



City of Cerritos

Title VI Program

City of Cerritos policy document that establishes guidelines to effectively monitor and ensure that the COW and Dial-A-Ride services are in compliance with Title VI of the Civil Rights Act of 1964.



DIAL-A-RIDE



CERRITOS TRANSIT TITLE VI PROGRAM

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CERRITOS TRANSIT TITLE VI PROGRAM

City of Cerritos Title VI Policy Statement

The City of Cerritos is committed to ensuring that no person is excluded from participation in, or denied the benefits of, public transit services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964. The City's objectives for this program include:

- Ensure that the level and quality of transportation service is provided without regard to race, color or national origin.
- Promote full participation of all members of the community in transportation-related issues and in the decision making process.
- Ensure meaningful access to transit programs by persons with Limited English Proficiency (LEP).

I. INTRODUCTION

The Federal Transit Administration (FTA) is responsible for ensuring that its funding recipients fully comply with Title VI of the Civil Rights Act of 1964 (Title VI) (see Attachment A). The City of Cerritos (City) provides two (2) public transit services, which includes the Cerritos On Wheels (COW) and Cerritos Dial-A-Ride that have been the recipient of federal transit funds, pursuant to Title 49 U.S.C. Chapter 53, under the FTA. Accordingly, as a recipient of Federal funds, the City is required to develop a Title VI Program to comply with FTA Circular 4702.1B.

The purpose of this Title VI Program is to establish guidelines to effectively monitor and ensure that the COW and Dial-A-Ride services are in compliance with FTA Title VI requirements. Title VI states that:

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

The FTA is required to ensure that federally-supported transit services and related benefits are consistent with policies identified in Title VI. Accordingly, this program was developed in order to insure compliance with the following Title VI requirements:

- Notice to beneficiaries of protection under Title VI;
- Complaint procedures and complaint form;
- Record and report transit-related Title VI investigations, complaints and lawsuits;
- Public participation and meaningful access to Limited English Proficiency (LEP); and
- Service Standards and Policies.

The City will ensure that its programs, policies, and activities comply with Department of Transportation's (DOT) Title VI Regulations and with Limited English Proficient (LEP) Persons requirements. In addition, the City is committed to creating and maintaining a public transportation system that is free of all forms of discrimination and the City will take necessary corrective and disciplinary actions to stem behavior that violates this policy or the

rights and privileges it is designed to protect. The City will document all complaints with DOT Title VI regulations by submitting a Title VI Program to LACMTA once every three (3) years.

This program applies to the COW and Dial-A-Ride services, which is operated by the City of Cerritos and contracted out to a private transit provider. Below is a brief description of the COW and Dial-A-Ride services:

COW	Dial-A-Ride
<ul style="list-style-type: none"> - The COW is a fixed route transit service that operates two (2) routes within the City boundaries and connects with five other transit providers. - The program operates Monday through Saturday. - The COW fleet consists of seven (7) buses. 	<ul style="list-style-type: none"> - The Dial-A-Ride is a curb-to-curb shared service for seniors over 55 years of age and residents with disabilities. - The program operates seven (7) days out of the week.
FY 2012-2013 Annual Ridership: 202,047	FY 2012-2013 Annual Ridership: 20,886

II. TITLE VI REQUIREMENTS

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

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

The City of Cerritos will inform members of the public of their Title VI protection rights by posting a Notice of Rights under Title VI on the City's website, posting said notice inside COW vehicles and by mass mailings to passengers that utilize the Dial-A-Ride service (see Attachment B).

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

The City is required to develop procedures for investigating and tracking Title VI complaints filed against the City and to make these procedures for filing a complaint available to the general public. The City will post the complaint procedures and complaint form on our website. With this in mind, the City has developed the following complaint procedures.

A. City of Cerritos Title VI Complaint Procedures

1. Submission of Complaint

If a passenger believes he/she has received discriminatory treatment by a City of Cerritos contract transit staff member on the basis of race, color or national origin, the passenger will have the right to file a complaint with the City. The complaint must be filed within sixty (60) calendar days of the alleged discriminatory incident. Title VI complaint procedures will be available in English, Chinese, Tagalog and Korean.

2. Investigation of Complaints

Upon receipt of the complaint, the City will work with the transit provider to investigate said complaint. The investigation may include discussion(s) of the complaint with all affected parties to determine the issue. Based upon the information received, the City and transit contractor will prepare an investigation

report for submittal to the Advance Planning/Economic Development Manager. The complainant will receive a letter from the City and/or transit provider regarding the findings of the investigation within forty-five (45) calendar days of receipt of the complaint.

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

3. Request for Reconsideration

The complainant shall be notified of his/her right to appeal the decision. If the complainant disagrees with the City's and transit provider's findings, the complainant may request reconsideration by submitting a written request to the Advance Planning/Economic Development Manager within ten (10) calendar days of receipt of the City's response. The complainant shall provide a detailed description of the request for consideration. The Advance Planning/Economic Development Manager will notify the complainant of his/her decision either to accept or reject the request for reconsideration within ten (10) calendar days. When the Advance Planning/Economic Development Manager agrees to reconsider the matter, the complaint shall be returned to the City's transit staff for re-evaluation in accordance with the "Investigation of Complaint" procedures described above.

4. Appeal Process

If the request for reconsideration is denied, the complainant may appeal the Advance Planning/Economic Development Manager's response by submitting a written request to the City. The appeal request will be forwarded to the City Manager for final determination.

5. Submission of Complaint to the Department of Transportation

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

The City has developed a Title VI Complaint Form to document all complaints received by City and/or transit provider staff. This form is available on the City's website and at the City of Cerritos, Department of Community Development, 18125 Bloomfield Ave, Cerritos, CA 90703. (see Attachment C). In addition, this form is available in Chinese, Tagalog and Korean.

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

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

D). The list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegations(s); the status of the investigation; lawsuit, or complaint; and actions taken by the City in response, or final findings related to the investigation, lawsuit, or complaint. The list shall be included in the City's Title VI submittal to FTA every three (3) years. As of the writing of this Program, the City of Cerritos does not have any Title VI complaints, investigations, or lawsuits.

4. Language Assistance Plan and Requirement to Provide Meaningful Access to LEP Persons.

The Language Assistance Plan includes two components; a Title VI Limited English Proficiency Analysis (LEP Analysis) and a Language Assistance Plan. The LEP Analysis includes a four (4) factor analysis, which includes the number of LEP persons in the service area, frequency that LEP persons come in contact with transit services, the nature and importance of programs, activities or service to the LEP population, resources available to the City and overall costs to provide LEP assistance. The Language Assistance Plan explains the findings of the Four Factor Analysis and describes how the City will implement language assistance.

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

5. Promoting Inclusive Public Participation.

The City is required to develop a public participation plan with outreach efforts to engage community members including low-income, people with disabilities, minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission.

Public Participation Plan

The City's Public Participation Plan is designed to encourage public participation with regard to transit activities. These activities include, but are not limited to, hosting public workshops, disseminating flyers for transit service changes and coordination with other transit contractors that operate within City boundaries. Specific details for both components are included in the City's Public Participation Plan (see Attachment F).

6. Requirement to Provide Additional Information upon Request.

At the discretion of the FTA, information other than that required by the referenced circular, may be requested in writing from a recipient in order to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI requirements.

The City of Cerritos transit staff will be available to provide additional information, as needed, and to respond to any verbal or written complaints.

7. Requirement to Develop System-Wide Standards and Policies.

FTA requires all fixed-route transit providers to develop quantitative service standards and policies for their fixed-route service. Individual public transportation providers may set standards that best reflect their local environment.

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

8. Minority Representation on Planning or Advisory Board.

This requirement did not apply to the City of Cerritos because the City does not have a planning or advisory board to address transportation issues. Rather, the City Council serves as the legislative body for all transportation related policy decisions. Therefore, the reporting of minority representation of a planning or advisory board does not apply in Cerritos.

9. Determination of Site or Location of Facilities.

The City of Cerritos did not use any Federal grants for the construction of any transit related facilities, such as storage facilities, maintenance facilities or operational center. Therefore, this requirement does not apply in Cerritos.

III. ATTACHMENTS

- A. Title VI of the Civil Rights Act of 1964 Section 2000d
- B. City of Cerritos Notice of Civil Rights
- C. City of Cerritos Title VI Complaint Form
- D. List of Transit Related Title VI Investigations, Complaints, and Lawsuits
- E. City of Cerritos Title VI Limited English Proficiency (LEP) Plan
- F. City of Cerritos Public Participation Plan
- G. System-Wide Standards and Policies

TITLE VI OF THE 1964 CIVIL RIGHTS ACT

42 U.S.C §§ 2000d - 2000d-7

TITLE 42 - The Public Health and Welfare

SUBCHAPTER V - FEDERALLY ASSISTED PROGRAMS

- [Sec. 2000d. Prohibition against exclusion from participation in, denial of benefits of, and discrimination under federally assisted programs on ground of race, color, or national origin](#)
- [Sec. 2000d-1. Federal authority and financial assistance to programs or activities by way of grant, loan, or contract other than contract of insurance or guaranty; rules and regulations; approval by President; compliance with requirements; reports to Congressional committees; effective date of administrative action](#)
- [Sec. 2000d-2. Judicial review; administrative procedure provisions](#)
- [Sec. 2000d-3. Construction of provisions not to authorize administrative action with respect to employment practices except where primary objective of Federal financial assistance is to provide employment](#)
- [Sec. 2000d-4. Federal authority and financial assistance to programs or activities by way of contract of insurance or guaranty](#)
- [Sec. 2000d-4a. "Program or activity" and "program" defined](#)
- [Sec. 2000d-5. Prohibited deferral of action on applications by local educational agencies seeking Federal funds for alleged noncompliance with Civil Rights Act](#)
- [Sec. 2000d-6. Policy of United States as to application of nondiscrimination provisions in schools of local educational agencies](#)
- [Sec. 2000d-7. Civil rights remedies equalization](#)

CROSS REFERENCE

Age discrimination in employment, see section 621 et seq. of title 29, Labor.

Age discrimination in federally assisted programs, see section 6101 et seq. of this title.

SUBCHAPTER REFERRED TO IN OTHER SECTIONS

This subchapter is referred to in sections 290cc-34, 300w-7, 300x- 7, 708, 1437l, 1988 , 2000d-6, 2000d-7, 2000h, 3608, 3608a, 4621, 5057, 5309, 5891, 6709, 6870, 8625, 9906, 10406, of this title; title 15 sections 719o, 775, 3151; title 20 sections 1231e, 1232i, 1717, 3022, 3291; title 23 sections 117, 324; title 29 sections 794a, 1577; title 40 section 476; title 43 section 1863; title 49 section 306; title 49 App. sections 1604, 1615, 2208, 2219.

Sec. 2000d. Prohibition against exclusion from participation in, denial of benefits of, and discrimination under federally assisted programs on ground of race, color, or national origin

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.

(Pub. L. 88-352, title VI, Sec. 601, July 2, 1964, 78 Stat. 252.)

COORDINATION OF IMPLEMENTATION AND ENFORCEMENT OF PROVISIONS

For provisions relating to the coordination of implementation and enforcement of the provisions of this subchapter by the Attorney General, see section 1-201 of Ex. Ord. No. 12250, Nov. 2, 1980, 45 F.R. 72995, set out as a note under section 2000d-1 of this title.

SECTION REFERRED TO IN OTHER SECTIONS

This section is referred to in section 2000d-1 of this title; title 39 section 410.

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Sec. 2000d-1. Federal authority and financial assistance to programs or activities by way of grant, loan, or contract other than contract of insurance or guaranty; rules and regulations; approval by President; compliance with requirements; reports to Congressional committees; effective date of administrative action

Each Federal department and agency which is empowered to extend Federal financial assistance to any program or activity, by way of grant, loan, or contract other than a contract of insurance or guaranty, is authorized and directed to effectuate the provisions of section 2000d of this title with respect to such program or activity by issuing rules, regulations, or orders of general applicability which shall be consistent with achievement of the objectives of the statute authorizing the financial assistance in connection with which the action is taken. No such rule, regulation, or order shall become effective unless and until approved by the President. Compliance with any requirement adopted pursuant to this section may be effected

(1) by the termination of or refusal to grant or to continue assistance under such program or activity to any recipient as to whom there has been an express finding on the record, after opportunity for hearing, of a failure to comply with such requirement, but such termination or refusal shall be limited to the particular political entity, or part thereof, or other recipient as to whom such a finding has been made and, shall be limited in its effect to the particular program, or part thereof, in which such noncompliance has been so found, or

(2) by any other means authorized by law:

Provided, however, That no such action shall be taken until the department or agency concerned has advised the appropriate person or persons of the failure to comply with the requirement and has determined that compliance cannot be secured by voluntary means. In the case of any action terminating, or refusing to grant or continue, assistance because of failure to comply with a requirement imposed pursuant to this section, the head of the Federal department or agency shall file with the committees of the House and Senate having legislative jurisdiction over the program or activity involved a full written report of the circumstances and the grounds for such action. No such action shall become effective until thirty days have elapsed after the filing of such report.

(Pub. L. 88-352, title VI, Sec. 602, July 2, 1964, 78 Stat. 252.)

DELEGATION OF FUNCTION

Function of the President relating to approval of rules, regulations, and orders of general applicability under this section, delegated to the Attorney General, see section 1-101 of Ex. Ord. No. 12250, Nov. 2, 1980, 45 F.R. 72995, set out as a note below.

EQUAL OPPORTUNITY IN FEDERAL EMPLOYMENT

Nondiscrimination in government employment and in employment by government contractors and subcontractors, see Ex. Ord. No. 11246, eff. Sept. 24, 1965, 30 F.R. 12319, and Ex. Ord. No. 11478, eff. Aug. 8, 1969, 34 F.R. 12985, set out as notes under section 2000e of this title.

EXECUTIVE ORDER NO. 11247

Ex. Ord. No. 11247, eff. Sept. 24, 1965, 30 F.R. 12327, which related to the enforcement of coordination of nondiscrimination in federally assisted programs, was superseded by Ex. Ord. No. 11764, eff. Jan. 21, 1974, 39 F.R. 2575, formerly set out as a note below.

EXECUTIVE ORDER NO. 11764

Ex. Ord. No. 11764, Jan. 21, 1974, 39 F.R. 2575, which related to coordination of enforcement of the provisions of this subchapter, was revoked by section 1-501 of Ex. Ord. No. 12250, Nov. 2, 1980, 45 F.R. 72996, set out as a note below.

EX. ORD. NO. 12250. LEADERSHIP AND COORDINATION OF IMPLEMENTATION AND ENFORCEMENT OF NONDISCRIMINATION LAWS

[\[Body of Executive Order No. 12250\]](#)

SECTION REFERRED TO IN OTHER SECTIONS

This section is referred to in sections 2000d-2, 2000d-5, 5057, 9821, 9849, 10406 of this title; title 39 section 410.

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Sec. 2000d-2. Judicial review; administrative procedure provisions

Any department or agency action taken pursuant to section 2000d-1 of this title shall be subject to such judicial review as may otherwise be provided by law for similar action taken by such department or agency on other grounds. In the case of action, not otherwise subject to judicial review, terminating or refusing to grant or to continue financial assistance upon a finding of failure to comply with any requirement imposed pursuant to section 2000d-1 of this title, any person aggrieved (including any State or political subdivision thereof and any agency of either) may obtain judicial review of such action in accordance with chapter 7 of title 5, and such action shall not be deemed committed to unreviewable agency discretion within the meaning of that chapter.

(Pub. L. 88-352, title VI, Sec. 603, July 2, 1964, 78 Stat. 253.)

CODIFICATION

"Chapter 7 of title 5" and "that chapter" were substituted in text for "section 10 of the Administrative Procedure Act" and "that section", respectively, on authority of Pub. L. 89-554, Sec. 7(b), Sept. 6, 1966, 80 Stat. 631, the first section of which enacted Title 5, Government Organization and Employees. Prior to the enactment of Title 5, section 10 of the Administrative Procedure Act was classified to section 1009 of Title 5.

SECTION REFERRED TO IN OTHER SECTIONS

This section is referred to in sections 2930c, 2971c, 2985g, 5057, 9821, 9849, 10406 of this

title; title 39 section 410.

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Sec. 2000d-3. Construction of provisions not to authorize administrative action with respect to employment practices except where primary objective of Federal financial assistance is to provide employment

Nothing contained in this subchapter shall be construed to authorize action under this subchapter by any department or agency with respect to any employment practice of any employer, employment agency, or labor organization except where a primary objective of the Federal financial assistance is to provide employment.

(Pub. L. 88-352, title VI, Sec. 604, July 2, 1964, 78 Stat. 253.)

SECTION REFERRED TO IN OTHER SECTIONS

This section is referred to in title 39 section 410.

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Sec. 2000d-4. Federal authority and financial assistance to programs or activities by way of contract of insurance or guaranty

Nothing in this subchapter shall add to or detract from any existing authority with respect to any program or activity under which Federal financial assistance is extended by way of a contract of insurance or guaranty.

(Pub. L. 88-352, title VI, Sec. 605, July 2, 1964, 78 Stat. 253.)

SECTION REFERRED TO IN OTHER SECTIONS

This section is referred to in title 39 section 410.

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Sec. 2000d-4a. "Program or activity" and "program" defined

For the purposes of this subchapter, the term "program or activity" and the term "program" mean all of the operations of -

(1)

(A) a department, agency, special purpose district, or other instrumentality of a State or of a local government; or

(B) the entity of such State or local government that distributes such assistance and each

such department or agency (and each other State or local government entity) to which the assistance is extended, in the case of assistance to a State or local government;

(2)

(A) a college, university, or other postsecondary institution, or a public system of higher education; or

(B) a local educational agency (as defined in section 198(a)(10) of the Elementary and Secondary Education Act of 1965), system of vocational education, or other school system;

(3)

(A) an entire corporation, partnership, or other private organization, or an entire sole proprietorship -

(i) if assistance is extended to such corporation, partnership, private organization, or sole proprietorship as a whole; or

(ii) which is principally engaged in the business of providing education, health care, housing, social services, or parks and recreation; or

(B) the entire plant or other comparable, geographically separate facility to which Federal financial assistance is extended, in the case of any other corporation, partnership, private organization, or sole proprietorship; or

(4) any other entity which is established by two or more of the entities described in paragraph (1), (2), or (3);

any part of which is extended Federal financial assistance.

(Pub. L. 88-352, title VI, Sec. 606, as added Pub. L. 100-259, Sec. 6, Mar. 22, 1988, 102 Stat. 31.)

REFERENCES IN TEXT

Section 198(a)(10) of the Elementary and Secondary Education Act of 1965, referred to in par. (2)(B), is section 198 of Pub. L. 89-10, title I, as added by Pub. L. 95-561, title I, Sec. 101(a), Nov. 1, 1978, 92 Stat. 2198, which was classified to section 2854 of Title 20, Education, prior to the complete revision of Pub. L. 89-10 by Pub. L. 100-297, Apr. 28, 1988, 102 Stat. 140. For definitions, see section 2891 of Title 20.

EXCLUSION FROM COVERAGE

This section not to be construed to extend application of Civil Rights Act of 1964 [42 U.S.C. 2000a et seq.] to ultimate beneficiaries of Federal financial assistance excluded from coverage before Mar. 22, 1988, see section 7 of Pub. L. 100-259, set out as a Construction note under section 1687 of Title 20, Education.

ABORTION NEUTRALITY

This section not to be construed to force or require any individual or hospital or any other institution, program, or activity receiving Federal funds to perform or pay for an abortion, see section 8 of Pub. L. 100-259, set out as a note under section 1688 of Title 20, Education.

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Sec. 2000d-5. Prohibited deferral of action on applications by local educational agencies seeking Federal funds for alleged noncompliance with Civil Rights Act

The Secretary of Education shall not defer action or order action deferred on any application by a local educational agency for funds authorized to be appropriated by this Act, by the Elementary and Secondary Education Act of 1965 [20 U.S.C. 2701 et seq.], by the Act of September 30, 1950 (Public Law 874, Eighty-first Congress) [20 U.S.C. 236 et seq.], by the Act of September 23, 1950 (Public Law 815, Eighty-first Congress) [20 U.S.C. 631 et seq.], or by the Cooperative Research Act [20 U.S.C. 331 et seq.], on the basis of alleged noncompliance with the provisions of this subchapter for more than sixty days after notice is given to such local agency of such deferral unless such local agency is given the opportunity for a hearing as provided in section 2000d-1 of this title, such hearing to be held within sixty days of such notice, unless the time for such hearing is extended by mutual consent of such local agency and the Secretary, and such deferral shall not continue for more than thirty days after the close of any such hearing unless there has been an express finding on the record of such hearing that such local educational agency has failed to comply with the provisions of this subchapter:

Provided, That, for the purpose of determining whether a local educational agency is in compliance with this subchapter, compliance by such agency with a final order or judgment of a Federal court for the desegregation of the school or school system operated by such agency shall be deemed to be compliance with this subchapter, insofar as the matters covered in the order or judgment are concerned.

(Pub. L. 89-750, title I, Sec. 182, Nov. 3, 1966, 80 Stat. 1209; Pub. L. 90-247, title I, Sec. 112, Jan. 2, 1968, 81 Stat. 787; Pub. L. 96-88, title III, Sec. 301(a)(1), title V, Sec. 507, Oct. 17, 1979, 93 Stat. 677, 692.)

REFERENCES IN TEXT

This Act, referred to in text, is Pub. L. 89-750, Nov. 3, 1966, 80 Stat. 1191, as amended, known as the Elementary and Secondary Education Amendments of 1966. For complete classification of that Act to the Code, see Short Title of 1966 Amendment note set out under section 2701 of Title 20, Education, and Tables.

The Elementary and Secondary Education Act of 1965, referred to in text, is Pub. L. 89-10, Apr. 11, 1965, 79 Stat. 27, as amended generally by Pub. L. 100-297, Apr. 28, 1988, 102 Stat. 140, which is classified generally to chapter 47 (Sec. 2701 et seq.) of Title 20. For complete classification of this Act to the Code, see Short Title note set out under section 2701 of Title 20 and Tables.

Act of September 30, 1950, referred to in text, is act Sept. 30, 1950, ch. 1124, 64 Stat. 1100, as amended, popularly known as the Educational Agencies Financial Aid Act, which is classified generally to chapter 13 (Sec. 236 et seq.) of Title 20. For complete classification of this Act to the Code, see Short Title note set out under section 236 of Title 20 and Tables.

Act of September 23, 1950, referred to in text, is act Sept. 23, 1950, ch. 995, as amended generally by Aug. 12, 1958, Pub. L. 85-620, title I, 72 Stat. 548, which is classified generally to chapter 19 (Sec. 631 et seq.) of Title 20. For complete classification of this Act to the Code, see Tables.

The Cooperative Research Act, referred to in text, is act July 26, 1954, ch. 576, 68 Stat. 533, which was classified generally to chapter 15 (Sec. 331 et seq.) of Title 20, and terminated on July 1, 1975, under provisions of section 402(c)(1) of Pub. L. 93-380, title IV, Aug. 21, 1974, 88 Stat. 544. See section 1851 et seq. of this title. For complete classification of this Act to the Code, see Tables.

CODIFICATION

Section was enacted as part of the Elementary and Secondary Education Amendments of 1966, and not as part of the Civil Rights Act of 1964, title VI of which comprises this subchapter.

AMENDMENTS

1968 - Pub. L. 90-247 inserted proviso.

EFFECTIVE DATE

Section 191 of Pub. L. 89-750 provided that: "The provisions of this title [enacting this section and sections 241m, 871 to 880, and 886 of Title 20, Education, amending sections 241b, 241c, 241e, 241f, 241g, 241h, 241j, 241k, 241l, 244, 331a, 332a, 332b, 821, 822, 823, 841, 842, 843, 844, 861, 862, 863, 864, 883, and 884 of Title 20, repealing section 241d of Title 20, and enacting provisions set out as notes under sections 241a, 241b, and 241c of Title 20] shall be effective with respect to fiscal years beginning after June 30, 1966, except as specifically provided otherwise."

TRANSFER OF FUNCTIONS

"Secretary of Education" and "Secretary" substituted in text for "Commissioner of Education" and "Commissioner", respectively, pursuant to sections 301(a)(1) and 507 of Pub. L. 96-88, which are classified to sections 3441(a)(1) and 3507 of Title 20, Education, and which transferred all functions of Commissioner of Education of Department of Health, Education, and Welfare to Secretary of Education.

SECTION REFERRED TO IN OTHER SECTIONS

This section is referred to in section 2000d-6 of this title.

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Sec. 2000d-6. Policy of United States as to application of nondiscrimination provisions in schools of local educational agencies

(a) Declaration of uniform policy

It is the policy of the United States that guidelines and criteria established pursuant to title VI of the Civil Rights Act of 1964 [42 U.S.C. 2000d et seq.] and section 182 of the Elementary and Secondary Education Amendments of 1966 [42 U.S.C. 2000d-5] dealing with conditions of segregation by race, whether de jure or de facto, in the schools of the local educational agencies of any State shall be applied uniformly in all regions of the United States whatever the origin or cause of such segregation.

(b) Nature of uniformity

Such uniformity refers to one policy applied uniformly to de jure segregation wherever found and such other policy as may be provided pursuant to law applied uniformly to de facto segregation wherever found.

(c) Prohibition of construction for diminution of obligation for enforcement or compliance with nondiscrimination requirements

Nothing in this section shall be construed to diminish the obligation of responsible officials to enforce or comply with such guidelines and criteria in order to eliminate discrimination in federally assisted programs and activities as required by title VI of the Civil Rights Act of 1964 [42 U.S.C. 2000d et seq.].

(d) Additional funds

It is the sense of the Congress that the Department of Justice and the Secretary of Education should request such additional funds as may be necessary to apply the policy set forth in this section throughout the United States.

(Pub. L. 91-230, Sec. 2, Apr. 13, 1970, 84 Stat. 121; Pub. L. 96-88, title III, Sec. 301, title V, Sec. 507, Oct. 17, 1979, 93 Stat. 677, 692.)

REFERENCES IN TEXT

The Civil Rights Act of 1964, referred to in subsecs. (a) and (c), is Pub. L. 88-352, July 2, 1964, 78 Stat. 241, as amended. Title VI of the Civil Rights Act of 1964 is classified generally to this subchapter (Sec. 2000d et seq.). For complete classification of this Act to the Code, see Short Title note set out under section 2000a of this title and Tables.

CODIFICATION

Section was enacted as part of the Elementary and Secondary Education Amendments of 1969, and not as part of the Civil Rights Act of 1964, title VI of which comprises this subchapter.

TRANSFER OF FUNCTIONS

"Secretary of Education" substituted for "Department of Health, Education, and Welfare" in subsec. (d) pursuant to sections 301 and 507 of Pub. L. 96-88, which are classified to sections 3441 and 3507 of Title 20, Education, and which transferred functions and offices (relating to education) of Department and Secretary of Health, Education, and Welfare to Secretary of Education.

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Sec. 2000d-7. Civil rights remedies equalization

(a) General provision

(1) A State shall not be immune under the Eleventh Amendment of the Constitution of the United States from suit in Federal court for a violation of section 504 of the Rehabilitation Act of 1973 [29 U.S.C. 794], title IX of the Education Amendments of 1972 [20 U.S.C.

1681 et seq.], the Age Discrimination Act of 1975 [42 U.S.C. 6101 et seq.], title VI of the Civil Rights Act of 1964 [42 U.S.C. 2000d et seq.], or the provisions of any other Federal statute prohibiting discrimination by recipients of Federal financial assistance.

(2) In a suit against a State for a violation of a statute referred to in paragraph (1), remedies (including remedies both at law and in equity) are available for such a violation to the same extent as such remedies are available for such a violation in the suit against any public or private entity other than a State.

(b) Effective date

The provisions of subsection (a) of this section shall take effect with respect to violations that occur in whole or in part after October 21, 1986.

(Pub. L. 99-506, title X, Sec. 1003, Oct. 21, 1986, 100 Stat. 1845.)

REFERENCES IN TEXT

The Education Amendments of 1972, referred to in subsec. (a)(1), is Pub. L. 92-318, June 23, 1972, 86 Stat. 235, as amended. Title IX of the Education Amendments of 1972 is classified principally to chapter 38 (Sec. 1681 et seq.) of Title 20, Education. For complete classification of this Act to the Code, see Short Title of 1972 Amendment note set out under section 1001 of Title 20 and Tables.

The Age Discrimination Act of 1975, referred to in subsec. (a)(1), is title III of Pub. L. 94-135, Nov. 28, 1975, 89 Stat. 728, as amended, which is classified generally to chapter 76 (Sec. 6101 et seq.) of this title. For complete classification of this Act to the Code, see Short Title note set out under section 6101 of this title and Tables.

The Civil Rights Act of 1964, referred to in subsec. (a)(1), is Pub. L. 88-352, July 2, 1964, 78 Stat. 241, as amended. Title VI of the Civil Rights Act of 1964 is classified generally to this subchapter (Sec. 2000d et seq.). For complete classification of this Act to the Code, see Short Title note set out under section 2000a of this title and Tables.

CODIFICATION

Section was enacted as part of the Rehabilitation Act Amendments of 1986, and not as part of the Civil Rights Act of 1964, title VI of which comprises this subchapter.

City of Cerritos Notice of Civil Rights

The City of Cerritos (Cerritos) operates its programs and services (Cerritos on Wheels and Dial-Ride) without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act.

Any person who believes he or she has been aggrieved by any unlawful discriminatory practice may file a complaint with the City of Cerritos. For more information on the City of Cerritos civil rights program and the procedure to file a complaint, please contact the City using the information listed below.

City of Cerritos
18125 Bloomfield Avenue, Cerritos, CA 90703

Phone: (562) 916-1201
www.cerritos.us





City of Cerritos
Title VI Program

Civil Rights Complaint Form

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that no person in the United States shall, on the ground of race, color and 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.

In addition to utilizing the Civil Rights complaint process at the City of Cerritos, a Complainant may file a Title VI complaint concerning race, color or national origin discrimination with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, California 94105-1839. A Complainant may file an Americans with Disabilities Act (ADA) complaint with the FTA, Director, FTA Office of Civil Rights, East Building – 5th Floor, TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. Complainants may also contact the FTA ADA Assistance Line, 1-888-446-4511 (Voice) or through the Federal Information Relay Service, 1-800-877-8339 or by electronic mail at FTA.ADAAssistance@dot.gov. The FTA ADA Complaint form is available at http://www.fta.dot.gov/civilrights/12875_14816.html.

The following information is necessary to assist us in processing your complaint. Should you require assistance in completing this form, please contact the Department of Community Development at (562) 916-1201.

Complete and return this form to: City of Cerritos, Department of Community Development, 18125 Bloomfield Avenue, Cerritos, CA 90703.

1. Complainant's Name: _____

2. Address: _____

3. City: _____ State: _____ Zip Code: _____

4. Telephone Number (home): _____ (business): _____

5. Person discriminated against (if someone other than the 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 your:

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 was responsible. Please use the back of this form if additional space is required.

9. 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

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature

Date

**City of Cerritos
List of Transit-Related Title VI
Investigations, Complaints and Lawsuits***

Action	Date (Month, Day, Year)	Summary (basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
Lawsuits				
Complaints				

*No investigations, complaints, or lawsuits have been filed with the Cerritos On Wheels or Dial-A-Ride services.

**CITY OF CERRITOS
TITLE VI LIMITED ENGLISH PROFICIENCY (LEP) PLAN**

March 2014

Introduction

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

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

Background

The City administers the Cerritos On Wheels (COW) and Dial-A-Ride transit programs which are provided by a contracted transit service provider. Additionally, the Cerritos City Council is the policymaking body that provides policy direction for any service changes for the referenced transit programs. In accordance with Title VI, the City has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access the City's transit services. As defined by Executive Order 13166, "LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English."

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, and procedures for notifying LEP persons that assistance is available. In order to prepare this plan, City staff implemented the United States Department of Transportation's (US DOT) four-factor LEP analysis which considers the following factors:

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

Four-Factor Analysis

In accordance with the factors outlined by the US DOT with regard to analyzing the need for an LEP program, staff completed a thorough review of each of the four factors to determine the scope of LEP services that the City will need to provide in order to be in compliance with Title VI. The analysis, which is provided below, utilized 2010 United States Census Data to obtain demographic and language information that will be used in order to shape the development of the City's LEP program.

FACTOR 1:

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

City staff reviewed the 2010 U.S. Census data and determined that three ethnic groups within Cerritos had the highest number of LEP needs. The referenced groups include Chinese, Korean and Filipino residents who use English as their second language. The analysis indicated that 8,031 residents (approximately 17% of the City's total population) have limited English proficiency; that is, they speak English less than "very well". In contrast, within the same three groups, a total of 9,053 residents (approximately 19% of the City's total population) speak English "very well."

Spoken Languages in Cerritos

Language	Estimate	Percentage
Chinese	5,979	12.6%
Speak English "very well"	2,626	5.5%
Speak English "less than very well"	3,353	7.0%

Language	Estimate	Percentage
Korean	6,297	13.2%
Speak English "very well"	2,837	6%
Speak English "less than very well"	3,460	7.3%

Language	Estimate	Percentage
Tagalog	4,808	10.1%
Speak English "very well"	3,590	7.5%
Speak English "less than very well"	1,218	2.6%

Source: 2010 Census, 2008-2012 American Community Survey
Population Estimate: 47,623

The City also has a fourth group that includes Spanish speakers that speak English less than "very well." While the American Community Survey data identifies 1,202 Spanish Speaking persons that do not speak English very well, when applying the margin of error the number falls below the 1,000 threshold. Cerritos will closely monitor this group to determine if there is an increase in Spanish speakers that may encounter the City's transit services.

FACTOR 2:

The frequency with which LEP persons come in contact with Cerritos transit services programs, activities, or services.

The COW is a fixed route program that is offered to the general population. A high percentage of Chinese, Korean and Filipino residents utilize with the COW; however, the majority of these residents are students from the ABC Unified School District and Cerritos College and are more likely to speak English very well. In contrast, the Dial-A-Ride program is offered to seniors over 55 years of age and disabled persons. Based on field inspections conducted by City staff and discussions with the City's transit contractor, the majority of the passengers speak English well enough to make their reservations and to communicate with the drivers. In addition, staff has reported little or no contact with LEP individuals during the sale of bus passes and customer service complaints at City Hall or the transit customer service phone line. Staff also reported little or no contact with persons that speak Spanish and speak English "less than very well."

FACTOR 3:

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

As mentioned previously, the majority of passengers riding the COW are students from ABC Unified School District and Cerritos College. A smaller minority of riders utilize the COW to travel to and from work within the area. In addition, passengers riding on the Dial-A-Ride program are seniors and disabled persons who utilize the service to attend medical appointments, attend specialized education programs or complete essential shopping and errands. Based on an understanding of the usage patterns of riders of both transit services, it is apparent that the Cerritos On Wheels and Dial-A-Ride programs provide critical transportation services to a majority of its passengers. As such, it is apparent that the provision of a LEP program would be beneficial.

FACTOR 4:

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

City and transit contract staff have access to a variety of resources that can help with outreach activities and providing LEP assistance at low or no cost. Some of these resources include, but are not limited to:

- Outreach to local community clubs and service organizations
- Utilization of various City-sponsored media, including the City of Cerritos website and Cerritos TV3 to provide announcements on the availability of the LEP program
- Advertisement and information placed within Cerritos On Wheels and Dial-A-Ride vehicles promoting the availability of the LEP program

The above community resources will serve as a means to widely disseminate bilingual transit service information and announcements and to notify the LEP population of planned workshops and outreach efforts. Additionally, staff would budget a portion of the City's Proposition A and Proposition C funds to provide outreach activities and translation services based on the availability of funds. Staff is confident that utilization of these methods will be sufficient to promote the availability of the City's LEP program.

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

Identification of LEP Population

The City has developed several possible ways to assist in identifying LEP populations within the City, including but not limited to:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive at City transit-sponsored events. By informally engaging participants in conversation, it may be possible to gauge each attendee's ability to speak and understand English.
3. At City transit meetings and events, staff will provide surveys that will allow patrons to provide input on their experiences with the service and will provide a place for patrons to indicate primary language spoken. This will assist the City in identifying language assistance needs for future events and meetings.
4. Survey vehicle operators and other front-line staff with regard to their experience concerning any contacts with LEP persons on an ongoing basis.
5. Network with local human services organizations (such as Los Angeles County Social Services) to assist in identifying LEP groups and individuals most in need of LEP assistance and to further facilitate dissemination of information about Cerritos transit programs.
6. Partner with Cerritos Senior Center staff in identifying LEP groups within the City.

Language Assistance Measures

There are various ways in which the City of Cerritos can respond to LEP persons, whether in person, by telephone, or in writing. These include, but are not limited to:

- Post the City of Cerritos Title VI Policy and LEP plan on the City's website, in various languages. These documents would be translated within one year.
- Translate vital documents into Chinese, Korean and Tagalog. Vital documents include but are not limited to: Civil Rights Notice, Complaint Form, Complaint Procedures, etc.
- When an interpreter is needed, in person or on the telephone, staff will attempt to access language assistance services from community volunteers from community clubs and service organizations.
- Placement of statements in notices and publications that interpreter services are available for these meetings, based on availability.
- Staff Training: City and transit provider staff will conduct an annual training with appropriate personnel to review and revise LEP policies and procedures. This training will commence after the adoption of the City Title VI Program.

Monitoring and Updating the LEP Plan

The City will update the LEP as required by the US DOT. At a minimum, the plan will be reviewed and updated every three years, when data from the 2020 U.S Census is available, or when higher concentrations of LEP individuals are identified in the City's transit service area. Updates will include the following:

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

**CITY OF CERRITOS
PUBLIC PARTICIPATION PLAN**

March 2014

Introduction

Cerritos' Public Participation Plan has been prepared to ensure that no one is precluded from participating in Cerritos' transportation planning efforts, such as fare increases or service modifications. The goal is to include all stakeholders into the decision making process so the City Council can make an informed decision in regards to the City's contracted transit services.

When the City is proposing a change to the transportation services, staff will inform the public of the proposed changes with a minimum of 10 days and/or up to 30 days notice depending on the level of service change. Cerritos will allow the public to comment on proposed changes during said period and during the scheduled public hearing with the City Council.

When staff prepares a document or schedules a meeting for which the target audience is expected to include LEP individuals, the meeting notices, flyers, and agendas may be made available in an alternative language based on the known LEP population and based on available resources. Interpreters may be available based on availability.

Public Outreach Activities

The City plans to continue to directly reach out to the community through the dissemination of flyers, advertisements in local newspapers, articles on the City's website, advertisements on the City's local cable public access channel and partnering with community clubs and service organizations. In addition, for a public hearing in regard to fare or service changes to the transit programs, agenda titles will continue to be published and posted on four City posting boards.

Public Workshops

The City periodically conducts public workshops with regard to fare or service changes to the transit programs prior to City Council consideration. These meetings serve as a means to engage the public and to provide input for future service changes and are conducted at public facilities, such as local community centers. These public workshops are brainstorming sessions and they provide vital information that can be used to assist in the improvement of the City's transit programs and in potential identification of LEP populations that may be in need of assistance.

These workshops will be held in buildings that meet Americans with Disability Act requirements for accessibility and at various times of the day and week to ensure that all community stakeholders are part of the decision making process.

Participation in Community Events

The City participates in community events in order to promote its transit services. These activities include functions where a broad cross-section of the community can access available transit information, including schedules, brochures and fliers. For example, transit

staff attend the annual City sponsored Spring Festival and disseminate information in regards to the COW and Dial-A-Ride programs.

Assurances

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

Availability of Title VI Plans and Procedures

The City's LEP Plan and the Title VI Procedures are included in the City of Cerritos' website at www.cerritos.us. Any person or agency with internet access will be able to access and download the plan from the City's website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person and shall be provided a copy of the plan at no cost.

Questions or comments regarding the LEP Plan may be submitted to:

City of Cerritos
Advance Planning Division
18125 Bloomfield Avenue
Cerritos, CA 90703
Phone (562) 916-1201
Fax (562) 916-1371

**CITY OF CERRITOS
SYSTEM-WIDE SERVICE STANDARDS AND POLICIES
FIXED-ROUTE SYSTEM – CERRITOS ON WHEELS**

Background

FTA requires all fixed route transit providers to develop quantitative standards and service policies for all fixed route modes of operation for the indicators listed below. Additionally, providers of public transportation may set additional standards as appropriate or applicable to the type of service they provide. Below are the definitions for each category and the City's system wide service standards and policies.

Vehicle load for each mode

Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed route transit service.

- In Cerritos, the average number of passengers per vehicle service mile is a minimum of 1.5 passengers per vehicle service mile. Additionally, the average number of passengers per vehicle service hour is 16 passengers per vehicle service hour.

Vehicle headway for each mode

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

- In Cerritos, the vehicle headways during the weekdays are 60 minutes from September 1 through June 30. Additionally, the vehicle headways are 70 minutes from July 1 through August 31. Finally, headways are 65 minutes on Saturday and no service is provided on Sundays.
- The COW operates four buses during the day per hour.

On-Time Performance

On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. Below are the service standards for the COW approved by the City Council:

- **Schedule Reliability:** A minimum of 90% of bus departures will be within zero to five minutes after the scheduled departure time as indicated by published timetables.

- Missed Run: Less than one percent (1%) of scheduled departures at the beginning of each trip will be missed runs. A missed run occurs when a scheduled departure is canceled, or when a bus departs more than fifteen (15) minutes after the published departure time.
- Early Departure: No bus shall depart a designated time point early.
- Bus Stops: No bus shall fail to stop for a passenger waiting at a designated COW bus stop.

Service Availability

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

- The COW bus route operates two (2) bi-directional loops traveling along all major commercial centers, school and public facilities. There are 149 COW bus stops in Cerritos (8.9 square mile city) that serve the transit community and are placed along major arterials, secondary arterials and local streets. Due to the high number of bus stops along the COW routes, the average distance between stops is approximately ½ mile.

Distribution of Transit Amenities for Each Mode

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system.

- Cerritos Community Design Element of the Cerritos' General Plan states that that the City should provide a well-designed, comfortable bus stop at all MTA, COW or other transportation stops in the City, including waste containers and benches, etc.

Vehicle Assignment

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

- In Cerritos, vehicles for the COW are selected randomly and placed into service. No vehicle is assigned to a geographic area, no vehicle is assigned to a segment of a route due to the condition of the vehicle and no vehicle is assigned to a specific bus stop to accommodate higher ridership at a specific bus stop. The fleet of COW vehicles in service are all the same in size and capacity.