



ITEM ID: 2025-196-0

TRANSMITTAL DATE: May 2, 2025

MEETING DATE: May 9, 2025

TO: Executive Committee

FROM: Paul Hubler, Chief Strategy Officer

SUBJECT: 2025 Title VI Program Update

Issue

Board approval is needed for the triennial 2025 Title VI Program Update, which demonstrates the Authority's compliance in ensuring protections for the public against discrimination based on race, color, and national origin in compliance with Title VI of the 1964 Civil Rights Act and associated guidelines issued by the Federal Transit Administration (FTA).

Recommendation

It is recommended that the Committee recommend the Board to approve the Authority's triennial 2025 Title VI Program Update and transmit it to the Federal Transit Administration.

Strategic Commitment

This report aligns with the Strategic Business Plan commitment of:

- **Customers Are Our Business:** We respect and value our customers, putting them at the heart of all we do, and work hard to attract and retain new customers by understanding their needs and reporting on our Title VI activities over the past three years to ensure customers are not discriminated against based on their race, color, and national origin.

Background

Every three years, transit agencies receiving Federal funds from the FTA are required to submit a Title VI report to the FTA documenting how their agencies are following the

requirements of the Civil Rights Act of 1964, which prohibits discrimination against members of the public based on race, color, and national origin. The FTA requires transit agencies to protect against discrimination of minority populations and low-income populations.

Discussion

Since the last triennial update in 2022, the Authority received four Title VI complaints:

#	Type / Classification	Case	Case Origin	Opened	Closed	Days Open	Summary of Customer Feedback	Metrolink Response
1	Complaint / Title VI - Allegations of Discrimination	322917	Web Case	2/15/24	2/20/24	5	Passenger was onboard train during a service interruption, and feels discriminated against due to the lack of Uber vouchers due to them having a bicycle. The person had to wait for the service advisory to be cleared and subsequently missed their final bus connection.	Legal responded to the person, and rejected the claim after determining that the complainant's ordeal of not being able to access the Uber voucher via mobile application was because the person's smartphone lost power and not due to having a bicycle.

2	Complaint / Title VI - Allegations of Discrimination	344726	Web Case	1/30/25	2/28/25	30	<p>The complaint alleged that a conductor engaged in discriminatory behavior, only checking those tickets of people of color.</p>	<p>Research of the Communications Desk found that the conductor scanned 72% of riders onboard on the day that the complaint took place, indicating that the majority of passengers were checked for fare. The report was investigated by Amtrak, which found no past or current information to support the allegations, including by contacting the conductor regarding the complaint. The complainant was informed that the allegations were reported to Operations, and was offered but declined to file a Metrolink claim for damages.</p>
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3	Complaint / Title VI - Allegations of Discrimination	344146	Web Case	1/26/25	3/12/25	24	<p>A passenger contended that a conductor exhibited a very poor attitude and was racist. The rider claimed that when she politely said excuse me to pass the conductor, he responded rudely with a "smirk on his face, and causing a scene while insulting myself, a woman of color with biracial children."</p>	<p>Per Amtrak management, the conductor has not had any other complaints regarding allegations of discrimination. Amtrak management informed the conductor, and provided a reminder to always maintain a customer-friendly approach when handling passengers.</p>
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4	Complaint / Title VI - Allegations of Discrimination	347213	Phone/SMS	3/12/25	On-Going	TBD	Per SMS, the passenger reported that the conductor was racist due to being selective during policy enforcement procedures to enforce on certain people. The person reported that the conductor was being rude and disrespectful when speaking, and felt the actions were discriminatory against riders.	Investigation on-going.
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There have been no Title VI lawsuits filed against the Authority during the review period.

Furthermore, since the last Title VI Program Update in 2022, the Authority has performed three Title VI analyses and associated public outreach:

- Arrow Service Launch (April 2022)
- Low-Income Fare (July 2023)
- Antelope Valley Schedule Expansion (May 2024)

All three Title VI analyses demonstrated that the respective service change did not have disparate impacts for minority populations or pose any disproportionate burden for low-income populations.

As a recent new recipient of Federal Highway Administration (FHWA) funds, the Authority is also required to meet FHWA-specific Title VI requirements. It is the Authority's intent to incorporate the FHWA-specific Title VI requirements in an addendum to this Title VI Program Update within a year of approval of this Program Update by the Board.

Budget Impact

There is no budgetary impact as a result of this report.

Next Steps

Should the Board approve the 2025 Title VI Program Update, staff will transmit it to the FTA by the June 1st deadline for review and concurrence. Authority staff will then prepare an addendum to the 2025 Title VI Program Update to address FHWA-specific Title VI requirements.

Prepared by: Brian Jacob, Planning Manager II

Approved by: Paul Hubler, Chief Strategy Officer

Attachment(s)

[Attachment A - Title VI Civil Rights Program - 2025 Triennial Update Presentation - Title VI Program Update](#)