



CITY OF REDONDO BEACH

Title VI Program Plan

2024

This document was originally prepared by AMMA Transit Planning on behalf of the CITY OF REDONDO BEACH in September of 2017. This TITLE VI PROGRAM PLAN UPDATE fully updates and supplants the CITY OF REDONDO BEACH TITLE VI PROGRAM PLAN Update prepared in 2015. This Title VI Program, approved by the CITY OF REDONDO BEACH City Council, complies with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U.S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."

In 2018, the FTA Triennial Review Team requested revisions to the document in TrAMs (Transit Award Management System). This document reflects those revisions as made by the City of Redondo Beach. The City reviewed and updated the Title VI Plan in 2021.

In response to the FTA's May 2022 Concurrence letter, the 2024 Title VI Plan is updated by the CITY OF REDONDO BEACH and approved by the Redondo Beach City Council.

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Introduction

Transit Services and Service Area

The CITY OF REDONDO BEACH is a Charter City managed under the Council/City Manager form of Government.

The CITY OF REDONDO BEACH is approximately 6.4 square miles and has a population of 67,423 according to the 2020 Census Reports and the median household income is estimated at \$140,786 annually according to the American Community Survey 2022, which is above the Los Angeles County average.

The CITY OF REDONDO BEACH'S transit system, Beach Cities Transit (BCT) operates both senior/disabled demand responsive and general public fixed route services. BCT operates the WAVE a senior/disabled demand responsive service within Redondo Beach, Hermosa Beach and designated satellite areas in adjacent communities of Manhattan Beach and Torrance. BCT also operates a general public fixed route service within the Beach Cities Transit service area, which include the cities of Redondo Beach, Hermosa Beach, Manhattan Beach, El Segundo and the LAX Bus Center.

For Title VI reporting purposes, BCT's service area is defined as 3/4 miles around BCT's two routes. Maps of the service area and routes are provided in the Attachments. There are approximately 182,211 individuals living in this BCT service area and the average median income for households in the service area, not including the CITY OF REDONDO BEACH, is \$113,790, based on 2020 Census Reports.

Title VI Compliance

As a recipient of Federal Transit Administration (FTA) federal financial assistance, the CITY OF REDONDO BEACH is responsible for the effective execution of non-discrimination laws and regulations as required by FTA Circular 4702.1B, issued October 1, 2012 and as directed by the U.S. Department of Justice. The CITY OF REDONDO BEACH strives to ensure that access to and use of all programs, or benefits derived from any activity will be administered without regard to race, color, or national origin.

This Plan describes how the CITY OF REDONDO BEACH will develop and implement the Title VI Program Plan and certify Beach Cities Transit's compliance with FTA Circular 4702.1B every three years. The Title VI Program identifies the steps taken and will take to ensure that Title VI compliance is carried out in all the CITY OF REDONDO BEACH's programs and services, whether federally-funded or not.

This Title VI Program is available, in paper copy, website and is accessible in alternative formats upon request. To obtain a copy of the Title VI Program, in an alternative format, please call or write to:

Title VI Program Coordinator
City of Redondo Beach
415 Diamond Street
Redondo Beach, CA 90277

Final

March 5, 2024

www.beachcitiestransit.org

(310) 318-0610

Title VI Requirements

Title VI of the Civil Rights Act of 1964 and related statutes state that no persons in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, receiving federal financial assistance. Pursuant to this mandate, recipients of federal financial assistance must take affirmative steps to ensure that discrimination, as addressed by Title VI, does not occur in its organization.

As a local agency, with a service area population of less than 200,000, and two fixed route services that operates less than 50 fixed route vehicles in peak period, the CITY OF REDONDO BEACH Title VI Program is required to follow requirements from Chapters III and IV of the *Title VI Requirements and Guidelines for FTA Recipients—Circular 4702.1B*.

City of Redondo Beach Title VI Policy

The CITY OF REDONDO BEACH wholeheartedly adopts Title VI requirements into its programs, activities and services. To demonstrate the CITY OF REDONDO BEACH's approval of this Title VI Program and its commitment to Title VI of the Civil Rights Act of 1964 and related statutes, City Council approved a policy statement on October 17, 2017 and a revised statement per the FTA review letter in 2022 was signed by the City Manager in 2023. This statement is provided in the Attachments. The Title VI Policy is on the City website at: www.beachcitiestransit.org. This demonstrates the CITY's acknowledgment and approval of the Title VI Program.

Title VI Coordinator

The CITY OF REDONDO BEACH has identified a single point of contact, the Title VI Coordinator, to implement and manage its commitment of assurance to the Title VI Program. The Title VI Coordinator can be contacted at:

Title VI Program Coordinator
City of Redondo Beach
415 Diamond Street
Redondo Beach, CA 90277
(310) 318-0610

The Title VI Coordinator provides guidance and technical assistance to the CITY OF REDONDO BEACH on Title VI matters and has overall program responsibility for preparing required reports regarding Title VI compliance and developing procedures and monitoring, in accordance with Title VI Chapter III General Requirements.

Requirement to Provide Title VI Assurances

The CITY OF REDONDO BEACH has fulfilled its annual Title VI Certification and Assurance to FTA as required by 49 CFR Section 21.7(a).

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Requirement to Prepare and Submit a Title VI Program

The CITY OF REDONDO BEACH acknowledges the requirement to document their compliance with DOT's Title VI regulations by submitting a Title VI Program and updating the Title VI Program every three (3) years as required by 49 CFR Section 21.9(b). This Plan represents the CITY OF REDONDO BEACH's compliance with this requirement.

Requirement to Notify Beneficiaries of Protection Under Title VI

Recipients must notify beneficiaries of protections under Title VI by posting a notice in public locations that confirms that the recipient complies with Title VI and provides instructions on how to file a Title VI complaint to the CITY OF REDONDO BEACH and directly to the FTA.

Title VI Notice to the Public

The CITY OF REDONDO BEACH has developed brochures that explain Title VI and public rights, as well as describe the complaint procedures and where to file a complaint. The Title VI brochures include the following:

- A statement that the CITY OF REDONDO BEACH operates its programs and services without regard to race, color or national origin.
- A description of the procedures that the public should follow in order to request additional information on CITY OF REDONDO BEACH's non-discrimination obligations.
- A description of the procedures that the public should follow in order to file a discrimination complaint.

The Title VI brochures are based on the CITY OF REDONDO BEACH Policy signed by the City Manager. Refer to Attachments titled Title VI brochures in English and Spanish.

Dissemination of the Title VI Notice to the Public

The CITY OF REDONDO BEACH uses various communications methods to disseminate the Title VI policy regarding the public's rights and obligations. Title VI Non-discrimination brochures and notices are disseminated:

- On the City website at: www.beachcitiestransit.org
- At the CITY OF REDONDO BEACH offices
- At public and project meetings on subjects related to the CITY OF REDONDO BEACH transit system
- Signs posted on transit vehicles

Additionally, the BCT Transit Map, which provides information about rights under Title VI is regularly available at the following locations:

- City Hall Transit and Community Services offices, Redondo Beach
- Beach Cities Transit contracted service operator, Redondo Beach
- CITY OF REDONDO BEACH Libraries, Senior Centers and related locations as requested

Brochures for the WAVE, a Senior and Disabled curb-to-curb paratransit service for residents of Redondo Beach and Hermosa Beach operated by the CITY OF REDONDO are available at:

- Beach Cities Transit contracted service operator, Redondo Beach
- City Hall Transit and Community Services offices, Redondo Beach
- CITY OF REDONDO BEACH and Hermosa Beach Libraries, Senior Centers and related locations as requested

Requirement to Develop Title VI Complaint Procedures and Complaint Form

Recipients are required to develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form and make this form available.

It is the policy of the CITY OF REDONDO BEACH to employ its best efforts to ensure that all programs, services, activities, and benefits are implemented without discrimination. Further, the CITY OF REDONDO BEACH prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure their rights as protected by Title VI. Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the CITY OF REDONDO BEACH or the FTA.

Title VI Complaint Form

The CITY OF REDONDO BEACH Title VI Complaint form is provided in the Attachments. In compliance with LEP requirements, the complaint form is available in Spanish.

Title VI Complaint forms are available on the website, as well as at the CITY OF REDONDO BEACH offices.

Title VI Complaint Procedures

Procedures for filing and investigating Title VI complaints with the CITY OF REDONDO BEACH are in the Attachments.

Title VI Complaint procedures are available on the website, as well as at the CITY OF REDONDO BEACH offices.

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

FTA requires that files of investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, or national origin in transit-related activities and programs be maintained for three years and a list of cases be held for five years. All allegations of Title VI discrimination will be tracked and monitored for compliance with this Program and FTA C 4702.1B. The recording of the complaint and or lawsuit will include:

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- Date the complaint, investigation or lawsuit was filed.
- Summary of the allegation(s).
- The status of the complaint, investigation or lawsuit.
- Actions taken by the CITY OF REDONDO BEACH in response to the complaint, investigation or lawsuit findings.

The recording of the complaint, investigation or lawsuit will be provided to FTA in the triennial report, in future Title VI Updates, or earlier upon request.

To date, the CITY OF REDONDO BEACH has not received any transit-related Title VI complaints, nor has it been involved in any transit-related Title VI investigations or lawsuits.

Promoting Inclusive Public Participation

Recipients are required to promote inclusive public participation and seek out and consider the needs and input of the general public, including interested parties and those traditionally underserved by existing transportation systems, such as minority and LEP persons.

The Public Participation Plan is the established process or plan that describes the proactive strategies, procedures, and desired outcomes of a recipient's public participation activities.

The CITY OF REDONDO BEACH developed its Title VI Public Participation Plan in the Attachments, consistent with guidelines detailed in FTA C 4702.1B: by considering the demographic analysis of the population(s) affected, the type of plan, program, and/or service under consideration, and the resources available to the CITY. In addition, the City of Redondo Beach has a Communication & Customer Service Plan, adopted in August 2009, which includes protocols for general public participation.

The CITY OF REDONDO BEACH has not conducted any service changes or projects that warrant a public participation process, in the last 3 years.

Requirement to Provide Meaningful Access to LEP Persons

Recipients are required to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of its programs or activities for LEP populations. FTA Circular 4702.1B details the components of the Language Assistance Plan or Limited English Proficiency Plan, including the Four Factor Analysis, which provides a careful analysis of LEPs the recipient may encounter to determine the specific language services that are appropriate to provide.

The CITY OF REDONDO BEACH's Limited English Proficiency Plan is provided as Attachments.

Minority Representation on Planning and Advisory Bodies

Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, in which the membership is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees or councils.

This requirement for board selection is not applicable as the CITY OF REDONDO BEACH does not have any transit-related non-elected councils or committees.

Subrecipients

If a recipient is a primary recipient, which means any FTA recipient that extends federal financial assistance to a subrecipient, then it is required to ensure that subrecipients are complying with Title VI, including the submittal of a subrecipient's Title VI documents.

The CITY OF REDONDO BEACH does not have Subrecipients.

Determination of Site or Location of Facilities

This requirement stipulates that recipients should complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. For purposes of this requirement, "facilities does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc."

In conducting an equity analysis, recipients are directed to:

- Include outreach to persons potentially impacted by the siting of the facility;
- Compare impacts of various siting alternatives;
- Determine if cumulative adverse impacts might result due to the presence of other facilities with similar impacts in the area; and
- Occur before the selection of the preferred site.
- If the recipient determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, the recipient may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin.

The CITY OF REDONDO BEACH has not sited any transit-related facilities since the promulgation of FTA C 4702.1B, and therefore has not had a need to conduct an equity analysis for the transit facility. A transit facility siting and construction effort occurred between 2004 and 2011. All relevant state and federal requirements were followed during that time.

Requirement to Provide Additional Information Upon Request

FTA may request, at its discretion, information other than that required by this Circular from a recipient in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT's Title VI regulations.

The CITY OF REDONDO BEACH complies with all FTA Title VI reporting requirements and will provide additional information upon request.

Requirement to Set System-Wide Service Standards and Policies

Fixed route transit providers are directed to set service standards and policies for each specific fixed route mode of service they provide. Standards and policies must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets. The CITY OF REDONDO BEACH standards and policies are provided below.

The system wide service standards and policies for fixed routes are made without discrimination, as the route is not impacted by underserved populations.

Beach Cities Transit Title VI Service Standards

Vehicle Load Standard

The average of all loads during the peak and off peak operating period should not exceed the following load factors for that service type:

Service: Local Fixed Route Service

VEHICLE TYPE	AVERAGE PASSENGER CAPACITIES			MAXIMUM LOAD FACTOR	AVERAG E LOAD FACTOR
	SEATED	STANDING	TOTAL		OFF PEAK
Ford E450 Champion Flex	15	8	23	1.5	1.5
El Dorado EZ Rider II	28	22	50	1.7	1.7
El Dorado EZ Rider II	26	22	48	1.8	1.8
El Dorado LF-40	40	25	65	1.6	1.6

Service: School Tripper Service

VEHICLE TYPE	AVERAGE PASSENGER CAPACITIES			MAXIMUM LOAD FACTOR	AVERAGE LOAD FACTOR
	SEATED	STANDING	TOTAL		OFF PEAK
Ford E450 Champion Flex	15	8	23	1.5	1.5
El Dorado EZ Rider II	28	22	50	1.7	1.7
El Dorado EZ Rider II	26	22	48	1.8	1.8
El Dorado LF-40	40	25	65	1.6	1.6

Vehicle Headway Standard

Beach Cities Transit will aim for the following headways, at a minimum, on its fixed route services:

PERIOD OF SERVICE	Minutes between buses in the same direction		
	LINE 102		LINE 109
	EARLY AM (8:00 – 10:00)	BASE	BASE
Monday – Friday	NA	40	40
Saturday	NA	40	50
Sunday	NA	50	50

On-Time Performance Standard

The CITY OF REDONDO BEACH has established the following on-time performance standards and definitions for its modes of service. These will be monitored on a monthly basis.

Local Fixed-Route Service

Definition of On-Time: A BCT fixed route bus shall be considered “on-time” if it arrives at a bus stop zero minutes early and no more than 5 (five) minutes after the scheduled time.

Standard: No less than 90% of all measured stops shall be on-time.

WAVE Dial-a-Ride

Definition of On-Time: A WAVE Dial-a-Ride bus shall be considered “on-time” if it arrives for a pick-up between 15minutes before to and 15 minutes after the scheduled pick-up time.

Standard: No less than 90% of all measured pick-ups shall be on-time.

Service Availability Standard

Service Availability

The service availability standard is a general measure of the distribution of routes within a transit provider’s service area. To develop a standard, Beach Cities Transit analyzed the percent of the service area population living within close proximity (1/4 miles) of a BCT route.

The CITY OF REDONDO BEACH bases the service on the official population reported in the 2020 Census and the Census Block Group Data is expected to be similar. There are approximately 182,211 individuals within the BCT service area and 80,899 individuals within close proximity of a BCT route, as illustrated in the map on the following page.

Local Fixed Routes Service Availability Standard: 44% of the service area population is within ¼ mile of Beach Cities Transit. BCT will continue to monitor access to its services to maintain this standard and possible opportunities for improving access, as funding allows.

Bus Stop Placement

Another way Beach Cities Transit ensures access to its services is through bus stop placement.

Bus Stop Availability Standard: On local fixed routes, bus stops will be placed no more than 1/4 mile apart.

Beach Cities Transit: Population in Close Proximity to Transit



Beach Cities Transit Title VI Service Policies

Vehicle Assignment Policy for Local Fixed Route Service:

Bus assignments will take into consideration the operating characteristics of the various buses within the BCT fixed route fleet and the operating requirements of each route. Among the vehicles that may be operated on each route, vehicle assignments will be done so to ensure equal usage of qualified vehicles on a monthly basis except for non-availability due to mechanical breakdown. "Operating characteristics" may include bus capacity, length, height, turning radius, type of seating and low-floor.

Transit Amenities Policies

The following transit amenities policies will be applied as funding allows.

TRANSIT AMENITIES	PLACEMENT GUIDELINES
Benches	Seating/benches will be considered at bus stops within the CITY OF REDONDO BEACH with an average daily boarding of 5 or more passengers. Sidewalk area for new seating/benches must be sufficient to accommodate ADA clearance requirements.
Trash Receptacle	Trash receptacle will be installed at all bus stops within the CITY OF REDONDO BEACH.
Bus Schedule Information	Installation of bus schedule information will be considered at bus stops with an average daily boarding of 10 or more passengers.
Passenger Shelter	Installation of a shelter will be considered at bus stops within the CITY OF REDONDO BEACH with an average daily boarding of 5 or more passengers. Sidewalk area for new shelters must be sufficient to accommodate ADA clearance requirements.

EXHIBIT ATTACHMENTS (see following pages)

DRAFT

To: MAYOR AND CITY COUNCIL

From: CAMERON HARDING, COMMUNITY SERVICES DIRECTOR

TITLE

**APPROVAL OF CITY OF REDONDO BEACH 2024 TITLE VI PROGRAM PLAN FOR
FEDERAL TRANSIT ADMINISTRATION ASSISTED PROJECTS**

EXECUTIVE SUMMARY

As a recipient of Federal Transit Administration (FTA) Federal Funds, the City is required to adopt new and updated measures to ensure compliance with applicable Federal Regulations contained in Title VI of the Civil Rights Act of 1964 and other subsequent regulations which ban discriminatory actions. The FTA requires the City to update the Title VI Policy every three years. The last update was approved by City Council in 2017, and City of Redondo Beach approval of the new Title VI Policy is due to the FTA by April 1, 2024.

The City is eligible to receive annual transit funding capital allocations from the FTA under the annual urbanized area formula (Section 5307 funds), and is also eligible for other FTA grant funds. The City receives approximately \$900,000 annually from the FTA for the Transit Division and its operations.

As outlined in this report and reflected in the attached materials, the recommended Title VI Program Plan addresses how the City will ensure non-discrimination in its Federal financially assisted projects and contracts. The recommended Title VI Policy includes the Title VI Program Plan, the Limited English Efficiency Program Plan, and other attachments within the Plan.

BACKGROUND

As a recipient of FTA Federal Funds, the City is required to adopt measures to ensure compliance with applicable Federal Regulations contained in Title VI of the Civil Rights Act of 1964 and other subsequent regulations which ban discriminatory actions.

The City is eligible to receive annual transit funding capital allocations from the FTA under the annual urbanized area formula (Section 5307 funds), and is also eligible for other FTA grant funds. The City receives approximately \$900,000 annually from the FTA under the Section 5307 Funds for the Transit Division. The Transit Division has used FTA funds for transit vehicle replacements, bus stop amenities improvements, and for a significant portion of the new Transit Center Construction project.

The FTA requires that the Title VI Policies are updated every three years. In October 2017, the City Council approved an update to the Title VI Plan for the FTA assisted contracts, which were revised based on changes included in FTA Circular 4702.1B.

After City Council approval of the Title VI Program Plan, the FTA will review the City's Policies and either recommend approval of the documents or request revisions. Staff will return to the City Council for approval of the revised documents if significant changes are required.

Title VI Policies

Title VI of the Civil Rights Act of 1964 and related statutes state that no persons in the United States shall, on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity, receiving federal financial assistance. Pursuant to this mandate, recipients of Federal financial assistance must take affirmative steps to ensure that discrimination, as addressed by Title VI, does not occur in its organization. These activities fall into one or more of the areas listed below:

- Adoption of Assurances, policies and procedures supportive of Title VI requirements.
- Ensure that the level and quality of transportation services are provided without regard to race, color or national origin.
- Promote the full and fair public participation of all affected populations in transportation decision making.
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).
- Prepare and maintain a LEP Plan. (Executive Order 13166).
- Implement controls and data collection mechanisms to monitor for any adverse treatment or impacts according to Title VI.
- Ensure that contracting/procurement opportunities are awarded in a non-discriminatory manner.
- Ensure that subrecipients, contractors, subcontractors, transferees, successors in interest, and other participants comply with all Title VI requirements.

The Title VI Policy plans included as attachments to this report are the Title VI Program Plan, the Limited English Efficiency Program Plan, and other attachments within the Plan.

COORDINATION

Transit Division staff prepared the updates of the Title VI Plan, the LEP Plan, and other attachments within the Plan.

FISCAL IMPACT

City Council approval and adoption of the 2024 Title VI Program Plan is necessary for compliance with FTA's Federal funding requirements, provisions, and fiscal responsibilities; and to avoid jeopardizing current and future funding status.

APPROVED BY:

Mike Witzansky, City Manager

ATTACHMENTS

Title VI Program 2024

CITY OF REDONDO BEACH

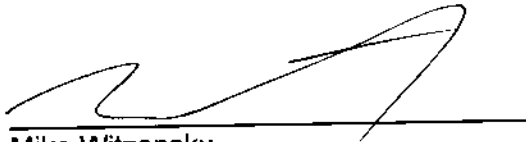
Title VI Non-Discrimination Policy

The CITY OF REDONDO BEACH is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services or programs on the basis of race, color, or national origin as afforded by Title VI of the Civil Rights Act of 1964, as amended.

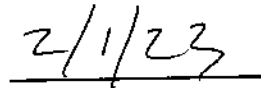
No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service, on the basis of race, color, or national origin. Frequency of service, age and quality of transit vehicles assigned to routes, quality of stations and location of routes will not be determined on the basis of race, color, or national origin.

The CITY OF REDONDO BEACH, as a federal grant recipient, is required by the Federal Transit Administration to conform to Title VI of the Civil Rights Act of 1964 and its amendments.

Therefore, the CITY OF REDONDO BEACH mission includes the equal and equitable access to its programs, activities, and services.



Mike Witzansky
City Manager
CITY OF REDONDO BEACH



Date



ATTACHMENT 3a

CITY OF REDONDO BEACH TITLE VI COMPLAINT PROCEDURES

If you believe you have been denied you access, benefits or excluded you from participation on services because of your race, color, or national origin, you may file a complaint with the City of Redondo Beach.

City of Redondo Beach procedures for filing Title VI complaints are as follows:

- A written and signed complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary of Transportation. The CITY OF REDONDO BEACH encourages the complainant to consider filing the complaint with the CITY OF REDONDO BEACH for immediate resolution. The complaint should include the following information:
 1. Contact information (name, address, phone number)
 2. How, when, where and why discrimination occurred
- Complaint should include the location, names and contact information of any witnesses.

A complainant may submit a written complaint to the CITY OF REDONDO BEACH directly or to the FTA office. The contact information is:

Title VI Coordinator – Transit Division
City of Redondo Beach
415 Diamond Street
Redondo Beach, CA 90277

Federal Transit Administration
Office of Civil Rights
Complaint Team
1200 New Jersey Avenue SE
Washington, DC 20590

To request additional information regarding Title VI and request language assistance, please call 310-318-0610, or email BCT@redondo.org.

- In the event the complainant is not able or not capable of providing a written statement, but wishes the CITY OF REDONDO BEACH or FTA to investigate alleged discrimination, a verbal complaint of discrimination will be accepted.
- The complaint must be signed by the complainant, complainants or by designation of a representative for the complainant(s).

The following procedures will be followed to investigate formal Title VI complaints:

- Within 15 business days of receiving the complaint, the CITY OF REDONDO BEACH will begin an investigation.
- The CITY OF REDONDO BEACH will determine jurisdictional responsibilities for handling the complaint. If the complaint alleges egregious discrimination regarding CITY OF REDONDO BEACH services and activities, the complaint will be forwarded to the FTA for formal investigation.
- The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by The CITY OF REDONDO BEACH
- The complainant will be contacted in writing, no later than 30 working days after receipt of the complaint for additional information, if needed. The complainant has 10 business days from the date of the letter to send requested information. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the CITY OF REDONDO BEACH can administratively close the case.
- The complainant may be interviewed by an appropriate official authorized to investigate the complaint. In compliance with Title VI, translation services will be provided to the complainant, as necessary.
- The CITY OF REDONDO BEACH will make every effort to complete the investigation within 90 days of receipt of the complaint. However, some investigations may take longer and the CITY OF REDONDO BEACH will obtain concurrence from the complainant, for an extension of time to complete the investigation.
- The CITY OF REDONDO BEACH will provide the complainant with a complaint closure letter with a summary description of the allegation, investigation methodology and identify remedial steps if discrimination is found. The respondent or respondent agency will also receive a copy of the closure letter.
- The complainant will have five (5) working days from receipt of the report to appeal CITY OF REDONDO BEACH's findings. If neither party appeals, the complaint will be closed. In case the complainant is dissatisfied with the resolution by the CITY OF REDONDO BEACH, the same complaint may be submitted to the FTA.
- In the event, the complainant elects to file a complaint directly with FTA.



ATTACHMENT 3b

CITY OF REDONDO BEACH TÍTULO VI PROCEDIMIENTOS DE RECLAMACIÓN

Si cree que se le ha denegado el acceso, los beneficios o lo ha excluido de participar en los servicios debido a su raza, color, o origen nacional, puede presentar una queja ante la Ciudad de Redondo Beach.

Los procedimientos de la Ciudad de Redondo Beach para presentar quejas del Título VI son los siguientes:

- Una queja por escrito y firmada debe presentarse dentro de los 180 días posteriores a la fecha de la supuesta discriminación, a menos que el Secretario de Transporte extienda el tiempo de presentación. La CIUDAD DE REDONDO BEACH alienta al demandante a considerar presentar la queja ante la CIUDAD DE REDONDO BEACH para su resolución inmediata. La denuncia debe incluir la siguiente información:

1. Información de contacto (nombre, dirección, número de teléfono)

2. Cómo, cuándo, dónde y por qué ocurrió la discriminación

- La denuncia debe incluir la ubicación, los nombres y la información de contacto de los testigos.

Un demandante puede presentar una queja por escrito a CITY OF REDONDO BEACH directamente o a las oficinas del FTA. La información de contacto es:

Title VI Coordinator – Transit Division
City of Redondo Beach
415 Diamond Street
Redondo Beach, CA 90277

Federal Transit Administration
Office of Civil Rights
Complaint Team
1200 New Jersey Avenue SE
Washington, DC 20590



Para solicitar información adicional sobre el Título VI y solicitar asistencia con el idioma, llame al 310-318-0610 o envíe un correo electrónico a BCT@redondo.org.

- En caso de que el demandante no pueda o no pueda proporcionar una declaración por escrito, pero desea que CITY OF REDONDO BEACH o FTA investigue la supuesta discriminación, se aceptará una queja verbal de discriminación.
- La queja debe ser firmada por el demandante, los demandantes o por la designación de un representante para el demandante (s).

Se seguirán los siguientes procedimientos para investigar las quejas formales del Título VI:

- Dentro de los 15 días hábiles posteriores a la recepción de la queja, la CIUDAD DE REDONDO BEACH comenzará una investigación.
- CITY OF REDONDO BEACH determinará las responsabilidades jurisdiccionales para manejar la queja. Si la queja alega una discriminación atroz con respecto a los servicios y actividades de CITY OF REDONDO BEACH, la queja será enviada al FTA para una investigación formal.
- El demandante recibirá una carta de reconocimiento informándole si la queja será investigada por The CITY OF REDONDO BEACH
- Se contactará al demandante por escrito, a más tardar 30 días hábiles después de recibir la queja para obtener información adicional, si es necesario. El demandante tiene 10 días hábiles desde la fecha de la carta para enviar la información solicitada. Si el demandante no contacta al investigador o no recibe la información adicional dentro de los 10 días hábiles, la CIUDAD DE REDONDO BEACH puede cerrar el caso administrativamente.
- El demandante puede ser entrevistado por un funcionario apropiado autorizado para investigar la queja. En cumplimiento con el Título VI, se proporcionarán servicios de traducción al demandante, según sea necesario.
- CITY OF REDONDO BEACH hará todo lo posible para completar la investigación dentro de los 90 días posteriores a la recepción de la queja. Sin embargo, algunas investigaciones pueden tomar más tiempo y CITY OF REDONDO BEACH obtendrá la aprobación del demandante, por una extensión de tiempo para completar la investigación.
- La CIUDAD DE REDONDO BEACH proporcionará al demandante una carta de cierre de la queja con una descripción resumida de la denuncia, la metodología de investigación e identificará los pasos correctivos si se encuentra discriminación. El demandado o la agencia demandada también recibirán una copia de la carta de cierre.
- El demandante tendrá cinco (5) días hábiles desde la recepción del informe para apelar los hallazgos de CITY OF REDONDO BEACH. Si ninguna de las partes apela, la queja se cerrará. En caso de que el demandante no esté satisfecho con la resolución de CITY OF REDONDO BEACH, la misma queja puede presentarse al FTA.
- En el caso, el demandante elige presentar una queja directamente con FTA.



Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the united States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to City of Redondo Beach, 415 Diamond Street, Redondo Beach, California 90277.

1. Complainant's Name: _____
2. Mailing Address: _____
3. City/State/Zip Code: _____
4. Telephone: _____
5. Person discriminated against (if other than complainant):
Name: _____
Address: _____
City/State/Zip Code: _____
6. Which of the following best describes the reason you believe the discrimination took place? Was it because of:
 - a. Race: ☐
 - b. Color: ☐
 - c. National Origin: ☐
7. What date did the alleged discrimination take place? _____



8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe to be responsible. Please use additional sheets of paper if necessary.

9. List any others who may have knowledge of this event:

Name	Address	City/State/Zip Code

10. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes: ☐ No: ☐

If yes, check each box that applies:

Federal Agency ☐ Federal Court ☐ State Agency ☐
State Court ☐ Local Agency ☐

11. Please provide a contact name at the agency/court where the complaint was filed:

Please sign below:

Complainant's Signature: _____ Date: _____

You may attach any written materials or other information that may be relevant to your complaint.



Título VI Denuncia Forma

Título VI de la ley de derechos civiles de 1964 requiere que "ninguna persona en los Estados Unidos, por motivos de raza, color y origen nacional, se excluirá de la participación en, negar los beneficios de o ser objeto de discriminación en cualquier programa o actividad que reciba asistencia financiera federal."

La siguiente información es necesaria para que nos ayuden en el procesamiento de su queja. Si necesita cualquier ayuda para completar este formulario, háganoslo saber.

Completar y devolver este formulario a City of Redondo Beach, 415 Diamond Street, Redondo Beach, California 90277.

1. Su Nombre: _____

2. Domicilio: _____

3. Ciudad/Estado/Código Postal: _____

4. Teléfono: _____

5. Persona discriminada:

Nombre: _____

Domicilio: _____

Ciudad/Estado/Código Postal: _____

6. ¿Cuál de los siguientes mejor describe la razón por la que creo la discriminación tuvo lugar? ¿Puede ser porque?

a. Raza: ☐

b. Color: ☐

c. Origen Nacional: ☐

7. ¿Qué fecha la presunta discriminación llevaron a cabo? _____

8. En sus propias palabras, describir la presunta discriminación. Explicar lo que ocurrió y a quien considera responsable. Utilice hojas adicionales si es necesario.



9. Lista de los usuarios que pueden tener conocimiento de este evento.

Nombre	Domicilio	Ciudad/Estado/Código Postal

10. ¿Han presentado esta queja con cualquier otro federal, Estado o agencia local; o con cualquier tribunal federal o estatal? Sí: ☐ No: ☐

En caso afirmativo, comprobar cada cuadro que se aplica.

Federal ☐ Federal Tribunal ☐ Estado Agencia ☐
Estado Tribunal ☐ Agencia Local ☐

11. Proporcione un nombre de contacto en la Agencia donde se presentó la denuncia.

Por favor su firma: _____ Fecha: _____

Puede adjuntar cualquier materiales escrito u otra información que puede ser pertinente a su queja.



Ensures your rights under Title VI

WHAT IS TITLE VI?

Title VI is a statute provision
Of the Civil Rights Act of 1964.

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

WHAT DOES THIS MEAN?

The City of Redondo Beach strives to ensure that access to and use of all programs, or benefits derived from any activity will be administered without regard to race, color or national origin.

The City of Redondo Beach prohibits all discriminatory practices, which include but are not limited to:

- Denial to any individual of any service, participation or benefit provided under the program to which he or she may be otherwise entitled;
- Different standards or requirements of participation;
- Separate treatment in any part of the program;
- Differences in quality, quantity or manner in which the benefits are provided;
- Discrimination in any activities conducted in a facility built in whole or part with Federal funds.

ARE YOUR RIGHTS BEING VIOLATED?

If you believe the City of Redondo Beach has denied you access, benefits or excluded you from participation on services because of your race, color, or national origin, you may file a complaint with the City of Redondo Beach.

WHAT IS THE PROCESS FOR FILING A COMPLAINT?

File a written complaint within 180 days of the alleged act of discrimination. If you are not capable of providing a written statement, a verbal complaint of discrimination will be accepted. The complaint should include: (1) Contact information (name, address, phone number), (2) How, when, where and why discrimination occurred, (3) Complaint should include the location, names and contact information of any witnesses.

Provide as much detail as possible, sign the complaint and mail it to:

Title VI Coordinator- Transit Div.
City of Redondo Beach
415 Diamond Street
Redondo Beach, CA 90277
(310) 318-0610

Email: BCT@redondo.org
www.beachcitystransit.org

An investigation will begin within 15 working days of receipt of the complaint. The complainant will be contacted in writing within 30 working days. The complainant may be interviewed as part of the investigative procedures. The City of Redondo Beach will strive to complete the investigation within 90 days of receipt of the complaint.

LIMITED ENGLISH PROFICIENCY

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency. It is the policy of CRB to provide timely, reasonable, effective and meaningful access for LEP persons to all its programs and activities. All staff shall provide free language assistance services to LEP individuals with whom they encounter or whenever an LEP person requests language assistance services. All staff are to ensure the public is treated with dignity and respect, identify the language needs for CRB customers, and utilize available bilingual resources to assist customers, when needed.

At minimum the City of Redondo Beach will:

- Provide interpreter services into Spanish at public meetings, as needed
- Translate transit schedules into Spanish.
- Identify an employee and or volunteer to provide translation basic for public counter service.
- Provide telephone translation services for all languages other than English.

This brochure is available in alternative formats upon request. To request additional information regarding Title VI and request language assistance, call 310-318-0610, or email BCT@redondo.org.



¿QUÉ ES EL TÍTULO VI?

El Título VI es un apartado de la Ley de Derechos Civiles de 1964.

"Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o será objeto de discriminación en virtud de cualquier programa o actividad que reciba asistencia financiera federal".

¿QUÉ SIGNIFICA ESTO?

Significa que se presentacion por garantizar el acceso y el uso de todos los programas, prestaciones o servicios derivados de las actividades de la raza, color, o origen nacional.

La Ciudad no tolerará ningún acto de discriminación por parte de sus empleados o de los beneficiarios de financiamiento federal, como por ejemplo, contratistas, consultores, agencias de planificación o cualquier otro beneficiario del financiamiento federal para autopistas. La Ciudad prohíbe cualquier acto de discriminación que pueda dar lugar una:

- Denegación de cualquier prestación, ayuda económica o servicio ofrecido por el programa al cual la persona tiene derecho a acceder;
- Aplicación de distintas normas o requisitos para la participación;
- Trato por separado en cualquier sección del programa;
- Diferencias en la calidad, cantidad o forma en se brinda la prestación;

- Discriminación en cualquiera de las actividades desarrolladas en un establecimiento construido, en su totalidad o en parte, con fondos federales.

Para garantizar el cumplimiento de las disposiciones establecidas en el Título VI, en las normas complementarias y en el Decreto Presidencial sobre Justicia Ambiental, El District implementará las siguientes medidas:

- Evitar o reductor los efectos nocivos sobre la salud y el medio ambiente de los grupos minoritarios y de bajos ingresos de la población;
- Garantizar la participación plena e igualitaria de todos los grupos de la comunidad, incluidos los grupos minoritarios y de bajos ingresos, en el proceso de toma de decisiones relativas al transporte;
- Evitar la denegación, reducción o demora significativa en la recepción de prestaciones por parte de los grupos minoritarios y de bajos ingresos de la población.

Asimismo, todos los beneficiarios de financiamiento federal, tienen la responsabilidad de administrar sus programas y actividades pecado discriminar por raza, color, origen nacional.

PRESTACIONES Y SERVICIOS

La misión de la Ciudad es brindar un los habitantes City of Redondo Beach un sistema de transporte multimodal seguro, eficiente y efectivo. El trabajo está orientado un satisfacer las necesidades de transporte de los habitantes pecar distinción de raza, color, origen nacional.

¿ESTÁN VULNERANDO SUS DERECHOS?

Si cree que la Ciudad de Redondo Beach le ha negado el acceso, los beneficios o lo ha excluido de la participación en los servicios debido a su raza, color u origen nacional, puede presentar una queja ante la Ciudad de Redondo Beach.

¿CUAL ES EL PROCESO PARA PRESENTAR UNA QUEJA?

Presente una queja por escrito dentro de los 180 días del presunto acto de discriminación. Si no es capaz de proporcionar una declaración por escrito, se aceptará una queja verbal de discriminación. La denuncia debe incluir la siguiente información: (1) Información de contacto (nombre, dirección, número de teléfono), (2) Cómo, cuándo, dónde y por qué ocurrió la discriminación, (3) La denuncia debe incluir la ubicación, los nombres y la información de contacto de los testigos. Proporcione tantos detalles como sea posible, firme la queja y envíela por correo a:

Title VI Coordinator – Transit Div.
City of Redondo Beach
415 Diamond Street
Redondo Beach, CA 90277
(310) 318-0610

Email BCT@redondo.org
www.beachcitiestransit.org

Se iniciará una investigación dentro de los 15 días hábiles posteriores a la recepción de la queja. El reclamante será contactado por escrito dentro de los 30 días hábiles. El demandante puede ser entrevistado como parte de los procedimientos de investigación.

Para solicitar información adicional sobre el Título VI y solicitar asistencia con el idioma, llame al 310-318-0610 o envíe un correo electrónico a BCT@redondo.org.



NOTICE OF CIVIL RIGHTS



Notice of Civil Rights Title VI

Beach Cities Transit (BCT) operates its transit service without regard to race, color or national origin, in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes he or she, individually, or as a member of any specific class of persons, has been subject to discrimination on the BCT transit services, may file a complaint with the BCT administrators at the City of Redondo Beach.

Notificación de Derechos Civiles Título VI

Beach Cities Transit (BCT) opera su servicio de tránsito y sin distinción de raza, color o origen nacional, de acuerdo al Título VI del Acta de Derechos Civiles de 1964, en su forma enmendada. Cualquier persona que cree que él o ella, de forma individual o como miembro de un grupo específico de personas, ha sido objeto de discriminación en los servicios de tránsito BCT, puede presentar una queja con la administración BCT en la ciudad de Redondo Beach.

For more information on the City of Redondo Beach's Civil Rights Program Plan, and the procedures to file a complaint:

www.beachcitiestransit.org
Redondo Beach Title VI Coordinator at
(310) 318-0610
415 Diamond Street,
Redondo Beach, CA 90277
BCT@redondo.org

Para obtener más información sobre el Plan del Derechos Civiles de la Ciudad de Redondo Beach y los procedimientos para presentar una queja:

www.beachcitiestransit.org
Redondo Beach Title VI Coordinator at
(310) 318-0610
415 Diamond Street,
Redondo Beach, CA 90277
BCT@redondo.org



**TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AND RELATED STATUTES
CITY OF REDONDO BEACH ASSURANCE AND CERTIFICATION OF
NONDISCRIMINATION IN ITS SERVICES AND ACTIVITIES**

The CITY OF REDONDO BEACH, under Title VI of the Civil Rights Act of 1964 and related statutes; and 49 Code of Federal Regulation Section 21.7, ensures that no person, shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program, service or activity it administers.

The CITY OF REDONDO BEACH agrees to comply with all federal statutes and regulations, and follow applicable federal directives, and comply with certifications and assurances as applicable to each grant Application submission, for each project for which the CITY OF REDONDO BEACH seeks now, or may later seek from Federal Transit Administration (FTA) in Federal Fiscal Years 2024, 2025 and 2026.

The CITY OF REDONDO BEACH affirms the truthfulness and accuracy of the certifications and assurances it has made in statements submitted herein with the submittal of the CITY OF REDONDO BEACH revised Title VI Program Plan. This certification further acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 et seq., and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 Code of Federal Regulation Part 31 apply to any certification, assurance or submission made to FTA.

By signing this document on behalf of the CITY OF REDONDO BEACH, I declare assurance of compliance with Title VI of the Civil Rights Act of 1964 and related statutes.

City Manager
CITY OF REDONDO BEACH

DATE



CITY OF REDONDO BEACH

Limited English Proficiency Plan

Updated December 2023

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To obtain a copy of the Plan in an alternative format, please call or write to:

Title VI Program Coordinator City of Redondo Beach
415 Diamond Street Redondo Beach, CA 90277
www.beachcitiestransit.org
(310) 318-0610
bct@redondo.org

Introduction

Purposes of This Plan

The CITY OF REDONDO BEACH is a recipient of federal financial assistance and grants from Federal Transit Administration (FTA). As such, the CITY OF REDONDO BEACH complies with FTA C. 4702.1B *Title VI Requirements for Federal Transit Administration Recipients* and Presidential Executive Order 13166—*Improving Access to Services for Persons with Limited English Proficiency*

The LEP Plan is designed to ensure compliance with Title VI Requirements for recipients to provide meaningful assistance to LEP persons. In accordance with FTA guidelines, this Plan will assist the management and staff to understand their roles and responsibilities with respect to overcoming barriers for LEP individuals; and provide guidance to staff on language assistance, including translation and interpretation services for LEP individuals seeking access to the CITY OF REDONDO BEACH programs and services. Each office will adhere to the LEP Plan to improve access for LEP individuals to its programs and services. The LEP Plan supplements the CITY OF REDONDO BEACH Title VI Program.

The CITY OF REDONDO BEACH used FTA C. 4702.1B, FTA, Office of Civil Rights *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons* handbook and performed the Four-Factor analysis to develop the LEP Plan.

CITY OF REDONDO BEACH LEP Policy Statement

The CITY OF REDONDO BEACH, under Title VI of the Civil Rights Act of 1964, ensures that no person shall, on the basis of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity it administers.

As clarified by Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency* and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency. It is the policy of the CITY OF REDONDO BEACH to provide timely, reasonable, effective and meaningful access for LEP persons to all its programs and activities. All staff shall assist LEP individuals with free language assistance whenever an LEP person requests language assistance in order to receive the CITY OF REDONDO BEACH services. All staff are to ensure the public is treated with dignity and respect, identify the language needs for CITY OF REDONDO BEACH customers, and utilize available bilingual resources to assist customers, when needed.

Federal Authority

Section 601 of Title VI of the Civil Rights Act of 1964 provides that no person “on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The United States Supreme Court in *Lau v. Nichols* (1974) stated that one type of national origin discrimination is discrimination based on a person’s inability to speak, read, write, or understand English.

Presidential Executive Order 13166, *Improving Access to Services for Persons with Limited English Proficiency* – was signed by President Bill Clinton to “...improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency....” This executive order is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Accordingly, it prohibits recipients of federal financial assistance from discrimination based on national origin by failing to provide meaningful access to services to individuals who are LEP. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services that are normally provided in English.

Overview of CITY OF REDONDO BEACH’s Transit Services

The CITY OF REDONDO BEACH is a Charter City managed under the Council/City Manager form of Government. The CITY OF REDONDO BEACH is approximately 6.4 square miles and has a population of 67,423 according to the 2020 Census Reports and a median household income of \$140,786 annually, according to the American Community Survey 2022, which is above the Los Angeles County average.

The CITY OF REDONDO BEACH’S transit system, Beach Cities Transit (BCT) operates both senior/disabled demand responsive and general public fixed route services. BCT operates the WAVE a senior/disabled demand responsive service within Redondo Beach, Hermosa Beach and designated satellite areas in adjacent communities of Manhattan Beach and Torrance. BCT also operates a general public fixed route service within the Beach Cities Transit service area, which includes the cities of Redondo Beach, Hermosa Beach, Manhattan Beach, El Segundo and the LAX Bus Center.

For Title VI reporting purposes, BCT’s service area is defined as 3/4 miles around BCT’s two routes. There is a total of 182,211 individuals living in this BCT service area and the average median income for households in the service area is \$113,790, not including the CITY OF REDONDO BEACH, according to the 2020 Census.

Four Factor Analysis

The Four Factor Analysis is an individualized assessment that balances the following four factors to help a recipient determine what language assistance services are appropriate to provide. The results of Beach Cities Transit’s Four Factor Analysis are provided in this section.

Factor One: Numbers of LEPs eligible to be served and description of LEP Population Service

LEP Populations in the CITY OF REDONDO BEACH

The most accurate and updated Census data available at the time of this Update is the American Community Survey (ACS) 5-Year Estimates 2022. The ACS provides information on individuals that speak English less than “very well.” According to the ACS 2022 5-Year Estimates, there are several LEP populations within the CITY OF REDONDO BEACH, as demonstrated in Table 1.

Notably, Spanish-speaking LEPs number 1,308 individuals, composing nearly 2% of the CITY's population. Another LEP group of significant numbers at 3.2% are Asian and Pacific Island language speakers, however, specific language information is not separated by ethnic groups.

Table 1: LEP Populations Language Spoken at Home in CITY OF REDONDO BEACH

City of Redondo Beach, CA: Population Ability to Speak English	Population Estimate	Percent of Total
Total Population Over 5 Years Old	65,632	
Spanish or Spanish Creole: Speak English less than "very well"	1,308	1.9 %
Other Ino-European Speak English less than "very well"	967	1.4 %
Asian and Pacific Islander Speak English less than "very well"	2,156	3.2 %
Other Languages Speak English less than "very well"	132	.20 %

Source: 2022 American Community Survey 5-Year Estimates, Table S1601

<https://data.census.gov/table/ACSST5Y2016.S1601?q=Languages%20Spoken&g=160XX00US0660018>

LEP Populations in Remainder of Service Area

To conduct a careful analysis consistent with FTA C 4702.1B, this Factor One analysis was also conducted for the remainder of the BCT service area that is outside of the CITY OF REDONDO BEACH.

Title VI reporting purposes, BCT's service area is defined as 3/4 miles around BCT's two routes. To identify the LEP populations in this portion of the service area, the major cities along the routes were used for LEP data in El Segundo, Hermosa Beach and Manhattan Beach. ACS data available reports on individuals that speak English "less than very well" were compiled.

As detailed in Table 2, Spanish-speaking LEPs number 475 and make up less than 1% of the service area population outside of the CITY OF REDONDO BEACH.

Table 2: LEP Populations Languages Spoken at Home in Remainder of BCT Service Area

Population Ability to Speak English		
Census Blocks in Service Area outside of CITY OF REDONDO BEACH	Limited English Proficient Estimate	Percent of Total
Total Population	68,309	
Spanish Speakers: speak English less than "very well"	475	.69%
Asian and Pacific Island language speakers: speak English less than "very well"	849	1.2%
Other Indo European language speakers: speak English "less than very well"	400	0.58%
Other Language speakers: speak English "not very well"	7	0.01%

Source: 2022 American Community Survey 5-Year Estimates, Table S1601

<https://data.census.gov/table/ACSST5Y2022.S1601?q=Languages%20Spoken&g=160XX00US0622412,0633364,0645400>

Safe Harbor Provision

The Safe Harbor Provision, as adopted by the DOT to determine recipients' language assistance requirements, stipulates that recipients are obligated to provide written translation of vital documents for "each eligible LEP language group that constitutes **five percent (5%) or 1,000 persons**, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered. The combined total LEP Spanish is 2.59 % (1.9% + .69%) for the populations in the BCT service area.

Translation Requirements

As the number of Spanish-speaking LEPs meets the Safe Harbor Threshold, **The CITY OF REDONDO BEACH is required to translate vital documents into Spanish**. Because no other LEP group meets 1,000 individuals or 5% (whichever is less) of the service area population, the CITY OF REDONDO BEACH is not required to provide written translation of vital documents in additional languages.

Vital documents include the Title VI Notice, Title VI Complaint Form, and Title VI Complaint Procedures. These documents have been translated into Spanish and are available in the CITY OF REDONDO BEACH Title VI Program.

Factor Two: The frequency with which LEP persons come into contact with the program

Staff Survey

To qualify the frequency of LEP interaction with Beach Cities Transit, transit-related staff was asked to fill out a survey relating to their interactions with limited English proficient (LEP) individuals, as part of the 2017 LEP, which is the most current survey.

Based on the 2017 LEP, twenty-nine staff members from various departments completed the survey. The surveyed departments included: CITY OF REDONDO BEACH Senior Family Services Department, CITY OF REDONDO BEACH Transit Staff, and Transportation Concepts Staff (BCT's contracted operator). These departments were selected due to their frequent interaction with the public and with transit programs, although the survey does not differentiate between providing LEP for general public or transit inquiries.

The questionnaire included the following questions:

1. How frequently do you come into contact with limited English proficient (LEP) individuals?
2. If you were able to identify it, what languages do the LEP individuals you come into contact with speak?
3. Were you able to successfully communicate with individuals who are limited English proficient?
If YES, how were you able to communicate?
4. What kinds of information were these LEP individuals seeking?

The following information about LEPs was identified from the Staff Survey effort:

Interaction with LEPs:

Thirteen respondents reported daily interaction with LEP individuals and seven reported weekly interaction.

Frequency of Interaction	Number of Times Reported
Daily	13
Weekly	7
Infrequently	6
Once per month	1
Never	1

Languages Spoken:

The following languages were identified by the respondents that reported some interaction with LEPs. Consistent with Factor One results, Spanish was the LEP language most frequently reported.

LEP Language Encountered	Number of Times Reported
Spanish	25
Chinese	10
Japanese	8
Korean	5
Russian	3
Italian	3
Persian	3
Portuguese	2
ASL / hearing impaired	2
Vietnamese	1
Other	2- French
	1- German

Communication with LEPs:

Respondents were asked if they were able to communicate with LEP individuals and, if so, what strategies they were employing.

Only one respondent reported that they'd been unable to communicate with LEPs. Twenty-one respondents said they were able to communicate with LEPs even if in a limited way.

Method of Communication	Number of Times Reported
Rider knew enough English to communicate	15

I speak Spanish/ speak enough Spanish to communicate	6
Gesturing/ body language	6
Writing notes	4
Translation help from another staff member	3
Using brochures and maps	2
Speaking carefully and slowly/ repetition	2
Rider has another person translate	1
Interpreter for ASL	1

Questions Asked about Beach Cities Transit:

To learn more about how LEPs are using BCT services, respondents were asked to report on the topics of interest to LEPs:

Topic	Number of Times Reported
Routes information/ how to get to destination	10
Bus passes/ fare information	5
Bus schedule	4
Bus's location/ arrival time/ on time?	4
WAVE (Dial-a-Ride) information / senior programs	4
TAP cards	3
Request to be alerted at specific stops/ what stop to get off	3
Metro Information	1

BCT 2023 Beach Cities Transit Services Study LEP Findings

As part of the 2023 Beach Cities Transit Services Study, a project survey was conducted with 295 surveys collected, of which a total of 280 valid (completed) surveys were analyzed. Survey response counts are seen in the chart below. The survey questionnaire was distributed online and hardcopies, in English and Spanish languages.

Survey Type	Count	Percent of total surveys
Fixed-route rider survey responses	143	51%
WAVE survey responses	11	4%
Non-rider survey responses	126	45%
Total survey responses	280	100%
Total administered surveys	295 ²	

There were no Spanish language survey respondents, which is reflective of the less than 5% LEP Spanish statistics in the BCT service area (See Table 1 and Table 2, section Factor Four)

Overall respondent demographics skewed female (60%), white or Caucasian (63%), and over 35 years old with under 35 (Under 18, 18-24, and 25-34) making up only 21% of respondents.

Respondents overwhelmingly indicated household incomes greater than \$75,000 with only 15% indicating a household income below \$75,000. This largely aligns with the demographics of the overall service area, where the majority of South Bay residents are over 35 years of age (with a median age of 40), 66% of residents identify as white or Caucasian, and median household income above \$75,000 (specifically \$125,000).

The WAVE survey collected 11 valid responses from South Bay residents that indicated previous use of the service. Although 57% indicated white or Caucasian, 14% Asian, 14% Hispanic and 14% Prefer Not to Say, it is not conclusive since the 11 surveys do not constitute a significant sample size.

Ongoing Surveying

As an ongoing effort to identify LEP individuals using BCT services and their needs, The CITY OF REDONDO BEACH will ask participants at public meeting and outreach events to complete a Public Participation Survey. The survey will be available in English and Spanish and will be voluntary to complete. Completed surveys will be used to continue defining BCT riders and their transit and language and assistance needs. This survey is provided in the Public Participation Plan.

Factor Two Findings

LEP individuals, particularly Spanish-speaking LEPs utilize BCT services frequently. Evidence supporting this includes:

- Thirteen staff survey respondents reported daily interaction with LEP individuals and seven reported weekly interaction.
- Staff survey respondents reported interaction with Spanish-speaking LEPs twenty-five times.

Factor Three: The nature and importance of the program to LEPs lives.

Beach Cities Transit understands that its services are used by all groups for life-sustaining and life-enriching activities. Within the range of programs and services it provides, the transit services are most likely to be used by LEP persons on a daily basis. For transit-dependent individuals, especially, BCT services are gravely important. The CITY OF REDONDO BEACH will not deny or delay access to services or information for LEP individuals or any individuals.

The 2023 Beach Cities Transit Services Study survey provides additional support for how critical BCT services are to transit riders, especially non-driving populations and riders dependent on BCT services.

- Survey participants indicated that 17% of BCT riders could be considered “captive transit riders,” without the proper documentation to drive (Transit Services Study 2023 Appendix A Figure 4).
- The dependence on BCT service with 56% of this non-driving population riding BCT four or more days a week (Transit Services Study 2023 Appendix A Figure 5)
- Trip breakdown of the respondents without a driver’s license reveals that recreation (56%) and entertainment (44%) remain the predominant use for BCT. (Transit Services Study 2023 Appendix A Figure 6)
- The bus for trips (44%) to school are also at a higher rate which accounts for the student population on BCT (Transit Services Study 2023 Appendix A Figure 6)
- Most riders when asked if they use another transit operator, only use BCT at 41% (Transit Services Study 2023 Appendix A Figure 9)

Additionally, The CITY OF REDONDO BEACH assessed the nature and importance of the services provided to the public through the Capital Improvement Program and Transit Operations.

Factor Four: Resources available for LEP outreach and associated costs

The CITY OF REDONDO BEACH intends to provide meaningful access to all participants and eligible persons. There are multiple low-cost resources at The CITY’s disposal for LEP outreach, including all CITY resources and departments.

The following resources and strategies for LEP outreach exist currently and are being utilized, as appropriate:

Existing Resources	Associated Costs
Bilingual staff members/ contracted transit staff	Costs already assumed
Vital documents translated in Spanish	Costs already assumed
Resources provided by Southern California Association of Governments, the region’s MPO	Free
Title VI Brochures and Title VI Notices to the Public posted on transit vehicles, BCT website, and public locations.	Free to very low cost
Public outreach notices publicly posted	Free to very low cost
BCT Transit Map distributed to various locations	Free to very low cost

However, the availability of resources may limit the provision of language services in some instances. The CITY OF REDONDO BEACH will explore the variety of tools that are available to provide efficient, effective and meaningful LEP services. The following strategies may be utilized as appropriate and as funding allows:

- Telephonic conferencing interpretation services.
- When needed, written translators will be used to ensure that vital documents, that are requested to be translated; are accurately translated.
- Simultaneous oral translation, as needed and appropriate

Cost for providing language assistance will not be passed on to the customer, consistent with FTA C 4702.1B. The CITY OF REDONDO BEACH will continue to evaluate the costs associated with providing LEP services in future years.

Language Assistance Plan

The Language Assistance Plan describes how The CITY OF REDONDO BEACH will provide language assistance consistent with requirements in FTA C 4702.1B and Executive Order 13166.

The LEP Plan reflects the overall goal of improving and maintaining language access for CITY OF REDONDO BEACH customers as transit riders and project recipients. The intent is to achieve a balance that ensures meaningful access to programs and services while avoiding undue burdens on CITY OF REDONDO BEACH resources. This Plan may also serve as a guide to training CITY OF REDONDO BEACH staff in providing language assistance.

Providing Notice to LEP Individuals

Language assistance will be provided to LEP individuals through the translation of vital documents, as well as through oral language interpretation when necessary and possible.

The CITY OF REDONDO BEACH has taken the following steps to provide notice of language assistance services:

1. To ensure that LEP individuals are aware of language assistance measures, the CITY OF REDONDO BEACH has developed three brochures that explain Title VI and public rights, as well as describe the complaint procedures and where to file a complaint. These brochures are in the following locations:
 - On the City website
 - At the CITY OF REDONDO BEACH offices
 - At public and project meetings on subjects related to the CITY OF REDONDO BEACH transit system
 - On transit vehicles

2. Staff will inform residents about the language assistance services during transit-related outreach activities.

Translation of Vital Documents

1. According to the Four Factor Analysis, BCT is required to translate vital documents into Spanish. The following Title VI documents have been translated into Spanish and are available online and at public City locations:

- Title VI Notice to the Public
- Title VI Complaint Form
- Title VI Complaint Procedures
- Title VI Brochures
- Public Participation Survey (if applicable)

2. The extent of BCT's ability and obligation to continue translating written documents will be determined on a case-by-case basis by the guidelines detailed later in this document in the Assessing Language Assistance Measures section.

Communicating with LEP Individuals

To ensure the CITY OF REDONDO BEACH makes reasonable efforts to provide language assistance as needed for in-person contact with LEP individuals.

The CITY OF REDONDO BEACH staff will use the following steps to orally communicate with LEP individuals.

Walk-In Service

The following are guidelines on how to assist a walk-in LEP individual:

1. Attempt to communicate in English first to determine if the customer can understand English sufficiently to be fully understood.
2. If customer cannot understand or effectively communicate in English, determine the language they are speaking. If you recognize the language the customer is speaking but do not speak their language, skip to Step 4.
3. If you cannot recognize the language the customer is speaking, show them the *Language Identification / I Speak* listing so the customer can point to his/her language. Refer to Attachment 1 for the 38 languages on the "I Speak" listing.
4. Quickly determine if any of the bilingual employees, working nearby, speak the requestor's language and are willing to interpret. If no one is immediately available; use the telephone interpreting (Phone-In-Service) services for interpreting.

5. The interpreter is to determine the customer's needs, request, comment or complaint. Determine the appropriate contact to respond and have interpreter assist in a timely manner to the LEP individual.
6. Give the LEP person a Title VI brochure in their language, if available.
7. Make every effort to give the LEP customer the same level of service as an English-speaking customer.

Phone-In Services

The following are considerations on how to assist a phone-in LEP individual:

1. Attempt to communicate in English first. If not possible to effectively communicate in English, determine the language being spoken.
2. Quickly determine if any of the bilingual employees, working nearby, speak the requestor's language and are willing to interpret. If no one is immediately available; use the telephone interpreting (Phone-In-Service) services for interpreting.
3. The telephone interpreting service determines the customer's need, request, comment, or complaint and relays it to the appropriate contact person to ensure a response is relayed to the LEP individual.
4. Quickly determine if any of the bilingual employees speak the necessary language and are able to interpret. Make every effort to give the LEP individual the same level of service as an English-speaking customer.

Assessing Language Assistance Measures

The CITY OF REDONDO BEACH will continuously assess the type and quality of language assistance available to provide meaningful access to services and activities. The CITY OF REDONDO BEACH has developed the following guidelines to assess its language assistance measures:

Quality Standards for Translation of Documents

As with oral interpreters, translators of written documents should be competent. Many of the same considerations apply; however, the skill of translating is very different from the skill of interpreting, and a person who is a competent interpreter may or may not be competent to translate and vice versa. Particularly where vital documents are being translated, competence can often be achieved by use of certified translators.

Translating Written Documents

The CITY OF REDONDO BEACH will make every attempt to provide adequate and timely written translations through the following means:

- Attempt to determine the language that the "received" document is written in. If the language of the document is not readily apparent, compare it to the US Census 2000 Language Identification—"I Speak" to determine the language.

- Once the language has been identified, contact an interpreter or translator to translate the entire document.
- Determine what the LEP individual requested and determine who should respond. Inform the appropriate contact person that the document has been received and relay the importance of a timely and quality response.
- Ideally, the translated version of a document should be released when the English language version is released. If this is not possible or would substantially delay release of the English version, the translated version should be distributed as soon as possible after the distribution of the English language version.
- Include a phone number in the document in order to provide better service and be able to use the telephone interpreting services for oral translations, if appropriate.
- Make every effort to give the LEP individual the same level of service as an English-speaking customer.

Consideration should be given to the varying levels of reading abilities when translating written documents. Translating documents for LEP to a fourth (4th) grade literacy level ensures the targeted audience understands the information. Community-based organizations or focus groups can assist with testing translations for language and literacy level appropriateness.

Vital Documents

It is important to make an assessment as to the population percentage that do not speak English very well and the frequency and importance of the contact while considering the potential for translating vital documents. The program areas most likely to encounter the need to translate vital documents are public involvement, public information, and transit services.

Examples of vital documents for translation:

- Applications, consent forms and complaint forms;
- Notices pertaining to reduction, denial or termination of services or benefits and of the right to appeal such actions;
- Information on the right to file complaints of discrimination and how;
- Information on the provision of services to individuals with disabilities;
- Notices of proposed public hearings regarding proposed transit plans, projects, or changes;

Whether or not a document (or the information it solicits) is “vital” will depend on the importance of the program, information, encounter, or service involved, and the consequence to the LEP individual if the information in question is not accurate or timely. Where appropriate, program managers are encouraged to create a plan for consistently determining, over time and across their various activities, what documents are “vital” to the meaningful access of the LEP populations they serve.

Awareness of rights and services is an important part of “meaningful access,” as a lack of awareness may effectively deny LEP individuals meaningful access. Where program managers are engaged in

community outreach efforts as part of their programs and activities, they should regularly assess the needs of the populations frequently encountered or affected by the program to determine whether certain critical outreach materials should be translated. Community organizations may be helpful in determining what outreach materials may be most helpful to translate, and some translations may be made more effective when done in tandem with outreach methods including using ethnic media, schools and religious and community organizations to spread a message. The Four Factor Analysis may also be a useful tool for determining which languages are appropriate for translation.

Sometimes a very large document may include both vital and non-vital information. This may also be the case when the title and a phone number for obtaining more information on the contents of the document in frequently encountered languages other than English is critical, but the document is sent out to the general public and cannot reasonably be translated into many languages. In a case like this, vital information may include, for instance, providing information in appropriate languages regarding where an LEP individual might obtain an interpretation or translation of the document.

Staff Training

Training staff on the procedures of providing language assistance and how to determine whether and what type of language services a customer needs is essential to bridging the gap between policies or procedures and actual practices. Training will include how to obtain language assistance services and how to communicate needs to interpreters and translators. Providing language assistance in some program areas may also mean avoiding acronyms or industry jargon.

The CITY OF REDONDO BEACH Title VI Coordinator will be responsible for ensuring staff obtain LEP training at the same time as the Title VI Program training; on a triennial basis, or more often as necessary. The Title VI Coordinator may maintain records of staff that complete the training.

Supervisors and managers will be trained even if they do not interact regularly with LEP individuals to ensure that they are fully aware of and understand the LEP Plan. The training will enable the supervisors and managers to reinforce the LEP Plan importance and ensure its implementation by staff.

Most importantly, training will include a thorough review of the CITY OF REDONDO BEACH Title VI Program, Limited English Proficiency Plan, and Title VI Public Participation Plan; related resources; and how to access them.

The following guidelines have been developed to aide in Title VI staff training:

Language Assistance

In determining what language assistance the CITY OF REDONDO BEACH will provide LEP individuals to ensure their meaningful access to the office's services, benefits, and activities, the CITY OF REDONDO BEACH staff will be trained on the importance of assessing and analyzing the following factors when considering LEP services.

- How important is the service, benefit, or activity that the CITY OF REDONDO BEACH provides? For example, if a LEP individual cannot access the service, benefit, or activity in a language they understand, will the individual be deprived of critical services, such as the ability to exercise his or her legal rights or receive a transit benefit for which the individual is eligible? If so, the CITY OF REDONDO BEACH should focus on improving access for LEP individuals to this service, benefit or activity.
- If the office does not provide a critical service, benefit, or activity, what impact will the denial or delay of the service, benefit, or activity have on actual and intended beneficiaries? The office should consider the long-and short-term impact on beneficiaries when determining what language assistance is appropriate.
- What are the points of contact where LEP individuals interact with the office services? What language assistance will be provided to LEP individuals for each point of contact?
- How can staff access the language assistance the office provides?
- Be aware of the types of voluntary language services that exist at the CITY OF REDONDO BEACH to provide language assistance.
- Identify how existing staff can provide language assistance through verbal and/or written translation skills.
- Follow the steps on how to respond to LEP callers, written communication, and in-person contact.

Translation and Interpretation

The CITY OF REDONDO BEACH must ensure competency of its external interpreters and translation service consultant(s). The translation and interpretation assistance principles will be provided in the LEP training as a guide to improve access for LEP individuals.

- Translation is the rendering of a written text from one language (source language) into another language (target language). Interpretation is the immediate rendering of oral language from the source language into the target language.
- Demonstrate proficiency and the ability to communicate information accurately in both English and in the other language and are able to identify and employ the appropriate mode of interpreting (e.g., consecutive, summarization, or sight translation).
- Ensure the competence of translators: consider certified translators.
- Ensure translators understand the expected reading level of the audience.
- Ensure translators, where appropriate, have fundamental knowledge about the target language group's vocabulary and regionalisms (dialects).
- Have knowledge in languages of specialized terms or concepts of the program or activity.
- Have knowledge of any particularized vocabulary and phraseology used by the LEP individual.
- Understand and follow confidentiality and impartiality rules to the same extent a CITY OF REDONDO BEACH.

- Understand and adhere to their role as interpreters without deviating into a role as a counselor, legal advisor, etc.
- Provide service in a timely manner.
- Consider using telephone interpreter lines that offers speedy interpreting assistance in many different languages. Particularly appropriate where the mode of communicating with an LEP individual regardless of language proficiency occurs over the phone.
- Consider using family and friends. You should not plan to rely on a LEP individual's family members, friends, or other informal interpreters to provide language assistance services to important programs and activities; however, where LEP individuals so desire, they should be permitted to use, at their own expense, an interpreter of their own choosing in place of, or as a supplement to, the free language services you offer.

Training of Contracted Transit Operations Staff

The CITY OF REDONDO BEACH requires that its contracted operator comply with Title VI requirements including implementing a program to train employees to provide timely and reasonable language assistance to LEP populations. This training program covering language assistance shall include, but not be limited to:

- Describe the agency's requirement to have an LEP Plan.
- Provide staff with the number and proportion of LEP persons in the service area.
- Describe the language assistance currently provided by the agency and how staff can access these services.
- Communicate the agency's cultural sensitivity policies and practices.
- CITY OF REDONDO BEACH Language Assistance policies and procedures:
 - To help effectively assist passengers, drivers, and the community with language assistance and Title VI-related information;
 - To assist with responding to any LEP related complaints or issues.
- Communicate program description, purpose, and initiatives to current bus operators:
 - Equip bus operators to effectively assist LEP passengers;
 - Encourage bus operators to report ridership trends and LEP related issues.
- Include Title VI LEP training in new hire orientation and annual refresher training.
- Any time changes are made by the FTA, The CITY OF REDONDO BEACH will update staff and drivers at regularly scheduled meetings or special meetings such as staff meetings, safety meetings, etc.
- Provide all staff with language assistance resources such as "I Speak" Listing and Spanish for Transit Employees. Refer to Attachment 1.

Monitoring and Updating the LEP Plan

The CITY OF REDONDO BEACH complies with requirements to update its Title VI Program every three years. During this process, the LEP plan will also be updated.

The Title VI Coordinator shall monitor implementation of the LEP Plan, making revisions to policies and procedures as may be required periodically. In monitoring compliance, an assessment will be made whether the program's procedures allow LEP individuals to overcome language barriers and participate in a meaningful way in the program activities and services.

Monitoring shall consider information from the following sources and criteria, as well as other factors as may be appropriate:

- Review the Four Factor Analysis;
- Identify any changes in language demographics that will require language assistance;
- Identify the frequency of encounters with LEP persons;
- Whether existing LEP language services are adequate;
- Monitoring Public Participation Surveys;
- Identify new language resources, including software technology, when warranted.

The CITY OF REDONDO BEACH will submit its LEP accomplishments and activities, in the Title VI Program triennial report that will be transmitted to FTA.

Attachments

Attachment 1: Language Assistance Resources

2004 Census Test	United States Census 2010 LANGUAGE IDENTIFICATION FLASHCARD
<input type="checkbox"/> وضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/> Մարդկանք հնչյունները այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:	2. Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
<input type="checkbox"/> ឈ្មួញក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/> Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
<input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
<input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
<input type="checkbox"/> Mark this box if you read or speak English.	11. English
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	12. Farsi

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CITY OF REDONDO BEACH LEP PLAN

ATTACHMENT 1

- | | |
|---|--------------------|
| <input type="checkbox"/> Cocher ici si vous lisez ou parlez le français. | 13. French |
| <input type="checkbox"/> Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. | 14. German |
| <input type="checkbox"/> Σημειώστε αυτό το πλαίσιο αν διαβάσετε ή μιλάτε Ελληνικά. | 15. Greek |
| <input type="checkbox"/> Make kazyé sa a si ou li oswa ou pale kreyòl ayisyen. | 16. Haitian Creole |
| <input type="checkbox"/> अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। | 17. Hindi |
| <input type="checkbox"/> Kos lub voj no yog koj paub twm thiaj hais lus Hmoob. | 18. Hmong |
| <input type="checkbox"/> Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet. | 19. Hungarian |
| <input type="checkbox"/> Markaan daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. | 20. Ilocano |
| <input type="checkbox"/> Marchi questa casella se legge o parla italiano. | 21. Italian |
| <input type="checkbox"/> 日本語を読んだり、話せる場合はここに印を付けてください。 | 22. Japanese |
| <input type="checkbox"/> 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. | 23. Korean |
| <input type="checkbox"/> ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືເກົາພາສາລາວ. | 24. Laotian |
| <input type="checkbox"/> Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | 25. Polish |

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CITY OF REDONDO BEACH LEP PLAN

ATTACHMENT 1

<input type="checkbox"/> Assimile este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/> Însemnați această casuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/> Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/> Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/> Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/> Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/> Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/> ให้กาเครื่องหมายลงในช่องดำทึบด้านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/> Maaka 'i he puha-ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/> Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/> اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/> Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/> באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

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**City of Redondo Beach Community
Services Department
Transit Division**

**Public Participation Process
Fare Increases, Service Reductions
and Route Modifications
(Community Outreach Plan)
2016**

**City of Redondo Beach Community Services Department
Transit Division**

**Public Participation Process
Fare Increases, Service Reductions and Route Modifications
(Community Outreach Plan)
2016**

A. Introduction

As established in the City's Communication and Customer Service Plan dated August 17, 2010 (Exhibit 1), it is the policy of the City Council to actively solicit the involvement of citizens in the public decision-making process, through a wide variety of outreach methods including public notification, direct mail, media exposure, workshops and stakeholder meetings, and public hearings. The Communication and Customer Service Plan provides guidance and describes tools and best practices to administer effective internal and external communication.

Further, it is the policy of the City of Redondo Beach Transit Division to offer a public participation process that will provide early and continuing involvement; clear, accurate, and timely information; full public access to citizens, public agencies, and segments of the community affected by transportation plans.

Definitions

1. A ***Fare Increase*** is defined as an increase in the basic fare structure. Fare decreases are specifically excluded.
2. ***Major Service Reductions*** are defined as decreases in service that represent a net loss of twenty-five (25%) percent of total service hours.
3. ***Route Modifications*** are defined as a change in any fixed-route transit service that exceeds twenty-five (25%) percent of the total inbound and outbound trip mileage of a route.

B. Implementing Procedures

Calculation of Service Miles/Hours Reductions

In determining whether this procedure applies to a specific service reduction, the Redondo Beach Transit Division shall calculate and compare the total current service miles or hours to the proposed estimated total service miles or hours to be provided after reduced service would be implemented.

Fare Increase

The City of Redondo Beach shall receive public comment on any proposed fare increase prior to implementation. Any increase in fares shall be presented to the Redondo Beach City Council for final approval. If the fare increase is approved, the Redondo Beach Transit Division will then begin the process of conducting public meetings and soliciting public comments regarding the proposed fare increase.

Service Reductions

A major service reduction shall be any reduction in service miles or hours exceeding twenty-five (25%) percent of the total service miles or hours provided. Any major service reduction shall be approved by the Redondo Beach City Council for final approval. If the service reductions are approved, the Redondo Beach Transit Division will then begin the process of conducting public meetings and soliciting public comments regarding the proposed service reductions.

Route Modifications

A route modification shall be a change in any fixed-route transit service that exceeds twenty-five (25%) percent of the total inbound and outbound trip mileage of a route.

Route and/or schedule modifications occur primarily for several reasons:

- Public complaints
- Employee/operator complaints
- On-time performance
- Overcrowding of the bus

Route modifications are reviewed by Redondo Beach Transit Division and Transit Contractor Operations staff; which is comprised of the Transit Manager, the Transit Contractor General Manager, the Transit Division staff, and related Transit Consultants. If the decision to move forward with the route modifications is approved, the recommendations are presented to the Department Director and City Manager. The recommendations are presented to the Redondo Beach City Council for consideration and approval.

After approval from the Redondo Beach City Council, the Redondo Beach Transit Division will begin the process of conducting public meetings and soliciting public comments regarding the proposed route modifications.

C. Community Outreach Plan

Per the City's Communication and Customer Service Plan when a project, or program may impact major City services, may have major service changes or fare changes, a Community Outreach Plan shall be developed at the beginning of the process. The Plan for changes in transit services that meet the criteria shall include the following elements:

Notice

A public hearing for fare increases and major reductions shall be advertised in a daily publication of general circulation at least thirty (30) days prior to conducting such hearing and shall be held at a locations that is accessible to all interested persons including persons with disabilities and easily accessed by public transportation. In addition to the advertisements, the use of "*riders alerts*" and notices will be posted on-board fixed-route and paratransit vehicles when and where the meeting will take place at least thirty (30) days in advance of the scheduled public meeting date.

An explanation of the content; along with the date, time, and location of the meetings will be published along with the instructions for submitting comments; contact information for questions or additional information; the due date for the comments, and a note regarding where to find additional information on the website, www.beachcitiestransit.org.

The public meeting notice will be published in the legal section of at least one major newspaper; with one display ad per major newspaper to include publications serving minority communities.

Notices will also be provided to neighborhood associations and announcements will be posted on local City Channel Cable TV stations, and/or other media venues. Such notices will also be included on the City of Redondo Beach, Beach Cities Transit (BCT) website, www.beachcitiestransit.org. Comment cards will also be provided at the Redondo Beach City Hall, Redondo Beach libraries and Transit offices when major changes are proposed on related routes and scheduling on the fixed-route system.

Plans, Maps, or Programs

Redondo Beach Transit Division staff will make efforts to include maps, photos, or other visual tools to aid in the assisting passengers in understanding the proposed changes. When transit plans, maps, or programs are proposed to change, copies of the existing document and proposed changes will be made available at least thirty (30) days in advance of the scheduled public hearing date, as well as on the City of Redondo Beach, Beach Cities Transit (BCT) website, www.beachcitiestransit.org.

Outreach Efforts

In addition to receiving public comments from and educating those already interested and involved, Redondo Beach will provide outreach to the community. Strategies will be implemented to reasonably assess the general public sentiment; as well as to solicit helpful public input and educate those individuals unaware of the services provided by the Beach Cities Transit. Some examples of outreach efforts are interaction with neighborhood associations, schools, social service agencies, and presentations to community civic groups.

Public Meetings

The City of Redondo Beach makes efforts to ensure that scheduling and locations are accessible to the public (this includes a location near public transportation, a time when public transportation is available; as well as an accessible building/room for individuals with disabilities).

Public information meetings will be held at various locations to inform the public of the planning process, solicit ideas, input, and feedback. At least one meeting would take place in the evening and/or on a weekend to accommodate those with traditional work schedules to attend. At least one

meeting will be held during a traditional work day to allow those who work in the evenings or weekends to attend. The intent of holding public informational meetings at diversified locations is to solicit broad public comments.

Special services should be available when practical, and subject to the availability of services and resources. These services may include interpreters for those who do not speak English, materials for individuals with visual impairments, and sign language interpreters. The availability of these services would be mentioned in public notices.

Surveys

Redondo Beach Transit Division conducts periodic route surveys on the fixed-route system. Passengers are encouraged to provide comments about the service.

Opportunities for Participation

The City of Redondo Beach will take a proactive approach to providing the opportunity for the public to be involved early with a continuing involvement in phases of the planning process. Prior to the public participation process, a list of contact information for citizens and organizations will be developed that will be contacted on a continuous basis to serve as a base of interested citizens for input and comment. This list will be expanded as additional citizens attend the informational public meetings and make comments.

Documentation of Public Comment and Responses

The City of Redondo Beach shall document comments received during the course of the public input process. The City of Redondo Beach shall also document how they responded to the public comments.

Comments received: Documentation of comments may be accomplished in a manner appropriate to the project and the nature of the comments. Documentation may consist of meeting minutes, files of letters, transcripts, PowerPoint presentations, and/or a special memo that summarizes the comments. A written summary of comments and responses shall be prepared to provide the feedback to the public. A recordings and transcripts of the major points of public meetings will be made written record. When applicable, the comments will be presented to the Redondo Beach City Council for action.

Response to comments: The City of Redondo Beach will respond to questions or comments from the public concerning the public participation process in a timely manner. A summary analysis and report on disposition of comments may be made a part of the final plan. Rationale for policy decisions will be available to the public in writing, if requested.

D. *Additional Procedures*

- If implementation of changes are to take place one (1) week prior to the change, new route schedules are made available to the public via BCT's website (www.beachcitystransit.org) in the event passengers would like to download copies. They would also be available at the City Hall offices and on buses.
- When the changes take place, BCT staff is made available to provide travel assistance to passengers who may not be aware of the modifications.
- Information regarding the changes remains available to the public for a 30-day period beyond the implementation of the changes.

Attachment:

Beach Cities Transit follows the Redondo Beach Communication and Customer Service Plan process for all other transportation plans and programs.

Exhibit 1:
Communication and Customer Service Plan



TRANSIT MAP & SCHEDULE



Explore

the

South Bay



EFFECTIVE MARCH 2023



 310.802.7686

 424.212.4299

 @RedondoBeachBCT

 www.beachcitiestransit.org

 BCT@redondo.org

 redondobeachbct.com

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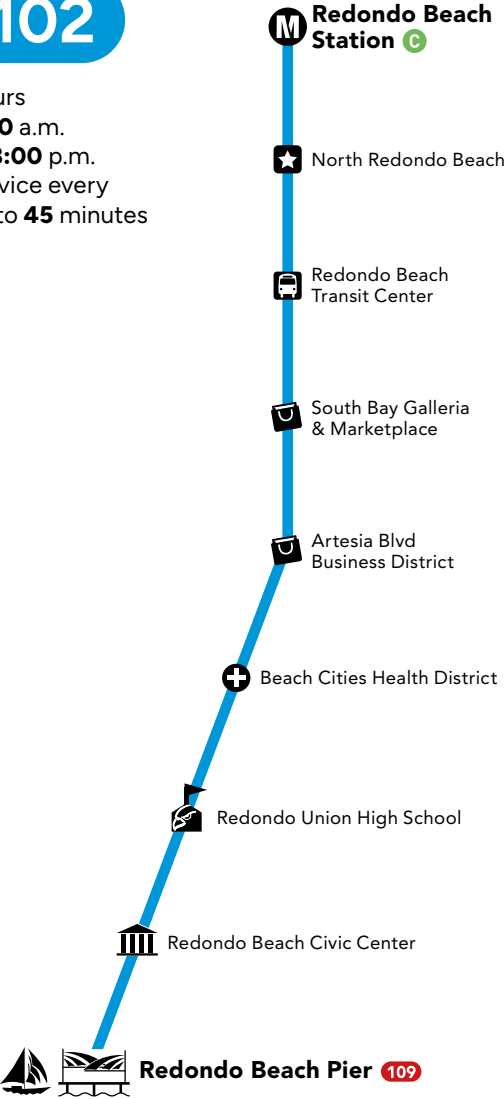
Introduction

Beach Cities Transit (BCT) serves the South Bay Region. BCT's service area includes Redondo Beach, Hermosa Beach, Manhattan Beach, El Segundo and LAX.

Line 102 – Redondo Beach Station/Redondo Beach Pier

102

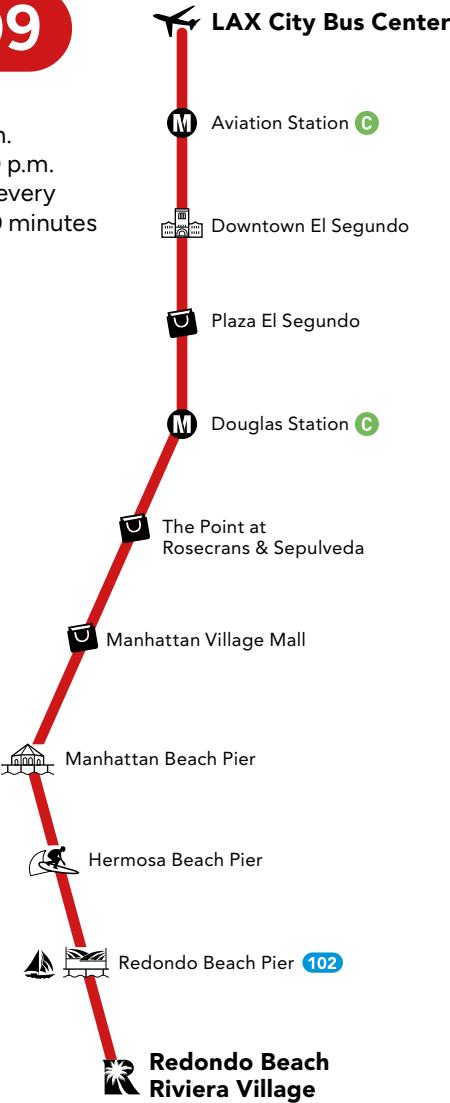
Hours
6:00 a.m.
to 8:00 p.m.
Service every
30 to 45 minutes



Line 109 – LAX City Bus Center/Redondo Beach Riviera Village

109

Hours
6:00 a.m.
to 10:00 p.m.
Service every
40 to 60 minutes



TRANSIT CONNECTIONS

BCT provides connections to several transit systems in the South Bay, including Metro Bus and Rail, Torrance Transit, LADOT Commuter Express, Gardena GTrans, Palos Verdes Peninsula Transit Authority and Lawndale Beat.

General Rider Information

TOP 5 BUS RIDING TIPS

- » Exact change required
- » No smoking, vaping, eating, or drinking
- » Respect the bus driver, fellow passengers and BCT property
- » Offer priority seats for elderly and disabled passengers
- » Use headphones to listen to music, cell phones, or other electronic devices

For the complete list of the Transit Rider Guide Do's and Don'ts visit www.beachcitiestransit.org.

TITLE VI OF THE CIVIL RIGHTS ACT

In accordance with Title VI of the Civil Rights Act of 1964, Beach Cities Transit is committed to ensuring that no person shall be excluded from receiving transit services on the basis of race, color, or national origin. For more information, please visit www.beachcitiestransit.org under Title VI Policy.

WAVE DIAL-A-RIDE

The WAVE Dial-A-Ride offers shared transportation for Redondo Beach and Hermosa Beach senior and disabled residents. WAVE riders can schedule trips for these cities and designated satellite locations in adjacent communities. For more WAVE information and application call: ☎ Phone [310.937.6660](tel:310.937.6660).

CLEAN FUEL VEHICLES

BCT vehicles are powered by compressed natural gas.



Beach Cities Transit buses are wheelchair and bicycle accessible.

BIKE LOCKERS

The Redondo Beach Transit Center (RBTC) located at 1521 Kingsdale Avenue has twelve (12) bike lockers available for rental by public bus riders.

Contact the City of Redondo Beach Transit at [310.937.6660](tel:310.937.6660) or email bct@redondo.org for bicycle locker availability.

BIKE SAFETY

Bikes are a great way to get to and from a transit stop. Integrating bicycling with public transit can greatly expand your travel range. For more information about bikes on buses see Metro's [Bike Pocket Guide](#).

All Beach Cities Transit Buses have racks that accommodate most bikes, including kids' bikes (but not tandem or electric). Space on racks is available on a first come first serve basis.

If your bike is left on the bus please contact BCT at [310.802.7686](tel:310.802.7686).

BCT is happy to partner with the South Bay Bicycle Coalition.

HOLIDAY SCHEDULES

BCT lines 102 and 109 do not operate on Thanksgiving Day, Christmas Day and New Year's Day.

Saturday schedules are operated on Memorial Day, Independence Day, Labor Day and Veterans Day.

TRIP PLANNING

Online

- www.beachcitiestransit.org, select **Trip Planner**
- redondobeachbct.com, for Real Time **arrivals**
- google.com/maps, click on the **transit** icon
- metro.net, for **Metro Trip Planner**

Over the Phone

- Call BCT at [310.802.7686](tel:310.802.7686)
- Call [323.GO.METRO](tel:323.GO.METRO)
- Call [511](tel:511)

FOR GENERAL ASSISTANCE

☎ Phone [310.937.6660](tel:310.937.6660) TTY [424.212.4299](tel:424.212.4299)

✉ Email BCT@redondo.org

🌐 Website www.beachcitiestransit.org

🏢 Visit **Redondo Beach City Hall**
415 Diamond St, Redondo Beach

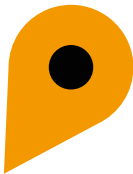
OR Redondo Beach Community Services
1922 Artesia Blvd, Redondo Beach

🔍 Lost & Found [310.802.7686](tel:310.802.7686)

BCT Real Time, All the Time



REAL TIME



GPS tracking estimates the arrival time of your bus. You can use BCT’s Real Time by using a computer, smartphone, text message, or phone call.



COMPUTER / SMARTPHONE *

Go to www.redondobeachBCT.com

Select Live Bus Map or Arrival Times

You will see your estimated real-time bus arrival

*Desktop, Laptops, Tablet, or Smartphone

TEXT MESSAGES

Text to **41411**

Message: BCTBUS stop number

You will receive a text with the estimated real-time bus arrival



PHONE CALL

Call **(310) 878-9277** Have your bus stop number ready

You will hear the directions to get the estimated real-time bus arrival

FIND US ON



Google Maps



transit



moovit

Fare Information

BCT FARES AND PASSES

Fixed Route Cash Fares

Adults/Students (Grades K-12)	\$1.00
Seniors/Disabled	\$0.50
Medicare Card Holders	\$0.50
BCT System Transfers	FREE
Interagency Transfers	\$0.25

Monthly Passes

Type of Pass	Redondo Beach Residents	Non-Residents
Adults	\$40.00	\$40.00
Students K-12	\$8.00	\$20.00
Senior/Disabled	\$5.00	\$10.00

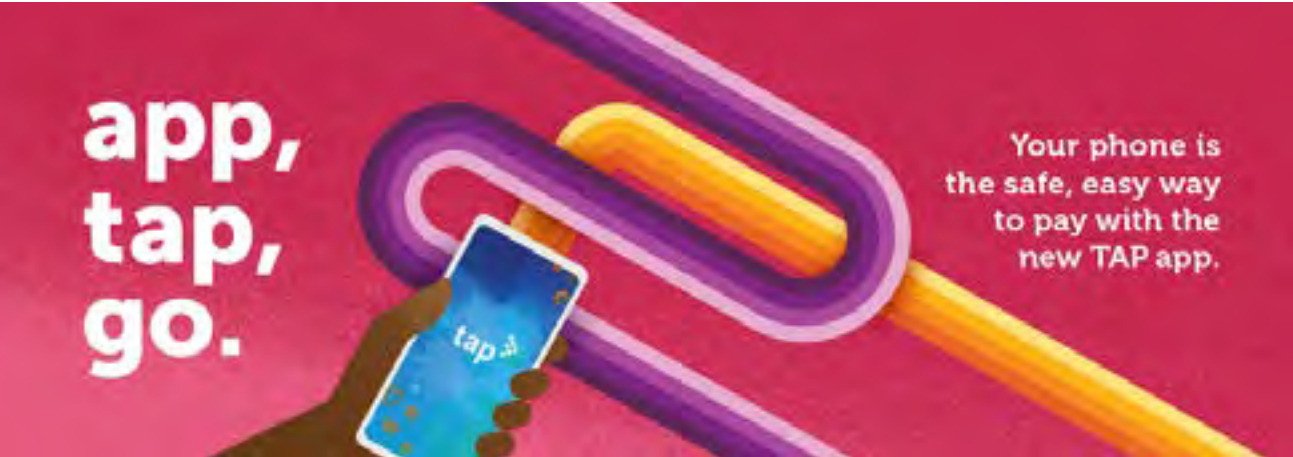
OTHER FARE OPTIONS

Pay with TAP Card



Pay with the TAP App

Available on Android and iPhone








BUS PASSES

BCT on TAP

BCT joins Metro and other regional transit agencies on the Transit Access Pass, known as TAP. BCT accepts TAP cards loaded with cash value or an EZ transit pass. Please note that BCT monthly passes are not yet available on TAP.

You can purchase or reload your TAP card at:

-  Redondo Beach City Hall
415 Diamond St, Door #2
(Call [310.937.6660](tel:310.937.6660) for BCT TAP)
-  Online at taptogo.net
-  By phone [866.827.8646](tel:866.827.8646)
-  TAP vending machines at RBTC and Metro rail stations
-  TAP vendor locations (visit taptogo.net)

BCT Monthly Passes

If you are interested in obtaining a BCT monthly pass, you must register for a BCT Identification Card. The BCT Identification Card Application can be found online at www.beachcitiestransit.org.

Redondo Beach Bus Pass Subsidy Program

Redondo Beach residents who are seniors, disabled or a student may qualify for a BCT or Metro EZ Pass subsidy. Please apply for the discounts online at www.beachcitiestransit.org or go to City Hall.

Lawndale Bus Pass Subsidy Program

Lawndale residents who are seniors, disabled or a student may qualify for discounted local BCT bus passes. Please apply online at www.beachcitiestransit.org or go to City Hall.

BEACH CITIES TRANSIT • Lines 102 & 109

MAP LEGEND

Beach Cities Transit Lines

102 **109** Timepoint
Transfer point

Other Transit Service

— Metro and Municipal Bus Lines
 Metro Rail Lines/Station

Neighboring Municipal Bus Operators

BBB Santa Monica's Big Blue Bus
 C Culver CityBus
 CE LADOT Commuter Express
 G GTrans
 LAX Free Shuttles to LAX Terminals
 LW Lawndale Beat
 PV Palos Verdes Peninsula Transit
 R Rapid (limited stop) Route
 T Torrance Transit

Bus Stops
 shown on pop out maps only

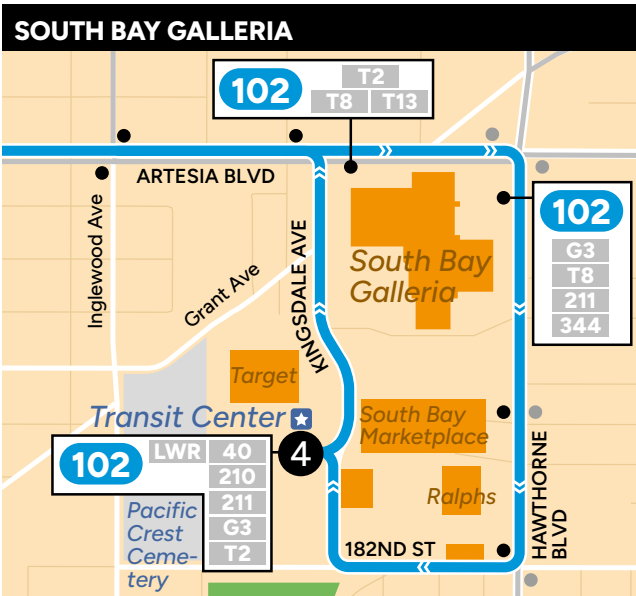
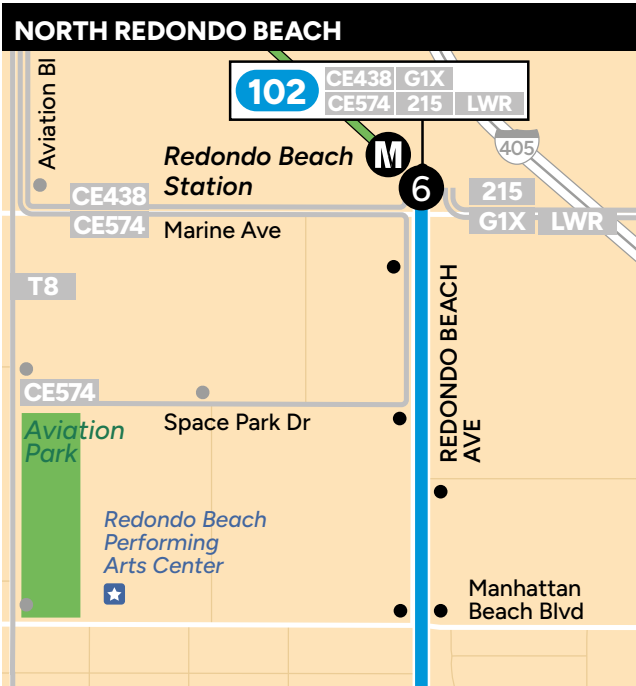
- Beach Cities Transit and Others
- Other Buses

Airport
 Civic/Government Building
 Medical Office/Hospital
 Park
 Place of Interest
 School/College
 Shopping Center/Mall

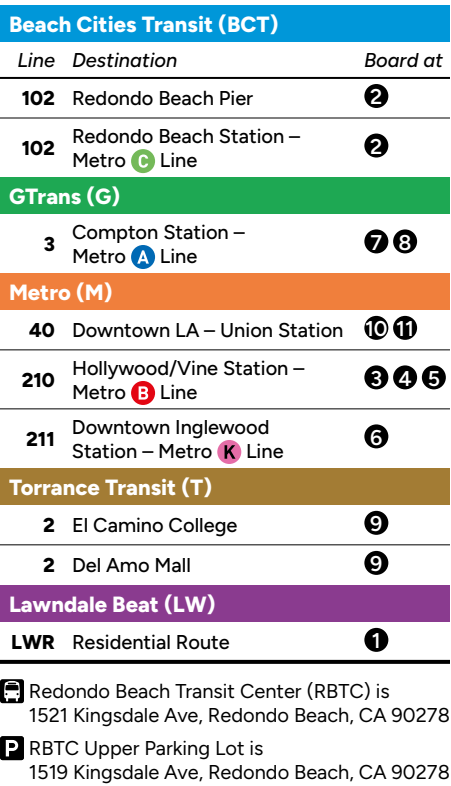
See pop out maps for more details.
 Designed by CHK America



Pop out maps



The map illustrates the layout of the Redondo Beach Transit Center Bus Bays. The bays are numbered 1 through 11, arranged in a line. Bays 1 through 5 are labeled with their respective transit lines: Bay 1 (Lawndale Beat), Bay 2 (BCT), Bay 3 (Metro), Bay 4 (Metro), Bay 5 (Metro), Bay 6 (Metro), Bay 7 (GTrans), Bay 8 (GTrans), Bay 9 (Torrance Transit), Bay 10 (Metro), and Bay 11 (Metro). A 'tap' icon is located near Bay 11. To the right of the bays is a 'Public Restroom'. The map also shows 'Kingsdale Avenue' running vertically on the right side, with an arrow pointing up towards 'Artesia Blvd'. A 'Park and Ride (Upper Lot)' is indicated on the left side. A legend in the bottom right corner provides details on bus bay symbols, including icons for ticket vending machines, drop-off/pick-up areas, ADA accessible spaces, EV designated spaces, ramps, stairs, crosswalks, sidewalks, bicycle racks, and lockers. A north arrow is located in the bottom right corner.

 10

Bus Services from Redondo Beach Transit Center



Check your transit operator’s website using their link or by scanning their QR code for the latest updates.



www.BeachCitiesTransit.org



RideGTrans.com



metro.net



transit.torranceca.gov



www.LawndaleCity.org

Line


102

Redondo Beach Pier –
Redondo Beach Metro C (Green) Line Station

MONDAY ONLY

NORTHBOUND


Redondo Beach Pier to
Metro C (Green) Line Station

Redondo Beach Pier	Diamond St & PCH	Beryl St & 190th St	Arrive Redondo Beach Transit Ctr	Depart Redondo Beach Transit Ctr	Artesia Blvd & Mackay Ln	Redondo Beach Sta 
1	2	3	4	4	5	6
–	–	–	–	–	–	–
6:00	6:03	6:10	6:23	6:33	6:38	6:47
6:30	6:33	6:40	6:53	7:03	7:08	7:17
7:10	7:13	7:20	7:33	7:43	7:48	7:57
–	–	–	–	–	–	–
–	–	–	–	–	–	–
–	–	–	–	–	–	–
7:45	7:48	7:55	8:08	8:18	8:23	8:32
8:20	8:23	8:30	8:43	8:53	8:58	9:07
8:55	8:58	9:05	9:18	9:33	9:38	9:47
9:35	9:38	9:45	9:58	10:13	10:18	10:27
10:10	10:13	10:20	10:33	10:48	10:53	11:02
10:50	10:53	11:00	11:13	11:28	11:33	11:42
11:30	11:33	11:40	11:53	12:08	12:13	12:22
12:05	12:08	12:15	12:28	12:43	12:48	12:57
12:45	12:48	12:55	1:08	1:23	1:28	1:37
1:25	1:28	1:35	1:48	2:03	2:08	2:17
2:00	2:03	2:10	2:23	2:38	2:43	2:52
2:40	2:43	2:50	3:03	3:18	3:23	3:32
3:20	3:23	3:30	3:43	3:58	4:03	4:12
*	3:35	3:46	–	–	4:06	4:21
*	3:40	3:50	→ Express to C Line →			4:15
*	3:45	3:55	–	–	4:15	4:24
3:55	3:58	4:05	4:18	4:33	4:38	4:47
4:35	4:38	4:45	4:58	5:13	5:18	5:27
5:15	5:18	5:25	5:38	5:53	5:58	6:07
5:50	5:53	6:00	6:13	6:28	6:33	6:42
6:30	6:33	6:40	6:53	7:08	7:13	7:22
AM	PM					

* Operates only when RUHS is in session.

SOUTHBOUND

Metro C (Green) Line Station to
Redondo Beach Pier

Redondo Beach Sta 	Artesia Blvd & Mackay Ln	Arrive Redondo Beach Transit Ctr	Depart Redondo Beach Transit Ctr	Beryl St & 190th St	Diamond St & PCH	Redondo Beach Pier
6	5	4	4	3	2	1
6:19	6:28	6:35	6:45	6:56	7:04	7:07
6:52	7:01	7:08	7:18	7:29	7:37	7:40
7:22	7:31	7:38	7:48	7:59	8:07	8:10
8:02	8:11	8:18	8:28	8:39	8:47	8:50
*8:25	8:34	–	–	8:59	9:07	9:10
*8:30	8:39	–	–	9:04	9:12	9:15
*8:35	8:44	–	–	9:09	9:17	9:20
8:37	8:46	8:53	9:03	9:14	9:22	9:25
9:12	9:21	9:28	9:38	9:49	9:57	10:00
9:52	10:01	10:08	10:18	10:29	10:37	10:40
10:37	10:46	10:53	11:03	11:14	11:22	11:25
11:07	11:16	11:23	11:33	11:44	11:52	11:55
11:47	11:56	12:03	12:13	12:24	12:32	12:35
12:27	12:36	12:43	12:53	1:04	1:12	1:15
1:02	1:11	1:18	1:28	1:39	1:47	1:50
1:42	1:51	1:58	2:08	2:19	2:27	2:30
2:22	2:31	2:38	2:48	2:59	3:07	3:10
2:57	3:06	3:13	3:23	3:34	3:42	3:45
3:37	3:46	3:53	4:03	4:14	4:22	4:25
4:17	4:26	4:33	4:43	4:54	5:02	5:05
–	–	–	–	–	–	–
–	–	–	–	–	–	–
–	–	–	–	–	–	–
4:52	5:01	5:08	5:18	5:29	5:37	5:40
5:32	5:41	5:48	5:58	6:09	6:17	6:20
6:12	6:21	6:28	6:38	6:49	6:57	7:00
6:47	6:56	7:03	7:13	7:24	7:32	7:35
7:27	7:36	7:43	–	–	–	–
AM	PM					

* Operates only when RUHS is in session.


Line

102

Redondo Beach Pier –
Redondo Beach Metro C (Green) Line Station


TUESDAY THROUGH FRIDAY

NORTHBOUND
Redondo Beach Pier to
Metro C (Green) Line Station

Redondo Beach Pier	Diamond St & PCH	Beryl St & 190th St	Arrive Redondo Beach Transit Ctr	Depart Redondo Beach Transit Ctr	Artesia Blvd & Mackay Ln	Redondo Beach Sta 
1	2	3	4	4	5	6
–	–	–	–	–	–	–
6:00	6:03	6:10	6:23	6:33	6:38	6:47
–	–	–	–	–	–	–
6:30	6:33	6:40	6:53	7:03	7:08	7:17
–	–	–	–	–	–	–
–	–	–	–	–	–	–
7:10	7:13	7:20	7:33	7:43	7:48	7:57
7:45	7:48	7:55	8:08	8:18	8:23	8:32
8:20	8:23	8:30	8:43	8:53	8:58	9:07
8:55	8:58	9:05	9:18	9:33	9:38	9:47
9:35	9:38	9:45	9:58	10:13	10:18	10:27
10:10	10:13	10:20	10:33	10:48	10:53	11:02
10:50	10:53	11:00	11:13	11:28	11:33	11:42
11:30	11:33	11:40	11:53	12:08	12:13	12:22
12:05	12:08	12:15	12:28	12:43	12:48	12:57
12:45	12:48	12:55	1:08	1:23	1:28	1:37
1:25	1:28	1:35	1:48	2:03	2:08	2:17
2:00	2:03	2:10	2:23	2:38	2:43	2:52
2:40	2:43	2:50	3:03	3:18	3:23	3:32
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*	3:35	3:46	–	–	4:06	4:21
*	3:40	3:50	→ Express to C Line →			4:15
*	3:45	3:55	–	–	4:15	4:24
3:55	3:58	4:05	4:18	4:33	4:38	4:47
4:35	4:38	4:45	4:58	5:13	5:18	5:27
5:15	5:18	5:25	5:38	5:53	5:58	6:07
5:50	5:53	6:00	6:13	6:28	6:33	6:42
6:30	6:33	6:40	6:53	7:08	7:13	7:22
AM	PM					

* Operates only when RUHS is in session.

SOUTHBOUND
Metro C (Green) Line Station to
Redondo Beach Pier

Redondo Beach Sta 	Artesia Blvd & Mackay Ln	Arrive Redondo Beach Transit Ctr	Depart Redondo Beach Transit Ctr	Beryl St & 190th St	Diamond St & PCH	Redondo Beach Pier
6	5	4	4	3	2	1
6:19	6:28	6:35	6:45	6:56	7:04	7:07
6:52	7:01	7:08	7:18	7:29	7:37	7:40
*7:20	7:29	–	–	7:54	8:02	8:05
7:22	7:31	7:38	7:48	7:59	8:07	8:10
*7:25	7:34	–	–	7:59	8:07	8:10
*7:30	7:39	–	–	8:04	8:12	8:15
8:02	8:11	8:18	8:28	8:39	8:47	8:50
8:37	8:46	8:53	9:03	9:14	9:22	9:25
9:12	9:21	9:28	9:38	9:49	9:57	10:00
9:52	10:01	10:08	10:18	10:29	10:37	10:40
10:37	10:46	10:53	11:03	11:14	11:22	11:25
11:07	11:16	11:23	11:33	11:44	11:52	11:55
11:47	11:56	12:03	12:13	12:24	12:32	12:35
12:27	12:36	12:43	12:53	1:04	1:12	1:15
1:02	1:11	1:18	1:28	1:39	1:47	1:50
1:42	1:51	1:58	2:08	2:19	2:27	2:30
2:22	2:31	2:38	2:48	2:59	3:07	3:10
2:57	3:06	3:13	3:23	3:34	3:42	3:45
3:37	3:46	3:53	4:03	4:14	4:22	4:25
4:17	4:26	4:33	4:43	4:54	5:02	5:05
–	–	–	–	–	–	–
–	–	–	–	–	–	–
–	–	–	–	–	–	–
4:52	5:01	5:08	5:18	5:29	5:37	5:40
5:32	5:41	5:48	5:58	6:09	6:17	6:20
6:12	6:21	6:28	6:38	6:49	6:57	7:00
6:47	6:56	7:03	7:13	7:24	7:32	7:35
7:27	7:36	7:43	–	–	–	–
AM	PM					

* Operates only when RUHS is in session.

NORTHBOUND

Redondo Beach Pier to



Metro C (Green) Line Station

SOUTHBOUND

Metro C (Green) Line Station to

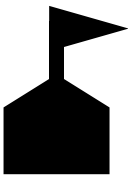
Redondo Beach Pier

SATURDAY

Redondo Beach Pier	Diamond St & PCH	Beryl St & 190th St	Arrive Redondo Beach Transit Ctr	Depart Redondo Beach Transit Ctr	Artesia Blvd & Mackay Ln	Redondo Beach Sta 	Redondo Beach Sta 	Artesia Blvd & Mackay Ln	Arrive Redondo Beach Transit Ctr	Depart Redondo Beach Transit Ctr	Beryl St & 190th St	Diamond St & PCH	Redondo Beach Pier
1	2	3	4	4	5	6	6	5	4	4	3	2	1
8:00	8:03	8:10	8:23	8:38	8:43	8:52	8:57	9:06	9:13	9:23	9:34	9:42	9:45
8:40	8:43	8:50	9:03	9:18	9:23	9:32	9:37	9:46	9:53	10:03	10:14	10:22	10:25
9:20	9:23	9:30	9:43	9:58	10:03	10:12	10:17	10:26	10:33	10:43	10:54	11:02	11:05
9:55	9:58	10:05	10:18	10:33	10:38	10:47	10:52	11:01	11:08	11:18	11:29	11:37	11:40
10:35	10:38	10:45	10:58	11:13	11:18	11:27	11:32	11:41	11:48	11:58	12:09	12:17	12:20
11:15	11:18	11:25	11:38	11:53	11:58	12:07	12:12	12:21	12:28	12:38	12:49	12:57	1:00
11:50	11:53	12:00	12:13	12:28	12:33	12:42	12:47	12:56	1:03	1:13	1:24	1:32	1:35
12:30	12:33	12:40	12:53	1:08	1:13	1:22	1:27	1:36	1:43	1:53	2:04	2:12	2:15
1:10	1:13	1:20	1:33	1:48	1:53	2:02	2:07	2:16	2:23	2:33	2:44	2:52	2:55
1:48	1:51	1:58	2:11	2:26	2:31	2:40	2:45	2:54	3:01	3:11	3:22	3:30	3:33
2:25	2:28	2:35	2:48	3:03	3:08	3:17	3:22	3:31	3:38	3:48	3:59	4:07	4:10
3:05	3:08	3:15	3:28	3:43	3:48	3:57	4:02	4:11	4:18	4:28	4:39	4:47	4:50
3:43	3:46	3:53	4:06	4:21	4:26	4:35	4:40	4:49	4:56	5:06	5:17	5:25	5:28
4:20	4:23	4:30	4:43	4:58	5:03	5:12	5:17	5:26	5:33	5:43	5:54	6:02	6:05
5:00	5:03	5:10	5:23	5:38	5:43	5:52	5:57	6:06	6:13	6:23	6:34	6:42	6:45
5:38	5:41	5:48	6:01	6:16	6:21	6:30	6:35	6:44	6:51	7:01	7:12	7:20	7:23
6:15	6:18	6:25	6:38	6:53	6:58	7:07	7:12	7:21	7:28	7:38	7:49	7:57	8:00
6:55	6:58	7:05	7:18	–	–	–	AM	PM					
7:33	7:36	7:43	7:56	–	–	–							
AM	PM												

SUNDAY

1	2	3	4	4	5	6	6	5	4	4	3	2	1
9:10	9:13	9:20	9:33	9:43	9:48	9:57	9:59	10:08	10:15	10:20	10:31	10:39	10:42
10:00	10:03	10:10	10:23	10:33	10:38	10:47	10:49	10:58	11:05	11:10	11:21	11:29	11:32
10:50	10:53	11:00	11:13	11:23	11:28	11:37	11:39	11:48	11:55	12:00	12:11	12:19	12:22
11:40	11:43	11:50	12:03	12:18	12:23	12:32	12:34	12:43	12:50	12:55	1:06	1:14	1:17
12:30	12:33	12:40	12:53	1:08	1:13	1:22	1:24	1:33	1:40	1:45	1:56	2:04	2:07
1:25	1:28	1:35	1:48	2:03	2:08	2:17	2:19	2:28	2:35	2:40	2:51	2:59	3:02
2:15	2:18	2:25	2:38	2:53	2:58	3:07	3:09	3:18	3:25	3:30	3:41	3:49	3:52
3:10	3:13	3:20	3:33	3:48	3:53	4:02	4:04	4:13	4:20	4:25	4:36	4:44	4:47
4:00	4:03	4:10	4:23	4:38	4:43	4:52	4:54	5:03	5:10	5:15	5:26	5:34	5:37
4:55	4:58	5:05	5:18	5:33	5:38	5:47	5:49	5:58	6:05	6:10	6:21	6:29	6:32
5:45	5:48	5:55	6:08	6:23	6:28	6:37	6:39	6:48	6:55	–	–	–	–
6:40	6:43	6:50	7:03	–	–	–	AM	PM					
AM	PM												



Line


102

Redondo Union High School Tripper Schedule


Redondo Union High School Tripper Service is subject to adjustment or cancellation based on school calendars. Open to public.

MONDAY SCHOOL DAY TRIPPERS

SOUTHBOUND to Redondo Union High School


Redondo Beach Sta 	Artesia Blvd & Mackay Ln	Redondo Beach Transit Ctr	Beryl St & 190th St	Diamond St & PCH (RUHS)	Redondo Beach Pier
6	5	4	3	2	1
*8:25	8:34	—	8:59	9:07	9:10
*8:30	8:39	—	9:04	9:12	9:15
*8:35	8:44	—	9:09	9:17	9:20
AM	* Operates only when RUHS is in session.				

NORTHBOUND from Redondo Union High School


Diamond St & PCH (RUHS)	Beryl St & 190th St	Redondo Beach Transit Ctr	Artesia Blvd & Mackay Ln	Redondo Beach Sta 
2	3	4	5	6
*3:35	3:46	—	4:06	4:21
*3:40	3:50 → Express to C Line Station →	—	4:15	4:15
*3:45	3:55	—	4:15	4:24
PM	* Operates only when RUHS is in session.			

TUESDAY THROUGH FRIDAY SCHOOL DAY TRIPPERS

SOUTHBOUND to Redondo Union High School

Redondo Beach Sta 	Artesia Blvd & Mackay Ln	Redondo Beach Transit Ctr	Beryl St & 190th St	Diamond St & PCH (RUHS)	Redondo Beach Pier
6	5	4	3	2	1
*7:20	7:29	—	7:54	8:02	8:05
*7:25	7:34	—	7:59	8:07	8:10
*7:30	7:39	—	8:04	8:12	8:15
AM	* Operates only when RUHS is in session.				

NORTHBOUND from Redondo Union High School

Diamond St & PCH (RUHS)	Beryl St & 190th St	Redondo Beach Transit Ctr	Artesia Blvd & Mackay Ln	Redondo Beach Sta 
2	3	4	5	6
*3:35	3:46	—	4:06	4:21
*3:40	3:50 → Express to C Line Station →	—	4:15	4:15
*3:45	3:55	—	4:15	4:24
PM	* Operates only when RUHS is in session.			

Line

109

Redondo Beach Riviera Village – LAX City Bus Center

NORTHBOUND
Redondo Beach Riviera Village to
LAX City Bus Center

SOUTHBOUND
LAX City Bus Center to
Redondo Beach Riviera Village

MONDAY THROUGH FRIDAY

Palos Verdes Bl & Via Valencia	Hermosa Ave & 10th St	Highland Ave & 14th St	Park Place at Douglas	Main St & Holly Ave	Aviation Station	LAX City Bus Center
7	8	9	10	11	12	13
–	–	–	–	–	–	–
–	–	–	–	–	–	–
6:00	6:17	6:28	6:42	6:53	7:03	7:13
6:30	6:47	6:58	7:12	7:23	7:33	7:43
7:25	7:42	7:53	8:07	8:18	8:28	8:38
8:10	8:27	8:38	8:52	9:07	9:17	9:27
8:50	9:07	9:18	9:32	9:47	9:57	10:07
9:35	9:52	10:03	10:17	10:32	10:42	10:52
10:25	10:42	10:53	11:07	11:22	11:32	11:42
11:10	11:27	11:38	11:52	12:07	12:17	12:27
11:50	12:07	12:18	12:32	12:47	12:57	1:07
12:35	12:52	1:03	1:17	1:32	1:42	1:52
1:45	2:02	2:13	2:27	2:42	2:52	3:02
2:30	2:47	2:58	3:12	3:27	3:37	3:47
3:10	3:27	3:38	3:52	4:07	4:17	4:27
3:55	4:12	4:23	4:37	4:52	5:02	5:12
4:45	5:02	5:13	5:27	5:42	5:52	6:02
5:30	5:47	5:58	6:12	6:27	6:37	6:47
6:10	6:27	6:38	6:52	7:07	7:17	7:27
6:55	7:12	7:23	7:37	7:52	8:02	8:12
7:45	8:02	8:13	8:27	8:42	8:52	9:02
8:30	8:47	8:58	9:12	9:27	9:37	9:47
AM	PM					

LAX City Bus Center	Aviation Station	Main St & Holly Ave	Park Place at Douglas	Highland Ave & 14th St	Hermosa Ave & 11th St	Palos Verdes Bl & Via Valencia
13	12	11	10	9	8	7
5:55	6:07	6:21	6:39	6:51	7:00	7:15
6:40	6:52	7:06	7:24	7:36	7:45	8:00
7:20	7:32	7:46	8:04	8:16	8:25	8:40
8:05	8:17	8:31	8:49	9:01	9:10	9:25
8:55	9:07	9:21	9:39	9:51	10:00	10:15
9:40	9:52	10:06	10:24	10:36	10:45	11:00
10:20	10:32	10:46	11:04	11:16	11:25	11:40
11:05	11:17	11:31	11:49	12:01	12:10	12:25
12:15	12:27	12:41	12:59	1:11	1:20	1:35
1:00	1:12	1:26	1:44	1:56	2:05	2:20
1:40	1:52	2:06	2:24	2:36	2:45	3:00
2:25	2:37	2:51	3:09	3:21	3:30	3:45
3:15	3:27	3:41	3:59	4:11	4:20	4:35
4:00	4:12	4:26	4:44	4:56	5:05	5:20
4:40	4:52	5:06	5:24	5:36	5:45	6:00
5:25	5:37	5:51	6:09	6:21	6:30	6:45
6:15	6:27	6:41	6:59	7:11	7:20	7:35
7:00	7:12	7:26	7:44	7:56	8:05	8:20
7:40	7:52	8:06	8:24	8:36	8:45	9:00
8:25	8:37	8:51	9:09	9:21	9:30	9:45
AM	PM					

SATURDAY & SUNDAY

7	8	9	10	11	12	13
–	–	–	–	–	–	–
6:05	6:22	6:33	6:47	7:02	7:12	7:22
7:05	7:22	7:33	7:47	8:02	8:12	8:22
8:15	8:32	8:43	8:57	9:12	9:22	9:32
9:10	9:27	9:38	9:52	10:07	10:17	10:27
10:10	10:27	10:38	10:52	11:07	11:17	11:27
11:15	11:32	11:43	11:57	12:12	12:22	12:32
12:10	12:27	12:38	12:52	1:07	1:17	1:27
1:10	1:27	1:38	1:52	2:07	2:17	2:27
2:35	2:52	3:03	3:17	3:32	3:42	3:52
3:30	3:47	3:58	4:12	4:27	4:37	4:47
4:30	4:47	4:58	5:12	5:27	5:37	5:47
5:35	5:52	6:03	6:17	6:32	6:42	6:52
6:30	6:47	6:58	7:12	7:27	7:37	7:47
7:30	7:47	7:58	8:12	8:27	8:37	8:47
8:30	8:47	8:58	9:12	9:27	9:37	9:47
AM	PM					

13	12	11	10	9	8	7
6:45	6:57	7:11	7:29	7:41	7:50	8:05
7:40	7:52	8:06	8:24	8:36	8:45	9:00
8:40	8:52	9:06	9:24	9:36	9:45	10:00
9:45	9:57	10:11	10:29	10:41	10:50	11:05
10:40	10:52	11:06	11:24	11:36	11:45	12:00
11:40	11:52	12:06	12:24	12:36	12:45	1:00
1:05	1:17	1:31	1:49	2:01	2:10	2:25
2:00	2:12	2:26	2:44	2:56	3:05	3:20
3:00	3:12	3:26	3:44	3:56	4:05	4:20
4:05	4:17	4:31	4:49	5:01	5:10	5:25
5:00	5:12	5:26	5:44	5:56	6:05	6:20
6:00	6:12	6:26	6:44	6:56	7:05	7:20
7:05	7:17	7:31	7:49	8:01	8:10	8:25
8:00	8:12	8:26	8:44	8:56	9:05	9:20
8:55	9:07	9:21	9:39	9:51	10:00	10:15
AM	PM					