585	689,525	(8,060)
Maintenance Services	30,718	14,706	(16,012)	110,396	88,236	(22,160)	216,164	176,469	(39,695)
Building Maintenance	29,469	27,024	(2,445)	210,442	162,144	(48,298)	359,346	324,286	(35,060)
Training and Travel - M	85	1,084	999	1,329	6,504	5,175	12,500	13,000	500
TOTAL MAINTENANCE EXPENDITURES	595,401	437,869	(157,532)	2,911,016	2,627,214	(283,802)	5,950,727	5,254,380	(696,347)
ADMINISTRATION									
Wages - A	146,198	146,141	(57)	816,248	876,846	60,598	1,874,322	1,753,700	(120,622)
Fringe Benefits - A	27,744	18,575	(9,169)	117,742	111,450	(6,292)	232,607	222,900	(9,707)
Payroll Taxes - A	9,377	11,192	1,815	58,950	67,152	8,202	137,276	134,300	(2,976)
Retirement Contributions - A	10,583	10,600	17	61,259	63,600	2,341	135,544	127,200	(8,344)
Total Administrative Personnel	193,902	186,508	(7,394)	1,054,199	1,119,048	64,849	2,379,749	2,238,100	(141,649)
Insurance	70,324	71,250	926	361,411	427,500	66,089	760,087	855,000	94,913
Professional Services	202,296	71,373	(130,923)	607,265	428,238	(179,027)	958,402	856,490	(101,912)
Utilities	24,368	20,292	(4,076)	133,084	121,752	(11,332)	263,517	243,500	(20,017)
Telecommunications	8,878	8,960	82	54,879	53,760	(1,119)	107,601	107,520	(81)
Printing & Advertising	5,848	5,875	27	63,413	35,250	(28,163)	70,500	70,500	-
Training, Travel, Events	8,112	4,750	(3,362)	20,257	28,500	8,243	27,000	57,000	30,000
Office Equipment and Supplies	10,372	5,375	(4,997)	65,721	32,250	(33,471)	65,026	64,467	(559)
Employee Recognition	6,058	1,667	(4,391)	6,636	10,002	3,366	20,111	20,000	(111)
Dues and Subscriptions	3,786	1,492	(2,294)	9,936	8,952	(984)	21,668	17,900	(3,768)
Grant Local Match	-	5,875	5,875	-	35,250	35,250	77,200	70,500	(6,700)
TOTAL ADMINISTRATIVE EXPENDITURES	533,944	383,417	(150,527)	2,376,801	2,300,502	(76,299)	4,750,860	4,600,977	(149,883)
CAPITAL OUTLAYS (non-CIP)									
Computer and Office Equipment	-	-	-	-	-	-	-	-	-
Maintenance Equipment	-	14,044	14,044	28,522	84,264	55,742	28,522	168,522	140,000
Other Equipment Investments	-	4,167	4,167	-	25,002	25,002	-	50,000	50,000
TOTAL CAPITAL OUTLAYS (non-CIP)	-	18,211	18,211	28,522	109,266	80,744	28,522	218,522	190,000
TOTAL OPERATING EXPENDITURES	2,661,707	1,998,258	(663,449)	14,128,016	11,989,548	(2,138,468)	24,940,181	23,979,129	(961,052)
NET SURPLUS (DEFICIT)	(826,796)	(42,094)	(784,702)	(2,394,434)	(252,564)	(2,141,870)	153,109	1,994,841	(1,841,732)

ATC Board Agenda Detail

Item #: 6a
Item Title: Ridership Update
Contact: Martin Barna, Director of Planning & Marketing
Board Action: FYI, Discussion



ATC Board Agenda Detail

Item #: 6b
Item Title: DASH Title VI Policies & Standards—*Draft*
Contact: Martin Barna, Director of Planning & Marketing
Board Action: FYI, Discussion



DASH Title VI Policies & Standards

As part of its effort to become eligible to receive federal funding, DASH must comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the base of race, color, or national origin. Title VI requires that all transit agencies that receive federal funds must establish several Title VI policies and standards that outline the policies and procedures that the agency will follow to ensure the fare and equitable provision of transit service and passenger amenities. These policies must be subjected to public review and are to be approved by the agency's Board of Directors.

The draft DASH Title VI policy documents – including the Title VI Service Standards & Policies and the Title VI Service Equity Analysis Policy – are included as an Attachment to this packet for Board review. The attachment includes the following documents:

1. City of Alexandria Title VI Program
2. DASH Title VI Service Standards & Policies (Draft for Board Review)
3. DASH Title VI Service Equity Analysis Policies (Draft for Board Review)
4. DASH Title VI Service Monitoring Memorandum

Based on input from the ATC Board and the Alexandria community, the Title VI Service Standards & Policies and the DASH Title VI Service Equity Analysis Policies will be revised and brought back to the Board of Directors in March for consideration of adoption.

In addition to these policies, ATC/DASH and the City of Alexandria are also in the process of drafting a Memorandum of Understanding (MOU) that will be presented to the ATC Board of Directors in March for review and consideration of approval. This MOU will define the relationship between the City of Alexandria and ATC/DASH and will outline the roles and responsibilities of each party as it relates to ensuring compliance with FTA and Title VI regulations.

ATC Board Agenda Detail

Item #: 7
Item Title: Next Meeting Date & Adjournment
Board Action: Discussion/Approval



The next regular meeting is scheduled for Wednesday, March 9, 2022, at 5:30pm

Consider Adjournment



Alexandria Transit Company

Board of Directors Docket Attachments

Attachment:

1. DASH Title VI Policies & Standards—Draft



OFFICIAL COMPANY POLICY

ALEXANDRIA TRANSIT COMPANY (ATC)

Policy Name:	DASH Title VI Service Standards & Policies				
Section #:	N/A	Section Title:	N/A	Former Reference ID:	N/A
Approval Authority:	ATC Board of Directors		Adopted:	XX/XX/XXX	Reviewed: 2/9/2022
Responsible Executive:	General Manager		Revised:	N/A	
Responsible Department:	Planning & Marketing		Contact:	Martin Barna	

1. Policy Statement

The Alexandria Transit Company (ATC) prohibits any discrimination in the provision of its fixed-route bus services on the basis of race, color or national origin, as outlined by the Federal Transit Administration's Title VI Circular 4702.1B and Environmental Justice Circular 4703.1.

2. Reason for Policy

Title VI (codified at 42 U.S.C. S2000 et seq.) was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

As outlined in Title VI Circular 4702.1B and Environmental Justice Circular 4703.1, the Federal Transit Administration (FTA) requires that all fixed route transit providers establish and monitor a set of service standards and policies that can be used to measure system performance and ensure that transit services are being provided in a fair and equitable manner. The purpose of this document is to establish the new Title VI standards and policies that will be used by the City of Alexandria, Alexandria Transit Company (ATC), and DASH, and submitted to the FTA as part of the triennial Title VI Program.

3. Who Should Read this Policy

These standards and policies apply to all DASH bus service and passenger facilities. General oversight for the policies is performed by the City of Alexandria's Office of Human Rights. The ATC/DASH Department of Planning & Marketing, with support from the City of Alexandria's Department of Transportation & Environmental Services, is responsible for the ongoing implementation and execution of these policies. ATC and the City of Alexandria have drafted a separate Memorandum of Agreement (MOA) that will outline city roles and responsibilities and will be subject to ATC Board review and approval.

4. Resources

[Federal Transit Administration \(FTA\) Title VI Circular](#) (2012)

5. Definitions

ATC: Alexandria Transit Company (DASH)

All policies are subject to amendment at any time. Finalized policies are subject to the approval of the Approval Authority as indicated on Page 1 in the head section.

6. Title VI Service Standards

In accordance with FTA Title VI requirements, ATC/DASH shall regularly monitor the performance of its bus routes relative to system-wide service standards for the following indicators to ensure that minority and non-minority routes are being operated in a fair and equitable manner:

- Vehicle Load;
- Vehicle Headways;
- On-Time Performance; and
- Service Availability

Any significant service deficiencies identified through this process must be evaluated further to determine the extent to which minorities are affected. If the negative effect on minority persons is proportionally higher than the effect on non-minority persons, additional steps may be necessary to address or mitigate any impacts that might result from the discrepancy.

ATC/DASH shall also monitor its vehicle assignments and the distribution of passenger amenities based on the policies outlined in this document to prevent discriminatory practices in the quality of the buses that are being used on different routes or the provision of bus shelters, benches or real-time information displays. Since bus stops, shelters and benches are owned and maintained by the City of Alexandria, ATC/DASH staff will coordinate with City staff on evaluating the distribution of these assets and addressing or mitigating any adverse impacts on minority passengers.

Route Categories

In order to develop appropriate service standards for the different types of routes, each DASH bus line is classified as belonging to one of the four categories listed below. These classifications are used to identify service standards which are specific to and appropriate for each route category.

- **Frequent.** Frequent routes are defined as the routes that operate every 15 minutes or better, all-day, seven days per week. The 15-minute service standard on these routes is maintained from at least 6am to 7pm on weekdays and from 7am to 6pm on weekends. The routes will typically operate earlier in the morning and later in the evening, but with less frequent service.
- **Local.** All other routes that operate seven days per week but do not meet the “frequent” standard are classified as “local routes.”
- **Commuter.** Any bus routes that are primarily intended for passengers who commute during the weekday peak hours are classified as “Commuter” routes. These routes typically do not operate on Saturdays or Sundays.
- **Trolley.** The King Street Trolley is classified with its own route category due to its distinct purpose and unique operating characteristics.

Tables 1 and 2 provide information on route categories for the DASH system and for each bus route.

Minority Routes

As part of the Title VI service monitoring evaluation procedure, each bus line is also designated as either a “minority route” or a “non-minority route”. The FTA definition of a “minority route” is “a route that has at least 1/3 of its revenue mileage in a Census Block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area.”

Based on this “minority route” definition, 5 of the 11 current DASH routes are classified as minority routes. This information is summarized in Table 1 and listed by route in Table 2.

Table 1 – DASH Route Classifications

Route Category	Minority	Non-Minority	Total	Percent
Frequent	2	1	3	27%
Local	2	2	4	36%
Commuter	1	2	3	27%
<u>Trolley</u>	0	1	1	9%
Total	5	6	11	100%
<i>Percent</i>	45%	55%	100%	

Table 2 – DASH Route Classifications by Route

Route	Name	Route Category	Minority Route?
30	Van Dorn Metro - Braddock Road Metro via Duke Street	Local	Minority
31	NVCC-Braddock Road Metro via King Street	Frequent	Non-Minority
32	Landmark Mall - King Street Metro via Eisenhower Avenue	Local	Minority
33	Potomac Yard - King Street Metro via Del Ray	Local	Non-Minority
34	Braddock Road Metro - Lee Center via City Hall	Local	Non-Minority
35	Van Dorn Metro - Pentagon via West End	Frequent	Minority
36A/B	Mark Center - Potomac Yard via Shirlington	Frequent	Minority
102	Mark Center - King Street Metro via Seminary Road	Commuter	Minority
103	Braddock Road Metro - Pentagon via Parkfairfax	Commuter	Non-Minority
104	Braddock Road Metro - Pentagon via Parkfairfax	Commuter	Non-Minority
KST	King Street Trolley	Trolley	Non-Minority

Systemwide Service Standards

The following sections outline the four primary service indicators that will be used to monitor ATC/DASH bus lines. Each standard is set based on the route categories listed above and monitoring will compare the performance of minority routes against those of non-minority routes to ensure that DASH service is being operated in an equitable manner.

The data samples used to compare route performance to these standards should be collected over a representative time period to ensure that they provide an accurate snapshot of each route. To ensure consistency, ATC/DASH typically uses data from March, April, September or October, which represent the busiest months of the year in terms of ridership. These months also serve as good comparison points because schools are in session and few major holidays are observed. Data collection time periods may also fluctuate based on data availability. Weekday peak periods are generally defined as 6:00 – 9:00 AM and 3:00 – 6:00 PM.

All policies are subject to amendment at any time. Finalized policies are subject to the approval of the Approval Authority as indicated on Page 1 in the head section.

Vehicle Loads

The FTA Title VI Circular describes vehicle loads as follows:

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.

ATC/DASH service planners monitor load factor data on all routes to prevent overcrowding and determine when additional capacity is needed. The load factor for each route is calculated based on the average maximum load of each trip on a route during the peak, off-peak, and weekend periods.

The following table outlines the vehicle load factor standards, which are based upon historical data, industry practices, and staff analyses. If a route exceeds its respective peak load factor standard, ATC/DASH staff will review the service to determine if additional capacity should be provided. Commuter routes are subject to a reduced load factor standard to ensure passenger safety on routes that operate on highways. The King Street Trolley includes a higher load factor standard due to the lower number of seats on Trolley vehicles, and the shorter average trip lengths.

Table 3 – DASH Peak Load Factor Standards

Route Category	Average Peak Load Factor		
	Weekday (Peak)	Weekday (Off-Peak)	Weekend
Frequent	1.2	1.0	1.0
Local	1.2	1.0	1.0
Commuter	1.0	1.0	-
Trolley*	1.5	1.5	1.5

*Trolley does not typically operate during AM peak periods or on weekends before 11:00 AM.

Vehicle Headways

The FTA Circular describes headways as follows:

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., 4 buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination.

As outlined in the 2022/2030 Alexandria Transit Vision Plan, ATC/DASH emphasizes frequent service with short headways of 15 minutes or less as the most important determinant of how useful a bus service will be for the average customer.

Based on changes in ridership levels, headways may be proposed for adjustment during the annual ATC/DASH Transit Development Process (TDP) process, or if needed during regular service changes throughout the year.

ATC/DASH calculates headways as the average length of time between the scheduled arrival times of subsequent vehicles on a specific route. Table 4 outlines the vehicle headway standards by route category and time of day. These standards represent typical headways for each route category.

Table 4 – Vehicle Headway Standards

Route Category	Minimum Headway Standard (minutes)		
	Weekday (Peak)	Weekday (Off-Peak)	Weekend
Frequent	15	15	15
Local	30	60	60
Commuter	30	60	-
Trolley*	15	15	15

*Trolley does not typically operate during AM peak periods or on weekends before 11:00 AM.

On-Time Performance

The FTA Title VI Circular describes on-time performance as follows:

On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage).

ATC/DASH regularly monitors on-time performance to increase service reliability and determine if running time changes are needed. Running times on each route are reviewed on a monthly basis and adjusted as warranted by changing traffic conditions or other operating factors.

ATC/DASH has previously established an on-time performance goal of 85 percent for all routes based on industry-wide standards. A trip is considered to be "on time" when the bus arrives to timepoint no more than one minutes before or five minutes after the scheduled arrival time.

Table 5 – On-Time Performance Standards

Route Category	On-Time Performance (OTP)		
	Weekday (Peak)	Weekday (Off-Peak)	Weekend
Frequent	85%	85%	85%
Local	85%	85%	85%
Commuter	85%	85%	-
Trolley*	85%	85%	85%

*Trolley does not typically operate during AM peak periods or on weekends before 11:00 AM.

Service Availability

The FTA Title VI Circular describes service availability as follows:

Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service.

The ATC/DASH approach to service availability is shaped largely by the Alexandria Transit Vision Plan (https://www.alexandriava.gov/uploadedFiles/tes/Alexandria%20Transit%20Vision%20Final%20Report%20_2020-02-24.pdf). One of the key statistics that was used during the development of the Alexandria Transit Vision Plan was the percentages of city residents who live within ¼ mile of a bus stop with “frequent” bus service, and the percentage within ¼ mile of a bus stop with any bus service. This metric was also calculated for percentages of minority residents, low-income residents, senior residents and jobs. These percentages help to measure the availability of bus service to residents, and the availability of useful, frequent, all-day service. These metrics will be calculated for each of these population groups as part of the regular service monitoring process.

The Alexandria Transit Vision Plan, which was adopted by the ATC Board of Directors in 2019, called for a bus network that increases total ridership by providing more useful, frequent bus service in high-ridership transit areas as opposed to providing more infrequent service across a wider geographic area. This approach guided the development of the 2022/2030 Alexandria Transit Vision Plan and the resulting New DASH Network, which provides frequent, all-day bus service in key corridors across the City of Alexandria. This focus on increasing the amount of useful, frequent service in areas where lots of people can use it has proven to be particularly effective at increasing ridership as well as fulfilling the transit needs of the City of Alexandria's minority and low-income populations.

Table 6 – Service Availability Standards

Service Availability	City Residents
Within 1/4 Mile of a Frequent Route	50%
Within 1/4 Mile of Any Route	90%

7. Systemwide Service Policies

These policies are intended to provide guidance and instruction to ensure that vehicle assignment and passenger amenity distribution practices do not result in discrimination on the basis of race, color or national origin.

Vehicle Assignment

The FTA Title VI Circular describes vehicle assignment as follows:

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system. Policies for vehicle assignment may be based on the age of the vehicle, where age would be a proxy for condition. For example, a transit provider could set a policy to assign vehicles to depots so that the age of the vehicles at each depot does not exceed the system-wide average. The policy could also be based on the type of vehicle. For example, a transit provider may set a policy to assign vehicles with more capacity to routes with higher ridership and/or during peak periods. The policy could also be based on the type of service offered. For example, a transit provider may set a policy to assign specific types of

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vehicles to express or commuter service. Transit providers deploying vehicles equipped with technology designed to reduce emissions could choose to set a policy for how these vehicles will be deployed throughout the service area.

The ATC/DASH bus fleet is comprised of roughly 100 buses in active revenue service. The DASH fleet operates out of the DASH William B. Hurd Maintenance & Operations Administration Facility, which is located at 3000 Business Center Drive in Alexandria, Virginia. The current fleet includes a mix of buses of varying lengths and propulsion types, which are shown in Table 7, below:

Table 7 – Active DASH Bus Fleet (2022)

Vehicle ID's	Year	Make	Type	Length	# of Vehicles
200-206	2011	Gillig	Hybrid	35'	7
300-302	2011	Gillig	Hybrid	40'	3
400-404	2011	Gillig (Trolley)	Hybrid	29'	5
207-211	2012	Gillig	Hybrid	35'	5
303-307	2012	Gillig	Hybrid	40'	5
212-216	2014	Gillig	Hybrid	35'	5
308-309	2014	Gillig	Hybrid	40'	2
217-229	2015	Gillig	Hybrid	35'	13
405	2015	Gillig (Trolley)	Hybrid	35'	1
230-233	2017	Gillig	Hybrid	35'	4
310-311	2017	Gillig	Hybrid	40'	2
501-514	2018	Gillig	Clean Diesel	35'	14
515-527	2019	New Flyer	Clean Diesel	35'	13
528-530	2020	New Flyer	Clean Diesel	35'	3
701-705	2020	New Flyer	Clean Diesel	40'	5
801-803	2020	New Flyer	Electric	40'	3
804-806	2021	Proterra	Electric	40'	3
807-810	2021	Proterra	Electric	40'	4
901-904	2021	New Flyer	Electric	60'	4
TOTAL ACTIVE FLEET					101

The majority of the DASH fleet is comprised of 35- and 40-foot low-floor transit buses, however, DASH also has several 60-foot articulated buses. DASH also operates the King Street Trolley on behalf of the City of Alexandria and has several 30- and 35-foot buses that have been equipped with specialized Trolley replica features for this purpose. All DASH buses are handicap-accessible and compliant with the Americans with Disabilities Act (ADA) of 1990.

In terms of vehicle propulsion, most of the DASH fleet consists of either hybrid diesel-electric or clean diesel buses, however, DASH has acquired over a dozen 100% electric buses over the last two years and will continue to transition its fleet to 100% electric over the next decade.

Vehicle Assignment refers to the process by which transit vehicles are assigned to routes for revenue service. A summary of the ATC/DASH Vehicle Assignment Process is included below:

- DASH Operations staff typically assign buses at random, based on fleet availability at the time when a bus is scheduled to pull out. In most instances, whichever bus is most accessible or near the front of the garage is used for pullout.

All policies are subject to amendment at any time. Finalized policies are subject to the approval of the Approval Authority as indicated on Page 1 in the head section.

- DASH employs a significant amount of “interlining”, which is a vehicle blocking strategy whereby a single bus and operator will rotate through multiple routes during the course of the day to maximize operating cost efficiency. In addition to lowering operating costs, this approach also results in buses being rotated through the system in a more fair and equitable manner.
- Exceptions to the vehicle assignment policy described above are employed for several routes with increased ridership or specific operating or branding constraints. Examples include:
 - Dispatchers typically avoid assigning the larger, 40- and 60-foot buses to routes that operate on narrow streets or tight turns, including those on Lines 36A/B, 103 and 104;
 - Dispatchers try to assign these larger buses to routes with higher ridership that may be more susceptible to overcrowding. These high-ridership routes include Lines 30 and 35 in West Alexandria, which has a higher percentage of low income and minority residents than the rest of the service area.
 - DASH has a series of buses that have been specifically wrapped and branded for Line 35 service in West Alexandria. These buses include a mix of 35- and 40-foot vehicles and are used almost exclusively on Line 35.
 - The King Street Trolley service is also operated with a dedicated sub-fleet of six buses that have been equipped with a custom livery package that emulates historic trolley design features. These trolley buses are used exclusively on the King Street Trolley.

ATC/DASH maintains extremely high safety standards and closely monitors the age and condition of its vehicles to determine when repairs are needed and when the buses are due for replacement. Buses are typically replaced at the end of their useful 12-year lifespan in accordance with the ATC/DASH Fleet Replacement Plan. DASH has a comprehensive Preventive Maintenance (PM) program which outlines regular maintenance procedures that are performed on all buses to ensure a high level of vehicle reliability. The oldest vehicles in the active DASH revenue fleet date were manufactured in 2011, while the average age of the fleet is 5.7 years old.

Transit Amenities

The FTA Title VI Circular describes transit amenities as follows:

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This ... is not intended to impact funding decisions for transit amenities. Rather, this ... applies after a transit provider has decided to fund an amenity.

The City of Alexandria provides a wide array of transit amenities such as bus shelters, benches, trash cans, lighting, and real-time bus arrival displays. These amenities are distributed throughout the service area based on ridership data, staff analysis, funding opportunities, development conditions and customer requests. General policies for the distribution of bus shelters, benches, trash cans, lighting fixtures and posted schedule information are outlined below. ATC/DASH and City staff monitor the locations of all transit amenities to ensure that they are equitably distributed to minority and low-income areas.

All policies are subject to amendment at any time. Finalized policies are subject to the approval of the Approval Authority as indicated on Page 1 in the head section.

Bus Shelters

Bus shelters are provided at roughly 60 stops throughout the City of Alexandria. The installation of bus shelters is generally based upon ridership data and staff input, but many shelters have been installed as part of developer agreements on construction projects. Generally, bus shelters are prioritized for bus stops with at least 50 average boardings per weekday.

Benches

Benches are provided at approximately 180 stops throughout the City of Alexandria. The installation of benches is based upon ridership, customer requests and staff input. Stops located near medical and senior facilities are also furnished with benches as much as possible. Generally, bus shelters are prioritized for bus stops with at least 20 average boardings per weekday, however, stops located near significant populations of seniors, the disabled, students, or other special uses (e.g., hospitals, medical offices, tourist attractions) may receive special consideration.

Trash Cans

Trash cans are installed at roughly 150 stops in the City of Alexandria. Trash cans are typically installed at stops where there is a demonstrated issue with littering, but ridership data, customer requests, maintenance trends and staff input are also considered. Trash cans are regularly maintained by the City of Alexandria's Department of Public Works.

Lighting

As part of its focus on passenger safety, the City of Alexandria installs lighting at many of its bus stop locations, including those with bus shelters. The distribution of lighting fixtures is primarily based upon ridership, customer requests, safety considerations, and staff recommendations.

Real-Time Information Displays

ATC/DASH have installed real-time information displays at more than 60 stops across the City of Alexandria. These displays provide customers with information on when the next buses will arrive based on real-time bus locations. Most of the displays are solar-powered tablets mounted on bus stop poles, but several larger TV screens or real-time kiosks have been installed at major transit hubs or transfer locations across the City. Installation decisions on real-time information displays is generally based upon ridership, transfer activity, grant opportunities, developer considerations, operating factors, sunlight exposure, and staff input.

In addition to these real-time information displays, DASH also makes real-time bus arrival information available via the DASH Tracker website, third-party real-time apps, SMS text message, and an interactive voice response (IVR) on the DASH Customer Service telephone hotline. A static display featuring QR Codes with links to the "Schedules" page on the DASH website is also provided at several dozen bus stop locations.



OFFICIAL COMPANY POLICY

ALEXANDRIA TRANSIT COMPANY (ATC)

Policy Name:	DASH Title VI Service & Fare Equity Analysis Policies				
Section #:	N/A	Section Title:	N/A	Former Reference ID:	N/A
Approval Authority:	ATC Board of Directors		Adopted:	XX/XX/XXX	Reviewed: 2/9/2022
Responsible Executive:	General Manager		Revised:	N/A	
Responsible Department:	Planning & Marketing		Contact:	Martin Barna	

1. Policy Statement

The Alexandria Transit Company (ATC) prohibits any discrimination in the provision of its fixed-route bus services on the basis of race, color or national origin, as outlined by the Federal Transit Administration's Title VI Circular 4702.1B and Environmental Justice Circular 4703.1.

2. Reason for Policy

In order to comply with the Federal Transit Administration's (FTA) Title VI Circular 4702.1B and Environmental Justice Circular 4703.1 requirements, the Alexandria Transit Company (ATC) and DASH are required to create and adopt Major Service Change, Disparate Impact, and Disproportionate Burden Policies. These policies are used during the planning process to evaluate the impact of major service and fare changes on minority and low-income passengers.

In the development of these policies, ATC/DASH is also required to seek input from the community including low-income, minority and limited-English proficiency (LEP) populations, which are traditionally under-represented in planning decision-making processes.

The ATC Board of Directors must approve the Major Service Change, Disparate Impact, and Disproportionate Burden policies before they can be incorporated into the Title VI Program and be submitted to the FTA. Any future amendments to the policies are also subject to Board review.

3. Who Should Read this Policy

General oversight for the following Title VI policies is performed by the City of Alexandria's Office of Human Rights. The ATC/DASH Department of Planning & Marketing, with support from the City of Alexandria's Department of Transportation & Environmental Services, is responsible for the ongoing implementation and execution of these policies. ATC and the City of Alexandria have drafted a separate Memorandum of Agreement (MOA) that will outline city roles and responsibilities and will be subject to ATC Board review and approval.

4. Resources

[Federal Transit Administration \(FTA\) Title VI Circular](#) (2012)

5. Definitions

ATC: Alexandria Transit Company (DASH)

All policies are subject to amendment at any time. Finalized policies are subject to the approval of the Approval Authority as indicated on Page 1 in the head section.

6. Title VI Service Equity Analysis Policy

In accordance with FTA Title VI requirements, ATC/DASH shall perform a Service or Fare Equity Analysis to evaluate the positive and negative impacts that all major service changes and fare changes will have on minority and low-income passengers. The Major Service Change policy determines which proposed service changes require equity analyses. The Disparate Impact and Disproportionate Burden policies are intended to provide guidance to staff in their analysis of the equity of the impacts of the proposed changes.

The Disparate Impact and Disproportionate Burden policies apply to all “major” service changes, and to all fare changes, regardless of magnitude, except as specifically defined herein. General oversight for the following Title VI policies is performed by the City of Alexandria’s Office of Human Rights. The ATC/DASH Department of Planning & Marketing, with support from the City of Alexandria’s Department of Transportation & Environmental Services, is responsible for the ongoing implementation and execution of these policies.

Major Service Change Policy

ATC/DASH implements service and fare changes based on the annual ATC Transit Development Plan (TDP), which is adopted by the ATC Board of Directors each spring after an extensive public outreach process. Most ATC/DASH service and fare changes are identified and proposed through this process.

Service Changes

Any proposed “major” service changes must be submitted to the ATC Board of Directors for review and approval. For Title VI purposes, all “major” service changes will require a Service Equity Analysis to identify any disparate impacts they may create on minority passengers, or disproportionate burden that they place on low-income riders.

The following service modifications shall be considered “major” service changes:

- The establishment of a new bus line or service;
- The elimination of a bus line or service;
- A routing change that impacts 25 percent or more of the line’s route mileage;
- A frequency or service span change that increases or decreases the revenue hours of the line by 25 percent or more;
- A series of changes on a single route within a two-year period that cumulatively meet any of the above criteria;
- Proposed changes that are anticipated to be controversial with a particular community or interested parties based on public feedback; and
- A systemwide change that concurrently increases or decreases the total system-wide revenue hours by five (5) percent or more.

The following types of modifications are exempted from the above criteria and shall not be classified as major service changes or be subject to Service Equity Analysis.

- Special Event service;
- Routing changes due to construction, or other road/facility closures;
- Special service operated during emergencies, including but not limited to rail replacement services; and
- Temporary service or route changes that are expected to operate for a period of time that is six months or less.

All policies are subject to amendment at any time. Finalized policies are subject to the approval of the Approval Authority as indicated on Page 1 in the head section.

Service change proposals that do not meet the criteria for “major” service changes are still subject to an appropriate level of public review and comment.

Fare Changes

For the purposes of this policy, a “fare change” is defined as any increase or decrease in a transit provider’s base fare or any fare product or pass with the following exceptions:

- Promotional or pilot fare programs (e.g. “Spare the Air” fare-free promotions) that last for less than six months, per the FTA definition of “permanent” fare changes; and
- Temporary fare reductions that are mitigation measures for other projects or actions such as rail closures or bus re-routes.

Any transition to or from 100% “fare-free” operation would be subject to a Fare Equity analysis.

Disparate Impact Policy

The Disparate Impact Policy establishes a threshold for determining if a proposed service or fare change would result in a fair distribution of positive and negative effects on minority passengers.

As defined by FTA Title VI Circular 4702.1B:

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would service the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

The policy shall establish a threshold for determining when adverse effects of fare/service changes are borne - disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly ... and cannot be altered until the next Title VI Program submission.

For Service or Fare Equity Analyses conducted by ATC/DASH, a disparate impact threshold of **10 percent** shall be used to determine if minority riders are more negatively affected - or less positively affected - by the proposed change(s) than DASH riders as a whole. The 10 percent threshold applies to the difference between the aggregate impacts of the proposed change(s) on minority passengers and the aggregate impacts of the proposed change(s) on overall DASH ridership. Analyses shall be based on the most recent DASH passenger survey data but may also use census data if survey data is inadequate or unavailable. Analyses will only compare ridership survey data with ridership survey data, or census data with census data, and will not mix and match different data types.

If ATC/DASH finds that a disparate impact exists, it shall analyze alternatives to determine if another alternative could serve the same legitimate objective with less of a disparate impact. If a less discriminatory alternative does not exist and ATC/DASH has substantial legitimate justification that cannot otherwise be accomplished, ATC/DASH shall take steps to mitigate the impact of the change on affected minority riders.

Disproportionate Burden Policy

The Disproportionate Burden Policy establishes a threshold for determining if a given service or fare change would result in a fair distribution of positive and negative effects on low-income riders.

As defined by FTA Title VI Circular 4702.1B:

All policies are subject to amendment at any time. Finalized policies are subject to the approval of the Approval Authority as indicated on Page 1 in the head section.

A disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

The policy shall establish a threshold for determining when adverse effects of service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly, regardless of mode, and cannot be altered until the next Title VI Program submission.

For Service or Fare Equity Analyses conducted by ATC/DASH, a disproportionate burden threshold of **10 percent** shall be used to determine if low-income riders are more negatively affected – or less positively affected – by the proposed changes(s) than DASH riders as a whole. The 10 percent threshold applies to the difference in the aggregate impacts of the proposed change(s) on low-income passengers compared to the aggregate impacts of the proposed changes(s) on overall DASH ridership. Analyses shall be based on the most recent DASH survey data but may also use census data if survey data is inadequate or unavailable. Analyses will only compare ridership survey data with ridership survey data, or census data with census data, and will not mix and match different data types.

If ATC/DASH finds that low-income populations will incur a disproportionate burden from a proposed service or fare change, ATC/DASH shall identify alternatives available to affected low-income riders and take steps to avoid, minimize or mitigate impacts where practicable.

Service Equity Analysis Example

As an example, Table 1 below provides the results of a Service Equity Analysis for a proposed service reduction on a fictitious bus route (Line X). For the purposes of this example, staff have already determined that the proposed change to Line X meets at least one of the minimum thresholds to be considered a “Major Service Change”.

For the Disparate Impact and Disproportionate Burden analyses, staff compare the demographic percentage of riders who are negatively impacted by the proposed change with the demographic percentages of DASH riders as a whole. Since the percentage of minority passengers who would be adversely affected by the proposed change is 12 percent higher than the overall percentage of minority passengers across the DASH system, this proposed change would exceed the 10 percent threshold and create a “disparate impact”. The difference between low-income passengers who are affected by this change and the overall DASH systemwide average is less than 10 percent so no “disproportionate burden” would be created by the proposed change.

**Table 1 – Service Equity Analysis for Proposed Reduction to Line X
(For demonstration purposes only)**

	<u>Minority</u>	<u>Low Income</u>
Adversely-Impacted Riders	60.3%	22.4%
<u>DASH Service Area Average</u>	<u>48.1%</u>	<u>21.3%</u>
Delta	12.2%	1.1%

In this example, staff would be required to conduct further assessments to determine if there are alternatives that would achieve the same objectives without creating a disparate impact, or to mitigate the impact of the proposed change on affected minority riders.



MEMORANDUM

DATE: February 4, 2022
TO: ATC Board of Directors
FROM: Martin Barna, Director of Planning & Marketing
SUBJECT: **FTA Title VI Standards & Monitoring Results**

Introduction

The following memorandum presents the findings of an initial review of ATC/DASH fixed-route bus service and passenger amenities based on the proposed “DASH Title VI Service Standards & Policies”, which were presented to the ATC Board on February 9, 2022 and will be considered for adoption on March 9, 2022. The findings in this memo are intended to provide additional information about the proposed Title VI Service Standards & Policies to help inform any feedback from the ATC Board, community groups, or members of the public.

As outlined in Title VI Circular 4702.1B and Environmental Justice Circular 4703.1, the Federal Transit Administration (FTA) requires that all fixed route transit providers establish and monitor a set of service standards and policies that can be used to measure system performance and ensure that transit services are being provided in a fair and equitable manner. These standards apply to all DASH bus service and passenger facilities.

For a full summary of the monitoring process methodology and data requirements, please review DASH Title VI Service Standards & Policies document.

Based on the findings summarized by this memo, DASH staff finds no instances in which fixed-route services or passenger amenities are being provided in an unfair or inequitable manner.

Title VI Service Standards

In accordance with FTA Title VI requirements, ATC/DASH shall regularly monitor the performance of its bus routes relative to system-wide service standards for the following indicators to ensure that minority and non-minority routes are being operated in a fair and equitable manner:

- Vehicle Load;
- Vehicle Headways;
- On-Time Performance; and
- Service Availability

Any significant service deficiencies identified through this process must be evaluated further to determine the extent to which minorities are affected. If the negative effect on minority persons is proportionally higher than the effect on non-minority persons, additional steps may be necessary to address or mitigate any impacts that might result from the discrepancy.

Route Categories

In order to develop appropriate service standards for the different types of routes, each DASH bus line is classified with a route category and as a “minority” or “non-minority” route. These classifications are used to identify appropriate service standards for each route category and to compare the operating characteristics of “minority” routes to “non-minority” routes to ensure that service is being provided in an equitable manner.

A summary of the route categories and “minority” classifications are provided in Tables 1 and 2 below. Maps depicting the route categories and classifications are included in Appendix A.

Table 1 – DASH Route Classifications

Route Category	Minority	Non-Minority	Total	Percent
Frequent	2	1	3	27%
Local	2	2	4	36%
Commuter	1	2	3	27%
Trolley	0	1	1	9%
Total	5	6	11	100%
<i>Percent</i>	<i>45%</i>	<i>55%</i>	<i>100%</i>	

Table 2 – DASH Route Classifications by Route

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Route	Name	Route Category	Minority Route?
30	Van Dorn Metro - Braddock Road Metro via Duke Street	Local	Minority
31	NVCC-Braddock Road Metro via King Street	Frequent	Non-Minority
32	Landmark Mall - King Street Metro via Eisenhower Avenue	Local	Minority
33	Potomac Yard - King Street Metro via Del Ray	Local	Non-Minority
34	Braddock Road Metro - Lee Center via City Hall	Local	Non-Minority
35	Van Dorn Metro - Pentagon via West End	Frequent	Minority
36A/B	Mark Center - Potomac Yard via Shirlington	Frequent	Minority
102	Mark Center - King Street Metro via Seminary Road	Commuter	Minority
103	Braddock Road Metro - Pentagon via Parkfairfax	Commuter	Non-Minority
104	Braddock Road Metro - Pentagon via Parkfairfax	Commuter	Non-Minority
KST	King Street Trolley	Trolley	Non-Minority

Systemwide Service Standards

The following sections outline the four primary service indicators that will be used to monitor ATC/DASH bus lines. Each standard is set based on the route categories listed above and compares the performance of minority routes against those of non-minority routes to ensure that DASH service is being operated in an equitable manner.

The ridership, schedule, and on-time performance data included below is based on system performance during November and December 2021. These months were selected as a representative sample of system performance in light of COVID recovery trends and the introduction of the New DASH Network and fare-free operations in September 2021. For purposes of this analysis, weekday “peak” periods are generally defined as 6:00 AM to 9:00 AM and 3:00 PM to 6:00 PM.

For more information on the standards included below and the FTA requirements for monitoring, please review the “DASH Title VI Service Standards & Policies” document.

Vehicle Loads

Vehicle loads are generally shown as a ratio of passengers to the total number of seats on the vehicle. A vehicle load of 0.5 indicates that half of the available seats are occupied. A vehicle load of 1.2 indicates that all available seats are occupied, and that there is an excess of passengers who are likely having to stand in the aisle. Vehicle load factors are typically measured as the maximum or “peak” vehicle load on a given trip and the average of multiple trips on the same route or group of routes.

A full summary of the peak load factors by route category is provided in Table 3 below.

Table 3 – DASH Peak Load Factor by Route Category & Time Period

Route Designations (Line #'s)	Average Peak Load Factor (Max Load/Seated Capacity)		
	Weekday (Peak)	Weekday (Off-Peak)	Weekend
Frequent (Standard)	1.2	1.0	1.0
<i>Minority Routes (35, 36A/B)</i>	<i>0.3</i>	<i>0.2</i>	<i>0.2</i>
<i>Non-Minority Routes (31)</i>	<i>0.2</i>	<i>0.2</i>	<i>0.2</i>
Local (Standard)	1.2	1.0	1.0
<i>Minority Routes (30, 32)</i>	<i>0.2</i>	<i>0.3</i>	<i>0.3</i>
<i>Non-Minority Routes (33, 34)</i>	<i>0.2</i>	<i>0.2</i>	<i>0.2</i>
Commuter (Standard)	1.0	1.0	-
<i>Minority Routes (102)</i>	<i>0.2</i>	<i>0.2</i>	-
<i>Non-Minority Routes (103, 104)</i>	<i>0.1</i>	-	-
Trolley (Standard)*	1.5	1.5	1.5
<i>Minority Routes (N/A)</i>	-	-	-
<i>Non-Minority Routes (KST)*</i>	<i>0.6</i>	<i>0.5</i>	<i>0.7</i>

*Trolley does not typically operate during AM peak periods or on weekends before 11:00 AM.

The peak vehicle load data shows that no routes are operating near the peak load factor standards of 1.0 or above. This is likely due to the reduced ridership that has occurred during the COVID pandemic. In most cases, the “minority” routes have slightly higher peak load factors than the “non-minority” counterparts due to their higher ridership, but none of the minority routes are in danger of frequent overcrowding.

Vehicle Headways

Vehicle headways measure the average amount of time (in minutes) between scheduled trips in the same direction on the same route. For example, the frequent routes shown below are scheduled to run every 15 minutes or better all day, seven days per week.

A full summary of the vehicle headways by route category is provided in Table 4 below.

Table 4 – Vehicle Headways by Route Category & Time Period

Route Designations (Line #'s)	Vehicle Headways (minutes between scheduled trips)		
	Weekday (Peak)	Weekday (Off-Peak)	Weekend
Frequent (Standard)	15	15	15
Minority Routes (35, 36A/B)	10-15	10-15	15
Non-Minority Routes (31)	10	15	15
Local (Standard)	30	60	60
Minority Routes (30, 32)	10-30	30-60	30-60
Non-Minority Routes (33, 34)	30	30-60	30-60
Commuter (Standard)	30	60	-
Minority Routes (102)	30	60	-
Non-Minority Routes (103, 104)	30	-	-
Trolley (Standard)*	15	15	15
Minority Routes (N/A)	-	-	-
Non-Minority Routes (KST)*	15	15	15

*Trolley does not typically operate during AM peak periods or on weekends before 11:00 AM.

The vehicle headway data that is summarized above shows that all routes are currently meeting or exceeding the designated headway standards for their respective route categories. For the “Frequent” and “Local” route categories, the minority routes are operating with equivalent or better headways than the non-minority routes in the same category.

On-Time Performance

On-Time performance measures the percentage of times across an entire trip or route that a bus arrives at a timepoint “on-time”. DASH defines “on-time” as no more than one minute prior to the scheduled arrival time and no more than five minutes late.

A full summary of on-time performance by route category is provided in Table 5 below.

Table 5 – On-Time Performance Standards by Route Category & Time Period

Route Designations (Line #'s)	On-Time Performance (%)		
	Weekday (Peak)	Weekday (Off-Peak)	Weekend
Frequent (Standard)	85.0%	85.0%	85.0%
<i>Minority Routes (35, 36A/B)</i>	83.6%	87.0%	87.4%
<i>Non-Minority Routes (31)</i>	86.4%	86.6%	80.3%
Local (Standard)	85.0%	85.0%	85.0%
<i>Minority Routes (30, 32)</i>	90.3%	94.0%	88.5%
<i>Non-Minority Routes (33, 34)</i>	90.4%	94.1%	89.5%
Commuter (Standard)	85.0%	85.0%	-
<i>Minority Routes (102)</i>	82.8%	93.8%	-
<i>Non-Minority Routes (103, 104)</i>	86.7%	-	-
Trolley (Standard)*	85.0%	85.0%	85.0%
<i>Minority Routes (N/A)</i>	-	-	-
<i>Non-Minority Routes (KST)*</i>	93.0%	95.1%	91.4%

*Trolley does not typically operate during AM peak periods or on weekends before 11:00 AM.

Based on the on-time percentage data provided above, most routes and route categories meet or exceed the 85 percent standard for on-time performance. Several routes fall below the 85 percent threshold for parts of the day, but none are consistently unreliable for the entire weekday or throughout the entire week. Most of the “minority” routes are running on time the same amount of time or more than the “non-minority” routes in their route categories.

The main exception to this are the two frequent, minority routes, which are only shown to operate “on-time” 84 percent of the time, compared to an 87 percent on-time performance for frequent, non-minority routes. The reason for this is that Line 35, which operates the most service of any route in the DASH system, runs on a “headway management” schedule in which buses do not have a public-facing schedule and are permitted to run early or late, as needed, to maintain consistent 10-minute headways.

Service Availability

The ATC/DASH approach to service availability is shaped largely by the Alexandria Transit Vision Plan (www.dashbus.com/transitvision). One of the key statistics that was used during the development of the Alexandria Transit Vision Plan was the percentages of city residents who live within ¼ mile of a bus stop with “frequent” bus service, and the percentage within ¼ mile of a bus stop with any bus service. This metric was also calculated for percentages of minority residents, low-income residents, senior residents and jobs. These percentages help to measure the availability of bus service - and the availability of useful, frequent, all-day service – to city residents.

A summary of Service Availability for each the demographic groups noted above is included as Table 6. Note that these values include both DASH and Metrobus routes within the City of Alexandria to accurately capture the degree to which residents are effectively served by public transit.

Table 6 – Transit Service Availability for the City of Alexandria

	Total within 1/4 mile of frequent bus service	% within 1/4 mile of frequent bus service	Total within 1/4 mile of any bus service	% within 1/4 mile of any bus service
System Standard	-	>50%	-	>90%
All Residents	114,150	73%	148,492	95%
Minority	13,046	81%	15,499	96%
Low Income	55,654	78%	68,389	96%
Seniors (65 years+)	12,252	69%	16,639	94%
Jobs	55,518	73%	71,984	95%

The Service Availability data provided above shows that the City of Alexandria’s bus network does an exceptional job of providing frequent service to a large percentage of the community, particularly minority and low-income households. Nearly 3 out of every 4 city residents lives within close proximity of a bus stop with “frequent” service (15 minutes or better, all-day, seven days per week), while 95 percent of all residents have access to bus service. In terms of low income and minority communities, roughly 4 out of every 5 individuals are served by the frequent bus network, while 96% have access to any bus service. Prior to the launch of the City’s New DASH Network, fewer than 30 percent of residents had access to frequent, all-day service, including less than 25 percent of minority residents. These statistics demonstrate that the new bus network has significantly increased the number of residents with access to frequent, useful bus service while maintaining baseline service availability for the vast majority of city residents.

Systemwide Service Policies

The following section is intended to provide insights into current vehicle assignment and passenger amenity distribution practices to ensure that they are not resulting in discrimination on the basis of race, color or national origin. Based on these maps and analyses, no discriminatory practices have been identified in the assignment of vehicles or the distribution of passenger amenities.

Vehicle Assignment

The ATC/DASH bus fleet is comprised of roughly 100 buses in active revenue service. The DASH fleet operates out of the DASH William B. Hurd Maintenance & Operations Administration Facility, which is located at 3000 Business Center Drive in Alexandria, Virginia. The current fleet includes a mix of buses of varying lengths and propulsion types, which are shown in Table 7.

Table 7 – Active DASH Bus Fleet (2022)

Vehicle ID's	Year	Make	Type	Length	# of Vehicles
200-206	2011	Gillig	Hybrid	35'	7
300-302	2011	Gillig	Hybrid	40'	3
400-404	2011	Gillig (Trolley)	Hybrid	29'	5
207-211	2012	Gillig	Hybrid	35'	5
303-307	2012	Gillig	Hybrid	40'	5
212-216	2014	Gillig	Hybrid	35'	5
308-309	2014	Gillig	Hybrid	40'	2
217-229	2015	Gillig	Hybrid	35'	13
405	2015	Gillig (Trolley)	Hybrid	35'	1
230-233	2017	Gillig	Hybrid	35'	4
310-311	2017	Gillig	Hybrid	40'	2
501-514	2018	Gillig	Clean Diesel	35'	14
515-527	2019	New Flyer	Clean Diesel	35'	13
528-530	2020	New Flyer	Clean Diesel	35'	3
701-705	2020	New Flyer	Clean Diesel	40'	5
801-803	2020	New Flyer	Electric	40'	3
804-806	2021	Proterra	Electric	40'	3
807-810	2021	Proterra	Electric	40'	4
901-904	2021	New Flyer	Electric	60'	4
TOTAL ACTIVE FLEET					101

Vehicle Assignment refers to the process by which transit vehicles are assigned to routes for revenue service. A summary of the ATC/DASH Vehicle Assignment Process is included below:

- DASH Operations staff typically assign buses at random, based on fleet availability at the time when a bus is scheduled to pull out. In most instances, whichever bus is most accessible or near the front of the garage is used for pullout.
- DASH employs a significant amount of “interlining”, which is a vehicle blocking strategy whereby a single bus and operator will rotate through multiple routes during the course of the day to maximize operating cost efficiency. In addition to lowering operating costs, this approach also results in buses being rotated through the system in a more fair and equitable manner.

- Exceptions to these vehicle assignment policies are employed for several routes with increased ridership or specific operating or branding constraints. Examples include:
 - Dispatchers typically avoid assigning the larger, 40- and 60-foot buses to routes that operate on narrow streets or tight turns, including those on Lines 36A/B, 103 and 104;
 - Dispatchers try to assign these larger buses to routes with higher ridership that may be more susceptible to overcrowding. These high-ridership routes include Lines 30 and 35 in West Alexandria, which has a higher percentage of low income and minority residents than the rest of the service area.
 - DASH has a series of buses that have been specifically wrapped and branded for Line 35 service in West Alexandria. These buses include a mix of 35- and 40-foot vehicles and are used almost exclusively on Line 35.
 - The King Street Trolley service is also operated with a dedicated sub-fleet of six buses that have been equipped with a custom livery package that emulates historic trolley design features. These trolley buses are used exclusively on the King Street Trolley.

ATC/DASH maintains extremely high safety standards and closely monitors the age and condition of its vehicles to determine when repairs are needed and when the buses are due for replacement. Buses are typically replaced at the end of their useful 12-year lifespan in accordance with the ATC/DASH Fleet Replacement Plan. DASH has a comprehensive Preventive Maintenance (PM) program which outlines regular maintenance procedures that are performed to ensure a high level of vehicle reliability.

The oldest vehicles in the active DASH revenue fleet date were manufactured in 2011, and the newest were delivered in 2021. The average age of the fleet is 5.7 years old, which is less than half of the typical 12-year lifespan. Based on a random sampling of bus utilization from December 2021, the average age of the buses used on minority routes is 5.5 years, while the average age of the buses used on non-minority routes is 5.8 years. This finding indicates that buses are being used in a fair and equitable manner.

Transit Amenities

The City of Alexandria provides a wide array of transit amenities such as bus shelters, benches, trash cans, lighting, and real-time bus arrival displays. These amenities are distributed throughout the service area based on ridership data, staff analysis, funding opportunities, development conditions and customer requests. General policies for the distribution of bus shelters, benches, trash cans, lighting fixtures and posted schedule information are outlined below. ATC/DASH and City staff monitor the locations of all transit amenities to ensure that they are distributed equitably.

Table 8 – City of Alexandria Bus Amenities in Minority Areas

	Minority Areas	Non-Minority Areas	Totals	% in Minority Areas
Bus Shelters	49	69	118	42%
Benches	60	98	158	38%
Trash Cans	93	142	235	40%
Real-Time Display	30	32	62	48%
Total Bus Stops	308	525	833	37%

As shown in Table 8, roughly 37 percent of bus stops are in census block groups that are below the citywide average minority percentage. By comparison, 42 percent of bus shelters are located in minority communities. Similarly, 48 percent of real-time information displays have been deployed to areas with higher concentrations of minority populations. Additional maps depicting the locations of passenger amenities are provided in Appendix A. These maps and tables indicate that passenger amenities are distributed in an equitable manner.

Appendix A

Title VI Demographic & Service Profile Maps

Figure A1 – City of Alexandria Bus Service & Passenger Amenities

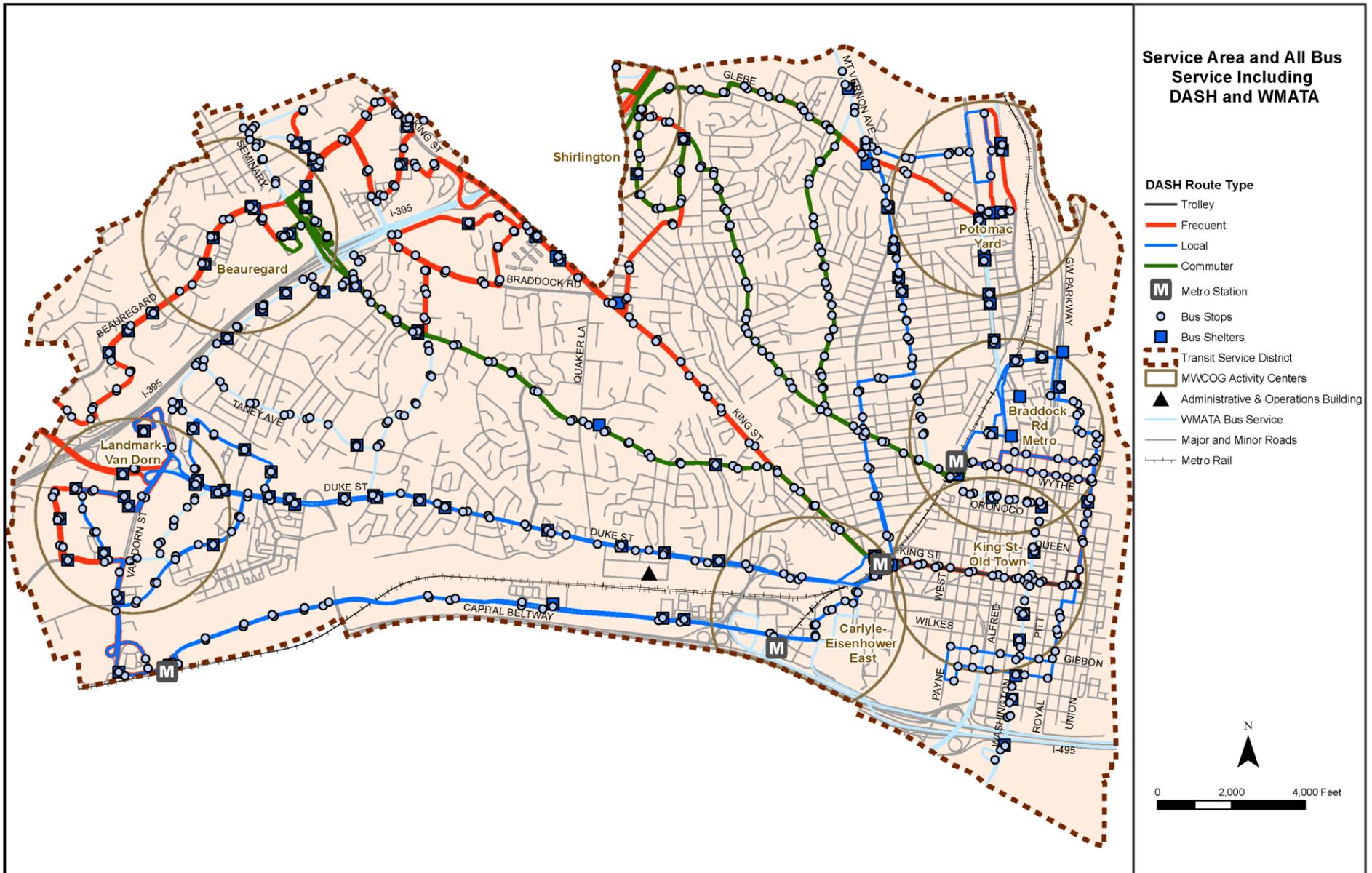


Figure A2 – DASH “Minority” Route Classifications & Minority Populations

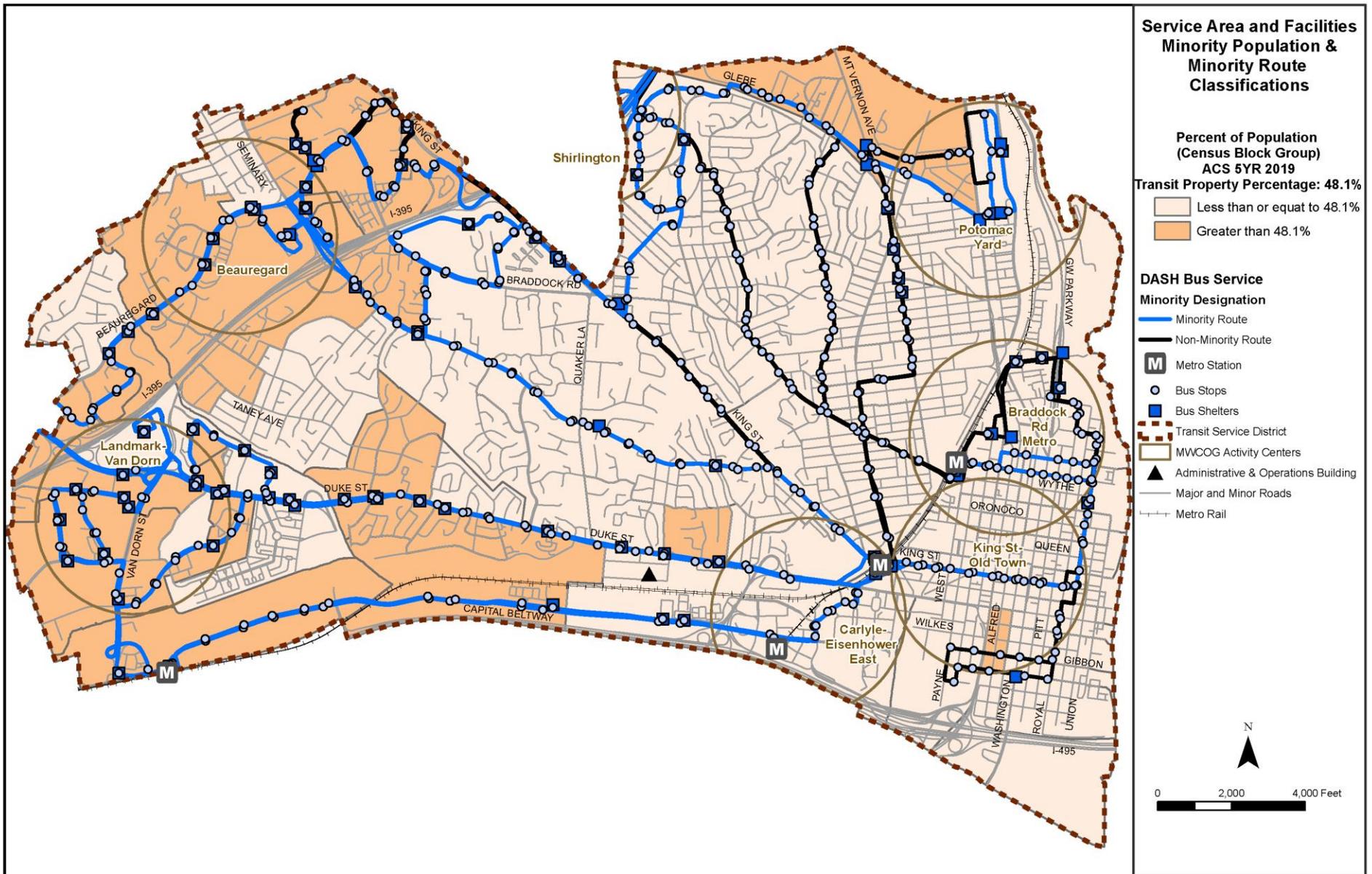


Figure A3 –Low Income Populations & DASH Bus Service

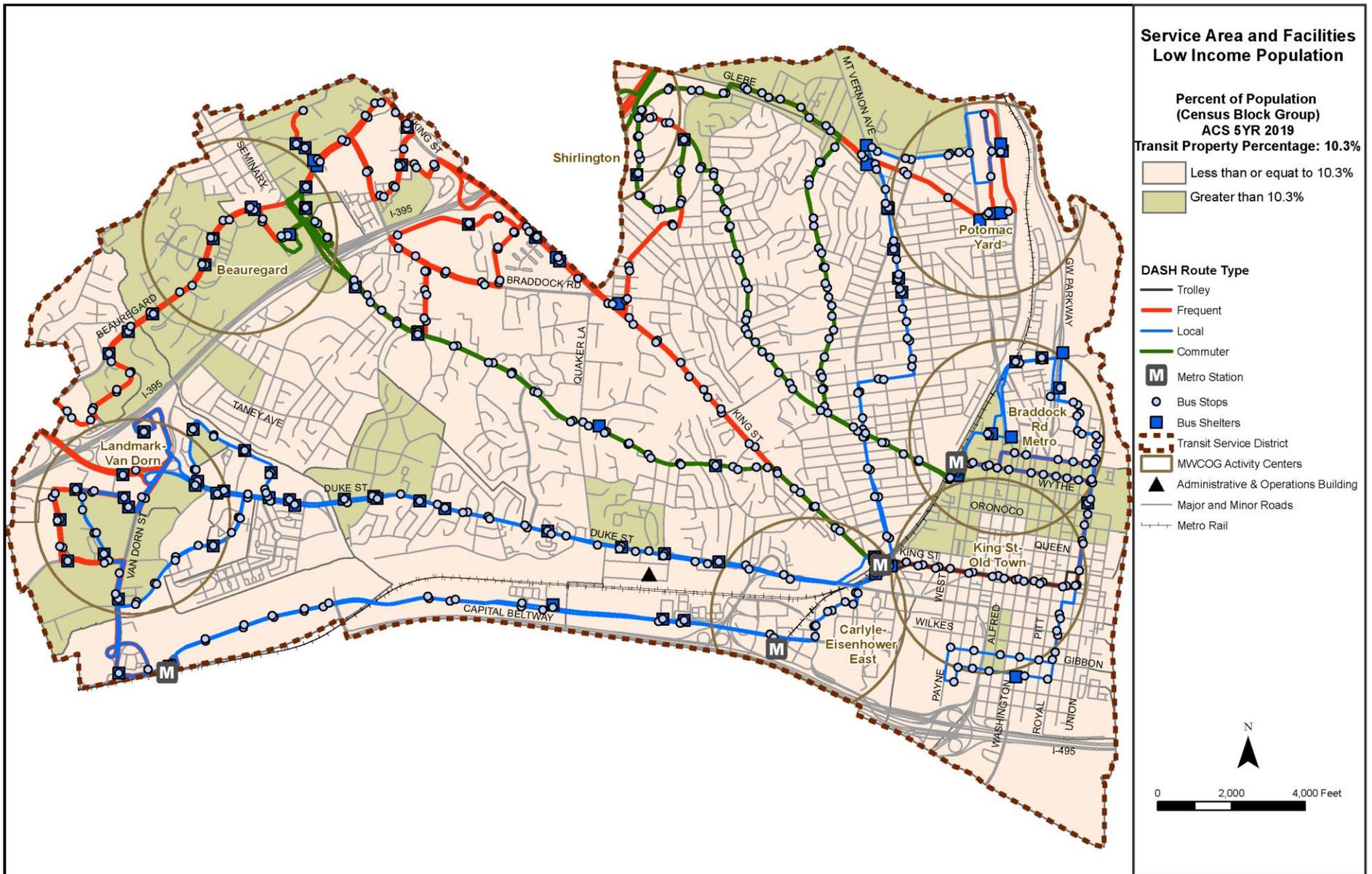


Figure A4 – Limited English Proficiency (LEP) Populations & DASH Bus Service

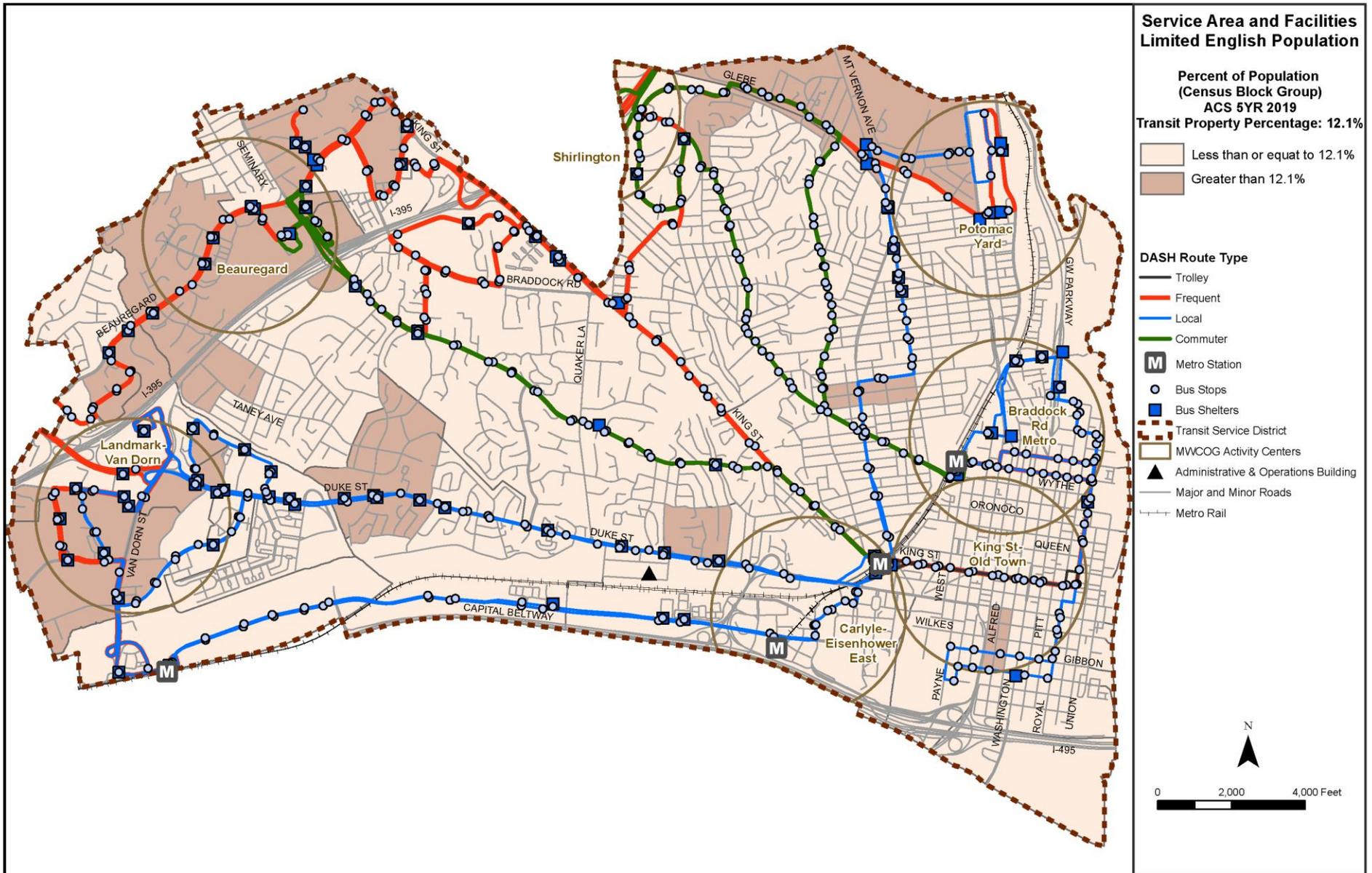


Figure A5 – City of Alexandria Bus Passenger Amenities & Minority Populations

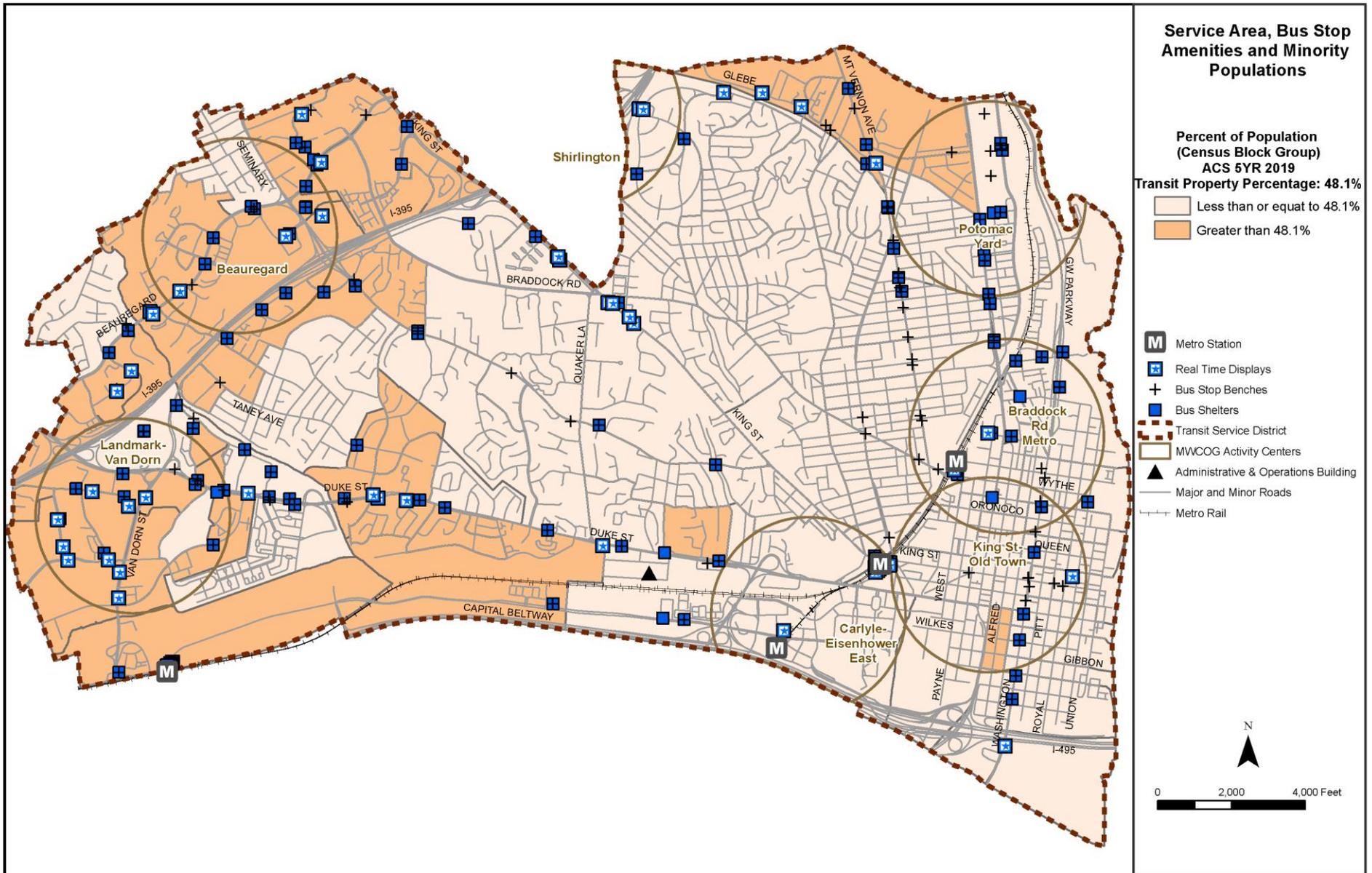
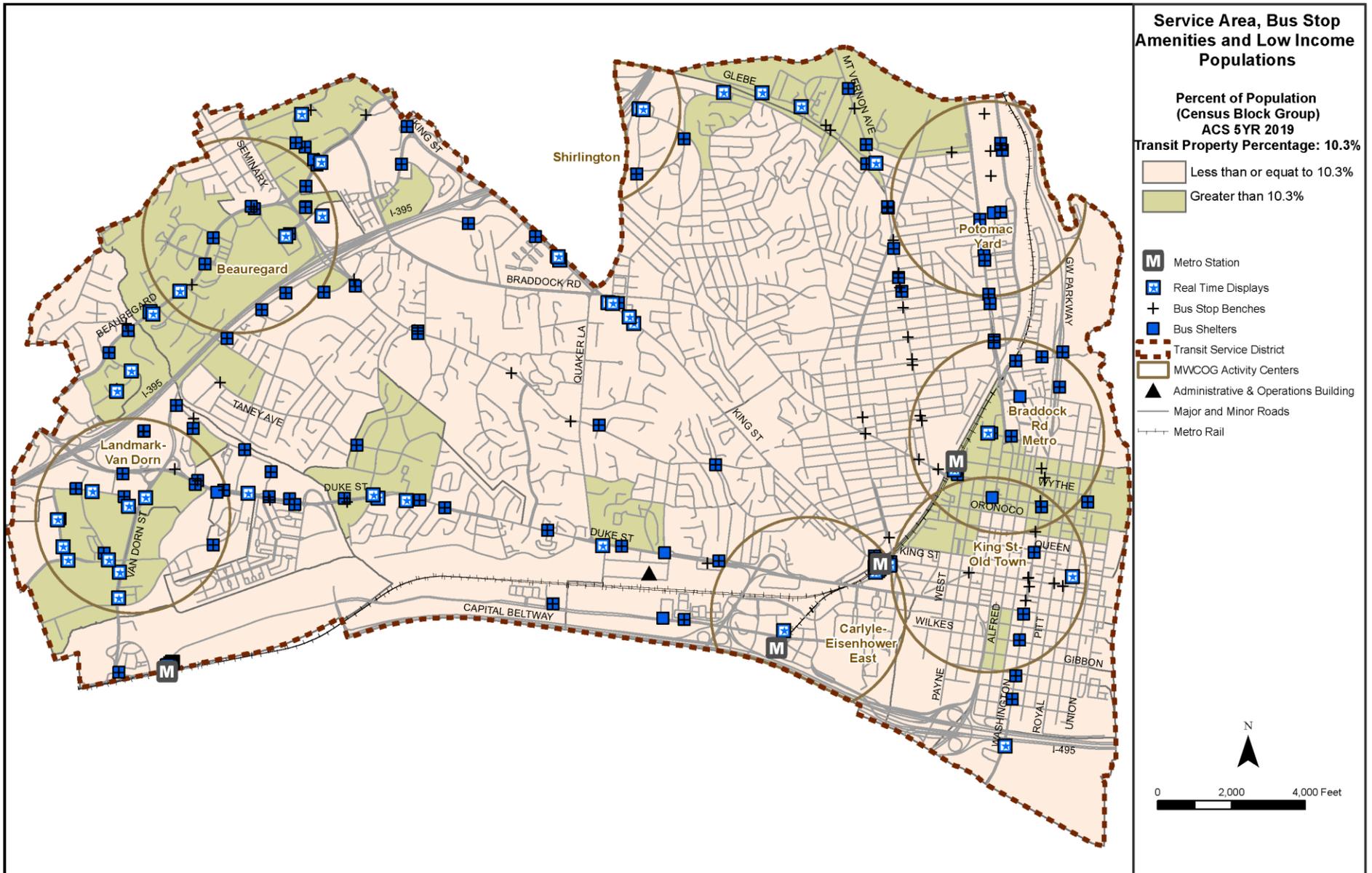
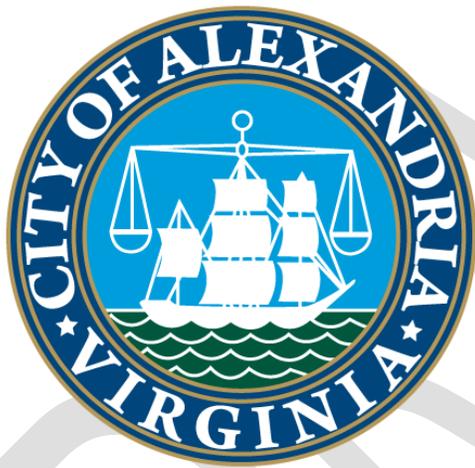


Figure A6 – City of Alexandria Bus Passenger Amenities & Low-Income Populations



The City of Alexandria's Federal Transit Administration (FTA) Title VI Program



Revised by City of Alexandria & DASH Staff

February 2022

The City of Alexandria's Federal Transit Administration (FTA)

Title VI Program

The City of Alexandria (the "City") is an independent City in the Commonwealth of Virginia which was founded in 1749. The City receives Federal Transit Administration ("FTA") funds as a sub-recipient of the Northern Virginia Transportation Commission ("NVTC"). The City is applying for FTA funds as a direct recipient, and the Alexandria Transit Company (ATC) will be a sub-recipient.

The City has established an FTA Title VI Program to comply with the US Department of Transportation ("DOT") Title VI regulations (49 CFR part 21) and to integrate into their programs and activities considerations expressed in the DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficiency ("LEP") Persons (70 FR 74087, December 14, 2005).

On October 1, 2012, FTA issued Circular 4702.1B which supersedes Circular 4702.1A and requires recipients to have their own Title VI program. The Title VI program shall follow all the requirements of Chapter III-3 of the Circular and must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions. Sub-recipients shall submit a Title VI Program to the primary recipient from whom they receive funding to assist the primary recipient in its compliance efforts.

1.0 Annual Assurance to MWCOG/NVTC that the City of Alexandria is Complying with Title VI of the Civil Rights Act of 1964

Assurance of Compliance

The City of Alexandria complies with Title VI of the Civil Rights Act of 1964, as amended. The City's Human Rights Code prohibits discrimination against any person in housing, employment, public accommodations, city contracts, health and social services, credit and education, based on race, color, national origin, sex, religion, ancestry, marital status, familial status, age, disability, sexual orientation, gender identity or transgender status.

Title VI Assurance

In accordance with 49 CFR Section 21.7, every application for financial assistance from the Federal Transit Administration (FTA) must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI of the Civil Rights Act of 1964. The City of Alexandria will fulfill this requirement by submitting the annual assurance to FTA prior to receiving FTA funds. The City of Alexandria provides this assurance in consideration of, and for the purpose of, obtaining FTA grants, loans, contracts, property, discounts or other FTA financial assistance.

2.0 Notice to the Public Regarding Title VI Obligations

The City of Alexandria will provide notice to the public regarding its Title VI obligations and the protections available to the public. The notice is included in Appendix A. It states in English and Spanish that the City operates its programs without regard to race, color, and national origin. It informs the public how to request additional information on the City of Alexandria's Title VI obligations. It directs the public to a copy of the City's procedures for filing, receiving, and tracking complaints. The notice also includes the Title VI complaint form (see Appendix B for Title VI complaint procedure and form). The notice states further that the City will translate it into other languages on request.

This notice will be posted in or proximate to large facilities having many transit patrons, such as City Hall, the City's libraries, and such major transit facilities as the King St-Old Town Metrorail station, and on the City's website.

3.0 Investigations of Alleged Discrimination

The City of Alexandria Office of Human Rights investigates any allegations of discrimination in the City. The City of Alexandria will record any Title VI investigations, complaints, or lawsuits. Complaints may be received from the public by the sub-recipient, by the City via 311, the City's Office of Human Rights website intake form, the City Manager's Office, or the City Attorney's Office. All complaints will be referred to the Title VI Coordinator. The Title VI Coordinator will maintain a list, which shall include the date of the investigation, lawsuit, or complaint filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the City of Alexandria in response to the investigation, lawsuit, or complaint. The City will encourage use of the complaint form attached in Appendix B.

4.0 Title VI Investigations, Complaints, and Lawsuits

The City of Alexandria has had no Title VI complaints since its last submittal in 2019. No Title VI complaints had been filed prior to 2019.

5.0 Public Participation Plan

The City of Alexandria, and Alexandria Transit Company (ATC), which operate DASH bus service, believe public participation is an integral part of transportation planning and decision making. The City of Alexandria provides minority, low-income, and LEP populations to access and opportunities for public participation in transportation decisions. By providing such access, the City of Alexandria offers an inclusive, representative, and equal opportunity for two-way

communication resulting in appropriate action that reflects public involvement. The City of Alexandria's Department of Transportation & Environmental Services has and will continue to coordinate with the City of Alexandria's Office of Communications and Public Information and the City of Alexandria's Office of Human Rights and other organizations to implement strategies to reach out to members in affected minority, low-income, and LEP communities on proposed transportation decisions. The Alexandria Transit Company (ATC) also adheres to these same principles and practices with regards to its public engagement and communication towards the marginalized communities listed above.

The City and ATC both employ a wide variety of means to involve citizens in transportation planning. Examples are the following:

- Meeting with groups who have expressed interest in different projects, such as presentations to civic associations to provide information and solicit feedback on specific projects. This includes attending regularly-scheduled meetings with community groups that specifically serve underrepresented populations or neighborhoods with high percentages of such individuals. Examples include Casa Chirilagua, Ethiopian Development Council, West End Civic Association, the Alexandria Commission on Persons with Disabilities, and the Alexandria Commission for Women.
- Holding project-specific public meetings to solicit input. In areas of the City with large populations of LEP people, the city provides written materials in appropriate languages, such as Spanish and Amharic, and tries to have translators present at these meetings.
- Providing printed materials, posters and flyers in both English, Spanish and Amharic, depending on the communities that are impacted by the subject proposal, project, or service/policy change. DASH and ATC-related posters and flyers are often installed at bus stops, transit centers, Metrorail stations, and onboard buses for maximum visibility
- Performing pop-up meetings at locations and times where large numbers of minority, low-income and LEP individuals who could be affected by a transportation project are likely to be present. For ATC, this often includes conducting such events at DASH bus

stops, transit centers, Metrorail stations and onboard buses during peak hours when larger numbers of patrons will be present, and off-peak times or weekends when a higher percentage of low income, minority and LEP passengers are using the system.

- Employing the City's general website, the City's GoAlex website, and the DASH website to provide announcements of public meetings and to provide information to the general public about issues which were raised at the meetings. For major projects and initiatives, the City and ATC web sites may also include information translated into Spanish or Amharic, as was done for recent city projects like the Alexandria Transit Vision Plan and New DASH Network.
- The City and ATC announce meetings using the eNews service, which reach thousands of subscribers who have opted into receiving transportation-related updates.
- Before transportation surveys are administered, ensuring that all people affected by the action who may have Limited English Proficiency, have surveys available in their native language. In the past, we have printed transportation surveys in Spanish and Amharic, which is the native language of a significant percentage of city residents, particularly in West Alexandria. This will be done by pulling down corridor level demographic information, prior to the survey being administered to ensure that it is in the appropriate language. We also provide people with disabilities with opportunities to fill out surveys. For example, when we conducted one of the Alexandria Transit Vision surveys, we put a Section 508 compliant survey on the webpage for with those with visual impediments and ensure that web materials may be viewed with a screen reader.
- In corridors with a large LEP population, translators will be available at all public meetings and any written materials which will be distributed at the meeting will be available in the second predominant language as well as English.
- Releasing news releases on important meetings which may be are picked up by the Washington Post and local newspapers.
- Providing information to Spanish-speaking media outlets, including El Tiempo Latino newspaper and website, and Telemundo and Univision television stations, as appropriate.

- Distributing information monthly about transportation issues on the City's GoAlex website.
- In some cases, distributing paper flyers to the houses and/or businesses in the travel corridors being analyzed.
- Using ad hoc committees of citizens and elected officials to assist staff in gauging transportation decisions
- City Council meetings are held regularly throughout the year and include opportunities for public comment
- Transportation Commission meetings are held once per month and include a public comment period during which members of the public are able to provide testimony to the Commission.
- ATC Board of Directors meetings are held once per month except during July and August and include a public comment period at the beginning of each meeting for any members of the public who wish to address the Board of Directors on issues relating to DASH.
- DASH Advisory Committee meetings are held on a quarterly basis. The DAC is comprised of no more than 13 members who are selected by DASH staff to represent a diverse cross section of DASH users and stakeholders.
- Web proceedings from City Council, Transportation Commission and DASH Board of Director meetings.
- Sometimes providing information on the local cable television station.
- Information is distributed through City and DASH social media platforms, including Twitter, Facebook and occasionally LinkedIn and Instagram.

6.0 A Plan for Meaningful Access for Persons with Limited English Proficiency (LEP)

Four Factor Analysis

The City of Alexandria has performed a USDOT Four-Factor analysis of its program to encourage people with Limited English Proficiency (LEP) to become more involved in the process of planning transportation services.

This analysis consists of these four factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the grantee;
2. The frequency with which LEP individuals come into contact with the City of Alexandria's plans, programs, and activities;
3. The nature and importance of the program, activity, or service provided by the City of Alexandria to the LEP population; and
4. The resources available to the City of Alexandria and overall cost to provide LEP assistance.

Factor 1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the grantee;

To get the total number of LEP people in the city the results of the 2015-2019 Public Use Microdata Sample (PUMS) conducted by the U.S. Census were used. According to these figures, approximately two-thirds of Alexandria residents (67%) speak English only. The most common language other than English is Spanish, which is the primary language of 21,112 residents (14% of the population). Other Indo-European languages are used by 9,172 residents (6% of the population). Asian and Pacific Islanders languages are spoken at home by 4,980 residents (3% of the population), People speaking other languages, such as Amharic or Arabic, constitute 10% of the City's population (13,841 residents).

Attached in (Appendix C) the census tract maps that indicate where the major groups of languages most spoken at home other than English are located. Attached in (Appendix D) are maps which indicate the percentage of Black or African American people and the percentage of Hispanics in each census tract in the City.

The City also reviewed another piece of data from the American Community Survey and it indicated for those households where English was not spoken at home, respondents answered whether they could speak English less than very well. For those speaking Spanish in the City, 10,065 residents (52% of those speaking Spanish at home) stated that they can speak English less than very well. In attempting to gauge the LEP population, it was suggested that the level of literacy of the population should be gauged. Doing a cross-tabulation of ability to speak English well and levels of education would provide the best information.

Based on this data, the City developed a public outreach plan that included methods to actively solicit the input of LEP people.

Factor 2: The frequency with which LEP individuals come into contact with the City of Alexandria's FTA-related plans, programs, and activities.

The City has provided translation services and appointed representatives of non-English speaking groups to commissions; however it has not documented previously how many LEP individuals actually interface with the City. The City will make an effort to document the number of LEP people who wish to be involved in the transportation planning process and how these people became involved in the process. The City's FY23 on board survey will include LEP related questions to help us better understand the community's needs.

Factor 3: The nature and importance of the program, activity, or service provided by the City of Alexandria to the LEP population

The transit programs and services which are assisted by the City's Department of Transportation and Environmental Services and operated by the Alexandria Transit Company (ATC) are of critical importance to many in the LEP community. These public transit services oftentimes represent the only means of transportation to members of this community, which enable them to

find and keep jobs, to access educational, shopping and social opportunities, and to take advantage of the many benefits provided for citizens of Alexandria. The City's Transportation Demand Management program, GoAlex regularly engages with the Limited English Proficiency population at several multi-cultural events that are held in the City. Examples include the Arlandria Chiriluagua Festival and the Cambodian Festival. The City will continue to reach out to this important group in providing transit services and facilities which can improve their travel experience.

The City will make an effort to ensure that important projects which will affect LEP populations are identified and will increase its efforts to get these people involved in the transportation planning process.

Factor 4: The resources available to the City of Alexandria and overall costs to provide LEP assistance.

The City developed a Language Assistance Plan in 2003, which was updated in 2008. The City is currently undergoing another update to this plan in line with the City's Race and Social Equity Initiative, All Alexandria, which was formulated in 2020. The City has historically provided an extensive amount of resources for interpretive services. The City budgets about \$75,000 annually for translation services. Additionally, project budgets often include additional funding for translation services, such as for the Alexandria Mobility Plan, the update to the City's Transportation Master Plan, the Alexandria Transit Vision Plan, and Duke Street in Motion, to reimagine transit on the Duke Street Corridor.

The 2008 plan, which indicates all of the resources which the City had available to those who have Limited English Proficiency can be found in Appendix E.

7.0 Analysis of Non-Elected Transportation Boards and Commission Appointed by Alexandria

The City of Alexandria has had three city commissions or advisory groups which deal with transit issues. These are the Transportation Commission, the Potomac Yard Metrorail Implementation Work Group, and the Alexandria Transit Company Board of Directors. ATC has also established the DASH Advisory Committee (DAC), which allows DASH riders to provide input and additional perspectives on key issues to DASH leadership. The following table illustrates the composition of these groups:

Table of the Composition of Transit-Related Citizen Groups

Name of Group	No. of Caucasians	No. of African-Americans	No. of Hispanics	No. of Asians/Pacific Islanders	Other	Total
Transportation Commission	9	1	1	0	0	11
Potomac Yard Metrorail Implementation Work Group	12	1	1	0	0	14
Alexandria Transit Company Board of Directors	7	3	0	0	0	10
DASH Advisory Committee (DAC)	4	1	0	1	3	9

The Transportation Commission helps the City Council develop transportation policies consistent with the City's transportation master plan, the Alexandria Mobility Plan. As of February 2022, the Transportation Commission has one African-American representative. Two additional African American representatives recently resigned, one to join City Council. The Transportation Commission has one Hispanic representative who serves as Chair. There are a total of eleven people on the Commission, whose members are appointed by other City commissions and the City Council. Its meetings are publicized via various City media channels and has had considerable representation from audience members. Staff is considering various creative ways to try to encourage more diverse applicants for the Commission.

Commissioners have been strong advocates for ensuring all, but particularly project level, public outreach efforts solicit a diversity of opinions from a diversity of backgrounds that represent the City as a whole. For the Alexandria Mobility Plan outreach, which was guided by Commissioners, staff translated materials into Spanish and Amharic and had Spanish and Amharic translators at pop-up events in locations of the City with significant Spanish and Amharic speaking populations. Focus groups were also conducted in Spanish and staff and translators managed a table at a Spanish public meeting for the Arlandria neighborhood.

In the development of the Potomac Yard Metrorail Station, citizen work groups have provided an important forum for community and stakeholder input. A Metrorail Station Feasibility Work Group was established in 2008 and met through 2010. In 2011, the Potomac Yard Metrorail Station Feasibility Work Group was re-convened as the Potomac Yard Metrorail Implementation Work Group (PYMIG) to ensure a thorough technical analysis of a potential new Metrorail station. In September 2015, City Council revised PYMIG's responsibilities and composition to enable PYMIG to function as a forum for the public outreach process through station opening and allow the group to consider the variety of issues that will arise as the project moves into design and construction. The group includes two members of City Council, one of whom is Hispanic, four representatives from other City commissions, one business representative, and four community representatives, one of whom is African-American.

The Alexandria Transit Company is governed by a ten-member Board of Directors that is elected annually by the Alexandria City Council, acting in the capacity of the sole stockholders. Board members include residents and appointed City staff. Three members of the ATC Board are African-Americans and the City has worked to actively recruit Board members from diverse backgrounds and different parts of the City to bring different perspectives to the group.

The DASH Advisory Committee (DAC) was formed in 2020 as a group comprised of DASH users and members of the Alexandria community with their diverse backgrounds. The group was established to solicit more detailed input from DASH customers on a wide variety of issues. The group also serves as DASH ambassadors to the community during outreach programs. The Committee serves at the discretion of the DASH General Manager/CEO and may provide letters of support to DASH leadership on key issues. The DAC consists of 9 to 13 members who serve two-year terms. The group currently consists of nine members who were selected by DASH staff to provide a diverse set of backgrounds that could help bring different perspectives to the table. The group currently includes four Caucasians, one African American (Chairman), one Asian/Pacific Islander and three other individuals who did not disclose their race or ethnicity. One member is visually impaired and others have identified family members or friends with disabilities other mobility impairments that necessitate the use of transit.

The City will renew its efforts to identify both members of minority groups and people with LEP who will be affected by major City actions. These people will be strongly considered for appointment to the community service boards which provide the City with policy guidance regarding some of these major transportation issues. The City will review the make-up of these boards and ensure that such representation is provided on these Boards, as vacancies become available.

8.0 Requirement to Collect Demographic Data

The Alexandria Transit Company (ATC) operates DASH service and is required to conduct regular onboard surveys that measure demographic data of DASH riders. The next survey of DASH ridership is planned for FY 2023. Additional maps that compare the distribution of bus service and passenger amenities to the demographic patterns of the City of Alexandria are included as part of the Title VI Service Monitoring policy document. Maps depicting the linguistic and racial demographics of the City of Alexandria are included in Appendices C and D.

The City of Alexandria has also performed demographic analyses during the planning stages of FTA Funded Projects in Alexandria and projects for which the City is applying for federal funding, including the Crystal City-Potomac Yard Transitway (completed), the Potomac Yard Metrorail Station, the West End Transitway, and the King Street Old Town Metrorail Access Improvements. This demographic analysis helped to guide outreach strategies by identifying populations who might require additional outreach.

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Appendix A

Notice to the General Public

In order to comply with 49 CFR Section 21.9(d), the City of Alexandria shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. The paragraph below will be inserted into all significant publications that are distributed to the public. The text will be placed permanently on the City's website: <http://alexandriava.gov>.

“The City of Alexandria fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. For more information, or to file a Title VI related complaint, see <http://alexandriava.gov> or call (703) 746-3140. Para información en español, llame al (703) 746-3140.”

Apéndice A

Aviso al Público en General

A los fines de cumplir con la Sección 21.9(d) del 49 CRF, la Ciudad de Alexandria le proporcionará al público información relacionada con las obligaciones de esta ciudad con respecto al Título VI y hará saber a todos las protecciones anti-discriminatorias que les brinda esta ley. El párrafo citado a continuación va a ser insertado en todas las publicaciones importantes que se distribuyen al público. Dicho texto también ocupará un lugar permanente en el sitio Web de la ciudad en: <http://alexandriava.gov>.

“La Ciudad de Alexandria cumple a plenitud con las disposiciones del Título VI de la Ley de Derechos Civiles de 1964 y los estatutos y regulaciones afines en todos los programas y actividades. Para más información, o para presentar una queja relacionada con el Título VI, visite: <http://alexandriava.gov> o llame al (703) 746-3140. Para información en español, llame al (703) 746-3140.”

Appendix B

INSTRUCTIONS FOR FILING A COMPLAINT AND COMPLAINT FORM

Procedures

1. Any person who believes that he, she, they, individually, as a member of any protected class, or in connection with any disadvantaged business enterprise (DBE), has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, as amended, may file a complaint with the City of Alexandria and/or the Alexandria Transit Company (ATC), which operate DASH bus service. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the City of Alexandria Title VI Coordinator for review and action.
2. The complainant must file the complaint no later than 180 days after:
 - a) The date of the alleged act of discrimination; or
 - b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued. In either case, the recipient or their designee may extend the time for filing or waive the time limit, specifying in writing the reason for so doing.
3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints should set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. If a person makes a verbal complaint of discrimination to an officer or employee of the recipient, the person shall be interviewed by the Title VI Coordinator. If necessary, the Title VI Coordinator will assist the person in putting the complaint in writing and submit the written version of the complaint to the person for signature.
4. Within 10 days, the Title VI Coordinator will review the complaint to determine whether the City of Alexandria has jurisdiction and shall acknowledge receipt of the allegation in writing, inform the complainant of action taken or proposed action to process the complaint, advise the respondent of their rights under Title VI and related statutes, and advise the complainant of other avenues of redress available, such as:

Alexandria Office of Human Rights
123 N Pitt St, Suite 230
Alexandria, VA 22314

US Department of Transportation,
Federal Transit Administration's
Office of Civil Rights, 1200 New

Jersey Avenue, 5th Floor,
Washington, DC 20590

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5. Within 10 days, a letter will be sent to the appropriate state and federal transportation authorities, including the following information
 - Name, address, email address and phone number of the complainant
 - Name, address, email address and phone number of the respondent
 - Basis of complaint
 - Date of alleged discriminatory act(s)
 - Date of complaint received by the recipient
 - A statement of the complaint
 - Other agencies (state, local or federal) where the complaint has been filed
 - An explanation of the actions the recipient has taken or proposed to resolve the issue identified in the complaint
6. Within 60 days, the Title VI Coordinator will conduct and complete an investigation of the allegation and, based on the information obtained, will issue a recommendation for action in a report of findings to the City Attorney, City Manager and DASH CEO/General Manager. If more information is needed to resolve the case, the Title VI Coordinator may contact the complainant. The complainant has __ business days from the date of the letter to send requested information to the Title VI Coordinator. If the Title VI Coordinator is not contacted by the complainant or does not receive the additional information within __ business days, the Title VI Coordinator can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 days of receipt of the complaint, the Title VI Coordinator will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her/their appeal rights.
8. If a discrimination complaint that originated with the City or DASH is turned over to and investigated by a state or federal transportation organization or another agency, the Title VI Coordinator will monitor the investigation and notify the complainant of updates.
9. In accordance with federal law, the City will require that applicants for federal assistance notify the City of any lawsuits filed against the applicant or sub-recipients of federal assistance or alleging discrimination and a statement as to whether the applicant has been found in noncompliance with any relevant civil rights requirements.
10. Pursuant to the Virginia Public Records Act (VPR) § 42.1-76 et seq., the City will retain Discrimination Complaint Forms and a log of all complaints filed with or

investigated by the City. All complaints will be included in future updates of the City's FTA Title VI Program.

11. Records of complaints and related data will be made available by request in accordance with the Virginia Freedom of Information Act.

The City of Alexandria has had no Title VI investigations or lawsuits and did not receive any Title VI complaints between 2016 and 2021. If the City were to receive any complaints or be subject to a lawsuit or investigation, it would use the following logs for tracking purposes.

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Title VI Complaint Form

Title VI Coordinator – City of Alexandria
(Contact info pending)

Section 1:

Name:

Address:

Phone:

Email:

Accessible Format Requirements (check all that apply)?

Large Print

Audio

TDD

Other

Section 2:

Are you filing the complaint on your own behalf? Yes/No

If you answered “Yes, go to Section 3.”

If you answered “No,” please identify the person for whom you are filing a complaint.

Name:

Relationship:

Please explain why you have filed for a third party:

Please confirm you have obtained the permission of the third party. Yes/No

Section 3:

I believe the discrimination I experienced was based on (check all that apply):

Race

Color

National Origin

Date of Alleged Discrimination (MM/DD/YEAR):

Explain what happened and why you believe you were discriminated against. Include the names and contact information of person(s) involved, both those who discriminated against you (if known) and witnesses. If more space is needed, please use the back of this form.

Section 4:

Have you previously filed a Title VI complaint with the City of Alexandria? Yes/No

Section 5:

Have you filed this complaint with any other Agency or Court? Yes/No

If you answered “Yes,” please provide detailed information:

- Agency/Court:
- Contact Name/Title:
- Address:
- Phone:
- Email:

Section 6:

Agency the complaint is against:

Contact Name/Title:

Phone:

Email:

You may attach any written materials or other information you think is relevant to your complaint.

Signature (*required*)

Date (*required*)

To download the Complaint Form please click on this link: (Link pending)

Please submit this form in person at the address below, or electronically at [Address pending]:

City of Alexandria - Title VI Complaint Log

Complaint Log

Complainant Name	Date	Summary (include basis: race, color or national origin)	Status	Actions Taken

Investigation Log

Investigations	Date	Summary (include basis: race, color or national origin)	Status	Actions Taken

Apéndice B

INSTRUCCIONES PARA PRESENTAR UNA QUEJA Y FORMULARIO DE QUEJA

Procedimientos

1. Toda persona, grupo de personas o entidades que crean que han sido objeto de un acto discriminatorio prohibido en los procedimientos sobre no discriminación del Título VI, podrán presentar una queja por escrito ante el Oficial del Título VI de la Ciudad de Alexandria. La queja formal tiene que ser presentada dentro de los 180 días calendarios siguientes a la supuesta ocurrencia, o cuando el demandante se enteró de la supuesta discriminación. La queja tiene que cumplir los requisitos siguientes:
 - a. La queja tiene que: estar por escrito y firmada por el demandante o demandantes.
 - b. Incluir la fecha del presunto acto discriminatorio (fecha en que el demandante o demandantes se enteraron de la supuesta discriminación; o la fecha en que se discontinuó esa conducta o la última vez que ocurrió.)
 - c. Presentar una descripción detallada de los actos, incluyendo los nombres y títulos de cargos ocupados por las personas de las que se percibió que fueron partes del incidente objeto de la queja.
 - d. Se acusará recibo de las acusaciones enviadas por fax o correo electrónico, y se procesarán una vez que se haya(n) establecido la(s) identidad(es) del demandante o demandantes y su intención de seguir adelante con la queja. Para esto, el demandante tiene que enviar por correo una copia original firmada del fax o correo electrónico, para que el Consejo de Gobiernos (COG) pueda procesarla.
 - e. Las quejas recibidas por teléfono serán anotadas en un registro indicando la hora, fecha y naturaleza de cada queja. A los demandantes se les informará que presenten la queja por escrito, para lo cual serán dirigidos al sitio Web para obtener plantillas que sugieren el formulario para la queja.
2. Una vez recibida la queja, el Oficial del Título VI la enviará al Procurador de la Ciudad, quien determinará su jurisdicción, aceptabilidad y si se necesita más información, además de investigar los méritos de la misma. Las quejas contra la Ciudad de Alexandria serán remitidas por el Procurador de la Ciudad a las agencias estatales o federales correspondientes para su debido procesamiento conforme a sus procedimientos. En casos especiales que justifiquen una intervención para asegurar equidad, estas agencias podrán asumir jurisdicción, o bien completar u obtener servicios para examinar o investigar los hechos.

3. Para que sea aceptada, una queja tiene que cumplir los criterios siguientes:
 - a. La queja tiene que ser presentada dentro de los 180 días calendarios siguientes a la presunta ocurrencia, o cuando el demandante se enteró de la supuesta discriminación.
 - b. La acusación o acusaciones tienen que referirse a un hecho previsto en la ley, tal como raza, color, nacionalidad, género, discapacidad o represalia.
 - c. La acusación o acusaciones tienen que estar relacionadas con un programa o actividad de un beneficiario o sub-beneficiario de ayuda federal, o contratista, o en el caso de acusaciones relacionadas con la Ley de Americanos con Discapacidades (ADA), una entidad abierta al público.
 - d. El demandante o demandantes tienen que aceptar una resolución razonable basada en la autoridad administrativa de la Ciudad (la calidad de razonable será determinada por Alexandria).
4. Una queja podrá ser rechazada por las razones siguientes:
 - a. El demandante solicita la retirada de la queja.
 - b. El demandante no responde a repetidas solicitudes de información adicional necesaria para procesar la queja.
 - c. No se puede localizar al demandante después de varios intentos razonables.
5. Una vez que Alexandria o una agencia estatal o federal decidan aceptar la queja e investigarla, el demandante y el demandado serán notificados por escrito de dicha determinación en el plazo de cinco días calendarios. A la queja se le asignará un número de caso y luego será asentada en los registros de Alexandria o de la agencia a donde fue enviada para identificar su fundamento y el supuesto perjuicio ocasionado, así como la raza, color, nacionalidad y género del reclamante.
6. En los casos en que Alexandria asuma la investigación de la queja, la Ciudad brindará al demandado la oportunidad de responder por escrito a las acusaciones. El demandado tendrá diez (10) días calendarios a partir de la notificación escrita de Alexandria de haber aceptado la queja, para responder a las acusaciones.
7. En los casos en que Alexandria asuma la investigación de la queja, y dentro de los 40 días calendarios siguientes a la fecha de su aceptación, el Procurador de la Ciudad, con la asistencia del correspondiente Coordinador del Título VI, preparará un informe de la investigación para que lo examine el Administrador de la Ciudad. Este informe incluirá una descripción narrativa del incidente, la identidad de las personas entrevistadas, los resultados y recomendaciones para su disposición.
8. El Procurador de la Ciudad y el Coordinador correspondiente del Título VI discutirán el informe y recomendaciones con el Administrador de la Ciudad dentro de un plazo de

diez días calendarios. El informe será enmendado en la medida necesaria y se redactará en forma final para su publicación.

9. El informe final de la investigación realizada por Alexandria, junto con una copia de la queja, serán enviados a la agencia estatal correspondiente dentro de los 60 días calendarios siguientes a la aceptación de la queja.
10. Alexandria notificará a las partes sus conclusiones preliminares, las cuales podrán estar sujetas al acuerdo de la agencia estatal correspondiente.
11. En cuanto una agencia del Estado emita su decisión final, Alexandria notificará esa determinación a todas las partes involucradas. Las determinaciones del Estado no están sujetas a apelación.

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Ciudad de Alexandria
Formulario de Quejas sobre el Título VI

12 marzo 2019

Nombre: _____

Dirección: _____

Números de teléfono:

(Casa) _____ (Trabajo) _____

Dirección de correo electrónico: _____

¿Requisitos de formato accesible?

Letra de imprenta grande _____ Cinta de audio _____

Dispositivo telefónico para sordos (TDD) _____ Otro _____

¿Está usted presentando esta queja en su propio nombre?

Sí _____ No _____

[Si contestó que "sí" a esta pregunta, pase a la Sección III.]

Si contesta que no, por favor dé el nombre y relación de la persona por quien usted está presentando la queja: _____

Por favor explique por qué está presentando la queja a nombre de un tercero. _____

—

Si está presentando la queja en nombre de un tercero, ¿ha obtenido el permiso de la parte agraviada?

Sí _____ No _____

¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local, o ante cualquier tribunal federal o estatal?

Sí _____ No _____

Si contestó que sí, por favor indique cuál:

Agencia federal _____

Agencia estatal _____

Agencia local _____

Tribunal federal _____

¿Ha presentado usted una demanda sobre esta queja? Sí _____ No _____

Si contestó que “sí” a cualquiera de las dos preguntas anteriores, por favor proporcione una copia del formulario de queja o demanda.

[Nota: La información arriba mencionada es útil para los fines de seguimiento administrativo. No obstante, si está pendiente un pleito sobre los mismos problemas, deferiremos nuestra decisión a la del tribunal, y Alexandria no tomará ninguna acción al respecto.]

Nombre de la oficina o departamento que usted cree que discriminó contra usted:

Oficina o Departamento _____

Nombre de la persona (si procede) _____

Dirección _____

Ciudad _____ Estado _____ Código postal _____

Teléfono _____

Base(s) de la queja. Marque todas las que correspondan:

Raza Color Nacionalidad

Haga el favor de describir su queja en horas separadas. Usted deberá incluir detalles específicos, tales como nombres, fechas, horas, testigos y cualquier otra información que nos ayude en nuestra investigación de sus acusaciones. Sírvase también proporcionar cualquier otra documentación pertinente a esta queja.

Favor de firmar aquí: _____

Fecha: _____

[Nota – No podemos aceptar su queja sin una firma.]

Usted puede adjuntar cualquier

material escrito u otra información que considere que es importante para su queja.

Por favor envíe su formulario debidamente llenado a: Office of Human Rights, City of Alexandria, 421 King Street, Suite 230, Alexandria, VA 22314

Puede obtener otros formatos diferentes a este solicitándolos a: jean.kelleher@alexandriava.gov; Teléfono: 703-746-3140 o por favor use el sistema gratuito de relevos de Virginia (Virginia Relay System) en el 7-1-1. La preparación de estos materiales tomará siete (7) días hábiles.

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Appendix C

Largest Groups of Languages Spoken at Home Other than English in Alexandria

Languages other than English Spoken at Home in Alexandria

2015-2019 American Community Survey (ACS) data indicate the number of residents ages five and older who speak languages other than English at home.¹ Specific languages are reported at the state level whereas four language categories reported at sub-state geographies:

1. Spanish (including Spanish Creole)
2. Other Indo-European languages
 - French
 - French Creole
 - Italian
 - Portuguese
 - Creole
 - German
 - Yiddish
 - Scandanavian Languages
 - Greek
 - Russian
 - Polish
 - Serbo-Croatian
 - Armenian
 - Persian
 - Gujarati
 - Hindi
 - Urdu
 - Other Indo-European languages
3. Asian and Pacific Island Languages
 - Chinese
 - Japanese
 - Mon-Khmer (Cambodian)
 - Hmong
 - Thai
 - Laotian
 - Vietnamese
 - Tagalog
 - Other Asian or Pacific Island languages
4. Other languages
 - Navajo
 - Hungarian
 - Arabic
 - Hebrew
 - African languages
 - Other and unspecified language

Table 1 shows City-wide estimates for the number of residents age 5 and older who speak languages in each of these categories. Figures 1-4 show the share of residents age five and older who speak languages in each of these categories, by Census Tract.

¹ Residents who speak another language at home may be proficient in English. Separate statistics are available to identify residents who have Limited English Proficiency (LEP) if needed.

Table C1. Alexandria residents over age 5, by language spoken at home

Language	Estimate	Margin of error	Share of the population
Spanish	21,112	+/- 677	14 percent
Other Indo-European Languages	9,172	+/- 993	6 percent
Asian and Pacific Island Languages	4,980	+/- 571	3 percent
Other languages	13,841	+/- 1,445	10 percent

Source: 2015-2019 ACS 5-year estimates

Public Use Microdata Sample reports ACS data by individual and household and can be used to identify more detailed statistics at the City-level. Table 2 shows City-wide estimates for the top five languages, other than English, spoken at home.

Table C2. Alexandria residents over age 5, top 5 languages

Language	Estimate	Limited English Proficiency	% of City Pop	% Limited English Proficiency
Spanish	21,160	10,065	13%	48%
Ethiopian Languages	8,726	2,945	6%	34%
Arabic	3,462	1,241	2%	36%
French Languages	2,781	236	2%	8%
Indo-Aryan Languages	2,017	524	1%	26%
Iranian Languages	1,641	798	1%	49%
Niger-Congo Languages	1,485	211	1%	14%
Chinese Languages	1,380	440	1%	32%
Filipino Languages	1,128	68	1%	6%
Korean	835	393	1%	47%

Source: 2015-2019 Public Use Microdata Sample (PUMS) 5-year estimates

Figure C1. Residents age 5 and older who speak Spanish at home

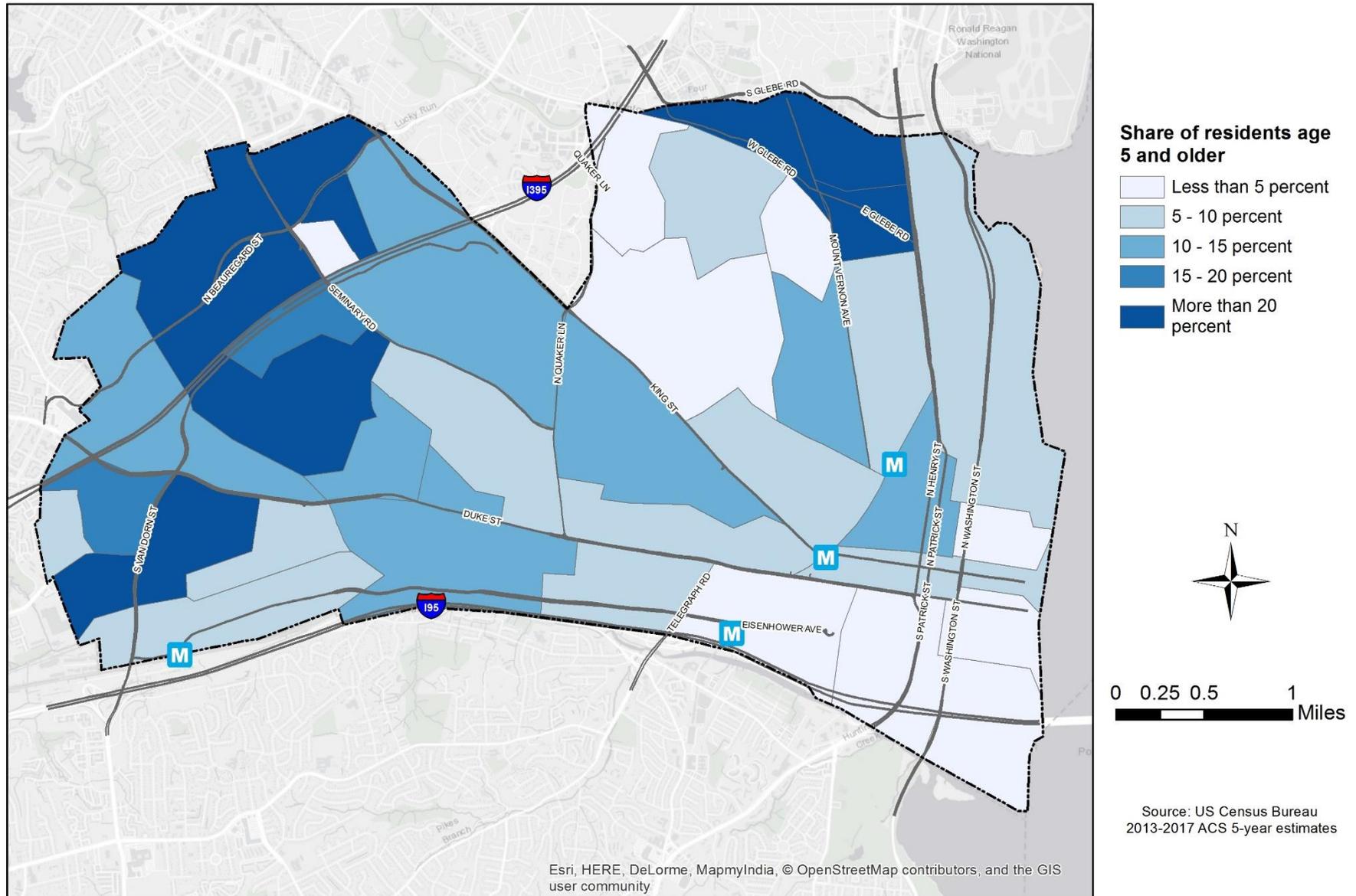


Figure C2. Residents age 5 and older who speak an Indo-European language other than Spanish at home

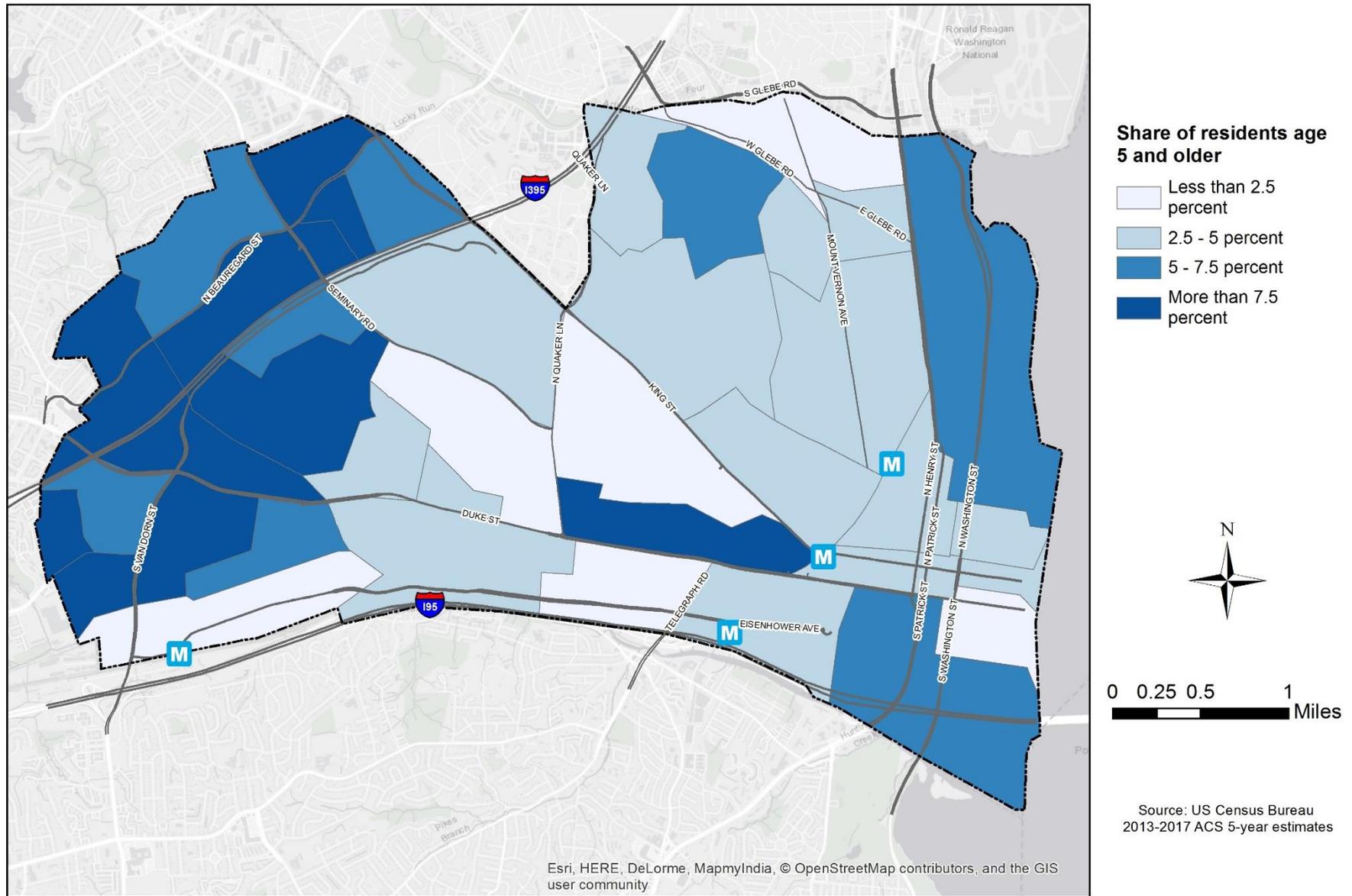


Figure C3. Residents age 5 and older who speak an Asian or Pacific Island language at home

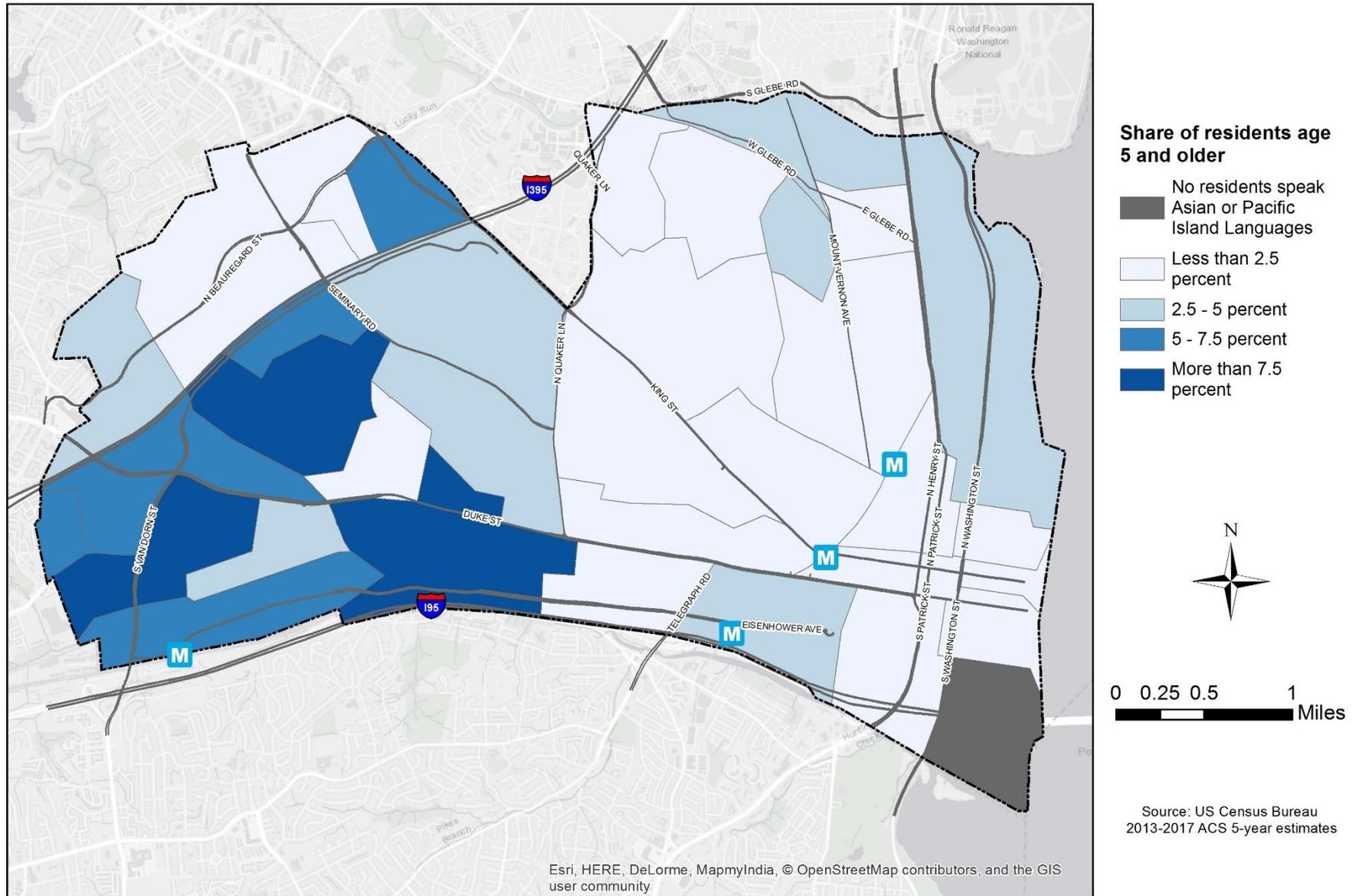
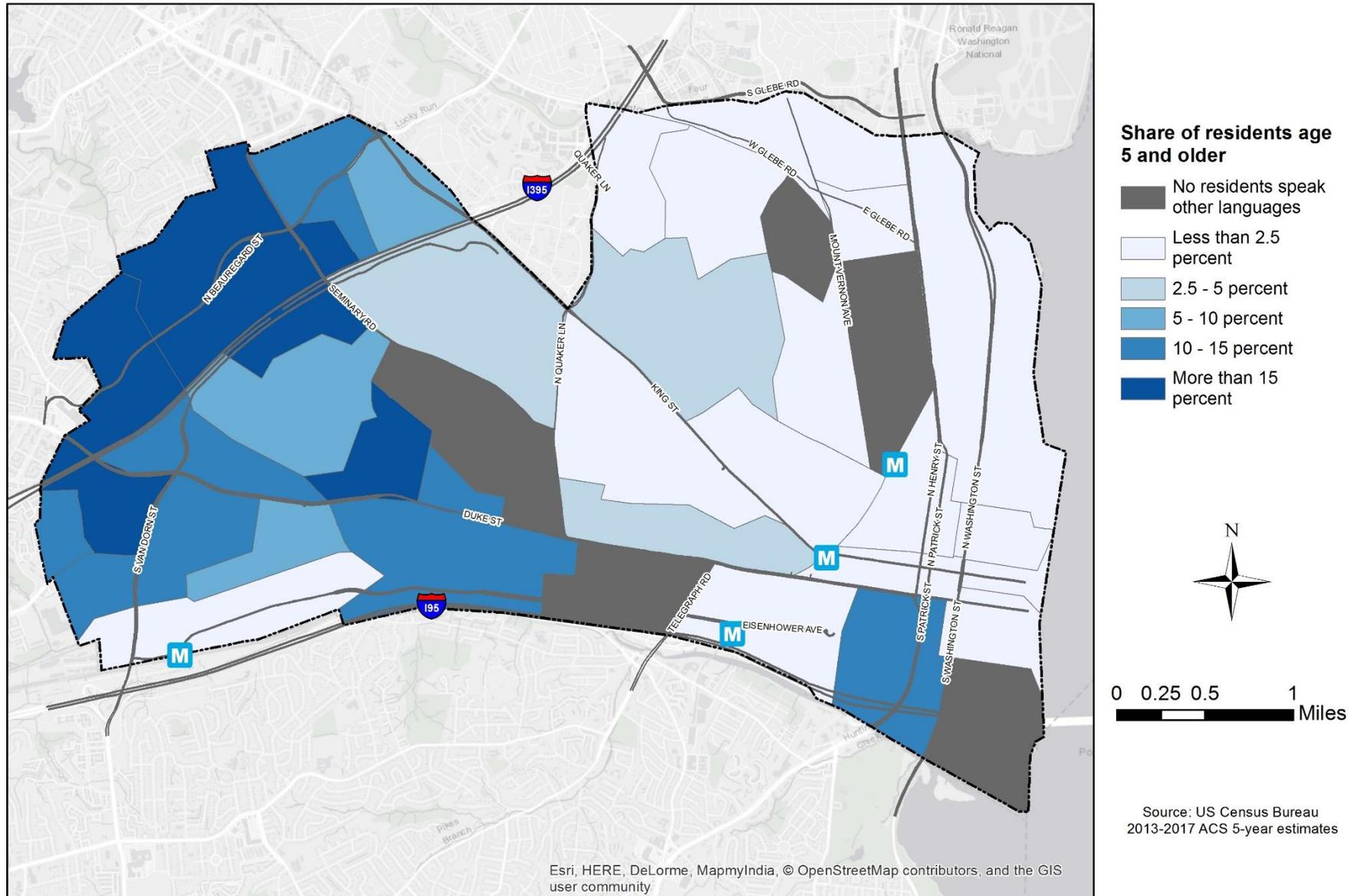


Figure C4. Residents aged 5 and older who speak a language other than English, Indo-European, Asian or Pacific Island languages at home



Appendix D

Percentages of Ethnic Groups by Census Tracts in Alexandria

Race and Ethnicity

About 22 percent of Alexandria's residents identify as non-Hispanic Black or African American, and nearly 17 percent identify as Hispanic of any race.

Figures D1 and D2 shows these statistics at the Census Tract-level, respectively.

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Figure D1. Share of residents who are non-Hispanic Black or African American

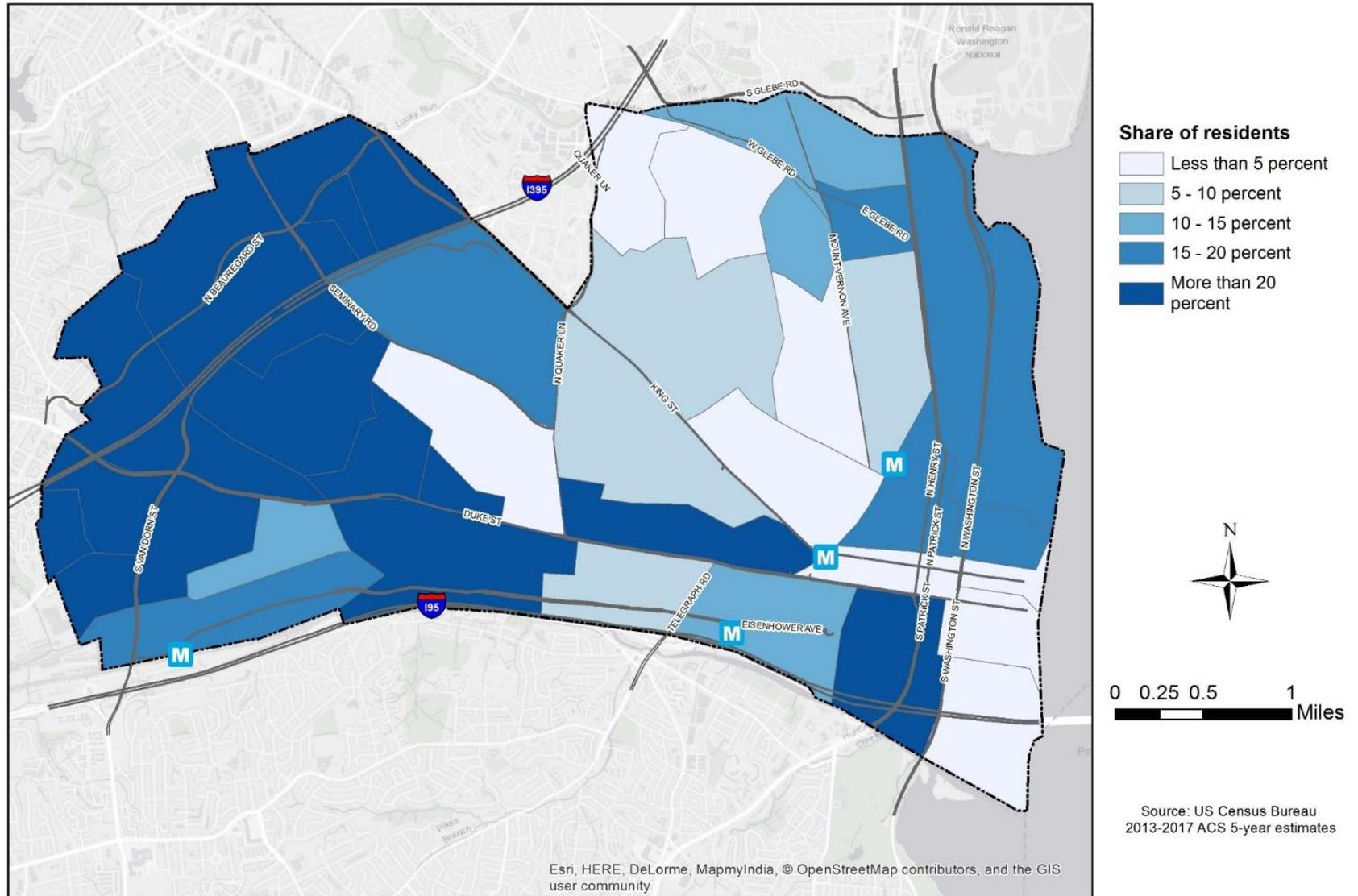
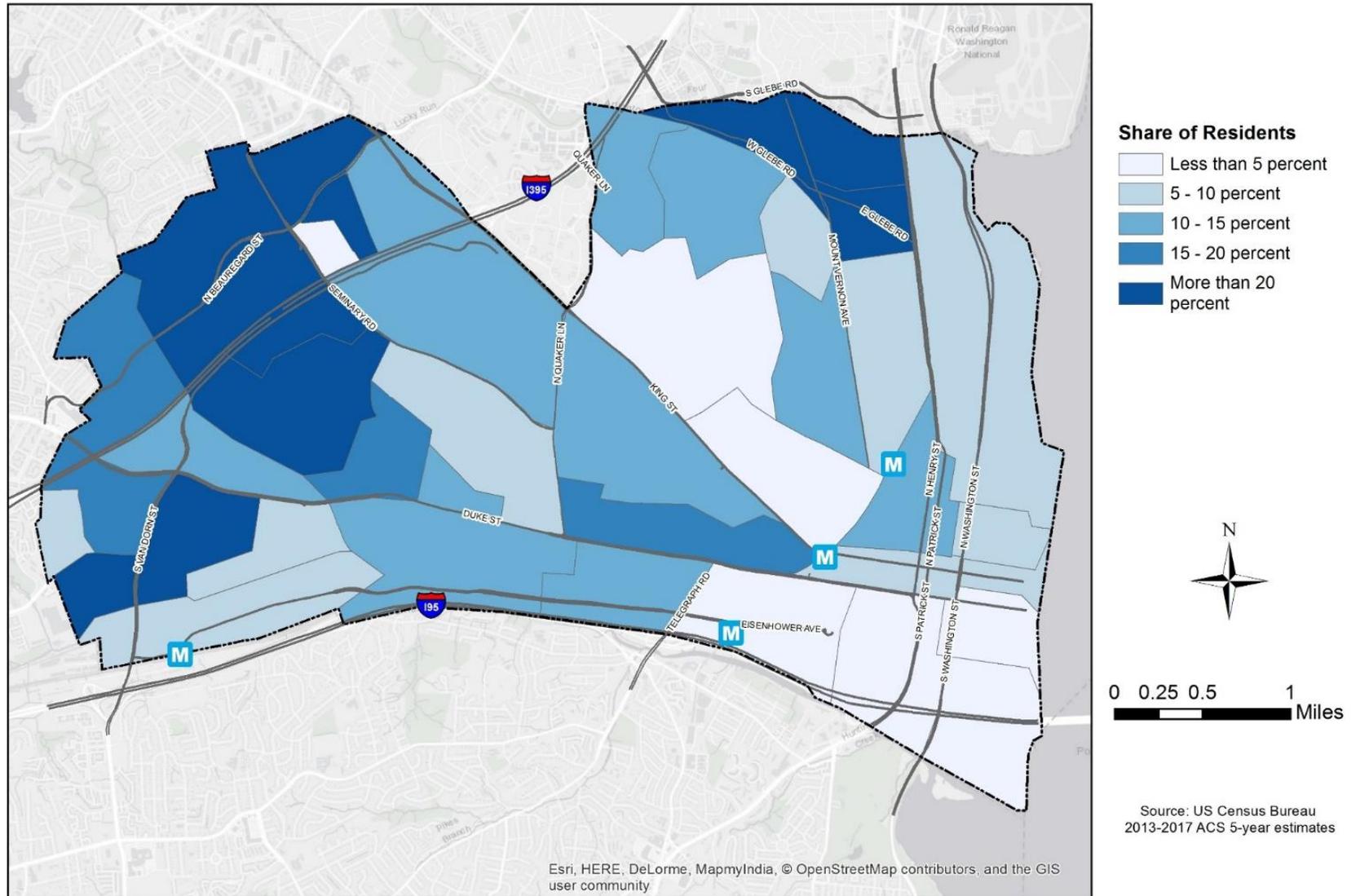


Figure D2. Share of residents who are Hispanic (of any race)



Appendix E

The City of Alexandria's Language Access Policy

- Policy:** All City departments, including the Alexandria Transit Company (ATC) will ensure that Persons with Limited English Proficiency (LEP) receive the language assistance necessary to allow access to services through individual department language assistance plans.
- Title:** Title VI of the Civil Rights Act of 1964; Policy on the Prohibition against National Origin Discrimination as it Affects Persons with Limited English Proficiency
- Staff:** The City of Alexandria has people in different departments facilitating this plan, with one person in the Communications and public Information/Community Relations coordinating all LEP services provided by the City. ATC/DASH also have two individuals in the Department of Planning & Marketing that help support LEP-related efforts in outreach and communications.

1.0 CITY'S LANGUAGE ASSISTANCE PLAN

A. Persons covered by this plan

This plan was developed to serve all City of Alexandria residents who do not speak, read, write or understand English or who do on a limited basis. A city resident has Limited English Proficiency (LEP) when he/she is not able to speak, read, write or understand the English language to the extent that allows him/her to interact effectively with English-speaking City staff.

B. City of Alexandria Commitment to Program Access

No person will be denied access to City information, programs or services because he/she does not speak English or communicates in English on a limited basis. City staff will provide effective communication with Limited English Proficiency (LEP) residents and staff by making appropriate language assistance services available when city residents need these services. The City of Alexandria will provide its resident's access to City information, programs and services in a timely manner at no cost to the resident.

C. Affirmative Offer of Language Assistance

City staff will initiate an offer for language assistance services to residents who have difficulty communicating in English. In many offices, bilingual City employees are available to assist LEP people. If a person is not available, the Language Line can also be used to provide interpretive services to LEP people.

In addition, when residents ask for language assistance, staff must offer free interpretation services in a language they understand, in a way that **preserves confidentiality**, and in a timely manner. Whenever possible, staffs are encouraged to follow the Limited English Proficiency (LEP) person's preferences.

2.0 USING AN INTERPRETER

A. General Requirements

- **Document Use of Language Assistance Services**

Staff must always document in the Limited English Proficiency (LEP) person's file, keeping appropriate records when an interpreter is used or when a Limited English Proficiency (LEP) person makes use of another form of language assistance. Accurate documentation is especially important for direct service staff. If the Limited English Proficiency (LEP) person has been offered free interpretive services and chooses to utilize their own interpreter, i.e. friend, family member or community member, the Limited English Proficiency (LEP) person must sign a waiver indicating that they are giving up their right to free interpreter services. The waiver will be in effect for the time period indicated on the form (to be determined jointly between the staff person and the Limited English Proficiency (LEP) person but will not exceed the period of one year. **Staff should never require, suggest, or encourage a Limited English Proficiency (LEP) person to use family members or friends as interpreters.**

- **Do Not Use Minor Children**

At no time will anyone under 18 years of age, including friends, family members or children, be utilized to provide interpretive services.

- **In-Person Interpreter Services**

If an interpreter is needed in-person, rather than over the telephone, staff will make every reasonable effort to have an interpreter available at a time and place that is convenient for both the interpreter and the Limited English Proficiency (LEP) person. Staff may arrange for in-person interpreting by contacting City-approved Language Assistance Services vendors directly.

- **Limited English Proficiency (LEP) person cannot read or write in their own language**

When confronted with a situation in which the Limited English Proficiency (LEP) person is illiterate – cannot read or write in his or her own language – the staff person, with assistance from an interpreter, will assist the Limited English Proficiency (LEP) individual in the completion of necessary forms and documents. Preferably, an in-person interpreter will be used. However, if that is not possible, a contracted Language Assistance Services interpreter will be utilized.

3.0 INTERPRETER RESOURCES (by Order of Preference)

As much as possible, staff should use interpreter services in the following order of preference:

1. Bilingual Staff

- a.** City departments will use their best efforts to assign Limited English Proficiency (LEP) persons to bilingual staff who speaks their language. In the event that there are not enough direct service bilingual staff available to assist with spoken language needs, the department's staff interpreters will augment available language assistance services on an as-needed basis. As not all departments have staff interpreters on site, the protocol may vary from department to department. Each department/unit must maintain a current and accessible list of staff with language interpretation capacity.

2. Volunteers and Interns

- a.** In the event that an insufficient number of permanent staff is available to assist with spoken language needs, volunteers and interns for that department are accessed for services for these language groups. As not all departments have volunteers or interns on site, the protocol may vary from department to department. Each department/unit must maintain a current and accessible list of volunteers and interns with language interpretation capacity.

3. Telephone Interpreter Services- Language Line Services

- a.** Language Line Services, formerly known as AT&T Language Line, provides telephone interpretation in over 150 languages 24 hours a day, seven days a week.
- b.** Staff should use Language Line Services when bilingual staff, volunteer staff interpreters or volunteers and interns are not available.
- c.** Access to Language Line:

- Users of Language Line are charged on a per-minute basis.
- Current flat rate is a \$1.30 per minute for all languages.
- To access Language Line Services, staff are provided an ID number and access code.
- All staff should be given the opportunity to familiarize themselves with the Language Line before they actually need to use it.

4.0 TRANSLATION RESOURCES (WRITTEN MATERIALS)

A. Translation of Written Materials

Each Department must translate written material, including vital documents for each Limited English Proficiency (LEP) language group that constitutes 5% or 1,000 (whichever is less) of population eligible to be served. The City of Alexandria has identified Spanish as one language that currently meets the above criteria for translation of vital documents.

1. Vital Documents or Information

Vital documents or information are those that are critical for accessing City services.

2. Limited English Proficiency (LEP) person cannot read or write in their native or preferred language

When confronted with a situation in which the Limited English Proficiency (LEP) person is illiterate – cannot read or write in his or her own language – the staff person, with assistance from an interpreter, will assist the Limited English Proficiency (LEP) individual in the completion of necessary forms and documents. Preferably, an on-site interpreter will be used. However, if that is not possible, a contracted service interpreter will be utilized.