

City of Burbank (BurbankBus)



**Program to Meet
Title VI Requirements
of The Civil Rights Act of 1964**

Triennial Update

January 2021

BurbankBus
Program to Meet Title VI Requirements of the
Civil Rights Act of 1964 as a
Federal Transit Administration Sub-Recipient

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BurbankBus
Program to Meet Title VI Requirements of the
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1. Introduction

Title VI of the Civil Rights Act of 1964 is a Federal law that prohibits recipients and subrecipients of Federal financial assistance (e.g., states, local governments, transit providers) from discriminating on the basis of race, color, or national origin in their programs or activities, and obligates Federal funding agencies to enforce compliance.

Under Title VI, DOT has the responsibility to provide oversight of recipients and to enforce their compliance with Title VI, to ensure that recipients do not use DOT funds to subsidize discrimination based on race, color, or national origin.

The City of Burbank is a subrecipient to the Los Angeles County Metropolitan Transportation Authority (Metro) by way of its Call for Projects grant making process which results in the award of federal funding.

The City of Burbank (BurbankBus) operates both local fixed-route transit service and a demand-response Senior/Disabled Transit service. BurbankBus functions primarily as a community circulator system that complements the regional transit service provided by Metro and Metrolink. The City's transit system provides the local multi-modal connections between regional transit facilities, offices, and commercial centers near the major employment areas of Burbank. Together, these employment centers include approximately 100,000 employees. BurbankBus also supplements the regional Metro bus network on corridors such as Magnolia Boulevard, Burbank Boulevard, and Olive Avenue.

In the Fall of 2019, BurbankBus eliminated one route of its four fixed-route services, the Empire-Downtown Route and began rebranding the names of its routes (additional information is provided in Section 5.1, pg. 6). As shown in Figure 1, as of December 16, 2019 BurbankBus operates fixed-route transit service on three BurbankBus routes providing connections between the Downtown Burbank Metrolink Station, the Metro North Hollywood Red Line Station, the Media District, the Empire Center region, and the Metro Universal City Station:

1. **BurbankBus Pink Route (formerly known as Metrolink / Media District Route)**
2. **BurbankBus Orange Route (formerly known as NoHo / Airport Route)**
3. **BurbankBus Green Route (formerly known as NoHo / Media District Route)**

Figure 1
BurbankBus Fixed-Route Transit Routes



1. **BurbankBus Pink Route** - provides weekday service between the hours of 6:00 am-11:00 pm with connections to the Downtown Burbank Metrolink Station, the Metro Universal City Station via the Burbank Media District area and Toluca Lake;
2. **BurbankBus Orange Route** - provides weekday service between the hours of 5:30 am-10:30 pm with connections to the North Hollywood Red Line Station, the Hollywood Burbank Airport and Metrolink; and
3. **BurbankBus Green Route** - provides weekday peak-hour service from 6:00 am-9:50 am and 2:50 pm-7:10 pm with connections to the North Hollywood Red Line Station, the Burbank Media District and Magnolia Park areas.

BurbankBus fixed-route service operates Monday through Friday with the exception of holidays including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Fixed-route transit service is provided by a fleet of 17 City-owned buses and one contractor-supplied spare (peak pullout of 14 buses and four spare vehicles) allowing the service to operate at 12 to 60 minute headways. In FY 18/19, BurbankBus served 213,707 passengers or over 800 passengers each service day. All buses are Americans with Disabilities Act, 1990 (ADA) accessible. All buses have bicycle racks installed which accommodate two bicycles per bus.

BurbankBus Senior and Disabled Transit provides curb-to-curb service for seniors and persons with disabilities who reside in Burbank. Advance reservations are required. Service operates every day (except for six major holidays) between 7:15 am and 5:00 pm on weekdays and between 8:15 am and 4:00 pm on weekends.

Per the Federal Transit Administration's (FTA) Title VI Circular 4702.1B, October 1, 2012, as a subrecipient of FTA funds, the City of Burbank (BurbankBus) is required to prepare a Title VI Program. This Program follows the outline provided in Circular 4702.1B regarding Title VI Program requirements and includes the following components and program elements:

1. The Title VI Notice to the public;
2. Instructions to the public regarding how to file a Title VI complaint;
3. A list of public-transportation-related Title VI investigations, complaints, or lawsuits;
4. A Public Participation Plan, including a targeted outreach plan to Title VI populations and a summary of recent outreach efforts;
5. A Language Assistance Plan based on the Limited English Proficiency (LEP) analysis;
6. Information regarding the racial breakdown of transit-related policy boards or committees;

7. An equity analysis IF the recipient has constructed a facility (such as a garage, maintenance facility, or operation center) since the last Title VI assessment;
8. A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program;
9. System-wide standards and policies that address:
 - a. Vehicle load
 - b. Vehicle headway
 - c. On-time performance
 - d. Service availability
10. Service policies that address:
 - a. Provision of transit amenities
 - b. Vehicle assignment

BurbankBus operates fewer than 50 buses in peak service, and thus is not required to:

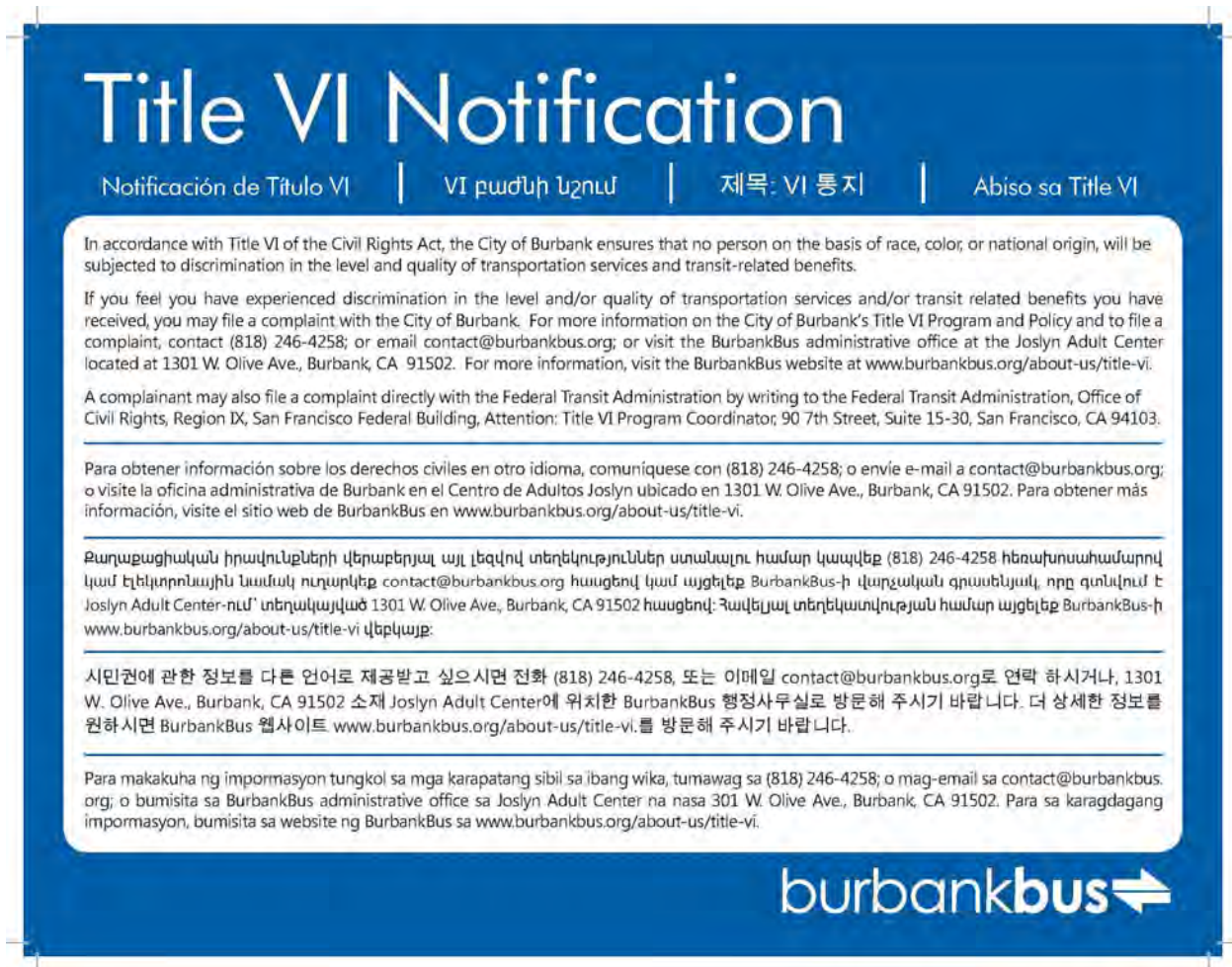
- Provide demographic and service profile maps and charts
- Collect and report survey data regarding customer demographics and travel patterns
- Evaluate service and fare equity changes
- Monitor transit service

To the extent that data is already available, it is included in the City's Title VI Program.

2. Title VI Notice to the Public

Figure 2 displays the City of Burbank's Title VI Notice to the Public. This notice is displayed at the first and second floors in the City's Community Services Building located at 150 N. Third Street and at the Joslyn Center, located at 1301 W. Olive Avenue, Burbank CA, 91506, where BurbankBus' administrative offices are located. The City has also posted the notices in all BurbankBus vehicles and on the BurbankBus website at www.BurbankBus.org.

Figure 2
City of Burbank's Title VI Notice to the Public



3. Title VI Complaint Procedures

The City of Burbank has prepared instructions for the public regarding how to file a Title VI discrimination complaint. Appendix A contains the City of Burbank's Title VI Complaint Procedures. Appendix B contains the City of Burbank's Title VI Complaint Form. This information and the accompanying complaint form are also provided on the BurbankBus website at www.BurbankBus.org.

4. Transit-Related Title VI Complaints, Investigations, or Lawsuits

The City of Burbank maintains a log of any Title VI complaints, investigations, or lawsuits pertaining to discrimination related complaints for BurbankBus transit services. Since the adoption of the City's Title VI Program Triennial Update in September 2016, the City has not received any Title VI related complaints.

5. Public Participation Plan

Promoting inclusive public participation is an important element of a transit agency's Title VI Program. Recipients have wide latitude to determine how, when, and how often specific public participation activities should take place, and which specific measures are most appropriate. The Title VI guidelines suggest that a recipient's Public Participation Plan for minority populations may be part of efforts that extend more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.

5.1 Public Outreach Efforts

Like most transit systems, BurbankBus conducts public outreach primarily during planning studies or when any major service and/or when fare changes are being proposed. In order to solicit input from the general public and to encourage participation by the City's LEP populations, the following public hearings were conducted:

Fare Policy Change for BurbankBus Senior and Disabled Transportation, 2017

At the June 6, 2017 Burbank City Council Meeting, the Burbank City Council approved a proposed fare policy change for the BurbankBus Senior and Disabled Service from a voluntary suggested donation of \$.50 cents per trip (or \$1.00 for a round trip), to a \$1.00 fare for each one-way trip. The Burbank Senior and Disabled Service was also made free for eligible riders that have been approved for the City's Burbank Program, Activity, and Service Subsidy (PASS) Program.¹ Additional information regarding the City's PASS Program can be found in Appendix C.

In order to solicit input from BurbankBus Senior and Disabled patrons, the City conducted a public hearing at the Burbank City Council Meeting on June 6, 2017. To encourage participation at the meeting by the City's LEP population, public hearing notices were prepared in English and translated into Spanish, Armenian, Korean, and Tagalog which were advertised respectively in the *Burbank Leader* for English, *La Opinión* for Spanish, *Asbarez Armenian News [Ասպարէզ]* for Armenian, *The Korea Times* for Korean, and *Balita Media* for Tagalog. These notices are shown in Appendix D.

BurbankBus Comprehensive Operational Analysis, 2017

In November 2017, the City completed a *Comprehensive Operational Analysis (COA)* of its BurbankBus transit services to evaluate its operational effectiveness, seek input from existing and potential riders to identify unmet service needs, and to identify service enhancements which could enhance the sustainability of the City's transit programs while ensuring these services meet the current and future needs of Burbank's residents, visitors to the City, and persons commuting into Burbank for employment.

¹ The Burbank Program, Activity, and Service Subsidy (PASS) Program provides Burbank residents, who are in need of financial assistance, the opportunity to engage and apply for Burbank programs, activities, and services. Applications are accepted throughout the Fiscal Year (July 1 – June 30). Applications approved after April 1 are eligible for funding starting in the new Fiscal Year. Applicants must renew on an annual basis, with exception to persons over the age of 62.

In order to collect data for the COA, the City through its consultant Moore & Associates surveyed existing BurbankBus fixed-route riders. The customer survey was administered online using SurveyMonkey.

In compliance with the City's Title VI Program, Moore & Associates' utilized bilingual staff to promote the online customer survey and distributed business cards to existing riders. Moore & Associates also designed and produced onboard notices (car cards).

To support the City's Title VI compliance, and to encourage participation by the City's LEP populations, the survey was made available in English, Spanish, Armenian, Korean, and Tagalog. The survey instrument and sample frequencies is included in Appendix E.

Members of the general public participated via surveys conducted for this study. Surveys were distributed at the City's Downtown Burbank Metrolink Station as well as Metro's North Hollywood Station (Red and Orange Lines) during peak-hour morning, afternoon, and evening hours as well as on the buses, via direct mail, and on-line. A total of 276 surveys were collected between April 17, 2017 and June 15, 2017. Stakeholder input and survey results had a significant impact on study recommendations.

COA Key Findings:

- Of the 223 respondents who cited a household income, 50.9 percent make less than \$50,000 per year, while 49.1 percent make \$50,000 per year or more. This is significantly higher than Metro Bus riders, where only 10 percent report a household income of \$50,000 or higher.
- Eighty-one percent of respondents are employed full-time. Another 10.6 percent said they were employed part-time or are students.
- More than three-quarters of respondents (75.7 percent) have a valid driver license, though only 57.5 percent have access to a personal vehicle.
- Nearly all Metrolink riders pay their fare using a Metrolink ticket or pass. Nearly one-third of surveyed customers pay cash fare. More than 28 percent use an EZ Transit Pass or stored value on TAP.
- Nearly 88 percent of respondents use BurbankBus to travel to work.
- Nearly 73 percent ride BurbankBus four or more days per week, indicating a high level of frequent/regular riders.
- Nearly 58 percent of customers said they started riding BurbankBus because they use Metrolink or the Red Line as part of their commute. Just over 13 percent said they started riding because they prefer to use public transportation, while 7.1 percent prefer BurbankBus to Metro.
- More than three-quarters (75.2 percent) take BurbankBus as part of a trip that includes a transfer from other public transit. Among those who transfer to/from

BurbankBus, 44.7 percent use Metrolink, 33.5 percent use the Metro Red Line, and 27.2 percent use Metro Bus (including the Orange Line BRT).

- More than 35 percent of customers said they would ride Metro Bus if BurbankBus were not available. Only 18.5 percent said they would drive themselves. Seventeen percent said they would use a taxi or ride-hailing service (such as Uber or Lyft). Very few (less than five percent) said they would not make the trip, which is common for persons using the bus to travel to work.
- The majority of riders taking the survey (67.8 percent) reported riding the Metrolink-Media District and NoHo-Airport routes.
- Most customers (79.4 percent) had not called the BurbankBus customer service line in the 30 days prior to survey contact, though 47.9 percent had visited the website during the same period.
- The BurbankBus website was the most frequently utilized information source (45.3 percent), followed by information on the bus (19.6 percent) and Google Transit (15.2 percent). Only 9.8 percent get information from social media, while only 8.7 percent use the printed brochure.
- More than 41 percent would like to see rider alerts on social media. Since BurbankBus offers alerts via its Twitter account (reposted to the BurbankBus website) this suggests a lack of awareness of this informational resource. Of those responding to the survey, 30.4 percent would like to see service information and 19.6 percent would like to see suggestions about destinations accessible via BurbankBus.
 - Tactics for raising awareness of social media includes onboard notices and featuring the Twitter logo and handle on marketing and informational materials. Including information about activities and events in Burbank (not specific to BurbankBus) might engage additional followers as well.
- More frequent service was the most commonly requested improvement (24.1 percent), followed by mid-day service (21.8 percent), and Saturday service (18.8 percent). When combined with how implementation of the improvement would affect ridership, more frequent service is likely to have the greatest impact on ridership (5,460 additional trips per year), followed by mid-day service (3,094 additional trips per year).

As part of the COA data collection efforts, BurbankBus Senior & Disabled Transportation riders were also surveyed. The Senior & Disabled customer survey was performed to better comprehend rider travel behavior (use patterns, frequency, connectivity, etc.), assess customer satisfaction, and to collect demographic information to support the City's Title VI reporting and compliance efforts.

The City involved several stakeholders in this study, including:

- Burbank Advisory Council on Disabilities
- Burbank Media District Transportation Management Organization
- City of Burbank Senior Citizen Board
- City of Burbank Transportation Commission

Elimination of Former BurbankBus Empire / Downtown Route and Establishment of the New BurbankBus Golden State Circulator Route, 2018

In support of the findings of the COA and to improve rail connectivity to the City's Golden State (airport) area, at the April 17, 2018 Burbank City Council Meeting, the Burbank City Council approved staff's recommendation to eliminate the former BurbankBus Empire / Downtown Route and to establish new fixed-route service on the Golden State Circulator Route to begin all-day weekday service to the new Burbank Airport North Metrolink Station beginning on May 14, 2018.

The purpose of this change was to provide fixed-route service to the new Burbank Airport-North Metrolink Station and improve rail connectivity to the city's Golden State (airport) area. The new Golden State Circulator operated during nearly the same period as the eliminated Empire / Downtown Route, from 6:00 a.m. to 10:00 a.m.

In order to solicit input from BurbankBus patrons prior to the April 17, 2018 City Council Meeting, the City conducted a public hearing at the City's Transportation Commission Meeting on March 26, 2018. To encourage participation at the meeting by the City's LEP population, public hearing notices were prepared in English and translated into Spanish, Armenian, Korean, and Tagalog which were advertised respectively in the *Burbank Leader* for English, *La Opinión* for Spanish, *Asbarez Armenian News [Ասպարէզ]* for Armenian, *The Korea Times* for Korean, and *Balita Media* for Tagalog. These notices are shown in Appendix D.

Elimination of BurbankBus Golden State Circulator Route and Extension of Pink Route (Formerly Known as Metrolink / Media District Route, 2019)

After nearly a year and a half of providing fixed-route services on the new BurbankBus Golden State Circulator, due to low productivity on the route, a public hearing was conducted at the City's Transportation Commission Meeting on August 19, 2019 to obtain input on staff's recommendation to eliminate the BurbankBus Golden State Circulator Route and to obtain support for proposed policy recommendations for the fixed-route system.

At this joint meeting and public hearing, staff presented to the City's Transportation Commission, BurbankBus fixed-route policy recommendations and presented short-term, medium-term, and long-term goals and recommendations for the BurbankBus fixed-route system for discussion and consideration. As a result, the following recommendations were made via a unanimously passed motion to support:

1) BurbankBus fixed-route service policies to include:

- More frequent service. Staff recommended that buses on all routes should arrive at least every 15 minutes during peak periods.
- Increasing span of service from peak only to all-day service. BurbankBus services previously operated only during peak commute periods and did not operate in the midday or later evening. Increasing BurbankBus system's span of service from peak only to all-day service would improve reliability, to serve those who do not travel during traditional commute periods, and to better serve residents and non-commute trips.
- Provide point-to-point service. Transit services should operate directly from point-to-point, should connect to major trip generators, and should have a major transfer point at each end-point. Point-to-point service improves travel times by ensuring that routes operate as directly as possible.
- Provide connectivity to regional transit hubs. BurbankBus primarily serves as a local connection to regional transit, and it is important to maintain this regional connectivity so that employees traveling into Burbank, and residents travelling out of Burbank can benefit from ongoing investments in regional transit connectivity.

2) Short-Term Recommendations:

- Eliminate the Golden State Circulator Route, to be effective November 1, 2019. This route was the newest route in the BurbankBus system, and was established to provide a local connection between the new Burbank Airport North Metrolink Station and employers in the Airport area including the Media Studios North development, the Empire Center, and commercial/industrial businesses in the Winona Avenue and Ontario Street corridors. Despite marketing the service and providing frequent, all day service, ridership since the route was established in May 2018 remained extremely poor, resulting in extremely high costs per ride. The Commission supported staff's recommendation to cancel the Golden State Circulator service due to poor ridership so that resources could be used to provide better service on other BurbankBus routes. It was determined that current riders connecting to the Metrolink Station could still rely on underlying Metro service to get to most destinations.

3) Mid-Term Recommendations:

- Extend the Metrolink-Media District Route to the Universal City Red Line Station; and
- Evaluate the NoHo-Media District Route Performance

Long-Term Recommendations:

- Conduct transit planning as part of specific plan development; and
- Support Metrolink 30-minute, then 15 minute all day bi-directional service

The City's Transportation Commission also requested staff to expeditiously implement the BurbankBus Pink Route (former Metrolink / Media District Route) extension to serve the Universal City Red Line Station.

In order to encourage participation at the City's Transportation Commission Meeting on August 19, 2019 by the City's LEP population, public hearing notices were prepared in English and translated into Spanish, Armenian, Korean, and Tagalog which were advertised respectively in the *Burbank Leader* for English, *La Opinión* for Spanish, *Asbarez Armenian News [Ասբարէզ]* for Armenian, *The Korea Times* for Korean, and *Balita Media* for Tagalog. These notices are shown in Appendix D.

Extension of BurbankBus Pink Route (Former Metrolink / Media District Route) to Universal / Studio City Metro Red Line Station, 2019

At the City Council's Meeting on December 16, 2019, Council approved staff's recommendation to:

- 1) Adopt BurbankBus Fixed-Route Service Policies;
- 2) Cancel the Golden State Circulator Service Effective November 1, 2019
- 3) Extend the Metrolink-Media District (Pink) Route to Universal City Red Line Station; and
- 4) Evaluate the NoHo-Media District (Green) Route

5.2 Community Organizations and Stakeholders

The previous section listed various community organizations and stakeholders involved in the most recent public transportation study. The City has not received expressions of interest from other community organizations or potential stakeholders.

The outreach efforts surrounding the study had a particular focus on:

- Existing transit riders
- Low-income households (all households in the five focus neighborhoods within the city received a direct-mail survey)
- Seniors
- Persons with disabilities (who were also surveyed separately)
- Local businesses, represented through the Burbank Media District Transportation Management Organization.

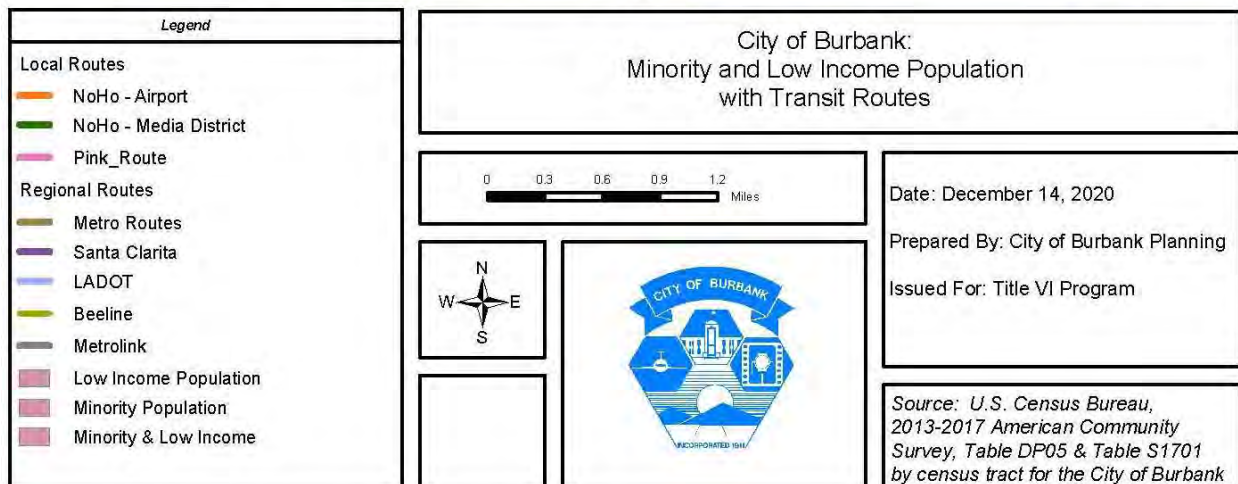
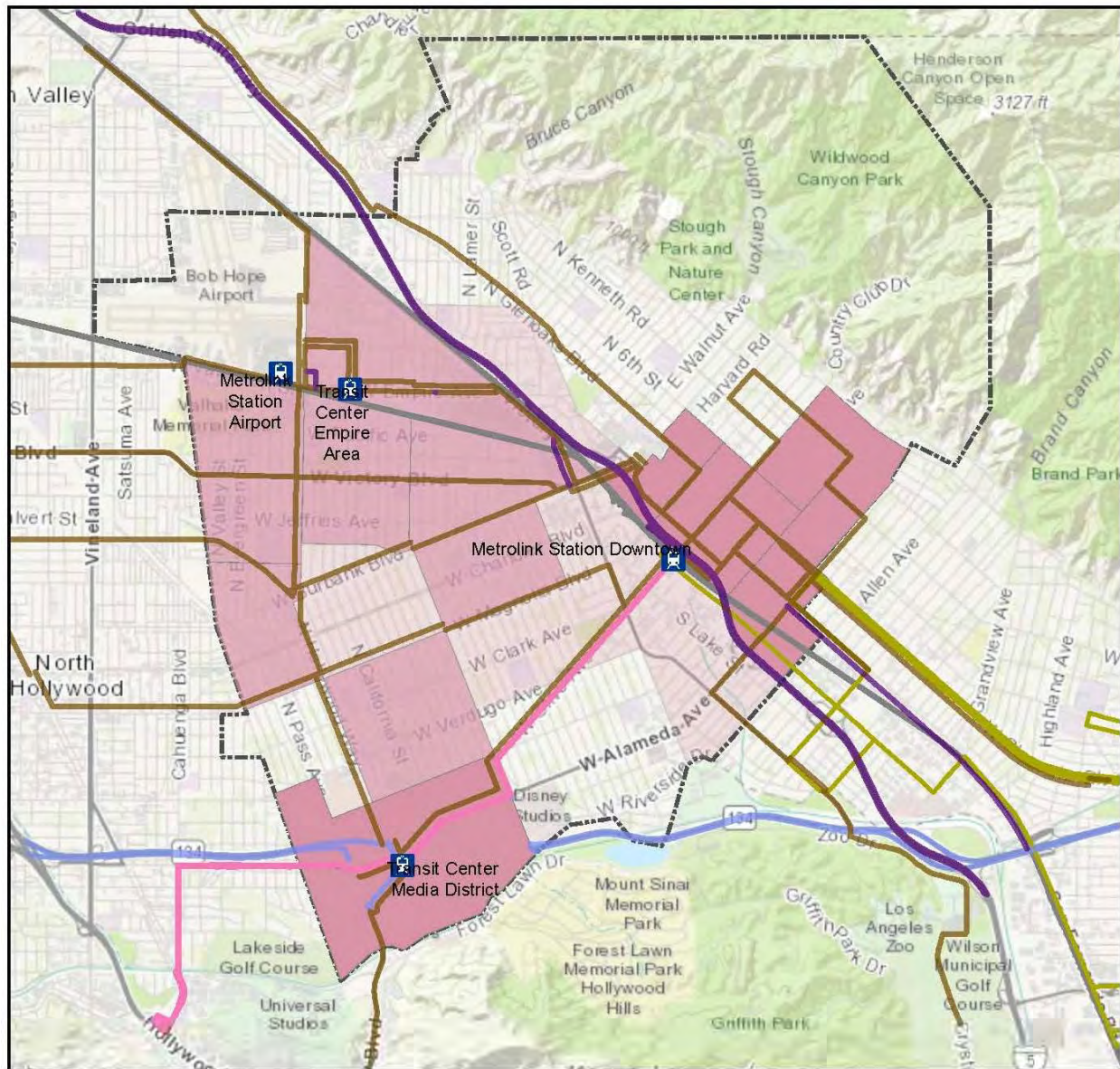
Figure 3 shows minority and low-income census tracts within the City, with an overlay of transit service. FTA Title VI guidance describes minority census tracts as those census tracts with a higher proportion of minority population than the City as a whole, and low-income census tracts as those census tracts with a higher proportion of low-income population than the City as a whole.

Minority populations include:

- American Indian or Alaska Native
- Asian
- African American
- Latino
- Native Hawaiian or Other Pacific Islander

Appendix F includes the data for minority, low-income, and LEP populations in Burbank by census tract. As shown in Figure 3, all minority, low-income, and LEP census tracts are well-served by the existing transit network.

Figure 3
Minority and Low-Income Population with Transit Routes



5.3 Public Participation Plan Goals and Outreach Strategies

The City of Burbank has established the following Public Participation Plan goals:

1. To identify effective means of obtaining input on public transportation issues in the City of Burbank from all interested residents and businesses; and
2. To develop effective means of engaging minority and LEP populations and other constituencies that are traditionally underserved, including people with disabilities and low-income populations.

To implement the Public Participation Plan goals, Burbank utilizes the following strategies to ensure an inclusive Public Participation Plan:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Utilizing newspaper ads that serve LEP populations (*La Opinión* for Spanish, *Asbarez Armenian News* [Ասպարէզ] for Armenian).

Details regarding the identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group for the City's Title VI Program Triennial Update is shown Section 6.1, pg. 16.

- Providing opportunities for public participation through means other than written communication, such as use of audio or video recording devices to capture oral comments.
- Use of various communication methods to provide outreach to various stakeholders including:
 - On-board surveys
 - Informal meetings with individuals and small groups
 - Presentations to civic organizations
 - Stakeholder roundtables
 - Participation in community events
 - Press releases
 - Open houses
 - Interior cards on buses
 - Use of social media

Given the importance of Metro transit routes within the City, BurbankBus works closely with Metro on transit-related public outreach within the City. Strategies for achieving the goals of the Public Participation Plan (presented in Section 5.4 below) include strategies identified by Metro in its Public Participation Plan (available at http://media.metro.net/about_us/title_vi/update/G-H.pdf).

5.4 Actions to Encourage Public Participation

To encourage public participation in the decision making process for actions affecting BurbankBus, the City of Burbank has developed the following list of actions to encourage public participation in its transportation planning efforts:

- Locate meetings at transit accessible and ADA compliant venues, including neighborhood venues as appropriate.
- Post meeting notices on buses, at the BurbankBus offices, and electronically via the City's website. Create a separate webpage for major studies.
- For larger planning studies as appropriate, conduct meetings throughout the study period, to obtain public input that can guide plan development and to obtain feedback on preliminary proposals.
- Supplement formal meetings with informal group briefings with stakeholders as needed, based on community interest and potential community impacts.

5.5 Summary

The range of public participation strategies and actions included in this plan can engage diverse communities and create ongoing public access, participation and input throughout any study or plan. Each public outreach process will engage varied stakeholders: (residents, businesses, transit users, elected officials, local area organizations and others). This public participation plan for BurbankBus has the flexibility to accommodate the needs of any public transportation study, plan, or project and ensure real opportunities for meaningful input from all stakeholders.

The next section presents BurbankBus' Limited English Proficiency (LEP) Plan, oriented toward communities and individuals with limited proficiency in English. Additional strategies are included in the LEP Plan, and are incorporated in the Public Participation Plan by reference.

6. Limited English Proficiency Plan

Individuals who have a limited ability to read, write, speak or understand English are Limited English Proficient or "LEP" as defined in the FTA Title VI regulations. This LEP Plan implements Federal policy guidance regarding responsibilities to Limited English Proficient persons for BurbankBus.

The analysis provided in this report has been developed in order to ensure that BurbankBus provides language assistance to LEP persons. Section 6.1 reports the

results of the “Four Factor Analysis” included in FTA *Circular 4702.1B*. Section 6.2 develops the Language Assistance Plan for BurbankBus.

The analysis that follows has been completed to identify areas where BurbankBus can expect to encounter LEP individuals in its operation of transit services and to determine whether BurbankBus’ efforts are sufficient to ensure that LEP individuals are not prevented from using public transportation services. The analysis uses data from the U.S. Census American Community Survey estimates, which has the largest sample size and most reliable data.

6.1 The Four Factor Analysis

The Four Factor Analysis is used to determine the specific language services that are appropriate to provide to ensure meaningful access to programs and activities. This detailed analysis helps to determine the effectiveness of communication with LEP persons and informs language access planning. The Four Factors and the associated steps included are:

Factor 1: The Number or Proportion of LEP Persons Eligible to Be Served or Likely to Be Encountered by the Program or Recipient

USDOT guidance for this first factor says, “The greater the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population, the more likely language services are needed.”

a. How LEP individuals interact with BurbankBus

BurbankBus staff interacts with Spanish and Armenian speaking LEP individuals almost on a daily basis. Interactions with Korean and Tagalog speaking LEP individuals is minimal if not non-existent.

b. Identification of LEP communities, and assessing the number or proportion of LEP persons from each language group to determine the appropriate language services for each language group

The U.S. Census Bureau compiles data in its decennial Census and American Community Survey (ACS). Among the data collected is information on primary language spoken at home and the ability to speak English. Categories include whether individuals indicate they speak English “very well” or “less than very well.” The LEP population consists of those individuals who speak other languages AND speak English “less than very well.”

Table 1 summarizes census information on the LEP populations in the City of Burbank. In the City of Burbank, over 17,000 residents or nearly 18 percent of the population report that they speak English “less than very well.” Spanish and Armenian are the two primary languages spoken in Burbank other than English. Spanish speakers who speak English “less than very well” account for over 19,000 persons or seven percent of the total population, while Armenian speakers who speak English “less than very well” comprise of near 12,000 persons or six percent of the population in the City of Burbank.

The FTA Title VI guidance refers to the US Department of Justice Safe Harbor Provision, which has been adopted by USDOT. The Safe Harbor Provision stipulates that “if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.” Under this provision, BurbankBus would be viewed as in compliance with LEP requirements if it provides translations of its vital transit documents into Spanish and Armenian.

In adopting the City’s Title VI Program in 2014, the Burbank City Council passed a motion to translate vital documents for the top four (4) LEP populations in the City. Based on the most recent demographic data provided in the U.S. Census Bureau’s American Community Survey, the two additional LEP populations would include those that speak Arabic and Korean. Arabic speakers who speak English “less than very well” account for .87 percent of the total population, while Korean speakers who speak English “less than very well” comprise .8 percent of the population in the City of Burbank.

Prior to the Title VI Program Triennial Update, the top four LEP populations in the City included Spanish, Armenian, Korean, and Tagalog speaking populations who speak English “less than very well”. Census data compiled for the City’s Title VI Program Triennial Update show that both the City’s population of Tagalog speaking individuals and those that speak Tagalog who speak English “less than very well” has decreased, and is now displaced by an increase in the Arabic speaking population who speak English “less than very well”.

Because Arabic, Korean, and Tagalog speaking populations who speak English “less than very well” do not meet the Safe Harbor Provision, and because BurbankBus seldom interacts with these two LEP populations, it is recommended that the City no longer translate vital documents in Korean nor Tagalog and will not need to translate future vital documents into Arabic. It is recommended that verbal translation services still be provided on an as-needed basis.

Appendix F includes the data for LEP populations in Burbank by census tract.

c. Literacy Skills of LEP populations

BurbankBus has no direct evidence of the literacy skills of LEP populations in their native languages, which determines that translation of documents would be an effective practice. The neighboring City of Glendale also has a large proportion of Spanish and Armenian speakers who speak English “less than very well.” The Glendale Beeline, the local transit service in the City of Glendale, has translated key documents into Spanish and Armenian and has indicated that the translations have been viewed very positively in the LEP community. There is no reason to suspect that the Spanish and Armenian speaking populations in Burbank would be notably different in literacy skills than those in Glendale.

d. Whether LEP persons are underserved due to language barriers

BurbankBus has no direct evidence of language barriers resulting in the LEP population being underserved. Part of the difficulty of assessing the impact of language barriers has to do with the nature of BurbankBus service. The primary market is employees, as shown by the major destinations along the routes and the peak-period-only operation. The on-board survey conducted as part of the *City of Burbank Community Mobility Study, 2011* indicated that the majority of BurbankBus riders (64 percent) work but do not live in Burbank. Burbank residents, whether LEP or not, are a secondary market for BurbankBus service.

Table 1
Language Proficiency in the City of Burbank

*Languages Spoken and English Proficiency	Population Age 5 and Older	Percent of Population Age 5 and Over
All languages	98,301	100.00%
English only	52,023	52.92%
Language other than English	46,278	47.08%
<i>Speak English "less than very well:"</i>	<i>17,473</i>	<i>17.77%</i>
Spanish	19,401	19.74%
<i>Speak English "less than very well:"</i>	<i>6,728</i>	<i>6.84%</i>
Armenian	11,939	12.15%
<i>Speak English "less than very well:"</i>	<i>5,805</i>	<i>5.91%</i>
Arabic	1,827	1.86%
<i>Speak English "less than very well:"</i>	<i>857</i>	<i>0.87%</i>
Korean	1,500	1.53%
<i>Speak English "less than very well:"</i>	<i>784</i>	<i>0.80%</i>
Tagalog	2,948	3.00%
<i>Speak English "less than very well:"</i>	<i>560</i>	<i>0.57%</i>

**Languages spoken by persons at home by ability to speak English for populations 5 years and over. Languages shown reflect populations that exceed 1.5 percent of the total population 5 years and over.*

Source: U.S. Census Bureau, 2011-2015 American Community Survey, Table B16001 by census tract for the City of Burbank (2011-2015 American Community Survey 5-Year Estimates)

Factor 2: The Frequency with Which LEP Individuals Come into Contact with the Program

The Federal guidance for this factor recommends that agencies should assess major points of contact with LEP individuals.

a. Use of bus service

Use of bus service is a major point of contact with LEP individuals, since non-users would never come into contact with BurbankBus.

b. Purchase of passes and tickets through vending machines, outlets, websites, and over the phone

A transit pass purchase is not a point of contact with LEP individuals as BurbankBus does not sell passes or tickets. Most BurbankBus passengers board the bus for free when they transfer with proof of payment from Metrolink or Metro routes. Other passengers pay one dollar per one-way trip.

c. Participation in public meetings

Public meetings are an occasional point of contact with LEP individuals. BurbankBus holds public meetings infrequently, generally during major studies or to present proposed changes to the bus network. As previously noted in Section 5.1, the City conducted three public hearings since the City's most recent Title VI Program Triennial Update in 2016.

d. Customer service interactions

Customer service interactions are frequent points of contact with LEP individuals. Customer service personnel report daily contact with LEP individuals, as noted in Step 1.

BurbankBus customer service frequently receives telephone calls from LEP populations including Spanish and Armenian speaking individuals that speak English "less than very well", however, BurbankBus customer service has not received requests for language translation services by populations of Arabic, Korean, and Tagalog speaking individuals who speak English "less than very well" since the City's last Title VI Program Triennial Update in 2016.

Although BurbankBus bus drivers frequently interact with LEP populations including Spanish and Armenian speaking individuals that speak English "less than very well", BurbankBus have not experienced interactions with Arabic, Korean, and Tagalog speaking individuals who speak English "less than very well" since the City's last Title VI Program Triennial Update in 2016. Additionally, Factor 1 of the Four Factor Analysis also showed that each of these three LEP populations did not meet the thresholds contained in the Safe Harbor Provision. Each of these LEP populations that speak English "less than very well" individually comprised less than one percent of the City's total population and did not exceed 1,000 persons. Subsequently, it is recommended that the City no longer translate vital documents in Korean nor Tagalog and will not need to translate future vital documents into Arabic. It is recommended however, that verbal translation services continue to be provided on an as-needed basis.

e. Ridership surveys

Ridership surveys are an occasional point of contact with LEP individuals, for the same reason as participation in public meetings: BurbankBus does not routinely conduct ridership surveys.

In order to collect data for the COA, the City through its consultant Moore & Associates surveyed existing BurbankBus fixed-route riders. The customer survey was administered online using SurveyMonkey.

In compliance with the City's Title VI Program, Moore & Associates' utilized bilingual staff to promote the online customer survey and distributed business cards to existing riders. Moore & Associates also designed and produced onboard notices (car cards).

To support the City's Title VI compliance, and to encourage participation by the City's LEP populations, the survey was made available in English, Spanish, Armenian, Korean, and Tagalog.

f. Operator surveys

Operator surveys are not a point of contact with LEP individuals. BurbankBus has never conducted an operator survey.

The results for Step 2 indicate limited contact with LEP individuals. This Public Participation Plan (Section 5) proposes strategies to improve contact.

Factor 3: The Nature and Importance of the Program, Activity, or Service Provided to People's Lives.

The Federal guidance assumes that the provision of public transportation is a vital service, especially for people without access to a vehicle and for persons with disabilities. The Federal guidance also notes that "a coordinated plan to meet the specific transportation needs of seniors and persons with disabilities will often also meet the needs of LEP persons."

As previously noted, BurbankBus Senior and Disabled Transit provides curb-to-curb service to seniors and persons with disabilities who live in Burbank. Its span of service includes middays and weekends. BurbankBus fixed-routes provide service throughout most of the City but operate during peak periods on weekdays only.

Factor 4: The Resources Available to the Recipient for LEP Outreach and Associated Costs

The Federal guidance looks to evaluating the proposed improvements against the level of resources available in an agency's budget to provide meaningful access for LEP individuals. The guidance notes that "resource and cost issues can often be reduced by technological advances, reasonable business practices, and the sharing of language assistance materials and services among and between recipients, advocacy groups, LEP populations and Federal agencies."

Expanded outreach efforts to LEP populations requires staff time and requires the use of translation services. Ongoing costs for maintaining printed material, the BurbankBus website, and translation services is expected to be nominal. The City will use its existing bilingual employee staff and its transit marketing consultant to help maintain these items. As these documents are revised, the City will examine ways to minimize print costs while providing the necessary information in all three languages (English, Spanish, and Armenian) and will also explore working with community and advocacy groups as they may be able to assist with translation services. Per the findings of the Factor 1 and 2 analyses and to reduce impacts on staff time and costs to translate vital documents, it is recommended that the City no longer translate vital documents in Korean nor Tagalog and will not need to translate future vital documents into Arabic. It is recommended however, that verbal translation services continue to be provided on an as-needed basis.

6.2 Language Assistance Plan

In this section, the results of the Four Factor Analysis are used to determine which language assistance services are appropriate. The resulting Language Assistance Plan clearly addresses the identified needs of the LEP populations served by BurbankBus.

The Language Assistance Plan contains five elements:

- Description of LEP populations served, based on the Four Factor Analysis
- Providing Language Assistance Services by Language
- Providing Notice to LEP Persons
- Monitoring and Updating the LEP Plan
- Training Employees

1. Description of LEP Populations Served

This element relies on the results of the Four Factor analysis. DOT's *Safe Harbor Provision* stipulates that, if a recipient provides 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, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. The demographic analysis for the City's Title VI Program Triennial Update has identified the number and proportion of LEP individuals within its service area using data from the U.S. Census American Community Survey estimates. Under this provision, eligible LEP language groups include Spanish and Armenian.

2. Providing Language Assistance Services by Language

Prior to the City of Burbank Title VI Program Triennial Update, the City had previously provided translation services for two additional LEP populations, which did not meet the DOT's *Safe Harbor Provision* – Korean and Tagalog speaking LEP populations. However, based on the results of the Four Factor Analysis for the Title VI Program Triennial Update, it is recommended that the City continue to translate its key transit documents only for those LEP populations that meet the DOT's *Safe Harbor Provision*

which would include Spanish LEP and Armenian LEP populations only. It is recommended that verbal translation services still be provided on an as-needed basis.

Vital transit document and information includes Title VI documents, route schedules, application for eligibility for BurbankBus Senior and Disabled Transit, notice advising LEP individuals of free language assistance and all service and fare change notifications. This information is available on the BurbankBus website, which may also be viewed in multiple languages including Spanish, Armenian, Arabic, Korean, and Tagalog using Google Translate. BurbankBus also ensures that its third-party call center and transit marketing consultants have language skills that allow LEP individuals to communicate with customer service representatives. Finally, when necessary, BurbankBus will expand its outreach to community groups representing Spanish-speaking and Armenian-speaking populations for Title VI warranted related changes and/or actions.

3. Providing Notice to LEP Persons

Federal guidance provides that once an agency has decided that it will provide language services, it is important that the agency notify LEP persons of services available free of charge. Suggested methods as to how an agency can provide such information include: posting signs in intake areas or entry points, stating in outreach documents that language services are available; using an automated telephone voice mail attendant or menu system.

BurbankBus has included a statement in all route brochures/schedules in Spanish, Armenian, Korean, and Tagalog regarding the availability of key documents in both languages, availability of translation services at the customer service number, and availability of translation services on its website. Based on the results of the Four Factor Analysis for the Title VI Program Triennial Update, it is recommended that the City continue to translate its key transit documents only for those LEP populations that meet the DOT's *Safe Harbor Provision* which would include Spanish LEP and Armenian LEP populations only. It is recommended that verbal translation services still be provided on an as-needed basis.

4. Monitoring and Updating the LEP Plan

Per the FTA's requirements, the City's Title VI Program will be updated at least once every three years. In between update cycles, BurbankBus will monitor the LEP Plan by the following methods:

- Keeping a log of customer service interactions in languages other than English, by language spoken;
- Reviewing the log annually to track emerging LEP populations that may need translation of key documents;
- Reviewing the LEP Plan when census updates are released;
- Seeking advice from community groups representing Spanish and Armenian LEP populations regarding the best ways to communicate;
- Meeting upon request with groups representing other LEP populations.

5. Training Employees

Federal guidance states that all employees in public contact positions should be properly trained. BurbankBus fixed-route service is provided by a contracted service provider who provides consistent and thorough training to all new operators. Each new driver is required to complete the over 110 hour training course that covers the following topics:

- Classroom Training
- Pre-Driving Skills Training
- Observation Training
- Behind the Wheel Training
- Cadetting

The instructor-led classroom training is based on an adult-learning interactive training model and uses 31 video training modules which are reinforced by a written training/study guide. The video training is presented through an interactive, panel-hosted discussion led by contractor personnel. Sensitivity training is a major component that is covered under the Classroom Training module. Our contracted service provider places great importance on operator sensitivity and safeguarding the dignity of BurbankBus passengers. Their customized (ADA) Sensitivity Training Program is tailored to each contract and emphasizes courtesy, understanding, and the operator's responsibility to serve all passengers, regardless of background or disability. Practice and role-playing sessions are held with trainees to foster an experiential understanding of the challenges of navigating the system.

Furthermore, BurbankBus has existing staff that currently provide competent and proficient translation services as needed when either Armenian and/or Spanish LEP passengers call BurbankBus customer service for information.

6.3 Summary of LEP Plan Actions

BurbankBus has taken the following actions as a result of this review of LEP populations:

1. Translated vital documents into Spanish, Armenian, Korean, and Tagalog. Vital documents include:
 - a. Title VI notice
 - b. Title VI complaint procedures
 - c. Title VI complaint forms
 - d. Application for eligibility for BurbankBus Senior and Disabled Transit
 - e. Route schedules
 - f. Notice advising LEP individuals of free language assistance
 - g. All service and fare change notifications

All of the vital documents noted above have been translated and are available on the BurbankBus website.

Based on the results of the Four Factor Analysis, upon the City Council's adoption of the City of Burbank Title VI Program Triennial Update, it is recommended that

the City continue to translate its key transit documents only for those LEP populations that meet the DOT's *Safe Harbor Provision* which would include Spanish LEP and Armenian LEP populations. Verbal translation services shall continue to be provided on an as-needed basis.

2. Expand outreach efforts to LEP populations within the City, working through the City and community organizations.
3. Monitor the LEP Plan.
4. Continue staff training. The City through its contracted operator provides sensitivity training for bus and van operators, which includes LEP sensitivity training.

7. Information Regarding the Racial Breakdown of Transit-related Policy Boards or Committees

The Burbank Transportation Commission serves as the oversight body that provides guidance to staff and the City Council for BurbankBus services. The Commission has seven (7) members (racial composition identified as two Asian and five Caucasian Commissioners), which are appointed by Council for a term of four (4) years.

The duties of the Transportation Commission are as follows:

- To make recommendations to the City Council on transportation planning issues including but not limited to, the transportation element of the General Plan and its components;
- To make recommendations on the expenditure of Proposition A funds, Proposition C funds, air quality funds and bonds, fees, loans and grants for the purpose of funding transportation improvements;
- To make recommendations on transportation plans, policies and programs, including, but not limited to, pedestrian orientation, telecommuting, intermodal transportation centers and new technologies; and
- To perform such advisory functions as are delegated or by action of the City Council.

Per the Maddy Local Appointee List Act, 1975, which deals with vacancies and appointments of citizens to public boards, commissions and committees, the City prepares an annual appointment list noting the members serving, appointment and expiration dates, and qualifications, if any for the positions. Whenever a board/commission/committee vacancy occurs, a notice is posted in the City Clerk's Office, the City's Web Page, Channel 6 Scroll (local cable access channel for City information), and through press releases that are distributed to the local newspapers. By approving the Title VI program, the City Council acknowledges the desirability of encouraging the participation of minorities on the Burbank Transportation Commission.

8. Equity Analysis

A Title VI Equity Analysis is required during the planning stage, for facilities for bus storage or maintenance or transit operations centers, “with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin.” The City’s contractor for BurbankBus began using the current facility in 2008 through an agreement with the Burbank Airport. The facility is located at 3906 Cohasset St., Burbank, 91505, approximately ½ mile east of the previous facility. The location is zoned as M2 – General Industrial. The facility did not require the acquisition of land and the displacement of people from their homes or places of business. Given these facts, an equity analysis was not required.

9. Documentation of Council Actions Related to Title VI

See adopted Resolution of the Council of the City of Burbank, Appendix G.

10. Service Standards

Federal Title VI guidelines require all fixed-route transit providers to set service standards and policies for each fixed-route mode operated to guard against discriminatory service design or operations decisions. These 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.

BurbankBus has transit performance standards for its fixed-route bus network, incorporated into its contract with the service provider. The City of Burbank has undertaken a project to identify transportation (including transit) performance measures in accordance with *Implementation Action M-11* of the *Burbank 2035 General Plan*, adopted February 13, 2014. *Implementation Action M-11* directs the City to establish performance standards for local and regional transit that address geographic coverage, reliability, connectivity, and cost-effectiveness. As part of this study, the following service standards will be considered for BurbankBus:

10.1 Vehicle Load

The fixed-route vehicle load standard is determined by the Gross Vehicle Weight Rating (GVWR) of the bus.

10.2. Vehicle Headway

BurbankBus routes should operate at no greater than 15-minute headways during peak hours. Frequency of routes varies during the service period. Current fixed-route headways are as follows:

<u>Route</u>	<u>Weekday Headway</u>
Pink Route	15-60 minutes
NoHo to Airport	15-45 minutes
NoHo to Media District	12 minutes

10.3 On-Time Performance

The City of Burbank has set an on-time performance standard of 90 percent in its contract with its service provider. On-time performance is defined as “departing from a published time-point no earlier than the published departure time and arriving at a published time-point no more than five (5) minutes late.” The contract specifies that the City will base the on-time performance on a random sampling of its definition and choosing.

10.4 Service Availability

Service availability is a general measure of the distribution of routes within a transit provider’s service area. The City will implement standards that consider even distribution of service such that a large majority of residents have access to fixed-route bus service within a reasonable walking distance from their residence. Because BurbankBus service complements Metro service, the City will consider both services when setting this performance standard. As shown in Figures 4 and 5, currently 91.7 percent of residents have a fixed-route within one-quarter mile and 98.2 percent have a fixed-route within one-half mile, of a BurbankBus or Metro service.

Figure 4
Burbank Population Within One-Quarter Mile of Transit Routes

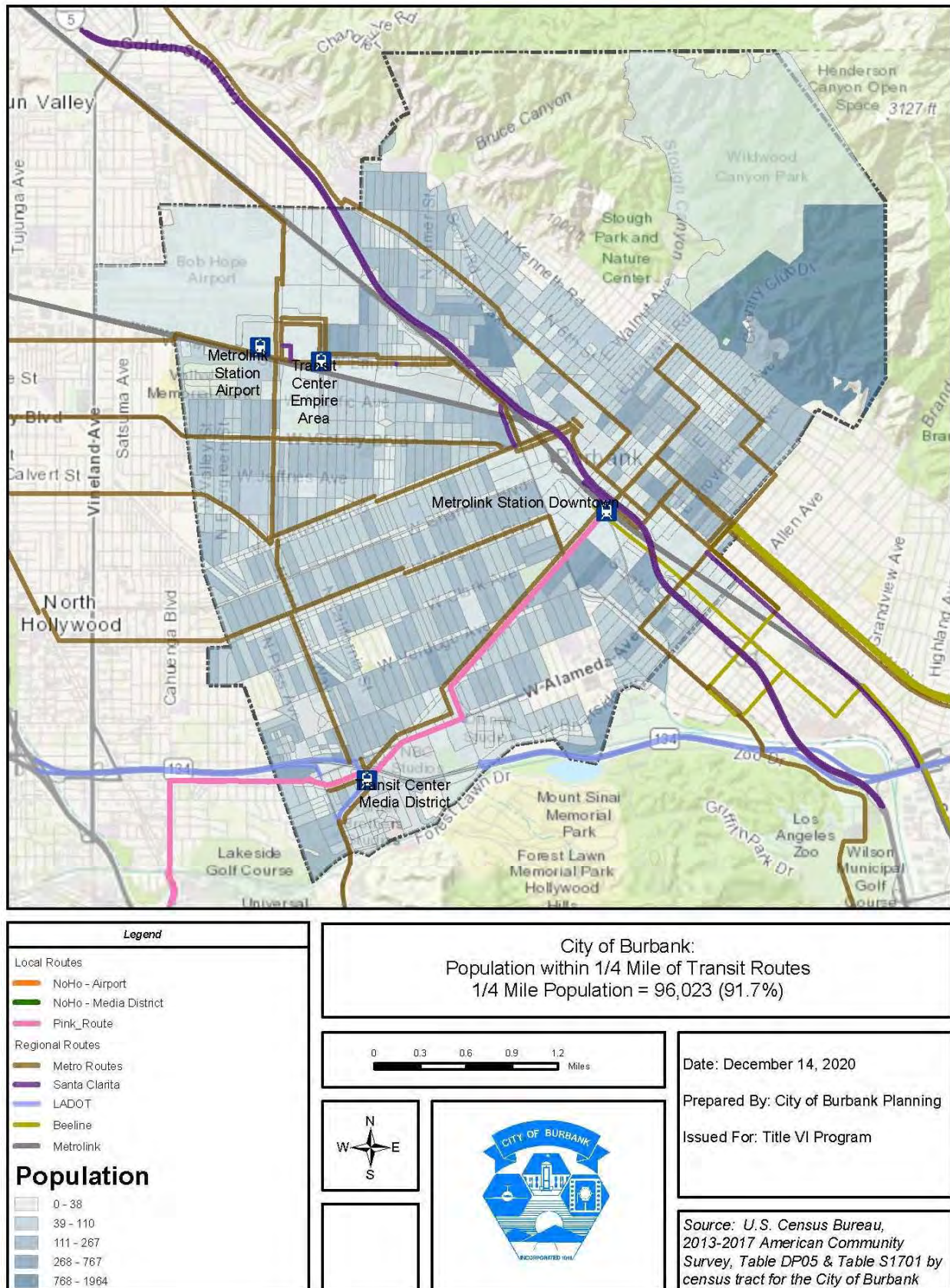
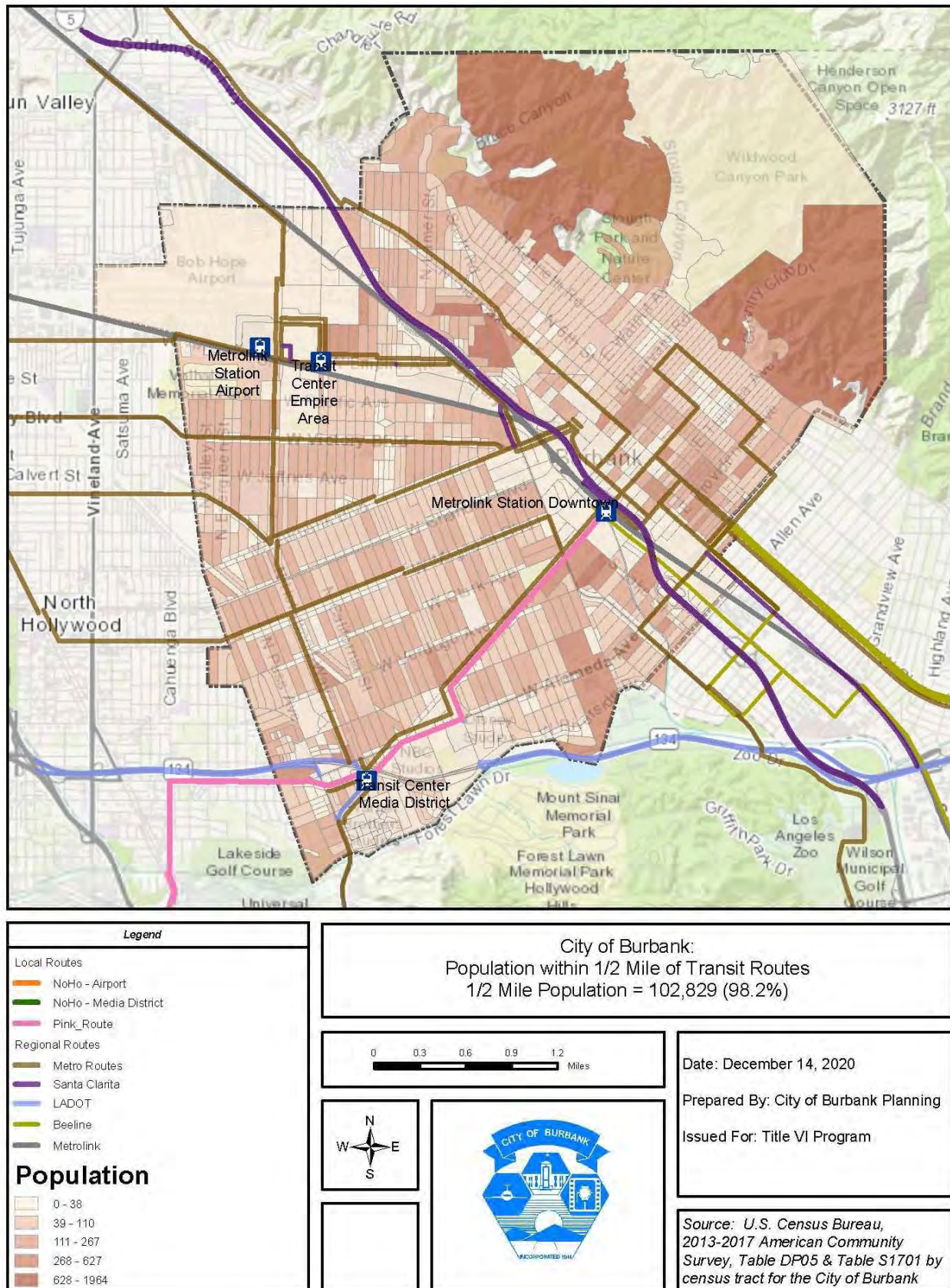


Figure 5
Burbank Population Within One-Half Mile of Transit Routes



11. Service Policies

FTA guidance requires fixed-route transit providers to develop a policy for the equitable distribution of transit amenities and for vehicle assignment by route. The following service policies are proposed for BurbankBus.

11.1 Distribution of Transit Amenities

The City of Burbank (with the assistance of its contracted vendor) provides and maintains benches, shelters, signage, and trash receptacles at bus stops throughout the City. Installation of transit amenities along bus routes are based on numerous factors including the number of passenger boardings at stops along those routes. The proposed policy regarding distribution of transit amenities is as follows:

1. Basic signage (stop and route identification) will be posted at all stops.
2. Benches, shelters, trash receptacles, and enhanced signage (including schedules) will be posted at all stops with at least 50 boardings on an average weekday, including major transfer locations. Provision of these amenities will begin at the stops with the greatest number of weekday boardings.
3. Exceptions will be allowed when sufficient right-of-way is not available to provide ADA access.

11.2 Vehicle Assignment

Fixed-route vehicles are randomly assigned from one location. Bus assignments take into account the operating characteristics of buses of various lengths, which are matched to the operating characteristics of the route. Routes with lower ridership are assigned smaller buses. Some routes requiring tight turns on narrow streets are operated with smaller buses. Bus assignments are also rotated to allow for vehicle maintenance to occur.

The BurbankBus fixed-route fleet has an average age of 9.4 years as of 2020. Fourteen vehicles are used in peak service and four are used as spares. The complete fixed-route bus inventory is shown in Table 2.

Table 2
Bus Inventory – BurbankBus

# of Buses	Manufacturer	Model	Year	Size	Fuel Type	Seated Capacity
1	SUPREME	President	2003	30'	CNG	27
5	BLUE BIRD	L4RE	2006	35'	CNG	30
5	BLUE BIRD	L4RE	2009	35'	CNG	30
6	EL DORADO	Axess	2017	35'	CNG	30
Contractor-Supplied Spare						
1	Ford	E-450 Allstar	2016	32'	CNG	28

Appendix A
City of Burbank's Title VI Statement of Policy



ADMINISTRATIVE PROCEDURE

SUBJECT: **CITY OF BURBANK**
TITLE VI STATEMENT OF POLICY

NO. I-42 Rev. 1
DATE 6/10/14

CITY MANAGER

I. STATEMENT:

The City of Burbank is committed to ensuring 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 pursuant to the protections afforded under Title VI. The City also prohibits discrimination based on protected characteristics under Title VII of the Civil Rights Act and the California Fair Employment and Housing Act (FEHA). Such protected characteristics include, but are not limited to the following: sex, gender, race, color, ancestry, national origin, ethnic group identification, sexual orientation, religion, age, marital or parental status, physical or mental disability and/or medical condition, English language proficiency, military and veteran status, the perception of one or more of such legally protected characteristics, or any other protected characteristic.

II. PURPOSE:

The purpose of this policy is to ensure the City of Burbank prohibits exclusion from participation in, denial of benefits of, and discrimination under federally assisted programs on ground of race, color, or national origin pursuant to Title VI. Additionally, the City of Burbank prohibits exclusion from participation in, denial of benefits of, and discrimination under federally assisted programs on the basis of any protected characteristic under State and Federal law, including but not limited to, sex, gender, ancestry, ethnic group identification, sexual orientation, religion, age, marital or parental status, physical or mental disability and/or medical condition, English language proficiency, military and veteran status, the perception of one or more of such legally protected characteristics, or any other protected characteristic under state and Federal law.

In particular, public transit fares, routing, scheduling, and quality of transportation services are provided without discrimination on the basis of race, color, or national origin. Frequency of service, age and quality of BurbankBus vehicles assigned to routes, quality of BurbankBus stations and location of routes will be determined solely on the basis of operational requirements.

III. APPLICATION:

This policy of non-discrimination applies to all programs and activities for which the City of Burbank receives federal financial assistance.



ADMINISTRATIVE PROCEDURE

SUBJECT: **CITY OF BURBANK**
TITLE VI STATEMENT OF POLICY

NO. I-42 Rev. 1
DATE 6/10/14

CITY MANAGER

IV. GENERAL:

The City of Burbank is committed to the goals of non-discrimination in all programs and activities for which the City of Burbank receives federal financial assistance. The City will endeavor to accomplish its goals by:

- Striving to ensure that City services, including but not limited to the level and quality of transportation service, is provided without regard to race, color, or national origin, sex, gender, ancestry, ethnic group identification, sexual orientation, religion, age, marital or parental status, physical or mental disability and/or medical condition, English language proficiency, military and veteran status, the perception of one or more of such legally protected characteristics, or any other protected characteristic;
- Striving to promote the full and fair participation of minority and low-income populations in transportation decision making;
- Striving to prevent denial, reduction, or delay in benefits related to programs and activities affecting minority and low-income populations;
- Striving to provide meaningful access to City services, programs, and activities by persons with Limited English Proficiency (LEP).

V. PROCEDURE:

Any person who believes that he or she may have been discriminated against on the basis of race, color, or national origin, sex, gender, ancestry, ethnic group identification, sexual orientation, religion, age, marital or parental status, physical or mental disability and/or medical condition, English language proficiency, military and veteran status, the perception of one or more of such legally protected characteristics, or any other protected characteristic, may file a complaint with City's Management Services Department.

Those patrons with limited English proficiency who need assistance may contact the Management Services Department.

1. Reporting

The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to City of Burbank, Management Services Department, Management Services Director, 275 E. Olive Avenue, Burbank, CA 91502 or an online complaint form may be used by accessing the



ADMINISTRATIVE PROCEDURE

SUBJECT: **CITY OF BURBANK
TITLE VI STATEMENT OF POLICY**

NO. I-42 Rev. 1
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CITY MANAGER

City's website at http://www.burbankbus.org/about-us/title-vi/complaint_form and then forwarding the complaint to the attention of the Management Services Director.

The completed complaint form can be submitted via email to: contact@burbankbus.org

Any City employee who becomes aware of a discrimination complaint should immediately contact their immediate supervisor, any manager, Department Manager, or the Management Services Director pursuant to the procedure set forth in City Administrative Procedure II-45.

In addition to filing a complaint with the City of Burbank, a Complainant may file a Title VI complaint with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, San Francisco Federal Building, 90 7th Street, Suite 15-30, San Francisco, CA 94103.

For additional information on filing a complaint directly with the FTA, please visit FTA's website at: <http://www.fta.dot.gov>.

2. Reviewing and Investigation Process

The Management Services Director will review and investigate any allegation of violation of Title VI pursuant to the City of Burbank's Administrative Procedure II-45.

3. Subsequent Complaints and Amended Charges

Any subsequent complaint or amended charge should be filed utilizing the Discrimination Complaint Form http://www.burbankbus.org/about-us/title-vi/complaint_form. Amended charges can also be submitted via email or other written format. The Management Services Director will review each subsequent complaint or amendment to determine whether the subsequent complaint should stand on its own or be incorporated into the original complaint and investigation.

VI. DEFINITIONS:

Title VI - Title VI of the 1964 Civil Rights Act - prohibits discrimination on the basis of race, color, or national origin by recipients of Federal financial assistance.

Equal Opportunity - refers to the requirement of non-discrimination in transit services with regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights



ADMINISTRATIVE PROCEDURE

SUBJECT: **CITY OF BURBANK**
TITLE VI STATEMENT OF POLICY

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CITY MANAGER

Act, as amended. The City of Burbank also prohibits discrimination based on sex, gender, ancestry, ethnic group identification, sexual orientation, religion, age, marital or parental status, physical or mental disability and/or medical condition, English language proficiency, the perception of one or more of such legally protected characteristics, or any other protected characteristic.

Discrimination - refers to any act, or any failure to act, whether intentional or unintentional, which has the purpose or effect of limiting, excluding, or denying a person transit services because of sex, gender, race, color, ancestry, national origin, ethnic group identification, sexual orientation, religion, age, marital or parental status, physical or mental disability and/or medical condition, English language proficiency, the perception of one or more of such legally protected characteristics, or any other protected characteristic.

VII. REFERENCES:

Title VI of the 1964 Civil Rights Act
FTA Circular 4702.1B, October 1, 2012
<http://www.fta.dot.gov>

Appendix B

City of Burbank's Title VI Complaint Forms



Federal Transit Administration Office of Civil Rights Complaint Form

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

Section I

Name: _____

Address: _____

Telephone Numbers:

(Home) _____ (Work) _____

Electronic Mail Address: _____

Accessible Format Requirements?

Large Print _____ Audio tape _____

TDD _____ Other _____

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions To Address Environmental Justice in Minority Populations and Low Income Populations," and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

In the FTA complaint investigation process, we analyze the complainant's allegations for possible Title VI and related deficiencies by the transit provider. If deficiencies are identified they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined

timeframe. FTA also may refer the matter to the U.S. Department of Justice for enforcement.

Section II

Are you filing this complaint on your own behalf?

Yes ____ No ____

[If you answered "yes" to this question, go to Section III.]

If not, please supply the name and relationship of the person for whom you are complaining: _____

Please explain why you have filed for a third party.

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes ____ No ____

Section III

Have you previously filed a Title VI complaint with FTA? Yes ____ No ____

If yes, what was your FTA Complaint Number? _____

[Note: This information is needed for administrative purposes; we will assign the same complaint number to the new complaint.]

Have you filed this complaint with any of the following agencies?

Transit Provider ____ Department of Transportation ____

Department of Justice ____ Equal Employment Opportunity Commission ____

Other _____

Have you filed a lawsuit regarding this complaint? Yes ____ No ____

If yes, please provide a copy of the complaint form.

[Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the court.]

Section IV

Name of public transit provider complaint is against:

Contact person: _____ Title: _____

Telephone number: _____

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.

Section V

May we release a copy of your complaint to the transit provider?

Yes ____ No ____

May we release your identity to the transit provider?

Yes ____ No ____

Please sign here: _____

Date: _____

[Note - We cannot accept your complaint without a signature.]

Please mail your completed form to:

BurbankBus administrative office at the Joslyn Adult Center located at 1301 W. Olive Ave., Burbank, CA 91502.

For more information, visit the BurbankBus website at www.burbankbus.org/about-us/title-vi.

You may also file a complaint directly to the Federal Transit Administration at:

Federal Transit Administration, Office of Civil Rights, Region IX, San Francisco Federal Building, 90 7th Street, Suite 15-30, San Francisco, CA 94103.



**Administración Federal de Tránsito
Oficina de Derechos Civiles
Formulario de Queja**

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

Sección I

Nombre: _____

Dirección: _____

Números de Teléfono:

(Casa) _____ (Trabajo) _____

Dirección de Correo Electrónico: _____

¿Requisitos del Formato Accesible?

Letra Grande _____ Cinta de Audio _____

DTS _____ Otro _____

La Oficina de Derechos Civiles de la Administración Federal de Tránsito (AFT) es responsable del cumplimiento y monitoreo de los derechos civiles, lo cual incluye asegurar que los proveedores de transporte público acaten debidamente el Título VI de la Ley de Derechos Civiles de 1964, Orden Ejecutiva 12898, “Acciones Federales Dirigidas a la Justicia Ambiental en las Comunidades Minoritarias y de Bajos Ingresos”, y Orientación a los Receptores sobre Servicios Lingüísticos Especiales para Beneficiarios de Proficiencia Limitada en Inglés (LEP) del Departamento de Transporte.

En el proceso de investigación de quejas de la AFT, analizamos las alegaciones del demandante por posibles deficiencias del Título VI y relacionadas por el proveedor de tránsito. Si se identifican deficiencias se las presenta al proveedor de tránsito y se ofrece ayuda para corregir las insuficiencias dentro de un límite de tiempo predeterminado. La AFT también puede referir el asunto al Ministerio de Justicia de los EE.UU. para la aplicación.

Sección II

¿Está usted presentando esta queja en su propio nombre?

Sí ____ No ____

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

Si contestó no, por favor proporcione el nombre y la relación de la persona para quien usted está presentando una queja:

Por favor explique porqué ha presentado por un tercero.

Por favor confirme que usted ha obtenido el permiso de la parte agraviada si está presentando a nombre de un tercero.

Sí ____ No ____

Sección III

¿Ha presentado previamente una queja del Título VI en la AFT? Sí ____ No ____

Si es así, ¿cuál fue su Número de Queja de la AFT? _____

[Nota: Esta información es necesaria para propósitos administrativos; asignaremos el mismo número de queja a la nueva queja].

¿Ha presentado esta queja en alguna de las siguientes agencias?

Proveedor de Tránsito ____ Departamento de Transporte ____

Departamento de Justicia ____

Comisión de Igualdad de Oportunidades en el Empleo ____

Otro _____

¿Ha presentado un proceso judicial con respecto a esta queja? Sí _____ No _____

Si es así, proporcione por favor una copia del formulario de queja.

[Nota: Esta información anterior es útil para propósitos de seguimiento administrativos. Sin embargo, si el litigio está pendiente con respecto a los mismos asuntos, nos sometemos a la decisión de la corte].

Sección IV

Nombre del proveedor de transporte público contra quien es la queja:

Persona de contacto: _____

Título: _____

Número de teléfono:

En hojas separadas, por favor describa su queja. Debe incluir los detalles específicos tales como nombres, fechas, horas, números de ruta, testigos y cualquier otra información que nos ayude en nuestra investigación de sus alegaciones. Por favor también proporcione cualquier otra documentación que sea relevante a esta queja.

Sección V

¿Podemos dar una copia de su queja al proveedor de tránsito?

Sí _____ No _____

¿Podemos informar su identidad al proveedor de tránsito?

Sí _____ No _____

Por favor firme aquí: _____

Fecha: _____

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

Envíe el formulario completo por correo a:

BurbankBus Administrative Office en Joslyn Adult Center, ubicado en 1301 W. Olive Ave., Burbank, CA 91502.

Para obtener más información, visite el sitio web de BurbankBus en www.burbankbus.org/about-us/title-vi.

También puede presentar una queja directamente a la Administración Federal de Tránsito (Federal Transit Administration) a:

Federal Transit Administration, Office of Civil Rights, Region IX, San Francisco Federal Building, 90 7th Street, Suite 15-30, San Francisco, CA 94103.



**Բորբանկի քաղաք
Ակտի VI
Դիմումի ձև**

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

Բաժին I

Անունը՝ _____

Հասցեն՝ _____

Հեռախոսահամարները՝ _____

(Տուն) _____ (Աշխատանք) _____

Էլեկտրոնային փոստային հասցեները՝ _____

Հասանելի ֆորմատի պահանջներ:

Խոշորատառ տպագրություն _____ Աուդիո-Ժապավեն _____

TDD _____ Այլ _____

Ուղևորափոխադրումների դաշնային ադմինիստրացիայի (ՈԻԴԱ [FTA])
Քաղաքացիական իրավունքների վարչությունը պատասխանատու է
քաղաքացիական իրավունքների վերաբերյալ բողոքների և մոնիթորինգի համար,
ինչը ներառում է այն, որ պետք է ապահովվի, որ հանրային փոխադրումներ
իրականացնողները լիովին համապատասխանեն 1964թ.-ի Քաղաքացիական
իրավունքների ակտի VI Մասի պահանջներին (Title VI of the Civil Rights Act of
1964), ԱՄՆ Նախագահի 12898 հրամանագրին (Executive Order 12898),
Փոքրամասնությունների և ցածր եկամուտ ունեցողների նկատմամբ
միջավայրային արդարադատությանն ուղղված դաշնային ակտերին (“Federal
Actions To Address Environmental Justice in Minority Populations and Low
Income Populations”) և Տրանսպորտի դեպարտամենտի անգլերենին

սահմանափակ տիրապետողների (LEP) համար հատուկ լեզվական ծառայություններ ստացող օգտատերերի համար նախատեսված ուղեցույցին (Department of Transportation’s Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries):

FTA-ում բողոքների քննության գործընթացի ժամանակ մենք վերլուծում ենք բողոք ներկայացնողի մեղադրանքները ուղևորափոխադրում իրականացնողի կողմից VI Մասի և դրա հետ կապակցված հնարավոր խախտումների վերաբերյալ: Եթե պարզվում է, որ առկա են խախտումներ, դրանք ներկայացվում են ուղևորափոխադրում իրականացնողին և օգնություն է առաջարկվում նախօրոք սահմանված ժամանակահատվածում անհամապատասխանություններն ուղղելու համար: FTA-ն կարող է նաև նյութերն ուղարկել ԱՄՆ Արդարադատության դեպարտամենտ հարկադիր կատարման համար:

Բաժին II

Դուք այս բողոքը ներկայացնում եք Ձե՞ր անունից:

Այո _____ Ոչ _____

[Եթե դու «այո» եք պատասխանել այս հարցին, անցեք Բաժին III-ին:]

Եթե «ոչ», խնդրում ենք ներկայացնել այն անձի անունը և թե ինչ հարաբերության մեջ եք գտնվում նրա հետ, ում անունից բողոք եք ներկայացնում՝

Խնդրում ենք բացատրել, թե ինչու եք դիմում ներկայացնում երրորդ անձի անունից:

Խնդրում ենք հաստատել, որ դուք ունեք տուժող կողմի թույլտվությունը, եթե դիմում եք ներկայացնում երրորդ անձի անունից:

Այո _____ Ոչ _____

Բաժին III

Դուք նախկինում VI Մասի հետ կապված բողոք ներկայացրե՞լ եք FTA:

Այո _____ Ոչ _____

Եթե «այո», ապա ո՞րն էր FTA ներկայացրած ձեր բողոքի համարը: _____

[Նշում՝ Այս տեղեկությունն անհրաժեշտ է վարչական նպատակներով. մենք նոր բողոքը կնշենք նախկին բողոքի համարով:]

Դուք այս բողոքը ներկայացրե՞լ եք հետևյալ գործակալություններից որևէ մեկին:

Ուղևորափոխադրումներ իրականացնողին _____ Տրանսպորտի դեպարտամենտ _____

Արդարադատության դեպարտամենտ _____ Աշխատանքի հավասար հնարավորությունների հանձնաժողովին _____

Այլ _____

Դուք այս բողոքի հետ կապված դատական հայց ներկայացրե՞լ եք:

Այո _____ Ոչ _____

Եթե «այո», խնդրում ենք ներկայացնել հայցադիմումի կրկնօրինակը:

[Նշում՝ Վերը նշված տեղեկություններն օգտակար են գործի ընթացքի վերահսկման վարչական նպատակների համար:

Ինչն է, եթե նույն հարցով դատաքննություն է սպասվում, մենք կսպասենք դատարանի որոշմանը:]

Բաժին IV

Հանրային ուղևորափոխադրումներ իրականացնողի անվանումը, ում դեմ ներկայացված է բողոքը՝

Կոնտակտային անձը՝ _____

Պաշտոնը՝ _____

Հեռախոսահամարը՝

Առանձին թերթերի վրա խնդրում ենք նկարագրել ձեր բողոքը: Դուք պետք է ներառեք հատկանշական մանրամասներ, ինչպես, օրինակ՝ անուններ, ժամանակը, երթուղիների համարները, վկաներին և ցանկացած այլ տեղեկություններ, որոնք կօգնեն մեզ ձեր մեղադրանքի քննության ժամանակ: Խնդրում ենք նաև ներկայացնել ցանկացած այլ փաստաթուղթ, որը կապ ունի այս բողոքի հետ:

Բաժին V

Կարո՞ղ ենք արդյոք մենք ձեր բողոքի կրկնօրինակը ներկայացնել ուղևորափոխադրում իրականացնողին:

Այո _____ Ոչ _____

Կարո՞ղ ենք արդյոք մենք ուղևորափոխադրում իրականացնողին ներկայացնել ձեր ինքնությունը:

Այո _____ Ոչ _____

Խնդրում ենք ստորագրել այստեղ՝

Օրը՝ _____

[Նշում– Մենք չենք կարող ընդունել ձեր բողոքն առանց ստորագրության:]

Խնդրում ենք Ձեր լրացրած ձևաթուղթը փոստով ուղարկել հետևյալ հասցեով՝

BurbankBus Administrative Office, Joslyn Adult Center - 1301 W. Olive Ave., Burbank, CA 91502.

Ավելին իմանալու համար այցելեք BurbankBus-ի www.burbankbus.org/about-us/title-vi վեբկայքը:

Դուք նաև կարող եք բողոք ներկայացնել անմիջապես Դաշնային փոխադրումների վարչություն (**Federal Transit Administration**) հետևյալ հասցեով՝

Federal Transit Administration, Office of Civil Rights, Region IX, San Francisco Federal Building, 90 7th Street, Suite 15-30, San Francisco, CA 94103.



연방 교통 관리국(FTA)
민권 사무소
민원 양식

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

섹션 I

이름: _____

주소: _____

전화번호: _____

(집) _____ (직장) _____

이메일 주소: _____

특별 양식 필요 유무?

큰 글씨체 _____ 오디오 테이프 _____

TDD _____ 기타 _____

연방 교통 관리국(FTA) 민권 사무소는 민권을 준수하게 하고 준수 여부를 감시하는 책임을 지고 있으며 여기에는 대중교통 제공자가 1964 년 민권법 타이틀 VI, 행정명령 12898, "소수 민족 및 저소득층을 위한 환경의 정의를 실행하기 위한 연방 정부의 조치" 및 제한적 영어 능력자 (LEP) 대상 특별 언어 서비스 수신자를 위한 교통국 (Department of Transportation) 의 지침을 준수하는지 확인하는 업무가 포함됩니다.

FTA의 규정 준수 조사 과정에서는 대중교통 제공자가 타이틀 VI를 위반하였거나 이와 관련하여 범하였다고 주장하는 위반 행위가 있는지 분석합니다. 만약 위반 행위가 확인되면 이들은 대중교통 제공자에 전달되고 지정된 시간 이내에 부적절한 부분을 교정하기 위한 원조를 제공합니다. FTA 는 또한 법의 집행을 위해 이 문제를 미국 법무부에 전달할 수도 있습니다.

섹션 II

이 민원을 제출하는 사람은 본인입니까?

예 _____ 아니요 _____

[만약 이 질문에 대한 대답이 "예"라면 섹션 III으로 넘어가십시오.]

만약 "아니요"라면 자신이 민원 신청을 대리하는 사람의 이름 및 자신과의 관계를 알려주십시오. _____

제3 자를 위해 이 민원을 제출하는 이유를 설명해 주십시오.

귀하께서 제3 자를 대신하여 이 민원을 제출하는 경우 자신이 피해를 본 당사자의 허가를 받았는지 확인해 주십시오.

예 _____ 아니요 _____

섹션 III

귀하는 이전에 타이틀 IV와 관련된 민원을 FTA에 제출한 적이 있습니까?

예 _____ 아니요 _____

만약 "예"라면, FTA 민원 번호는 무엇입니까? _____

[알림: 이 정보는 행정 업무상의 목적을 위한 것입니다; 이 경우 이번에 새로 접수되는 민원에도 같은 민원 번호가 사용됩니다.]

귀하는 이 민원을 다음 기관에 제출한 적이 있습니까?

대중교통 제공자 _____ 교통국 _____

법무부 _____ 고용 기회 균등 위원회 _____

기타 _____

귀하는 이 민원과 관련하여 소송을 제기하였습니까? 예 _____ 아니요 _____

만약 "예"라면, 소장의 사본을 제공해 주십시오.

[알림: 이상의 정보는 행정 업무상 추적을 용이하게 하는 데 필요합니다.]

그러나 만약 같은 문제에 대해 소송이 진행 중인 경우라면 본국은 법원의 결정을 존중합니다.]

섹션 IV

민원을 제기하는 대상인 대중교통 제공자의 이름:

연락 대상: _____ 직위: _____

전화번호: _____

별도의 용지에 귀하의 민원 내용을 설명해주시요. 여기에는 본국에서 귀하의 주장을 조사할 때 도움을 줄 수 있는 이름, 날짜, 시간, 경로 번호, 목격자 및 기타 모든 관련 정보를 포함해야 합니다. 또한, 이 민원과 관련이 있는 기타 모든 문서를 제공해 주십시오.

섹션 V

귀하의 민원 사본을 해당 대중교통 제공자에 공개하는 것을 허락합니까?

예 _____ 아니요 _____

귀하의 신원을 해당 대중교통 제공자에 공개하는 것을 허락합니까?

예 _____ 아니요 _____

아래에 서명해 주십시오: _____

날짜: _____

[알림 - 서명이 없는 민원은 접수할 수 없습니다.]

완성된 양식은 다음 주소로 보내주십시오:

BurbankBus Administrative Office, Joslyn Adult Center, 1301 W. Olive Ave., Burbank, CA 91502.

더 자세한 정보를 원하시면, 버뱅크 버스(BurbankBus) 웹사이트

www.burbankbus.org/about-us/title-vi 를 방문해주십시오.

또한, 아래 주소로 연방 교통 관리국 (**Federal Transit Administration**) 에 민원을 직접 제출하실 수도 있습니다:

Federal Transit Administration, Office of Civil Rights, Region IX, San Francisco Federal Building, 90 7th Street, Suite 15-30, San Francisco, CA 94103.



**Lungsod ng Burbank
Pamagat VI
Form ng Pagrereklamo**

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

Seksiyon I

Pangalan: _____

Address: _____

Mga Numero ng Telepono:

(Bahay) _____ (Trabaho) _____

E-mail Address: _____

Mga Kailangan sa Naakses na Pormat?

Malaking Print _____ Audio tape _____

TDD _____ Iba pa _____

Ang Federal Transit Administration (FTA) Office ng Civil Rights ay responsable para sa mga pagsunod at pagsusubaybay sa mga karapatang pantao, na kinabibilangan ng pagtiyak na ang mga provider ng pampublikong transportasyon ay sumusunod sa Title VI ng Batas sa Karapatang Pantao ng 1964 (Civil Rights Act of 1964), Kautusang Ehekutibo 12898, “Mga Hakbang ng Federal Upang Tugunan ang Pangkapaligirang Hustisya sa Minoridad na Populasyon at mga Populasyong Mababa ang Kinikikita” (Federal Actions To Address Environmental Justice in Minority Populations and Low Income Populations) at Gabay sa mga Tumatanggap sa Espesyal na mga Serbisyo sa Wika (Guidance to Recipients on Special Language Services) hanggang sa mga Benepisyaryo ng Limited English Proficient (LEP) ng Department of Transportation.

Sa proseso ng imbestigasyon ng FTA sa reklamo, iaanalisa namin ang mga alegasyon ng nagreklamo para sa posibleng Title VI at kaugnay na mga kakulangan ng provider ng transportasyon. Kung matukoy ang mga kakulangan, ipinipresenta ang mga ito sa provider ng transportasyon at iniaalok ang tulong upang ituwid ang mga kakulangan sa paunang tinukoy na iskedyul. Maaari ring idulog ng FTA ang bagay sa Department of Justice ng Estados Unidos para sa pagpapatupad.

Seksiyon II

Inihahain mo ba ang reklamong ito para sa iyong sarili?

Oo ____ Hindi ____

[Kung sumagot ka ng "oo" sa tanong na ito, pumunta sa Seksiyon III.]

Kung hindi, pakibigay ang pangalan at kaugnayan ng tao para kanino ikaw ay nagrereklamo: _____

Pakipaliwanag kung bakit naghain ka para sa ikatlong partido.

Pakikumpirma na nakuha mo ang pahintulot ng naagrabyang partido kung naghain ka sa ngalan ng ikatlong partido.

Oo ____ Hindi ____

Seksiyon III

Nakapaghain ka na ba dati ng reklamong Title VI sa FTA? Oo ____ Hindi ____

Kung oo, ano ang iyong FTA Complaint Number? _____

Tandaan: Ang impormasyong ito ay kailangan para sa mga layuning administratibo; pipirmahan namin ang kaparehong complaint number sa bagong reklamo.]

Nakapaghain ka na ba ng reklamong ito sa alinman sa sumusunod na mga ahensiya?

Transit Provider ____ Department of Transportation ____

Department of Justice _____ Equal Employment Opportunity Commission _____

Iba pa _____

Nakapaghain ka ba ng kaso kaugnay ng reklamong ito? Oo _____ Hindi _____

Kung oo, mangyaring magbigay ng kopya ng form ng pagrereklamo.

[Tandaan: Ang impormasyon sa itaas ay makatutulong para sa mga layuning administratibo sa pagsusubaybay. Gayon pa man, kung nakabinbin ang paglilitis kaugnay ng kaparehong mga isyu, sasang-ayon kami sa pasya ng korte.]

Seksiyon IV

Pangalan ng provider ng pampublikong transportasyon na inirereklamo:

Taong kokontakin: _____

Titulo: _____

Numero ng telepono:

Sa hiwalay na papel, pakilarawan ang iyong reklamo. Dapat mong ilakip ang partikular na mga detalye tulad ng mga pangalan, mga petsa, mga oras, mga numero ng ruta, mga saksi at anumang iba pang impormasyon na makatutulong sa aming imbestigasyon ng iyong mga alegasyon. Pakibigay ang anumang iba pang dokumentasyon na kaugnay ng reklamong ito.

Seksiyon V

Maaari ba naming ilabas ang kopya ng iyong reklamo sa provider ng transportasyon?

Oo _____ Hindi _____

Maaari ba namin ilabas ang iyong identidad sa provider ng transportasyon?

Oo _____ Hindi _____

Pakipirma rito: _____

Petsa: _____

[Tandaan - Hindi namin matatanggap ang iyong reklamo kapag walang pirma.]

Paki-email ang iyong nakumpletong form sa:

BurbankBus Administrative Office sa Joslyn Adult Center na matatagpuan sa 1301 W. Olive Ave., Burbank, CA 91502.

Para sa karagdagang impormasyon, bumisita sa website ng BurbankBus sa www.burbankbus.org/about-us/title-vi.

Maaari ka ring direktang maghanin ng reklamo sa Federal Transit Administration asa

Federal Transit Administration, Office of Civil Rights, Region IX, San Francisco Federal Building, 90 7th Street, Suite 15-30, San Francisco, CA 94103.

Appendix C
City of Burbank PASS Program Details



CITY OF BURBANK PASS PROGRAM INFORMATION

The Burbank Program, Activity, and Service Subsidy (PASS) Program provides Burbank residents, who are in need of financial assistance, the opportunity to engage and apply for Burbank programs, activities, and services. Applications are accepted throughout the Fiscal Year (July 1 – June 30). Applications approved after April 1 are eligible for funding starting in the new Fiscal Year. Applicants must renew on an annual basis, with exception to persons over the age of 62*.

BURBANK PASS:

- Awarded on a first-come, first-serve basis.
- Limited by available space and available funding.
- *Persons over the age of 62 are approved for three (3) years of funding.
- Allowance of \$400 per eligible individual per fiscal year with a cap of \$1,200 per household.
- A one-time transfer of \$200 for a family member is allowed.
- May not cover 100% of program, activity or service cost. Please refer to the City website for subsidy amounts, www.burbankca.gov/burbankpass
- BurbankBus riders will be issued a photo ID card. A \$5 replacement fee will be incurred for any lost or stolen ID card.
- To qualify, applicants are required to meet all program requirements.
- Incomplete applications will not be accepted.

QUALIFICATIONS:

- Burbank residency.
- No age restriction.
- Adhere to the gross annual household income based on household size. (See chart to the right)

ELIGIBLE PROGRAMS:

See website for full listing: www.burbankca.gov/burbankpass

INELIGIBLE PROGRAMS:

- Include but are not limited to: Basic Utility Services already included in the Lifeline Program and Project Share, Building Permits and Fees, Penalties and Fines, Special Event Admissions, Starlight Bowl Concerts, Burbank Senior Activity Card, Recreation Class Material Fees, Go! Party, and Facility Rentals.

SUPPLEMENTALS:

Please provide original documents of the following for review:

1. Proof of Residency

Current utility bill (Burbank Water & Power, gas, or telephone bill) dated within two months of application filing date. Driver's License not accepted.

2. Proof of Household Size

State or Federal Program document that indicates household size (Tax Return or original birth certificate for children); or government-issued document for each dependent.

3. Proof of Income

Most recent **Tax Return** or **W-2** for wage earners living in household or **last two paycheck stubs** for wage earners living in household. If applicable, provide verification of welfare, State disability, social security, supplemental/pension benefit or unemployment documentation.

*The Section 8 Housing Assistance Payments Contract Amendment Notice document may be provided in lieu of items #1 & #2.

All applications must be submitted in person by appointment.

At the time of your appointment, bring completed application and original required verification documents to:

**Community Services Building, Parks and Recreation Department – 3rd Floor
150 North Third Street, Burbank**



rev. 5/2019

For appointments and questions regarding the application and approval process, please contact 818.238.5300.

CITY OF BURBANK PASS PROGRAM APPLICATION

Complete one form per family. Completed applications do not guarantee approval. Please Print.

STEP 1: ACKNOWLEDGEMENT

Name of Applicant (<i>applicant must be 18 or over</i>):		Date:
Have You Ever Applied to the Burbank PASS Program? Yes / No		When?
Date of Birth:	Gender: M / F	Household Size:
Address:		Zip:
Daytime Phone:	<input type="checkbox"/> Home <input type="checkbox"/> Cell	Email:

STEP 2: HOUSEHOLD INFORMATION

Please list all family members that will be participating in the Burbank PASS Program.

Name	Sex	Relationship To Applicant	Birth Date MM/DD/YY	Interest <i>refer to Eligibility List</i>	Office Use Only: Approved Amount
	M / F			<input type="checkbox"/> Transportation <input type="checkbox"/> ASD <input type="checkbox"/> Rec. Classes <input type="checkbox"/> Other: _____	
	M / F			<input type="checkbox"/> Transportation <input type="checkbox"/> ASD <input type="checkbox"/> Rec. Classes <input type="checkbox"/> Other: _____	
	M / F			<input type="checkbox"/> Transportation <input type="checkbox"/> ASD <input type="checkbox"/> Rec. Classes <input type="checkbox"/> Other: _____	
	M / F			<input type="checkbox"/> Transportation <input type="checkbox"/> ASD <input type="checkbox"/> Rec. Classes <input type="checkbox"/> Other: _____	
	M / F			<input type="checkbox"/> Transportation <input type="checkbox"/> ASD <input type="checkbox"/> Rec. Classes <input type="checkbox"/> Other: _____	
	M / F			<input type="checkbox"/> Transportation <input type="checkbox"/> ASD <input type="checkbox"/> Rec. Classes <input type="checkbox"/> Other: _____	
	M / F			<input type="checkbox"/> Transportation <input type="checkbox"/> ASD <input type="checkbox"/> Rec. Classes <input type="checkbox"/> Other: _____	

The information provided is true and correct. Any falsification of information will be cause for immediate and automatic disqualification of any current and future Burbank PASS Program opportunities.

I understand that the signature below affirms to the best of my knowledge that the above statement is true.

If under 18 years of age; parent/guardian signature required below.

Print Name

Signature

DATE APPROVED:

Appendix D
BurbankBus Title VI Hearing Notices
(In English, Spanish, Armenian, Korean, and Tagalog)

Public Hearing Notices For: Fare Policy Change for BurbankBus Senior and Disabled Transportation, 2017

Public Notice

City of Burbank – Proposed Fare Change for BurbankBus Senior and Disabled Service

What is this?

This notice is to let you know that the Burbank City Council will consider charging a \$2.00 fare for each one-way trip to ride BurbankBus Senior and Disabled Service. A reduced fare of \$0.50 is proposed for qualifying low-income riders. This fare is proposed as part of the City's 2017-2018 budget. A public hearing to consider approval of the budget, including the fare for BurbankBus Senior and Disabled Service, will be held on June 6, 2017.

How Much is the Fare Increase?

There is currently no charge to ride BurbankBus Senior and Disabled Service, although a \$0.50 donation for each one-way trip is suggested. BurbankBus Senior and Disabled Transit is an on-demand, curb-to-curb premium service. The proposed \$2.00 fare for each one-way trip would pay for 10 percent of the service costs and helps ensure that this critical service remains available to those who need it the most. Qualifying low-income riders would be charged a reduced-fare of \$0.50 for each one-way trip which matches the current \$0.50 suggested donation.

How do I find out more or participate?

- Call the BurbankBus information line at **818-246-4258**. Phone hours are Monday through Friday between 8 am and 5 pm; and/or
- Email BurbankBus at contact@burbankbus.org; and/or
- Attend the **City Council public hearing** to discuss the City's 2017-2018 budget on **Tuesday, June 6, 2017 at 6:00 p.m.** The meeting will be held in the **City Council Chambers in City Hall at 275 E. Olive Avenue in Burbank.**

Dated: May 17, 2017

For additional information on the proposed fare, please visit:
<http://burbankbus.org/>.

Aviso Público

Ciudad de Burbank – Propuesta de Cambio de Tarifa para el Servicio de Adultos Mayores y Discapacitados BurbankBus

¿Qué es esto?

Este aviso es para informarle que el Consejo Municipal de Burbank considerará cobrar una tarifa de \$2.00 por cada recorrido de ida para viajar en el Servicio de Adultos Mayores y Discapacitados BurbankBus. Se propone una tarifa reducida de \$0.50 para pasajeros calificantes de bajos ingresos. Se propone esta tarifa como parte del presupuesto 2017-2018 de la ciudad. El 6 de junio de 2017, se celebrará una audiencia pública para considerar la aprobación del presupuesto, incluyendo la tarifa del Servicio de Adultos Mayores y Discapacitados BurbankBus.

¿Cuánto es el Aumento en la Tarifa?

Actualmente no hay cargo para viajar en el Servicio de Adultos Mayores y Discapacitados BurbankBus, aunque se sugiere una donación de \$0.50 por cada recorrido de ida. El Servicio de Adultos Mayores y Discapacitados BurbankBus es un servicio premium a pedido, de puerta a puerta. La tarifa propuesta de \$2.00 por cada recorrido de ida pagaría el 10 por ciento de los costos de servicio y ayudaría a asegurar que este servicio básico permanezca disponible para quienes más lo necesitan. A los pasajeros calificantes de bajos ingresos se les cobrará una tarifa reducida de \$0.50 por cada viaje de ida lo cual coincide con la actual donación sugerida de \$0.50.

¿Cómo puedo obtener más información o participar?

- Llame a la línea de información de BurbankBus al **818-246-4258**. Las horas para comunicarse son de lunes a viernes entre las 08:00 a.m. y 17:00 p.m.; y/o
- Envíe un e-mail a BurbankBus a contact@burbankbus.org; y/o
- Asista a la **audiencia pública del Consejo Municipal** para discutir el presupuesto 2017-2018 de la Ciudad, el **martes 6 de junio de 2017 a las 18:00 p.m.** La reunión se llevará a cabo en la **Sala del Consejo Municipal en la Alcaldía en 275 E. Olive Avenue in Burbank.**

Fecha: 17 de mayo de 2017

Para obtener información adicional sobre la tarifa propuesta, por favor visite <http://burbankbus.org/>.

Հանրային ծանուցում

Բրբեքենք քաղաք - «BurbankBus»-ի տարեցների և հաշմանդամների ծառայության (BurbankBus Senior and Disabled Service) ուղեվարձի առաջարկվող փոփոխություն

Ի՞նչ է սա:

Այս ծանուցման նպատակն է, որ դուք իմանաք, որ Բրբեքենքի քաղաքային խորհուրդը քննարկելու է «BurbankBus»-ի տարեցների և հաշմանդամների ծառայությունով մեկ ուղղությամբ յուրաքանչյուր երթևեկության համար \$2.00 գանձելու հարցը: Ավելի նվազ՝ \$0.50 ուղեվարձ առաջարկվում է ցածր եկամուտ ունեցող համարվող երթևեկողների համար: Այս ուղեվարձը 2017-2018թթ. Քաղաքային բյուջեի մաս է կազմում: Բյուջեի, որը ներառում է «BurbankBus»-ի տարեցների և հաշմանդամների ծառայության ուղեվարձը, հաստատման համար հանրային լսումները կանցկացվեն 2017թ. հունիսի 6-ին:

Որքանո՞վ է ավելանում ուղեվարձը:

Ներկայումս «BurbankBus»-ի տարեցների և հաշմանդամների ծառայությունով երթևեկելու համար գումար չի գանձվում, սակայն յուրաքանչյուր մեկ ուղղությամբ երթևեկության դիմաց ենթադրվում է \$0.50 նվիրատվություն: «BurbankBus»-ի տարեցների և հաշմանդամների ծառայությունն ըստ պահանջի, դոնից դուռ առաջնակարգ ծառայություն է: Յուրաքանչյուր մեկ ուղղությամբ երթևեկության համար առաջարկվող \$2.00 ուղեվարձը կծածկի ծառայության ծախսերի 10 տոկոսը և կօգնի համոզված լինելու, որ այս կարևոր ծառայությունը հասանելի կմնա նրանց համար, ովքեր ամենից շատ դրա կարիքն ունեն: Ցածր եկամուտ ունեցող համարվողները յուրաքանչյուր մեկ ուղղությամբ երթևեկության համար կվճարեն \$0.50 իջեցված ուղեվարձ, որը համապատասխանում է ներկայումս առաջարկվող \$0.50 նվիրատվությանը:

Ինչպե՞ս ես կարող եմ ավելին իմանալ կամ մասնակցել:

- Ձանգահարեք «BurbankBus»-ի տեղեկատվական գծին **818-246-4258** հեռախոսահամարով: Հեռախոսագծի աշխատանքային ժամերն են առավոտյան ժամը 8-ից մինչև երեկոյան ժամը 5-ը, երկուշաբթիից մինչև ուրբաթ, և/կամ
- Էլեկտրոնային նամակ ուղարկեք «BurbankBus»-ին contact@burbankbus.org [huugtnl](mailto:contact@burbankbus.org) և/կամ
- Քաղաքի 2017-2018թթ. բյուջեն քննարկելու համար ներկա գտնվեք Քաղաքային խորհրդի հանրային լսումներին **2017թ. հունիսի 6-ին, ժամը 18:00-ին**: Հանդիպումը կկայանա **Բրբեքենի 275 E. Olive Avenue** հասցեում գտնվող քաղաքապետարանի քաղաքային խորհրդի դահլիճում:

Մայիսի 17, 2017թ.

Առաջարկվող ուղեվարձի մասին հավելյալ տեղեկատվության համար խնդրում ենք այցելել՝ <http://burbankbus.org/>.

공고

버뱅크시 - 버뱅크버스 노인 및 장애인 서비스에 대한 요금 변경 초안

무엇에 관한 공고인가?

버뱅크시 의회는 본 공고를 통해 버뱅크버스를 이용하는 노인분들 및 장애인들에 대해 편도 1회 승차 요금을 \$2.00로 부과하는 방안을 검토 중이라는 사실을 여러분들에게 전해드립니다. 저소득층 승객들을 위해서는 요금을 \$0.50만큼 인하하자는 제안이 있습니다. 버스 요금 체계와 관련된 이런 제안은 시의 2017-2018년 예산안의 일부입니다. 버뱅크버스 노인 및 장애인 서비스를 포함한 본 예산안의 승인을 심의하기 위한 공청회가 2017년 6월 6일에 개최될 예정입니다.

요금은 얼마나 인상되나?

편도 1회 승차에 대해 \$0.50의 지원금 (donation)이 제안된 상태이지만 현재적으로 버뱅크버스 노인 및 장애인 서비스에는 요금이 부과되지 않고 있습니다. 버뱅크버스 고령자 및 장애인 교통은 이용자의 요구에 맞춰(on-demand) 길가나 도로변에서 승,하차가 가능한 (curb-to-curb) 프리미엄 교통 서비스입니다. 편도 1회 승차에 대해 제안된 \$2.00의 요금은 해당 서비스 비용의 10퍼센트에 해당하며, 이처럼 중요한 서비스를 가장 필요로 하는 이용자들을 위해 지속적으로 운행되도록 하자는 취지인 것입니다. 저소득층 승객에 대한 혜택으로 편도 1회 승차 요금이 \$0.50만큼 인하되며, 이는 현재 제안된 \$0.50의 지원금과 매치됩니다.

더 자세한 정보를 알거나 참여하려면 어떻게 할 수 있을까?

- 버뱅크버스 정보 서비스 번호 **818-246-4258**로 전화 주세요. 월-금요일, 오전 8시에서 오후 5시까지 전화 서비스가 가능합니다; 그리고/또한
- 버뱅크버스 주소 contact@burbankbus.org로 이메일을 보내세요; 그리고/또한
- **2017년 6월 6일, 화요일, 오후 6시에** 열리는 시의 2017-2018년 예산안을 토론하는 **시의회 공청회**에 참석하세요. 공청회는 **275 E. Olive Avenue in Burbank**에 위치한 **시청, 시의회 회의실**에서 개최될 예정입니다.

공고 일자: 2017년 5월 17일

제안된 요금에 대해 더 자세한 정보를 원하시는 분은 <http://burbankbus.org/>를 방문해 주십시오.

Pampublikong Abiso

Lungsod ng Burbank – Pinanukalang Pagbabago sa Pamasaha para sa BurbankBus Senior and Disabled Service

Ano ito?

Ang abisong ito ay upang ipaalam sa inyo na ikukunsidera ng konseho ng Lungsod ng Burbank ang pagsingil ng \$2.00 na pamasaha para sa bawat one-way na biyahe para sumakay sa BurbankBus Senior and Disabled Service. Ang binawasang pamasaha na \$0.50 ay pinanukala para sa kwalipikadong mga sumasakay na mababa ang kita. Ang pamasaheng ito ay pinanukala bilang bahagi ng badget ng Lungsod sa 2017-2018. Ang isang pampublikong pagdinig upang ikunsidera ang pag-apruba ng badget, kabilang ang pamasaha para sa BurbankBus Senior and Disabled Service, ay idadaos sa Hunyo 6, 2017.

Magkano ang Dagdag-Pamasaha?

Kasalukuyang walang bayad sa pagsakay sa BurbankBus Senior and Disabled Service, kahit na ang donasyong \$0.50 para sa bawat one-way na biyahe ay ipinanukala. Ang BurbankBus Senior and Disabled Transit ay isang on-demand, curb-to-curb na premium service. Ang pinanukalang \$2.00 na pamasaha para sa bawat one-way na biyahe ay magbabayad sa 10 porsyento ng mga gastos sa serbisyo at makakatulong sa pagtiyak na ang kritikal na serbisyong ito ay mananatiling mapapakinabangan ng mga taong pinaka-nangangailangan nito. Ang kwalipikadong mababa ang kita na mga sumasakay ay sisingilin ng binabaang pamasaha na \$0.50 para sa bawat one-way na biyahe na katugma ng kasalukuyang \$0.50 na pinanukalang donasyon.

Paano ko malalaman ang iba pa o lalahok?

- Tawagan ang linyang pang-impormasyon ng BurbankBus sa **818-246-4258**. Ang mga oras ng telepono ay Lunes hanggang Biyernes sa pagitan ng 8 am at 5 pm; at/o
- Mag-email sa contact@burbankbus.org; and/or
- Dumalo sa pampublikong pagdinig ng Konseho ng Lungsod upang talakayin ang 2017-2018 badget ng Lungsod sa **Martes, Hunyo 6, 017sa 6:00 p.m.** Ang pagpupulong ay idadaos sa **Silid ng Konseho ng Lungsod (City Council Chambers) sa City Hall sa 275 E. Olive Avenue sa Burbank.**

May petsang: Mayo 17, 2017

Para sa karagdagang impormasyon sa pinanukalang pamasaha, pakibisita sa:
<http://burbankbus.org/>.

Public Hearing Notices For: Elimination of Former BurbankBus Empire / Downtown Route and Establishment of the New BurbankBus Golden State Circulator Route, 2018

NOTICE OF BURBANKBUS SERVICE CHANGE

What is this?

This notice is to let you know that the Transportation Commission of the City of Burbank will hold a meeting to receive community input on the elimination of the BurbankBus Empire-Downtown Route and the introduction of the BurbankBus Golden State Circulator Route. The purpose of this change is to provide fixed-route service to the new Burbank Airport North Metrolink Station and improve rail connectivity to the Golden State. Maps for each route are provided below. The proposed Golden State Circulator would operate during the same period as the existing Empire-Downtown Route, from 6:00 AM to 10:00 AM in the morning and 2:30 PM to 6:30 PM in the evening. The public is encouraged to attend this meeting and comment on the proposal. The public meeting will be held:

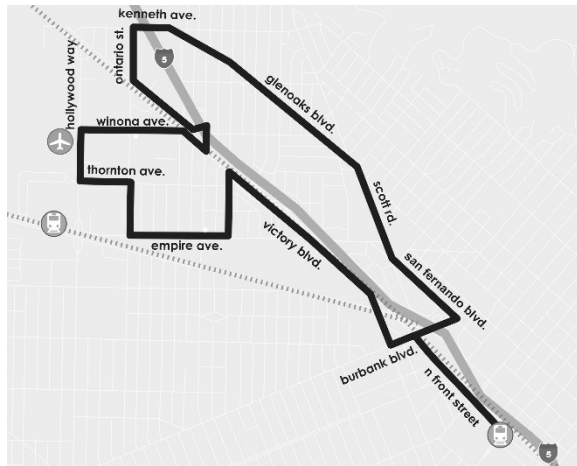
Date: Monday, March 26, 2018
Time: 5:00 p.m.
Place: Room 104, Community Services Building
150 N. Third St., Burbank, California 91502

All public comment will be considered by the Transportation Commission prior to making a recommendation for or against the proposal. Based on the community input received and the Transportation Commission's recommendation, the Burbank City Council will make a final decision at a future noticed public City Council meeting.

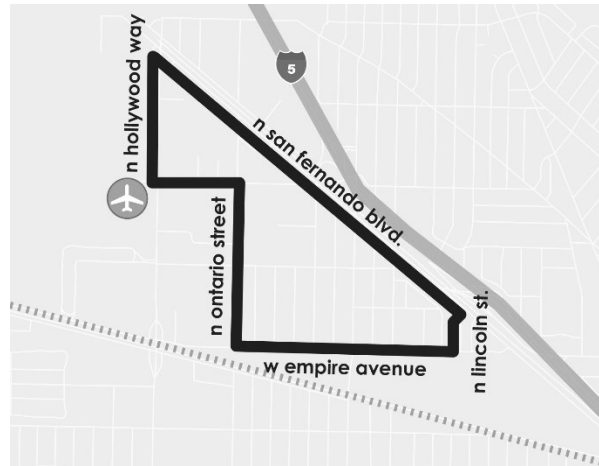
How do I find out more information or give my input?

- Call BurbankBus at 818-246-4258 or Email at contact@burbankbus.org
- Send written comments to Transportation Division, Attn: Adam Emmer, 150 N. Third Street, Burbank CA 91502
- Attend the Service Change Meeting: Monday, March 26, 2018 at 5 PM in the Burbank Community Service Building, 150 N. Third Street
- The Burbank City Council will make decision on the proposed service change, tentatively scheduled for Tuesday, April 17, 2018 at 6 PM at the City Council Chambers in City Hall, 275 E. Olive Avenue.

Existing Empire-Downtown Route



Proposed Golden State Circulator



This facility is disabled accessible. In compliance with the Americans with Disabilities Act, if any special assistance is needed to participate in this hearing, please contact the ADA Coordinator at (818) 238-5424 voice or (818) 238-5035 TDD. Notification 48 hours in advance of this meeting will enable the City to make reasonable arrangements for special assistance. Translation services in Spanish, Armenian, Korean, and Tagalog shall be made available upon 72 hours advance notice. Requests for these services must be made to the BurbankBus call center at (818) 246-4258 no later than March 21, 2018.

DATED: February 28, 2018

AVISO DEL CAMBIO EN EL SERVICIO DE BURBANKBUS

¿Qué es esto?

Este aviso es para informarle que la Comisión de Transporte de la Ciudad de Burbank realizará una reunión para recibir aportes de la comunidad en relación a la eliminación de la Ruta Empire-Downtown del BurbankBus y la introducción de la Ruta Golden State Circulator del BurbankBus. El propósito de este cambio es proporcionar un servicio de ruta fija a la nueva Estación Metrolink North del Aeropuerto de Burbank y mejorar la conectividad ferroviaria con el Golden State. Los mapas para cada ruta se proporcionan a continuación. El Golden State Circulator propuesto funcionaría durante el mismo período que la Ruta existente Empire-Downtown, de 6:00 a.m. a 10:00 a.m. por la mañana y de 2:30 p.m. a 6:30 p.m. por la tarde. Se insta al público a asistir a esta reunión y realizar los comentarios sobre la propuesta. La reunión pública se llevará a cabo el:

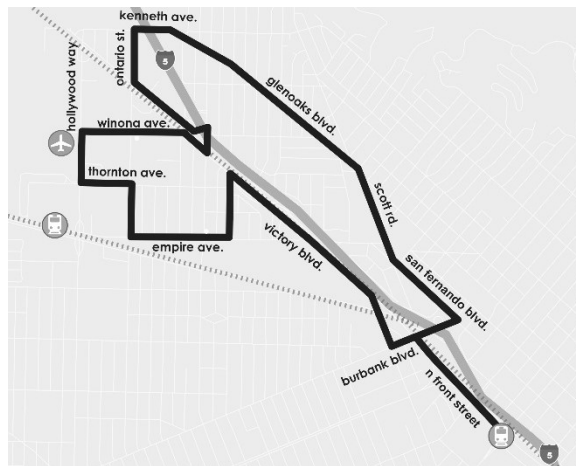
Fecha: Lunes, 26 de Marzo, 2018
Hora: 5:00 p.m.
Lugar: Room 104, Community Services Building
150 N. Third St., Burbank, California 91502

Todos los comentarios públicos serán considerados por la Comisión de Transporte antes de hacer una recomendación a favor o en contra de la propuesta. Basados en los aportes recibidos de la comunidad y la recomendación de la Comisión de Transporte, el Ayuntamiento de Burbank tomará una decisión final en una futura reunión pública.

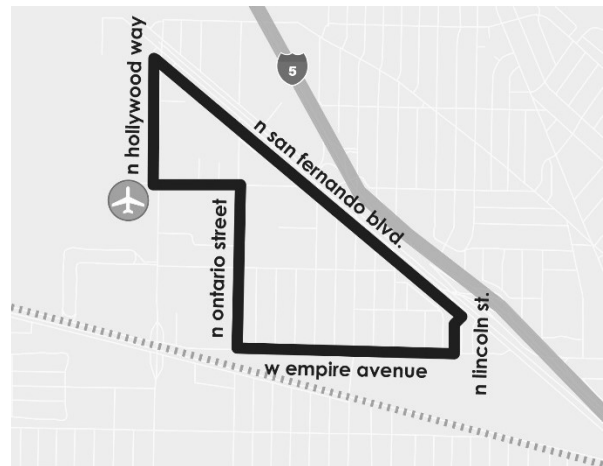
¿Cómo puedo obtener más información o dar mi opinión?

- Llame a BurbankBus por el 818-246-4258 o envíe un correo electrónico a contact@burbankbus.org
- Envíe sus comentarios por escrito a la División de Transporte, Atención: Adam Emmer, 150 N. Third Street, Burbank CA 91502
- Asista a la Reunión de Cambio de Servicio: Lunes, 26 de Marzo, 2018 a las 5:00 PM en el Burbank Community Service Building, 150 N. Third Street
- El Ayuntamiento de Burbank tomará una decisión sobre el cambio de servicio propuesto, tentativamente programada para el Martes, 17 de Abril, 2018 a las 6:00 PM en la Cámara Municipal del Ayuntamiento, 275 E. Olive Avenue.

Ruta Existente Empire-Downtown



Golden State Circulator Propuesto



Esta instalación tiene acceso para discapacitados. En cumplimiento con la Ley de Estadounidenses con Discapacidades, si necesita asistencia especial para participar en esta audiencia, comuníquese con el Coordinador de ADA por el teléfono (818) 238-5424 o (818) 238-5035 TDD. La notificación 48 horas antes de esta reunión permitirá a la Ciudad hacer los arreglos razonables para asistencia especial. Los servicios de traducción en Español, Armenio, Coreano y Tagalo estarán disponibles con 72 horas de anticipación. Las solicitudes para estos servicios deben realizarse al centro de llamadas de BurbankBus, por el (818) 246-4258 a más tardar el 21 de Marzo, 2018.

FECHADO: 28 de Febrero, 2018

ԾԱՆՈԻՑՈՒՄ BURBANKBUS ԾԱՌԱՅՈՒԹՅՈՒՆՆԵՐԻ ՓՈՓՈԽՄԱՆ ՄԱՍԻՆ

Ի՞նչ է սա:

Այս ծանուցումը նրա համար է, որ դուք իմանաք, որ Բրրբենք քաղաքի տրանսպորտային հանձնաժողովը պետք է ժողով անցկացնի՝ BurbankBus-ի Empire-Downtown երթուղին փակելու և BurbankBus-ի Golden State Circulator երթուղի բացելու վերաբերյալ համայնքի կարծիքներն ստանալու համար: Այս փոփոխության նպատակն է՝ դեպի Բրրբենքի օդանավակայանի նոր հյուսիսային Metrolink կայարան ֆիքսված երթուղով ծառայություն մատուցելը և Golden State-ի հետ երկաթուղային կապի բարելավումը: Այդ երթուղիների քարտեզները բերված են ստորև: Առաջարկվող Golden State Circulator-ը գործելու է նույն ժամանակահատվածում, ինչ՝ գոյություն ունեցող Empire-Downtown-ը՝ առավոտյան 6:00 AM-ից մինչև 10:00 AM-ը և 2:30 PM-ից մինչև 6:30 PM-ը երեկոյան: Հանրությանը հորդորում ենք ներկա գտնվել ժողովին և կարծիք արտահայտել առաջարկի վերաբերյալ: Հանրային ժողովը կկայանա՝

Օրը՝	երկուշաբթի, մարտի 26, 2018 թ.
Ժամը՝	5:00 p.m.
Տեղը՝	104 սենյակ, Հանրային ծառայությունների շենք (Community Services Building) 150 N. Third St., Burbank, California 91502

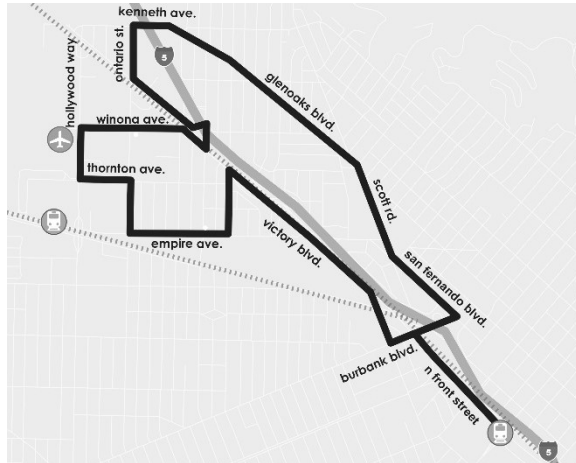
Հանրության բոլոր կարծիքները կդիտարկվեն տրանսպորտի հանձնաժողովի կողմից մինչև կողմ կամ դեմ առաջարկ անելը: Հիմնվելով ստացված հանրության կարծիքի և տրանսպորտային հանձնաժողովի առաջարկի վրա՝ Բրրբենքի քաղաքային խորհուրդը վերջնական որոշում կկայացնի հանրությանը նախապես տեղյակ պահված քաղաքային խորհրդի ժողովի ժամանակ:

Ինչպե՞ս ավելի շատ տեղեկություններ կարող եմ ստանալ կամ ներկայացնել իմ կարծիքը:

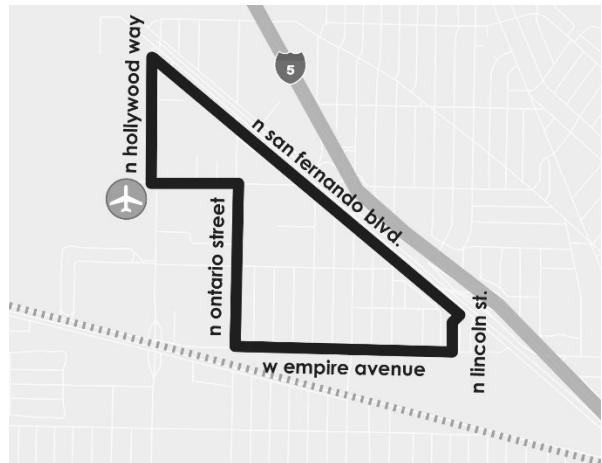
- Ջանգահարեք BurbankBus 818-246-4258 հեռախոսահամարով կամ էլեկտրոնային նամակ ուղարկեք՝ contact@burbankbus.org
- Գրավոր կարծիք ուղարկեք տրանսպորտային բաժին՝ Adam Emmer-ին, 150 N. Third Street, Burbank CA 91502 հասցեով
- Ներկա գտնվեք ծառայության փոփոխության վերաբերյալ հանդիպմանը՝ երկուշաբթի, 2018թ. մարտի 26-ին, ժամը 5 PM-ին Բրրբենքի հանրային ծառայությունների շենքում, հասցեն՝ 150 N. Third Street
- Բրրբենքի քաղաքային խորհուրդն առաջարկվող ծառայությունների փոփոխության վերաբերյալ որոշում կկայացնի 275 E. Olive Avenue հասցեում

գտնվող քաղաքային խորհրդի դահլիճում, որը նախապես նշանակված է 2018թ. ապրիլի 17-ին՝ երեքշաբթի, ժամը 6 PM-ին:

Ներկայիս Empire-Downtown երթուղին



Առաջարկվող Golden State Circulator-ը



Շենքը հասանելի է հաշմանդամների համար: Համաձայն Հաշմանդամություն ունեցող ամերիկացիների իրավունքների պաշտպանության օրենքի (ADA)՝ եթե այս լուսմների մասնակցելու համար որևէ հատուկ աջակցություն է պահանջվում, խնդրում ենք կապվել ADA համակարգողի հետ հետևյալ համարներով՝ (818) 238-5424՝ ձայնային կամ (818) 238-5035 TDD: Հանդիպումից 48 ժամ առաջ տեղեկացումը հնարավորություն կտա Քաղաքին ողջամիտ միջոցներ ձեռք առնել հատուկ աջակցության համար: 72 ժամ առաջ տեղեկացումը հնարավորություն կտա իսպաներ, հայերեն, կորեերեն և տազալոզ լեզուներով թարգմանություն ապահովելու համար: Այդ ծառայությունների համար դիմումները պետք է ներկայացնել BurbankBus-ի հեռախոսագանգերի կենտրոն (818) 246-4258 համարով ոչ ուշ, քան 2018թ. մարտի 21-ը:

ԹՎԱԳՐՎԱԾ Է՝ 2018թ. փետրվարի 28

버뱅크 버스 서비스 변경에 관한 공고

무엇에 관한 공고인가?

본 공고를 통해 버뱅크시 교통위원회는 버뱅크 버스 엠파이어-다운타운 (Empire-Downtown) 노선을 폐지하고, 버뱅크 버스 골든 스테이트 순환노선 (Golden State Circulator Route)을 신설하는 방안을 놓고 여러분들의 의견을 듣고자 공청회가 개최될 것임을 여러분들에게 알려드립니다. 이처럼 노선을 변경하는 목적은 새로 생기는 버뱅크 공항 북부 메트로링크역 (Burbank Airport North Metrolink Station)에 고정노선을 연결하고, 골든스테이트 (Golden State)로 연결되는 열차의 환승체계 기능을 제고하고자 하는 것입니다. 각 노선이 표시된 지도는 아래와 같습니다. 신설 예정인 골든스테이트 순환노선의 운행시간은 기존 엠파이어-다운타운 노선의 운행시간, 오전 6:00 AM-10:00 AM 및 오후 2:30 PM-6:30 PM과 동일합니다. 많은 시민들께서 이 공청회에 참석하여 변경안에 대한 다양한 의견들을 개진해 주시길 부탁드립니다. 공청회 일시 및 장소는 다음과 같습니다.

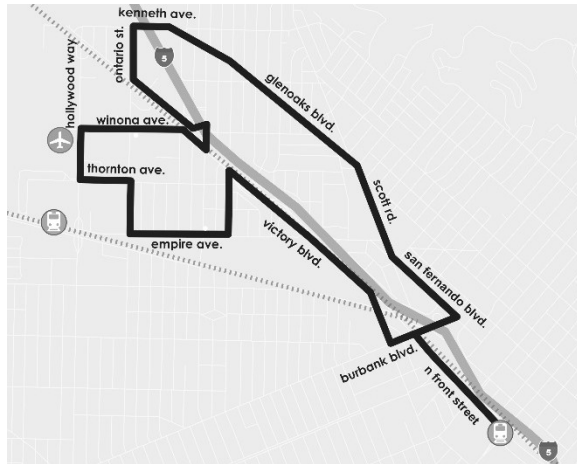
날짜: 월요일, 2018년 3월 26일
시간: 5:00 p.m.
장소: 104호, Community Services Building
 150 N. Third St., Burbank, California 91502

이 공청회에서 개진되는 모든 의견들은 교통위원회의 검토를 통해 본 변경안에 관한 지지 또는 반대 의견을 건의하는데 활용될 것입니다. 버뱅크시 의회는 이렇게 취합된 시민들의 의견과 교통위원회의 건의에 기초하여 추후 공지 예정인 시의회 회의에서 최종 결정할 방침입니다.

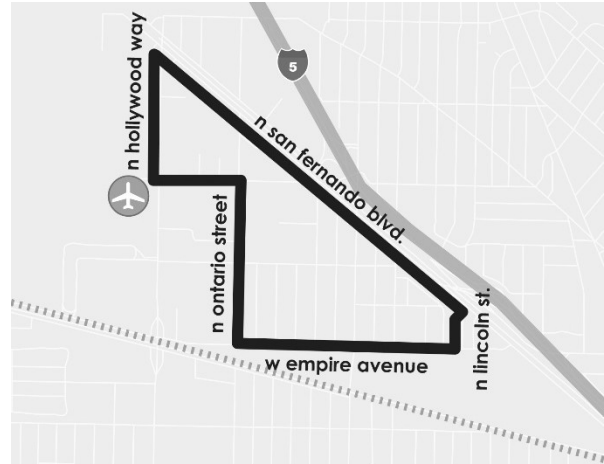
더 자세한 정보를 알거나 의견을 개진하려면?

- 버뱅크 버스에 818-246-4258 번호로 전화를 하시거나 contact@burbankbus.org 주소로 이메일을 보내 문의한다.
- 교통과에 다음 주소로 서면 의견서를 보낸다. Attn: Adam Emmer, 150 N. Third Street, Burbank CA 91502
- 서비스 변경 공청회에 참석한다: 월요일, 2018년 3월 26일, 오후 5시. 장소: Burbank Community Service Building, 150 N. Third Street
- 버뱅크시 의회는 서비스 변경안에 관한 결정을 최종적으로 내릴 것입니다. 회의는 잠정적으로 다음 일시 및 장소에서 예정되어 있습니다: 화요일, 2018년 4월 17일, 오후 6시. 장소: 시청 시의회 회의실, 275 E. Olive Avenue.

기존의 Empire-Downtown 노선



신설 예정의 Golden State 순환노선



이 시설물은 장애인을 위한 편의시설을 갖추고 있습니다. 미국장애인법 (ADA)에 의거, 본 공청회에 참석하기 위해 특별한 도움이 필요한 경우에는 ADA 담당자에게 다음의 번호로 전화해 주시기 바랍니다. 전화: (818) 238-5424 음성 또는 (818) 238-5035 TDD. 본 공청회 48시간 전에 연락하시면 시 당국에서 특별 지원을 위한 합당한 조치들을 취할 것입니다. 72시간 전에 연락하시면 스페인어, 아르메니아어, 한국어, 타갈로그어 등에 대한 통역서비스를 받으실 수 있습니다. 이와 같은 서비스를 원하시면 2018년 3월 21일 전에 버뱅크 버스 콜 센터 (818) 246-4258로 요청하시기 바랍니다.

공고일: 2018년 2월 28일.

ABISO SA PAGBABAGO SA SERBISYO NG BURBANKBUS

Ano ito?

Ang abisong ito ay upang ipaalam sa inyo na ang Komisyon ng Transportasyon ng Lungsod ng Burbank ay magdadaos ng isang pagpupulong para makatanggap ng input ng pamayanan tungkol sa pagtanggap ng Ruta ng BurbankBus na Empire-Downtown at sa pagpapasimula ng BurbankBus Golden State Circulator Route. Ang layunin ng pagbabagong ito ay para magbigay ng fixed na ruta ng serbisyo ng bagong Burbank Airport North Metrolink Station at dagdagan ang pagiging konektado ng tren sa Golden State. Ang mga mapa para sa bawat ruta ay ibinigay sa ibaba. Ang pinanukalang Golden State Circulator ay tatakbo sa kaparehong panahon tulad ng umiiral na Empire-Downtown na Ruta, mula 6:00 AM hanggang 10:00AM sa umaga at 2:30 PM hanggang 6:30 PM sa gabi. Ang publiko ay hinihimok na dumalo sa pagpupulong na ito at magkomento sa panukala. Idadaos ang pampublikong pagpupulong sa:

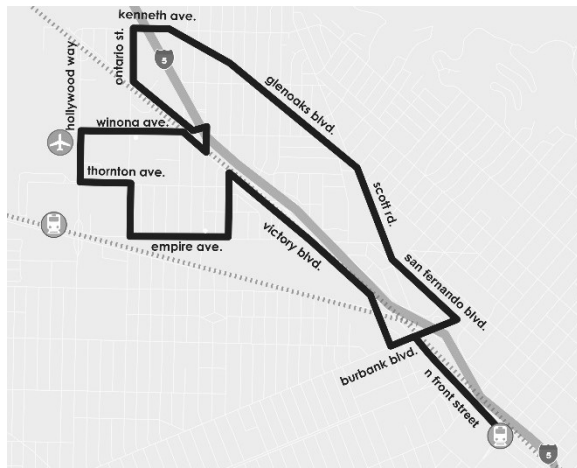
Petsa: Lunes, Marso 26, 2018
Oras: 5:00 p.m.
Lugar: Room 104, Community Services Building
150 N. Third St., Burbank, California 91502

Ang lahat ng komento ng publiko ay pag-iisipan ng Komisyon ng Transportasyon bago gagawa ng isang rekomendasyon para o laban sa panukala. Batay sa input ng pamayanan na natanggap at sa rekomendasyon ng Komisyon ng Transportasyon, ang Burbank City Council ay gagawa ng pinal na desisyon sa isang inabisong pagpupulong ng Konseho ng Lungsod sa hinaharap.

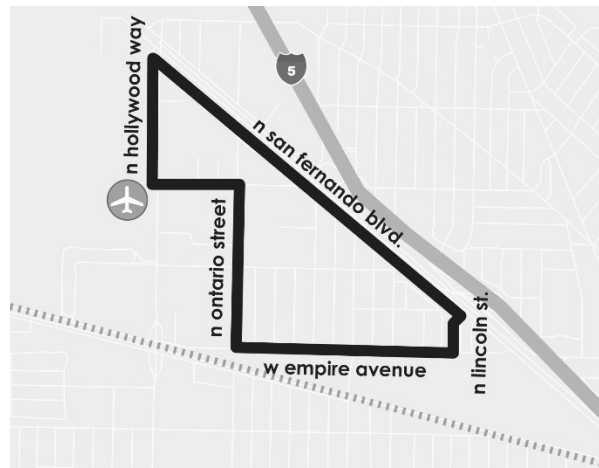
Paano ako makahahanap ng karagdagang impormasyon o ibigay ang aking input?

- Tawagan ang BurbankBus sa 818-246-4258 o Mag-email sa contact@burbankbus.org
- Ipadala ang mga nakasulat na komento sa Transportation Division, Attn: Adam Emmer, 150 N. Third Street, Burbank CA 91502
- Dumalo sa Pagpupulong sa Pagbabago ng Serbisyo: Lunes, Marso 26, 2018 sa 5PM sa Burbank Community Service Building, 150 N. Third Street
- Ang Konseho ng Lungsod ng Burbank ay gagawa ng pasya sa pinanukalang pagbabago sa serbisyo, na pansamanatalang nakatakda sa Martes, Abril 17, 2018 sa 6PM sa City Council Chambers sa City Hall, 275 E. Olive Avenue.

Umiiral na Rutang Empire-Downtown



Pinanukalang Golden State Circulator



Ang pasilidad na ito ay disabled accessible o naaakses ng may kapansanan. Bilang pagsunod sa Americans with Disabilities Act, kung ang anumang espesyal na tulong ay kailangan para sumali sa pagdinig na ito, mangyaring makipag-ugnayan sa ADA Coordinator sa (818) 238-5424 voice o (818) 238-5035 TDD. Ang abiso na 48 oras ang aga ay magbibigay kakayahan sa Lungsod na gumawa ng mga kaayusan para sa espesyal na tulong. Ang mga serbisyo sa pagsasalin sa Espanyol, Armenian, Koreano, at Tagalog ay makukuha kapag may abiso na 72 oras ang aga. Ang mga hiling para sa mga serbisyong ito ay kailangang ipaabot sa BurbankBus call center sa (818) 246-4258 nang hindi lalampas sa Marso 21, 2018.

Pinetsahan: Pebrero 28, 2018

Public Hearing Notices For: Elimination of BurbankBus Golden State Circulator Route and Extension of Pink Route (Formerly Known as Metrolink / Media District Route, 2019

NOTICE OF PUBLIC HEARING FOR BURBANKBUS SERVICE CHANGE

What is this?

This notice is to let you know that the Transportation Commission of the City of Burbank will hold a meeting to receive community input on the elimination of the BurbankBus Golden State Circulator Route due to poor ridership. The public is encouraged to attend this meeting and comment on the proposal.

BurbankBus Golden State Circulator Route to be Eliminated



The public meeting will be held:

Date: Monday, August 19, 2019

Time: 5:00 p.m.

**Place: Community Services Building, Room 104
150 N. Third Street, Burbank, CA 91502**

All public comment will be considered by the Transportation Commission prior to making a recommendation for or against the proposal. Based on the community input received and the Transportation Commission's recommendation, the Burbank City Council will make a final decision at a future noticed City Council Meeting.

How do I find out more information or give my input?

- Call BurbankBus at 818-246-4258 or Email at contact@burbankbus.org
- Send written comments to the City's Transportation Division, Attn: Adam Emmer, 150 N. Third Street, Burbank, CA 91502
- Attend the Transportation Commission Meeting where this item will be discussed on Monday, August 19, 2019 in the Burbank Community Services Building, 150 N. Third Street
- The Burbank City Council will make a decision on the proposed elimination of the BurbankBus Golden State Circulator Route at a City Council Meeting, tentatively scheduled for Tuesday, September 10, 2019 at 6 PM at the City Council Chambers in City Hall located at 275 E. Olive Avenue.

This facility is disabled accessible. In compliance with the American with Disabilities Act, if any special assistance is needed to participate in this hearing, please contact the City's ADA Coordinator at (818) 238-5424 voice or (818) 238-5035 TDD. Notification 48 hours in advance of this meeting will enable the City to make reasonable arrangements for special assistance. Request for translation services in Spanish, Armenian, Korean, and Tagalog shall be made to the BurbankBus call center at (818) 246-4258 no later than August 14, 2019.

NOTIFICACIÓN DE AUDIENCIA PÚBLICA PARA CAMBIO DE SERVICIO DE BURBANKBUS

¿Qué es esto?

Esta notificación tiene el fin de informarle que la Comisión de Transporte de la ciudad de Burbank realizará una reunión para recibir opiniones de la comunidad sobre la eliminación del recorrido del BurbankBus Golden State Circulator debido al escaso número de pasajeros. Se insta al público a asistir a esta reunión y opinar sobre la propuesta.

Se eliminará el recorrido del BurbankBus Golden State Circulator



La reunión pública se realizará:

Fecha: Lunes 19 de Agosto de 2019

Hora: 5:00 p.m.

**Lugar: Edificio de Servicios Comunitarios, Sala 104
150 N. Third Street, Burbank, CA 91502**

Todos los comentarios del público serán considerados por la Comisión de Transporte antes de hacer una recomendación a favor o en contra de la propuesta. Con base en los comentarios recibidos de la comunidad y la recomendación de la Comisión de Transporte, el ayuntamiento de Burbank tomará una decisión final en una futura reunión a ser anunciada.

¿Cómo puedo obtener más información o dar mi opinión?

- Comuníquese con BurbankBus al 818-246-4258 o por correo electrónico a contact@burbankbus.org
- Envíe sus comentarios por escrito a la División de Transporte de la ciudad, atn.: Adam Emmer, 150 N. Third Street, Burbank, CA 91502
- Asista a la reunión de la Comisión de Transporte en donde se hablará sobre este tema el 19 de Agosto de 2019 en el edificio de Servicios Comunitarios de Burbank, 150 N. Third Street.
- El ayuntamiento de Burbank tomará una decisión sobre la eliminación propuesta del recorrido del BurbankBus Golden State Circulator en una reunión del ayuntamiento, programada de manera tentativa para el martes 10 de Septiembre de 2019 a las 6 PM en la Cámara Municipal del Ayuntamiento ubicada en 275 E. Olive Avenue.

Este edificio cuenta con acceso para discapacitados. En conformidad con la Ley sobre Estadounidenses con Discapacidades (Americans with Disabilities Act, ADA), si se necesita alguna asistencia especial para participar en esta audiencia, contacte al coordinador de ADA de la ciudad al (818) 238-5424, voz, o al (818) 238-5035, línea TDD. La notificación con 48 horas previas a la reunión le permitirá a la ciudad hacer arreglos razonables para la asistencia especial. Las solicitudes de servicios de traducción en español, armenio, coreano y tagalo deben hacerse al centro de atención de BurbankBus al (818) 246-4258 hasta el 14 de Agosto de 2019.

ԾԱՆՈՒՑՈՒՄ
«BURBANKBUS» ԾԱՌԱՅՈՒԹՅԱՆ ՓՈՓՈԽՈՒԹՅԱՆ
ՎԵՐԱԲԵՐՅԱԼ ՀԱՆՐԱՅԻՆ ԼՍՈՒՄՆԵՐ ԱՆՑԿԱՑՆԵԼՈՒ ՄԱՍԻՆ

Ի՞նչ է սա:

Այս ծանուցումը ձեզ տեղեկացնելու համար է, որ Բըրբենք քաղաքի Տրանսպորտային հանձնաժողովը հանդիպում կանցկացնի՝ ստանալու համար հանրության առաջարկները «BurbankBus Golden State Circulator Route» երթուղին անբավարար ծանրաբեռնվածության պատճառով վերացնելու մասին: Հանրությանը հորդորում ենք մասնակցել այս ժողովին և մեկնաբանություններ անել առաջարկի շուրջ:

BurbankBus Golden State Circulator Route ը պետք է վերացվի:



Հանրային հանդիպումը կանցկացվի՝

Օրը՝ **Երկուշաբթի, Օգոստոս 19, 2019թ.**

Ժամը՝ **5:00 p.m.**

Տեղը՝ **Հանրային ծառայությունների շենք, սենյակ 104
150 N. Third Street, Burbank, CA 91502**

Հանրային բոլոր մեկնաբանությունները կքննվեն Տրանսպորտային հանձնաժողովի կողմից՝ նախքան առաջարկին կողմ կամ դեմ խորհուրդ տալը: Հենվելով հանրության կողմից ստացված առաջարկների և Տրանսպորտային հանձնաժողովի խորհուրդների վրա՝ Բըրբենք քաղաքի խորհուրդը վերջնական որոշում կկայացնի նախապես հայտարարված Քաղաքային խորհրդի ժողովի ժամանակ:

Ինչպե՞ս կարող եմ հավելյալ տեղեկություններ ստանալ կամ առաջարկներ ներկայացնել:

- Զանգահարեք Call BurbankBus 818-246-4258 հեռախոսահամարով կամ էլեկտրոնային նամակ ուղարկեք contact@burbankbus.org հասցեով
- Գրավոր մեկնաբանություններ ուղարկեք՝ City's Transportation Division, Attn: Adam Emmer, 150 N. Third Street, Burbank, CA 91502
- Ներկա գտնվեք Տրանսպորտային հանձնաժողովի հանդիպմանը, որի ժամանակ կքննարկվի այս հարցը երկուշաբթի, Օգոստոս 19, 2019թ. Բըրբենքի Հանրային ծառայությունների շենքում (Burbank Community Services Building), որը գտնվում է 150 N. Third Street հասցեում:
- Բըրբենք քաղաքի խորհուրդը «BurbankBus Golden State Circulator Route» երթուղին վերացնելու մասին առաջարկի վերաբերյալ որոշում կկայացնի Քաղաքային խորհրդի ժողովի ժամանակ, որը նախատեսված է անցկացնել հինգշաբթի, Սեպտեմբեր 10-ին ժամը 6 PM 275 E. Olive Avenue հասցեում տեղակայված Քաղաքապետարանի Քաղաքային խորհրդի դահլիճում:

Այդ տարածքը հասանելի է հաշմանդամներին: Համաձայն «Հաշմանդամ ամերիկացիների մասին» օրենքի՝ եթե այդ լսումներին մասնակցելու համար օժանդակություն է անհրաժեշտ, խնդրում ենք կապվել Քաղաքի ADA համակարգողի հետ հետևյալ հեռախոսահամարներով՝ (818) 238-5424 (ձայնային) կամ (818) 238-5035 TDD: Այս հանդիպումից 48 ժամ առաջ ծանուցում անելու դեպքում Քաղաքը կկարողանա հատուկ աջակցության ողջամիտ կարգավորումներ կատարել: Իսպաներեն, հայերեն, կորեերեն և տազալոգ լեզուներով թարգմանչական ծառայության պահանջ պետք է ներկայացնել BurbankBus-ի հեռախոսագնդերի կենտրոն (818) 246-4258 հեռախոսահամարով ոչ ուշ, քան Օգոստոս 14, 2019թ.:

공청회 안내 버뱅크버스 (BURBANKBUS) 서비스 변경 관련

이것은 어떤 공청회인가요?

이 공지는 버뱅크 시 교통 위원회(Transportation Commission of the City of Burbank)에서 이용자 수가 급격히 감소한 버뱅크버스 골든 스테이트 순환 노선(BurbankBus Golden State Circulator Route)을 제거하고자 하는 안건과 관련하여 주민들의 의견을 수렴하기 위한 공청회 안내입니다. 주민들께서는 모두 이 공청회에 참석하셔서 의견을 제공해주시기 바랍니다.

제거될 버뱅크버스 골든 스테이트 순환 노선



공청회 정보:

날짜: 2019년 8월 19일 월요일

시간: 오후 5:00

장소: 커뮤니티 서비스 빌딩(Community Services Building), 룸 104
150 N. Third Street, Burbank, CA 91502

교통 위원회는 제안을 승인 또는 거부하도록 권고하기 이전에 주민들의 모든 의견을 고려할 것입니다. 버뱅크 시의회는 이번 공청회에서 수렴한 주민 의견과 교통 위원회의 권고를 바탕으로 이후 공지될 시의회 회의에서 최종 결정을 내립니다.

더 자세한 정보를 원하거나 의견을 제공하려면 어떻게 해야 하나요?

- 전화 818-246-4258이나 이메일 contact@burbankbus.org로 버뱅크버스에 연락해주시요.
- 다음 주소로 의견을 보내주시요: 시 교통국(City's Transportation Division), Attn: Adam Emmer, 150 N. Third Street, Burbank, CA 91502
- 이 안건이 논의될 2019년 8월 19일 월요일 교통 위원회 회의에 참석해주시요. 회의 장소는 150 N. Third Street에 있는 버뱅크 커뮤니티 서비스 빌딩(Burbank Community Services Building)입니다.
- 버뱅크 시의회는 현재 275 E. Olive Avenue에 위치한 시청 시의회 회의실(City Council Chamber)에서 2019년 9월 10일 화요일, 오후 6시로 예정된 시의회 회의에서 버뱅크버스 골든 스테이트 순환 노선 제거 안건에 대한 결정을 내릴 것입니다.

이 시설은 장애인 편의 서비스를 제공합니다. 미국 장애인법(American with Disabilities Act)에 따라 이 공청회에 참석하기 위해 특별한 지원이 필요하다면, 시의 ADA 코디네이터에게 (818) 238-5424(음성) 또는 (818) 238-5035(TDD)로 연락해주시요. 회의 날짜로부터 48시간 이전에 알려주시면 시에서 특별 지원 요청에 적절하게 대응해드릴 수 있습니다. 스페인어, 아르메니아어, 한국어 및 타갈로그어 통역 서비스 요청은 2019년 8월 14일까지 (818) 246-4258로 버뱅크버스 고객 서비스 센터에 해주시요.

ABISO NG PAGDINIG SA PUBLIKO PARA SA PAGBABAGO NG SERBISYO NG BURBANKBUS

Ano ito?

Ang abisong ito ay nagpapaalam sa inyo na ang Komisyon ng Transportasyon ng Lungsod ng Burbank ay magdadaos ng pagpupulong para matanggap ang komento ng komunidad sa pagtanggag ng BurbankBus Golden State Circulator Route dahil sa kaunting bilang ng mga sumasakay. Hinihimok ang publiko na sumali sa pagpupulong na ito at magkomento sa panukala.

Tatangalin ang BurbankBus Golden State Circulator Route



Idadaos ang pampublikong pagpupulong sa:

Petsa: Lunes, Agosto 19, 2019

Oras: 5:00 p.m.

**Lugar: Community Services Building, Room 104
150 N. Third Street, Burbank, CA 91502**

Isaalang-alang ng Komisyon ng Transportasyon ang lahat ng komento ng publiko bago gumawa ng rekomendasyon, pabor man o laban sa panukala. Batay sa natanggap na komento ng komunidad at sa rekomendasyon ng Komisyon ng Transportasyon, gagawa ang Konseho ng Lungsod ng Burbank ng huling pasya sa ipinaalam na Pagpupulong ng Konseho ng Lungsod.

Paano ko malalaman ang iba pa o paano ko ibigay ang aking komento?

- Tawagan ang BurbankBus sa 818-246-4258 o Mag-email sa contact@burbankbus.org
- Magpadala ng nakasulat na mga komento sa Dibisyon ng Transportasyon (Transportation Division) ng Lungsod, Attn: Adam Emmer, 150 N. Third Street, Burbank, CA 91502
- Dumalo sa Pagpupulong ng Komisyon ng Transportasyon kung saan ang item na ito ay tatalakayin sa Lunes, Agosto 19, 2019 sa Burbank Community Services Building, 150 N. Third Street
- Ang Konseho ng Lungsod ng Burbank ay gagawa ng pasya hinggil sa pinanukalang pagtanggag ng BurbankBus Golden State Circulator Route sa Pagpupulong ng Konseho ng Lungsod, na pansamantalang nakatakda sa Martes, Setyembre 10 sa 6 PM sa Chambers ng Konseho ng Lungsod sa City Hall na nasa 275 E. Olive Avenue.

Ang pasilidad na ito ay ay pwedeng mapasukan ng mga may kapansanan. Bilang pagsunod sa American with Disabilities Act, kung ang anumang espesyal na tulong ay kailangan para makalahok sa pagdinig na ito, mangyaring makipag-ugnayan sa ADA Coordinator ng Lungsod sa (818) 238-5424 voice o (818) 238-5035 TDD. Ang abiso na maaga nang 48 oras tungkol sa pagpupulong na ito ay magpapahintulot sa Lungsod na makagawa ng mga makatwirang pagsasaayos para sa espesyal na tulong. Ang hiling para sa mga serbisyo sa pagsasalin sa Espanyol, Armenian, Korean, at Tagalog ay gagawin sa BurbankBus call center sa (818) 246-4258 nang hindi lalampas sa Agosto 14, 2019.

Appendix E
BurbankBus Comprehensive Operational Analysis Survey & Responses
(Survey Instrument in English, Spanish, Armenian, Korean, and Tagalog)

The City of Burbank is currently evaluating its public transit services. As a BurbankBus customer, your opinion is important to us. Return your completed survey by **June 19, 2017** to be entered to win one of several \$25 VISA gift cards! You may also take the survey online at www.burbankbussurvey.com.

1. Which BurbankBus route do you ride most often?

- ☐ Metrolink-Media District ☐ NoHo-Airport
☐ Empire-Downtown ☐ NoHo-Media District

2. Does your trip typically include a transfer to or from another public transit service (bus or rail)?

- ☐ Yes ☐ No

3. If you answered "yes" to Question 2, please select the service(s) you most often connect with.

- ☐ Another BurbankBus: Route name: _____
☐ Metrolink train
☐ Metro Bus: Route number: _____
☐ Metro Orange Line
☐ Metro Red Line
☐ Other (specify): _____

4. How long have you been riding BurbankBus?

- ☐ Less than 1 year ☐ 3-4 years
☐ 1-2 years ☐ 5 years or more

5. What influenced you to begin riding BurbankBus?

- ☐ Commute to Burbank via Metrolink
☐ Commute to Burbank via Metro Red Line
☐ Relocated to/near Burbank
☐ Lack of other transportation
☐ Prefer BurbankBus to Metro Bus
☐ Prefer to use public transportation
☐ Other (specify): _____

6. How often do you ride BurbankBus?

- ☐ 4 or more days per week ☐ Less than 1 day per week
☐ 2-3 days per week ☐ Other (specify): _____
☐ 1 day per week _____

7. How many one-way trips do you typically take on the days you ride BurbankBus?

- ☐ Only 2 – traveling to/from work or school
☐ Between 2 and 6 – I travel to multiple destinations during the day
☐ More than 6
☐ It varies every day I ride

8. How do you typically pay for your BurbankBus ride?

- ☐ Cash fare
☐ Metrolink ticket/pass
☐ EZ Transit Pass on TAP card
☐ Stored value on TAP card
☐ Inter-agency transfer
☐ Burbank Senior Activity Card
☐ Access Services identity card (TAP card)

9. How would you make this trip if BurbankBus was NOT available?

- ☐ Drive myself
☐ Carpool/Vanpool
☐ Taxi/rideshare (i.e., Uber/Lyft)
☐ Metro Bus
☐ Walk/Bicycle
☐ Drive with family/friend and get dropped off
☐ Would not make trip
☐ Other (specify): _____

10. Where do you typically obtain information about BurbankBus services?

- ☐ Employee Transportation Coordinator (ETC)/Rideshare Coordinator
☐ BurbankBus customer information phone line
☐ BurbankBus website
☐ On the bus
☐ From the bus driver
☐ Bus stop/station
☐ Train station
☐ Social media
☐ Printed brochure
☐ Google Transit
☐ Other (specify): _____

11. Have you utilized the BurbankBus customer information phone line within the past 30 days? ☐ Yes ☐ No

12. Have you visited the BurbankBus website within the past 30 days? ☐ Yes ☐ No

13. Which one service improvement would you most like to see introduced?

- ☐ Mid-day service
☐ More frequent service
☐ Earlier morning service
☐ Later evening service
☐ Service to a new area (specify): _____
☐ Saturday service
☐ Other (specify): _____

14. If the desired improvement were made, how would this affect your use of BurbankBus?

- ☐ No change → Skip to Question 15
☐ Ride more days each week → Skip to Question 15
☐ Ride more times each day → Go to Question 14a

CONTINUED ON REVERSE →

14a. If you said you would ride more in Question 14, how many additional trips would you make per week?

- ☐ Less than 1 additional trip per week
☐ 1-2 additional trips per week
☐ 3-4 additional trips per week
☐ 5 or more additional trips per week

15. Please rate the following service attributes.

	Excellent	Good	Fair	Poor
On-time performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost/value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort onboard bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety onboard bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seating availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proximity of bus stop to destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connectivity with other transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness/safety of bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Do you have a valid driver license? ☐ Yes ☐ No

17. Do you have access to a personal vehicle? ☐ Yes ☐ No

18. What is your home zip code? _____

19. Are you...?

- ☐ Employed full-time: your work zip code? _____
☐ Employed part-time: your work zip code? _____
☐ Full-time student (K-12)
☐ Full-time student (college or university)
☐ Retired
☐ Homemaker
☐ Not employed/looking for work
☐ Other (specify): _____

20. What is your typical trip purpose when riding BurbankBus?

- ☐ Work ☐ Healthcare
☐ School ☐ Recreation/Social
☐ Shopping ☐ Other (specify): _____
☐ Personal business _____

21. What is your annual household income?

- ☐ Under \$15,000 ☐ \$75,000-\$99,999
☐ \$15,000-\$23,999 ☐ \$100,000-\$149,999
☐ \$24,000-\$34,999 ☐ \$150,000 or more
☐ \$35,000-\$49,999 ☐ Prefer not to answer
☐ \$50,000-\$74,999

22. How many people live in your household?

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8
☐ 9 or more ☐ Prefer not to answer

23. Have you or has anyone in your household had difficulty using BurbankBus due to limited English proficiency?

- ☐ Yes ☐ No ☐ Prefer not to answer

24. Please indicate the language(s) spoken in your home. (check all that apply)

- ☐ English ☐ Korean
☐ Spanish ☐ Tagalog
☐ Armenian ☐ Prefer not to answer
☐ Other (specify): _____

25. In what language do you prefer to receive information about BurbankBus?

- ☐ English ☐ Korean
☐ Spanish ☐ Tagalog
☐ Armenian ☐ Other (specify): _____

26. What is your race/ethnicity? (check all that apply)

- ☐ Asian
☐ Black/African American
☐ Hispanic/Latino
☐ Native American/Alaska Native
☐ Native Hawaiian/Pacific Islander
☐ White
☐ Prefer not to answer

27. Do you follow BurbankBus on Twitter? ☐ Yes ☐ No

26a. If "Yes," do you find the information presented useful? ☐ Yes ☐ No

26b. If "No," what content would you like to see? (check all that apply)

- ☐ Rider alerts
☐ Service information
☐ Information about destinations accessible via BurbankBus
☐ Community information
☐ Contests
☐ Other (specify): _____

Thank you for your participation! To be entered into a random drawing for a \$25 VISA gift card, please provide your name and contact information. Your survey responses will remain anonymous.

Name: _____

Phone number: _____

Email: _____



Encuesta a los Clientes de BurbankBus

La Ciudad de Burbank está actualmente evaluando sus servicios de transporte público. Como cliente de BurbankBus, su opinión es importante para nosotros. Devuelva su encuesta cumplimentada antes del 3 de Mayo, 2017 para ingresar a ganar una de varias tarjetas regalo de \$25 VISA!

1. ¿En cuál ruta de BurbankBus viaja más frecuentemente?

- ☐ Metrolink-Media District ☐ NoHo-Aeropuerto
☐ Empire-Downtown ☐ NoHo-Media District

2. ¿Su viaje típicamente incluye una transferencia hacia o desde otro servicio de transporte público (autobús o ferrocarril)?

- ☐ Sí ☐ No

3. Si respondió "Sí" a la Pregunta 2, seleccione el servicio con el que se conecta más a menudo.

- ☐ Otro BurbankBus: Nombre de la ruta: _____
☐ Tren Metrolink
☐ Metro Bus: Número de la ruta: _____
☐ Línea Anaranjada de Metro
☐ Línea Roja de Metro
☐ Otra (especifique): _____

4. ¿Cuánto tiempo lleva viajando en BurbankBus?

- ☐ Menos de 1 año ☐ 3-4 años
☐ 1-2 años ☐ 5 años o más

5. ¿Qué le ha influido para comenzar a viajar en BurbankBus?

- ☐ Transbordo a Burbank vía Metrolink
☐ Transbordo a Burbank vía Línea Roja de Metro
☐ Trasladado a/cerca de Burbank
☐ Ausencia de otro transporte
☐ Prefiere BurbankBus a Metro Bus
☐ Prefiere utilizar el transporte público
☐ Otro (especifique): _____

6. ¿Con qué frecuencia viaja en BurbankBus?

- ☐ 4 o más días por semana ☐ Menos de 1 día por semana
☐ 2-3 días por semana ☐ Otro (especifique): _____
☐ 1 día por semana _____

7. ¿Cuántos viajes de ida toma normalmente los días que viaja en BurbankBus?

- ☐ Sólo 2 – Viajando hacia/desde el trabajo o la escuela
☐ Entre 2 y 6 – Viajo a varios destinos durante el día
☐ Más de 6
☐ Varía cada día que viajo

8. ¿Cómo paga normalmente su viaje en BurbankBus?

- ☐ Tarifa de efectivo
☐ Ticket Metrolink /pase
☐ EZ Transit Pass con tarjeta TAP
☐ Valor almacenado en tarjeta TAP
☐ Transferencia interinstitucional
☐ Tarjeta de Actividad Sénior Burbank
☐ Tarjeta de identidad de Access Services (tarjeta TAP)

9. ¿Cómo haría este viaje si BurbankBus NO estuviera disponible?

- ☐ Conduciría yo mismo
☐ Compartiría automóvil/van
☐ Taxi/viaje compartido (es decir, Uber/Lyft)
☐ Metro Bus
☐ Caminando/Bicicleta
☐ Le diría a alguien de la familia/amigo que me llevara
☐ No haría el viaje
☐ Otro (especifique): _____

10. ¿Dónde obtiene normalmente información sobre los servicios de BurbankBus?

- ☐ Coordinador de Transporte de Empleados (ETC, por sus siglas en inglés)/Coordinador en el compartir de viajes
☐ Línea telefónica de información al cliente de BurbankBus
☐ Sitio Web de BurbankBus
☐ En el autobús
☐ Del conductor del autobús
☐ Parada del autobús/estación
☐ Estación del tren
☐ Medios sociales
☐ Folleto impreso
☐ Google Transit
☐ Otro (especifique): _____

11. ¿Ha utilizado la línea telefónica de información al cliente de BurbankBus en los últimos 30 días? ☐ Sí ☐ No

12. ¿Ha visitado el sitio web de BurbankBus en los últimos 30 días? ☐ Sí ☐ No

13. ¿Qué mejora de servicio le gustaría ver?

- ☐ Servicio al mediodía
☐ Servicio más frecuente
☐ Servicio más temprano en la mañana
☐ Servicio más tarde en la noche
☐ Servicio a una nueva área (especifique): _____
☐ Servicio los Sábados
☐ Otro (especifique): _____

14. Si se realizara la mejora deseada, ¿cómo le afectaría esto en el uso de BurbankBus?

- ☐ Ningún cambio → Vaya a la Pregunta 15
☐ Viajaría más días cada semana → Vaya a la Pregunta 14a
☐ Viajaría más veces cada día → Vaya a la Pregunta 14a

CONTINÚA EN EL REVERSO →

14a. Si dijo que viajaría más en la pregunta 14, ¿cuántos viajes adicionales haría por semana?

- ☐ Menos de 1 viaje adicional por semana
☐ 1-2 viajes adicionales por semana
☐ 3-4 viajes adicionales por semana
☐ 5 viajes adicionales o más por semana

15. Por favor califique los siguientes atributos de servicio.

	Excelente	Bueno	Regular	Pobre
Puntualidad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Costo/valor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hora de operación	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confort a bordo del autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condición del autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Desempeño del conductor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seguridad a bordo del autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disponibilidad de asientos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frecuencia de servicio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proximidad de la parada de autobús al destino	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conectividad con otros trasnitos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Limpieza/seguridad de las paradas de autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. ¿Tiene una licencia de conducir vigente? ☐ Sí ☐ No

17. ¿Tiene acceso a un vehículo personal? ☐ Sí ☐ No

18. ¿Cuál es el código postal de su casa? _____

19. ¿Es usted...?

- ☐ Empleado a tiempo completo: ¿su código postal del trabajo? _____
☐ Empleado medio tiempo: ¿su código postal del trabajo? _____
☐ Estudiante a tiempo completo (K-12)
☐ Estudiante a tiempo completo (colegio o universidad)
☐ Jubilado
☐ Ama de casa
☐ Desempleado/buscando trabajo
☐ Otro (especifique): _____

20. ¿Cuál es el propósito típico de su viaje cuando viaja en BurbankBus?

- ☐ Trabajo ☐ Cuidado de la salud
☐ Escuela ☐ Recreación/Social
☐ Compras ☐ Otro (especifique): _____
☐ Negocios personales _____

21. ¿Cuál es su ingreso familiar anual?

- ☐ Menos de \$15.000 ☐ \$75.000-\$99.999
☐ \$15.000-\$23.999 ☐ \$100.000-\$149.999
☐ \$24.000-\$34.999 ☐ \$150.000 o más
☐ \$35.000-\$49.999 ☐ Prefiero no contestar
☐ \$50.000-\$74.999

22. ¿Cuántas personas viven en su hogar?

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8
☐ 9 o más ☐ Prefiero no contestar

23. ¿Ha tenido o tiene alguien en su hogar que ha tenido dificultades para utilizar BurbankBus debido al dominio limitado del Inglés?

- ☐ Sí ☐ No ☐ Prefiero no contestar

24. Por favor, indique el (los) idioma(s) hablado(s) en su hogar. (marque todo lo que corresponda)

25. Inglés ☐ Coreano
26. Español ☐ Tagalog
27. Armenio ☐ Prefiero no contestar
28. Otro (especifique): _____

29. ¿En qué idioma prefiere recibir información sobre BurbankBus?

30. Inglés ☐ Coreano
31. Español ☐ Tagalog
32. Armenio ☐ Otro (especifique): _____

33. ¿Cuál es su raza/etnia? (marque todo lo que corresponda)

34. Asiático
35. Negra/Afroamericano
36. Hispánico/Latino
37. Indio Americano/Nativo de Alaska
38. Nativo de Hawái/Isleño del Pacífico
39. Blanca
40. Prefiero no contestar

41. ¿Sigue a BurbankBus en Twitter? ☐ Sí ☐ No

26a. En caso afirmativo, ¿encuentra útil la información presentada? ☐ Sí ☐ No

26b. En caso negativo, ¿qué contenido le gustaría ver? (marque todo lo que corresponda)

42. Alertas de viajes
43. Información del servicio
44. Información sobre los destinos accesibles a través de BurbankBus
45. Información de la Comunidad
46. Concursos
47. Otro (especifique): _____

¡Gracias por su participación! Para participar en un sorteo al azar de una tarjeta regalo VISA de \$25, indique su nombre y número de teléfono. Las respuestas de su encuesta permanecerán anónimas.

Nombre: _____

Número de teléfono: _____

Correo Electrónico: _____

Por favor devuelva su encuesta cumplimentada por correo a la siguiente dirección:

**Moore & Associates
PMB 187
25852 McBean Pkwy.
Valencia, CA 91355-9960**



BurbankBus Customer Survey (BurbankBus-ից օգտվողների հարցում)

Բըրբենք քաղաքը ներկայումս գնահատում է իր հանրային տրանսպորտի ծառայությունները: Որպես BurbankBus-ից օգտվող՝ ձեր կարծիքը կարևոր է մեզ համար: Լրացրած հարցաթերթիկը վերադարձրեք մինչև **2017թ. մայիսի 3-ը**, որպեսզի կարողանաք շահել մի քանի \$25 VISA նվեր-քարտերից մեկը:

- BurbankBus-ի ո՞ր երթուղիներից եք ավելի շատ օգտվում:**
☐ Metrolink-Media District ☐ NoHo-Airport
☐ Empire-Downtown ☐ NoHo-Media District
- Ձեր ուղևորությունը սովորաբար ներառո՞ւմ է տեղափոխություն մեկ այլ հանրային տրանսպորտի (ավտոբուս կամ գնացք):**
☐ Այո ☐ Ոչ
- Եթե դուք 2-րդ հարցին պատասխանել եք «Այո», խնդրում ենք ընտրել այն տրանսպորտային ծառայությունը, որի հետ ավելի շատ եք կապված:**
☐ Մի այլ BurbankBus. երթուղու անվանումը՝ _____
☐ Metrolink գնացք
☐ Metro Bus. երթուղու անվանումը՝ _____
☐ Metro նարնջագույն գիծ
☐ Metro կարմիր գիծ
☐ Այլ (մանրամասներ)՝ _____
- Որքա՞ն ժամանակ է, որ երթնեկում եք BurbankBus-ով:**
☐ 1 տարուց պակաս ☐ 3-4 տարի
☐ 1-2 տարի ☐ 5 տարի կամ ավել
- Ի՞նչն է ազդել, որ սկսել եք օգտվել BurbankBus-ից:**
☐ Metrolink-ով Բըրբենք գալը
☐ Metro կարմիր գծով Բըրբենք գալը
☐ Բըրբենքում կամ նրան մոտ բնակվելը
☐ Այլ տրանսպորտի պակասը
☐ BurbankBus-ը նախընտրում եմ Metro Bus-ից
☐ Նախընտրում եմ օգտվել հանրային տրանսպորտից
☐ Այլ (մանրամասներ)՝ _____
- Որքա՞ն հաճախ եք երթնեկում BurbankBus-ով:**
☐ Շաբաթը 4 կամ ավել օր ☐ Շաբաթը 1 օրից պակաս
☐ Շաբաթը 2-3 օր ☐ Այլ (մանրամասներ)՝ _____
☐ Շաբաթը 1 օր _____
- Մեկ ուղղությամբ քանի՞ երթնեկություն եք սովորաբար կատարում այն օրերին, երբ օգտվում եք BurbankBus-ից:**
☐ Միայն 2 – Ուղևորվում եմ աշխատանքի/դպրոց կամ աշխատանքից/դպրոցից
☐ 2-ից 6 – Ես օրվա ընթացքում երթնեկում եմ տարբեր ուղղություններով
☐ 6-ից ավել անգամ
☐ Կախված է նրանից, թե որ օրն եմ երթնեկում
- Ինչպե՞ս եք սովորաբար վճարում BurbankBus-ով օգտվելիս:**
☐ Կանխիկ
☐ Metrolink տոմս/մշտական տոմս
☐ EZ Transit Pass՝ TAP քարտով
☐ TAP քարտի վրա դրած գումար
☐ Inter-agency transfer փոխանցում
☐ Burbank Senior Activity քարտ
☐ Օժանդակ ծառայության ID քարտ (TAP քարտ)
- Ինչպե՞ս այս ուղևորությունը կկատարեիք, եթե BurbankBus-ը հասանելի ՉԼԻՆԵՐ:**
☐ Ինքս ավտոմեքենա կվարեի
☐ Քարփուլի/Վենփուլի միջոցով
☐ Տաքսիով/Համատեղ ուղևորումներով (օր.՝ Uber/Lyft)
☐ Metro Bus-ով
☐ Ուքրով/Հեծանվով
☐ Ընտանիքիս անդամները/ընկերներս տեղ կհասցնեին
☐ Ուղևորություն չէի կատարի
☐ Այլ (մանրամասներ)՝ _____
- Որտեղի՞ց եք սովորաբար տեղեկություններ ստանում BurbankBus ծառայության մասին:**
☐ Գործատուի տրանսպորտային համակարգողից (ETC)/Համատեղ ուղևորումների համակարգողից
☐ BurbankBus-ի հաճախորդների տեղեկատվական հեռախոսով
☐ BurbankBus-ի վեբկայքից
☐ Ավտոբուսում
☐ Ավտոբուսի վարորդից
☐ Ավտոբուսի կանգառներից/կայարանից
☐ Գնացքի կայարանից
☐ Սոցիալական ցանցերից
☐ Տպագիր գրքույկներից
☐ Google Transit-ից
☐ Այլ (մանրամասներ)՝ _____
- Դուք օգտվե՞լ եք BurbankBus-ի հաճախորդների տեղեկատվական հեռախոսագծից վերջին 30 օրվա ընթացքում:** ☐ Այո ☐ Ոչ
- Դուք այցելե՞լ եք BurbankBus-ի վեբկայքը վերջին 30 օրվա ընթացքում:** ☐ Այո ☐ Ոչ
- Ծառայություններից ո՞ր մեկը դուք ամենից շատ կուզենայիք բարելավված տեսնել:**
☐ Կեսօրյա ծառայությունները
☐ Ծառայությունների ավելի հաճախ մատուցում
☐ Վաղ առավոտյան ծառայությունները
☐ Ուշ երեկոյան ծառայությունները
☐ Ծառայությունները դեպի նոր շրջաններ (մանրամասներ) _____
☐ Շաբաթօրյա ծառայությունները
☐ Այլ (մանրամասներ)՝ _____
- Եթե ցանկալի բարելավումներն իրականացվեն, ինչպե՞ս դա կազդի BurbankBus-ից ձեր օգտվելու վրա:**
☐ Ոչ մի փոփոխություն → Անցեք հարց 15-ին
☐ Շաբաթական ավելի շատ կերթնեկեմ → Անցեք հարց 14a-ին
☐ Օրեկան ավելի շատ կերթնեկեմ → Անցեք հարց 14a-ին

ՇԱՐՈՒՆԱԿՈՒԹՅՈՒՆԸ ԴԱՐՁԵՐԵՄԻՆ →

14a. Եթե դուք Հարց 14-ին պատասխանել եք, որ ավելի շատ կերթնեկեք, շաբաթական քանի՞ հավելյալ ուղևորություն կկատարեք:

- ☐ Շաբաթական 1-ից պակաս հավելյալ երթնեկ
- ☐ Շաբաթական 1-2 հավելյալ երթնեկ
- ☐ Շաբաթական 3-4 հավելյալ երթնեկ
- ☐ Շաբաթական 5 կամ ավել հավելյալ երթնեկ

15. Խնդրում ենք գնահատել հետևյալ ծառայությունները՝

	Գերազանց	Լավ	Բավ.	Վատ
Ծառայության ժամանակին կատարումը	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Գինը	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Աշխատանքային ժամերը	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Հարմարությունն ավտոբուսում	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ավտոբուսի վիճակը	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Վարորդի աշխատառճը	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Անվտանգությունն ավտոբուսում	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Նստատեղերի առկայությունը	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ծառայության հաճախությունը	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Վերջնակետին ավտոբուսի կանգառի մոտ լինելը	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Այլ տրանսպորտների հետ կապվածությունը	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ավտոբուսի կանգառների մաքրությունը/անվտանգությունը	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Դուք ունե՞ք վավեր վարորդական թույլտվություն:

- ☐ Այո ☐ Ոչ

17. Դուք ունե՞ք անձնական օգտագործման մեքենա:

- ☐ Այո ☐ Ոչ

18. Ո՞րն է ձեր տան փոստային կոդը: _____

19. Դուք...

- ☐ Աշխատում եք լրի՞վ ծանրաբեռնվածությամբ. ձեր աշխատանքի վայրի փոստային կոդը՝ _____
- ☐ Աշխատում եք մասնակի՞ ծանրաբեռնվածությամբ. ձեր աշխատանքի վայրի փոստային կոդը՝ _____
- ☐ Առկա ուսուցման աշակե՞րտ (K-12)
- ☐ Առկա ուսուցման ուսանո՞ղ (քոլեջ կամ համալսարան)
- ☐ Թոշակառո՞ւ
- ☐ Տնային տնտեսուհի՞
- ☐ Չե՞ք աշխատում/աշխատա՞նք եք փնտրում
- ☐ Այլ (մանրամասներ)՝ _____

20. BurbankBus-ով երթնեկելիս ո՞րն է ձեր ուղևորության սովորական նպատակը:

- ☐ Աշխատանք ☐ Բուժում
- ☐ Դպրոց ☐ Ժամանց/սոցիալական
- ☐ Գնումներ ☐ Այլ (մանրամասներ)՝ _____
- ☐ Անձնական գործեր _____

21. Որքա՞ն է ձեր ընտանիքի տարեկան եկամուտը:

- ☐ \$15,000-ից պակաս ☐ \$75,000-\$99,999
- ☐ \$15,000-\$23,999 ☐ \$100,000-\$149,999
- ☐ \$24,000-\$34,999 ☐ \$150,000 կամ ավել
- ☐ \$35,000-\$49,999 ☐ Նախընտրում եմ չպատասխանել
- ☐ \$50,000-\$74,999

22. Քանի՞ հոգի է ապրում ձեր տանը:

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8

- ☐ 9 կամ ավել ☐ Նախընտրում եմ չպատասխանել

23. Դուք կամ ձեր տան անդամներից որևէ մեկը դժվարանո՞ւմ է օգտվել BurbankBus-ից՝ անգլերենի սահմանափակ իմացության պատճառով:

- ☐ Այո ☐ Ոչ ☐ Նախընտրում եմ չպատասխանել

24. Խնդրում ենք նշել, թե որ լեզվով(լեզուներով) են խոսում ձեր տանը: (նշեք բոլոր կիրառելիները)

- ☐ Անգլերեն ☐ Կորեերեն
- ☐ Իսպաներեն ☐ Տազալերեն
- ☐ Հայերեն ☐ Նախընտրում եմ չպատասխանել
- ☐ Այլ (մանրամասներ)՝ _____

25. Ո՞ր լեզվով կնախընտրեիք տեղեկություններ ստանալ BurbankBus –ի մասին:

- ☐ Անգլերեն ☐ Կորեերեն
- ☐ Իսպաներեն ☐ Տազալերեն
- ☐ Հայերեն ☐ Այլ (մանրամասներ)՝ _____

26. Ո՞րն է ձեր ռասայական/էթնիկ պատկանելությունը: (նշեք բոլոր կիրառելիները)

- ☐ Ասիացի
- ☐ Սևամորթ/Աֆրոամերիկացի
- ☐ Իսպանախոս/Լատինո
- ☐ Բնիկ ամերիկացի/ Բնիկ ալյասկացի
- ☐ Բնիկ հավայացի/Խաղաղ օվկիանոսի կղզիաբնակ
- ☐ Սպիտակամորթ
- ☐ Նախընտրում եմ չպատասխանել

27. Դուք հետևո՞ւմ եք BurbankBus-ին Twitter-ով: ☐ Այո ☐ Ոչ

27a. Եթե «Այո», ներկայացված տեղեկությունները օգտակա՞ր եք համարում: ☐ Այո ☐ Ոչ

27b. Եթե «Ոչ», ի՞նչ բովանդակություն կուզեիք տեսնել: (նշեք բոլոր կիրառելիները)

- ☐ Ծանուցումներ երթնեկության պայմանների փոփոխությունների մասին
- ☐ Տեղեկություններ ծառայության մասին
- ☐ Տեղեկություններ BurbankBus-ի երթուղիների վերաբերյալ
- ☐ Համայնքային տեղեկատվություն
- ☐ Մրցույթներ
- ☐ Այլ (մանրամասներ)՝ _____

Շնորհակալություն մասնակցելու համար: \$25 VISA նվեր-քարտի խաղարկությանը մասնակցելու համար խնդրում ենք տրամադրել ձեր անունը և կոնտակտային տեղեկությունները: Հարցմանը ձեր տված պատասխաններն անանուն կմնան:

Անունը՝ _____

Հեռախոսահամարը՝ _____

Էլ.փոստ (Email)՝ _____

Խնդրում ենք ձեր լրացրած հարցաթերթիկը փոստով ուղարկել հետևյալ հասցեին՝

Moore & Associates
PMB 187
25852 McBean Pkwy.
Valencia, CA 91355-9960



버뱅크 버스 고객 설문조사

버뱅크 시는 현재 우리 시의 대중 교통 서비스를 평가하는 작업을 진행하고 있습니다. 버뱅크 버스를 이용하시는 여러분의 의견은 저희에게 매우 소중합니다. 2017년 5월 3일까지 완성된 설문조사를 반환해주시고 \$25 비자 기프트 카드에 당첨되세요!

- 가장 자주 이용하는 버뱅크 버스 경로는 무엇입니까?
☐ 메트로 링크-미디어 지구 • 노호-공항
☐ 엠파이어-다운타운 • 노호-미디어 지구
- 버스를 이용하실 때는 일반적으로 다른 대중 교통 서비스(버스 또는 기차)에서/서비스로 환승하십니까?
☐ 예 • 아니요
- 2번 질문에서 "예"라고 대답했다면, 가장 자주 환승하는 서비스(들)를 선택해 주십시오.
☐ 또 다른 버뱅크 버스: 경로 이름: _____
☐ 메트로링크 기차
☐ 메트로 버스: 경로 번호: _____
☐ 메트로 오렌지 라인
☐ 메트로 레드 라인
☐ 기타(설명해 주십시오): _____
- 버뱅크 버스를 이용하신지는 얼마나 되었습니까?
☐ 1년 미만 • 3-4년
☐ 1-2년 • 5년 이상
- 버뱅크 버스를 이용하기로 하는 데 가장 큰 영향을 준 원인은 무엇입니까?
☐ 메트로링크로 버뱅크까지 통근
☐ 메트로 레드 라인으로 버뱅크까지 통근
☐ 버뱅크로/버뱅크 근처로 이사
☐ 다른 교통 수단의 부재
☐ 메트로 버스보다 버뱅크 버스가 편리함
☐ 대중 교통 수단 사용을 선호함
☐ 기타(설명해 주십시오): _____
- 버뱅크 버스는 얼마나 자주 이용하십니까?
☐ 일주일에 4일 이상 • 일주일에 1일 미만
☐ 일주일에 2-3일 • 기타(설명해 주십시오): _____
☐ 일주일에 1일 _____
- 버뱅크 버스를 사용하는 날에 일반적으로 편도 여행을 몇 번 하십니까?
☐ 2번만 - 직장이나 학교에 가거나 돌아올 때
☐ 2에서 6번 사이 - 하루 동안 여러 곳에 이동함
☐ 6번 이상
☐ 일정하지 않음
- 버뱅크 버스 요금은 일반적으로 어떻게 지급하십니까?
☐ 현금
☐ 메트로링크 티켓/패스
☐ TAP 카드의 EZ 트랜짓 패스
☐ TAP 카드에 충전된 금액
☐ 대중 교통 기관 사이의 환승권
☐ 버뱅크 시니어 액티비티 카드
☐ 액세스 서비스 아이디 카드(TAP 카드)
- 버뱅크 버스를 이용할 수 없을 때는 목적지까지 어떻게 이동하십니까?
☐ 스스로 운전
☐ 카풀/밴풀
☐ 택시/기타 차량 공유(예: 우버/리프트)
☐ 메트로 버스
☐ 걸기 또는 자전거
☐ 가족/친구가 태워줌
☐ 이동하지 않음
☐ 기타(설명해 주십시오): _____
- 버뱅크 버스 서비스에 관한 정보는 주로 어디에서 획득하십니까?
☐ 직원 교통 수단 코디네이터(ETC)/차량 공유 코디네이터
☐ 버뱅크 버스 고객 정보 전화
☐ 버뱅크 버스 웹사이트
☐ 버스 안에서
☐ 버스 운전사에게서
☐ 버스 정류장/역
☐ 기차역
☐ 소셜 미디어
☐ 안내 책자
☐ 구글 트랜짓
☐ 기타(설명해 주십시오): _____
- 지난 30일 이내에 버뱅크 버스 고객 정보 전화를 이용한 적이 있습니까? • 예 • 아니요
- 지난 30일 이내에 버뱅크 버스 웹사이트에 방문하신 적이 있습니까? • 예 • 아니요
- 개선된 모습을 보고 싶은 서비스 한 가지가 있다면 어떤 것입니까?
☐ 낮 시간 서비스
☐ 서비스 횟수 증가
☐ 새벽 서비스
☐ 심야 서비스
☐ 새로운 지역 서비스(설명해 주십시오): _____
☐ 토요일 서비스
☐ 기타(설명해 주십시오): _____
- 원하는 서비스 개선이 이루어졌다고 하면, 이러한 변화가 귀하의 버뱅크 버스 이용에 어떤 영향을 줄 것 같습니까?
☐ 변화 없음 • 질문 15로 건너뛰세요
☐ 주당 더욱 많은 날에 버스 이용 • 질문 14a로 이동하세요
☐ 일당 더욱 자주 버스 이용 • 질문 14a로 이동하세요

뒷면에 계속 •

14a. 질문 14에서 버스를 더욱 자주 이용할 것이라고 하셨다면, 주당 얼마나 더 많이 버스를 이용할 것 같습니까?

- ☐ 주당 추가 1회 미만
☐ 주당 추가 1-2회
☐ 주당 추가 3-4회
☐ 주당 추가 5회 이상

15. 다음 서비스 항목을 평가해 주십시오.

	뛰어남	좋음	보통	나쁨
정시 도착 및 출발	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
비용/가치	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
운영 시간	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
버스 승차감	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
버스의 상태	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
운전사의 능력	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
버스 안의 안전	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
좌석의 수	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
서비스 빈도	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
목적지와 버스 정류장 사이의 거리	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
다른 교통 수단과 연결성	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
버스 정류장의 청결함/안전	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. 귀하는 유효한 운전 면허가 있습니까? ☐ 예 ☐ 아니요

17. 귀하는 차량을 소유하고 있습니까? ☐ 예 ☐ 아니요

18. 귀하의 우편번호는 무엇입니까? _____

19. 귀하의 고용 상태는...?

- ☐ 풀타임 직원: 직장 우편번호? _____
☐ 파트타임 직원: 직장 우편번호? _____
☐ 풀타임 학생(K-12)
☐ 풀타임 학생(칼리지 또는 대학)
☐ 은퇴
☐ 주부
☐ 실업 상태/구직 중
☐ 기타(설명해주십시오): _____

20. 버뱅크 버스를 이용하는 주요 목적은 무엇입니까?

- ☐ 직장 ☐ 병원
☐ 학교 ☐ 오락/사교
☐ 쇼핑 ☐ 기타(설명해주십시오): _____
☐ 개인 용무 _____

21. 귀하의 연간 가족 소득은 얼마입니까?

- ☐ \$15,000 미만 ☐ \$75,000-\$99,999
☐ \$15,000-\$23,999 ☐ \$100,000-\$149,999
☐ \$24,000-\$34,999 ☐ \$150,000 이상
☐ \$35,000-\$49,999 ☐ 대답하고 싶지 않음
☐ \$50,000-\$74,999

22. 귀하와 함께 살고 있는 가족은 몇 명입니까?

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8
☐ 9명 이상 ☐ 대답하고 싶지 않음

23. 귀하나 가족 중 누군가가 영어 능력에 대한 제한으로 버뱅크 버스 이용에 어려움을 겪은 적이 있습니까?

- ☐ 예 ☐ 아니요 ☐ 대답하고 싶지 않음

24. 귀하의 집에서 사용하는 언어(들)를 표시해 주십시오. (해당하는 모든 것에 표시)

- ☐ 영어 ☐ 한국어
☐ 스페인어 ☐ 타갈로그어
☐ 아르메니아어 ☐ 대답하고 싶지 않음
☐ 기타(설명해주십시오): _____

25. 버뱅크 버스에 관한 정보는 어떤 언어로 받기를 원하십니까?

- ☐ 영어 ☐ 한국어
☐ 스페인어 ☐ 타갈로그어
☐ 아르메니아어 ☐ 기타(설명해주십시오): _____

26. 귀하의 인종/민족성은 무엇입니까? (해당하는 모든 것에 표시)

- ☐ 아시아인
☐ 흑인/아프리카인 아메리칸
☐ 히스패닉/라티노
☐ 아메리카 원주민/알래스카 원주민
☐ 하와이 원주민/퍼시픽 아일랜드
☐ 백인
☐ 대답하고 싶지 않음

27. 버뱅크 버스를 트위터에서 팔로우하십니까? ☐ 예 ☐ 아니요

26a. 만약 "예"라면, 제공된 정보가 유용하다고 생각하십니까?

- ☐ 예 ☐ 아니요

26b. 만약 "아니요"라면, 어떤 정보를 보기를 원하십니까?

(해당하는 모든 것에 표시)

- ☐ 탑승자 알림
☐ 서비스 정보
☐ 버뱅크 버스로 갈 수 있는 목적지에 관한 정보
☐ 지역사회 정보
☐ 콘테스트
☐ 기타(설명해주십시오): _____

참여해주셔서 감사합니다! \$25 비자 기프트 카드 추첨에 참여하시려면, 귀하의 이름과 연락처 정보를 기재해주십시오. 설문조사 답변 내용은 익명으로 유지됩니다.

이름: _____

전화번호: _____

이메일: _____

완성한 설문조사는 다음 주소로 보내주시기 바랍니다:

Moore & Associates
PMB 187
25852 McBean Pkwy.
Valencia, CA 91355-9960



Survey sa Customer ng BurbankBus

Kasalukuyang tinatasa ng Lungsod ng Burbank ang kanilang mga serbisyo sa pampublikong transportasyon. Bilang isang customer ng Burbank, ang iyong opinyon ay mahalaga sa amin. Ibalik ang nasagutang survey bago lumipas ang Mayo 3, 2017 para maisali na manalo ng isa sa maraming \$25 VISA gift card!

1. Aling ruta ng BurbankBus ang madalas mong sinasakyan?
☐ Metrolink-Media District ☐ NoHo-Airport
☐ Empire-Downtown ☐ NoHo-Media District
2. Karaniwan bang kabilang sa iyong trip ang paglipat papunta o mula sa ibang serbisyo ng pampublikong transit (bus o tren)?
☐ Oo ☐ Hindi
3. Kung sumagot ka ng "oo" sa Tanong 2, pakipili ang (mga) serbisyo na madalas mong kinokonekta.
☐ Ibang BurbankBus: Pangalan ng ruta: _____
☐ Metrolink train
☐ Metro Bus: Numero ng ruta: _____
☐ Metro Orange Line
☐ Metro Red Line
☐ Iba pa (pakitukoy): _____
4. Gaano katagal ka nang sumasakay ng BurbankBus?
☐ Wala pang 1 taon ☐ 3-4 taon
☐ 1-2 taon ☐ 5 taon o higit pa
5. Ano ang nakahihikayat sa iyo na magsimulang sumakay sa BurbankBus?
☐ Mag-commute pa-Burbank via Metrolink
☐ Mag-commute pa-Burbank via Metro Red Line
☐ Lumipat sa/malapit sa Burbank
☐ Kakulangan ng ibang transportasyon
☐ Mas gusto ang BurbankBus kaysa Metro Bus
☐ Mas gustong gumamit ng pampublikong transportasyon
☐ Iba pa (pakitukoy): _____
6. Gaano kadalas kang sumasakay ng BurbankBus?
☐ 4 o higit pang araw bawat linggo ☐ Mas madalang sa 1 araw bawat linggo
☐ 2-3 araw bawat linggo ☐ Iba pa (pakitukoy): _____
☐ 1 araw bawat linggo _____
7. Ilang one-way na mga biyahe ang karaniwan mong ginagawa sa mga araw na sumasakay ka ng BurbankBus?
☐ 2 lang – pagbibiyaha papunta/mula sa trabaho/paaralan
☐ Sa pagitan ng 2 at 6 – Nagbibiyaha ako sa maraming destinasyon sa araw
☐ Higit sa 6
☐ Pabago-bago ito sa araw-araw na sumasakay ako
8. Paano ka karaniwang nagbabayad para sa pagsakay sa BurbankBus?
☐ Cash na pamasaha
☐ Metrolinkticket/pass
☐ EZ Transit Pass sa TAP card
☐ Stored value sa TAP card
☐ Inter-agency transfer
☐ Burbank Senior Activity Card
☐ Access Servicesidentity card (TAP card)
9. Paano mo ginagawa ang biyaheng ito kapag HINDI pwede ang BurbankBus?
☐ Imaneho ang aking sarili
☐ Carpool/Vanpool
☐ Taxi/rideshare (ibig sabihin, Über/Lyft)
☐ Metro Bus
☐ Naglalakad/Bisikleta
☐ Mag-drive kasama ng pamilya/kaibigan at magpahatid
☐ Hindi magbibiyaha
☐ Iba pa (pakitukoy): _____
10. Saan ka karaniwang kumukuha ng impormasyon tungkol sa mga serbisyo ng BurbankBus?
☐ Employee Transportation Coordinator (ETC)/Coordinator ng Rideshare
☐ Pang-impormasyon ng customer na linya ng telepono ng BurbankBus
☐ Website ng BurbankBus
☐ Sa bus
☐ Mula sa driver ng bus
☐ Hintuan/Istasyon ng Bus
☐ Istasyon ng tren
☐ Social media
☐ Printed brochure
☐ Google Transit
☐ Iba pa (pakitukoy): _____
11. Nagamit mo ba ang pang-impormasyon ng customer na linya ng telepono ng BurbankBus sa loob ng nakalipas na 30 araw? ☐ Oo ☐ Hindi
12. Nabisita mo ba ang website ng BurbankBus sa loob ng nakalipas na 30 araw? ☐ Oo ☐ Hindi
13. Alin ang isang pagpapahusay sa serbisyo ang gusto mong makitang masimulan?
☐ Serbisyo sa kalagitnaan ng araw
☐ Mas madalas na serbisyo
☐ Serbisyo sa mas unang bahagi ng umaga
☐ Serbisyo sa huling bahagi ng gabi
☐ Serbisyo sa isang bagong lugar (tukuyin): _____
☐ Serbisyo sa Sabado
☐ Iba pa (pakitukoy): _____
14. Kung ang isang gustong pagpapahusay ay ginawa, paano ito makaapekto sa iyong paggamit ng BurbankBus?
☐ Walang pagbabago → Tumalon sa Tanong 15
☐ Sumakay sa mas maraming araw bawat linggo → Pumunta sa Tanong 14a
☐ Sumakay nang mas maraming beses bawat araw → Pumunta sa Tanong 14a

IPINAGPATULOY SA LIKOD →

14a. Kung sinabi mong mas sasakay ka sa Tanong 14, ilan pang karagdagang biyahe bawat linggo?

- ☐ Kulang-kulang 1 dagdag na biyahe bawat linggo
☐ 1-2 karagdagang biyahe bawat linggo
☐ 3-4 karagdagang biyahe bawat linggo
☐ 5 o higit pang karagdagang biyahe bawat linggo

15. Paki-rate ang sumusunod na mga katangian ng serbisyo.

	Napakahusa y	Mabu ti	Tama lang	Pangi t
Husto sa oras na performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gastos/halaga	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mga oras ng operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ginhawa sa loob ng bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kondisyon ng bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance ng driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kaligtasan sa loob ng bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pagka-available ng upuan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dalas ng serbisyo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pagiging malapit ng hintuan ng bus sa destinasyon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connectivity sa ibang transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kalinisan/kaligtasan ng mga hintuan ng bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Ikaw ba ay may balidong lisensya sa pagmamaneho? ☐ Oo

☐ Wala

17. May akses ka ba sa isang personal na sasakyan? ☐ Oo ☐ Wala

18. Ano ang zip code ng inyong bahay? _____

19. Ikaw ba ay...?

- ☐ May trabaho full-time: zip code ng trabaho? _____
☐ May trabaho part-time: zip code ng trabaho? _____
☐ Full-time na estudyante (K-12)
☐ Full-time na estudyante (kolehiyo o unibersidad)
☐ Retirado
☐ Maybahay (Homemaker)
☐ Walang trabaho/naghahanap ng trabaho
☐ Iba pa (pakitukoy): _____

20. Ano ang iyong karaniwang layunin sa pagbibiyahang kapag sumasakay sa BurbankBus?

- ☐ Trabaho ☐ Pangangalaga ng kalusugan
☐ Paaralan ☐ Paglilibang/Social
☐ Pamimili ☐ Iba pa (pakitukoy): _____
☐ Personal na layunin _____

21. Ano ang taunang kita ng inyong sambahayag?

- ☐ Mas mababa sa \$15,000 ☐ \$75,000-\$99,999
☐ \$15,000-\$23,999 ☐ \$100,000-\$149,999
☐ \$24,000-\$34,999 ☐ \$150,000 o higit pa
☐ \$35,000-\$49,999 ☐ Mas gustong hindi sumagot
☐ \$50,000-\$74,999

22. Ilang tao ang nakatira sa inyong sambahayan?

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8
☐ 9 o higit pa ☐ Mas gustong hindi sumagot

23. Ikaw ba o ang sinuman sa inyong sambahayan ay nahirapan sa paggamit ng BurbankBus dahil sa limitadong kahusayan sa Ingles?

- ☐ Oo ☐ Hindi ☐ Mas gustong hindi sumagot

24. Pakituro ang (mga) wika na sinasalita sa inyong bahay. (tsekan ang lahat ng naaangkop)

- ☐ Ingles ☐ Koreano
☐ Espanyol ☐ Tagalog
☐ Armenian ☐ Mas gustong hindi sumagot
☐ Iba pa (pakitukoy): _____

25. Sa anong wika mas gusto mong matanggap ang impormasyon tungkol sa BurbankBus?

- ☐ Ingles ☐ Koreano
☐ Espanyol ☐ Tagalog
☐ Armenian ☐ Iba pa (pakitukoy): _____

26. Ano ang iyong lahi/etnisidad? (tsekan ang lahat ng angkop)

- ☐ Asyano
☐ Itim/Aprikano-Amerikano
☐ Hispaniko/Latino
☐ Katutubong Amerikano/Katutubo ng Alaska
☐ Katutubo ng Hawaii/Pacific Islander
☐ Puti
☐ Mas gustong hindi sumagot

27. Sinusundan mo ba ang BurbankBus sa Twitter? ☐ Oo ☐ Hindi

26a. Kung "Oo," kapaki-pakinabang ba sa iyo ang ipinakitang impormasyon? ☐ Oo ☐ Hindi

26b. Kung "Hindi," anong nilalaman ang gusto mong makita? (tsekan ang lahat ng angkop)

- ☐ Mga alerto sa sumasakay
☐ Impormasyon sa serbisyo
☐ Impormasyon tungkol sa mga destinasyon na naaakses sa pamamagitan ng BurbankBus
☐ Impormasyon sa komunidad
☐ Mga contest
☐ Iba pa (pakitukoy): _____

Salamat sa pagsali! Para maipasok sa isang random na pagbola para sa \$25 VISA gift card, pakibigay ang iyong pangalan at impormasyon sa pagkontak. Mananatiling hindi papangalanan ang iyong mga sagot sa survey.

Pangalan: _____

Numero ng Telepono: _____

Email: _____

Pakibalik ang nasagutang survey sa pamamagitan ng pagmi-mail sa sumusunod na address:

**Moore & Associates
PMB 187
25852 McBean Pkwy.
Valencia, CA 91355-9960**

BurbankBus Fixed-Route Customer Survey

1. Which BurbankBus route do you ride most often?		
Answer Options	Response Percent	Response Count
Metrolink-Media District	34.4%	94
NoHo-Airport	33.3%	91
Empire-Downtown	10.6%	29
NoHo-Media District	21.6%	59
answered question		273
skipped question		3

2. Does your trip typically include a transfer to or from another public transit service (bus or rail)?		
Answer Options	Response Percent	Response Count
Yes	75.2%	206
No	24.8%	68
answered question		274
skipped question		2

3. Please select the service you most often connect with. (check all that apply)		
Answer Options	Response Percent	Response Count
Another BurbankBus	8.9%	18
Metrolink train	45.5%	92
Metro Bus	11.9%	24
Metro Orange Line	15.3%	31
Metro Red Line	33.7%	68
Other (please specify):	2.0%	4
answered question		202
skipped question		74

Number	Response
1	N/A
1	LA DOT/Commuter Express 549
1	Glendale Route 12
1	To Metro Bus and Metro Red Line

4. If you said BurbankBus, which route?	
Answer Options	Response Count
	26
answered question	26
skipped question	250

Number	Response
4	NoHo-Media
2	Empire-Dtwn
1	Media
1	744
4	Media District
5	NoHo Airport
3	Metrolink-Media District
1	NoHo Redline
1	Burbank route (not specific)
1	Alameda and Kenwood
1	North Hollywood Way
1	Metrolink

5. If you said Metro Bus, which route?

Answer Options	Response Count
	27
<i>answered question</i>	27
<i>skipped question</i>	249

Number	Response
1	Metrolink-Media District
2	Metro 92
1	Metro 94
5	Metro 154
3	Metro 155
1	Metro 164
2	Metro 165
1	Metro 169
2	Metro 182
2	Metro 183
4	Metro 222
1	Metro 224
1	Metro 292
1	Metro 353
4	Metro 501
1	Metro 551
3	Metro Orange Line
1	Metro Red Line

6. How long have you been riding BurbankBus?

Answer Options	Response Percent	Response Count
Less than 1 year	31.7%	86
1-2 years	23.2%	63
3-4 years	17.0%	46
5 years or more	28.0%	76
<i>answered question</i>		271
<i>skipped question</i>		5

7. What influenced you to begin riding BurbankBus?

Answer Options	Response Percent	Response Count
Commute to Burbank via Metrolink	37.3%	100
Commute to Burbank via Metro Red Line	20.5%	55
Relocated to/near Burbank	6.3%	17
Lack of other transportation	9.0%	24
Prefer BurbankBus to Metro Bus	7.1%	19
Prefer to use public transportation	13.1%	35
Other (please specify):	6.7%	18
<i>answered question</i>		268
<i>skipped question</i>		8

Number	Response
1	I live far/gas saver
1	More frequent than Metro buses
1	Weekly travel to Burbank: work downtown LA
1	Didn't know it was so close to my house
1	I'm a new student at New York Film Academy and Burbank Bus is easy and convenient.
1	Please take the buses out of Burbank
1	Commute via Metro 501
1	When I didn't feel like riding my bike to the train station.
1	Convenience when my van is busted
1	Commuting to work
1	You took over from Super Shuttle
1	Commute to Burbank from Santa Clarita
1	I live next to the Metrolink and work in the Media District
1	My employer (Disney) pays for 50% of my monthly pass

8. How often do you ride BurbankBus?

Answer Options	Response Percent	Response Count
4 or more days per week	72.7%	197
2-3 days per week	17.3%	47
1 day per week	3.0%	8
Less than 1 day per week	4.4%	12
Other (please specify):	2.6%	7
<i>answered question</i>		271
<i>skipped question</i>		5

Number	Response
1	To get to Burbank Airport
1	Airport
1	Only when my regular bus Metro183 is unavailable
1	Test
1	The buses in Burbank cause traffic
1	Rarely
1	When my vehicle isn't working

9. How many one-way trips do you typically take on the days you ride BurbankBus?

Answer Options	Response Percent	Response Count
Only 2 - traveling to/from work or school	75.9%	202
Between 2 and 6 - I travel to multiple destinations during	9.4%	25
More than 6	1.5%	4
It varies every day I ride	13.2%	35
<i>answered question</i>		266
<i>skipped question</i>		10

10. How do you typically pay for your BurbankBus ride?

Answer Options	Response Percent	Response Count
Cash fare	32.8%	89
Metrolink ticket/pass	35.4%	96
EZ Transit Pass on TAP card	11.8%	32
Stored value on TAP card	16.6%	45
Inter-agency transfer	0.4%	1
Burbank Senior Activity Card	1.8%	5
Access Services identity card (TAP card)	1.1%	3
<i>answered question</i>		271
<i>skipped question</i>		5

11. How would you make this trip if BurbankBus was NOT available?

Answer Options	Response Percent	Response Count
Drive myself	18.5%	50
Carpool/Vanpool	4.4%	12
Taxi/rideshare (i.e., Über/Lyft)	16.6%	45
Metro Bus	35.1%	95
Walk/Bicycle	13.3%	36
Drive with family/friend and get dropped off	3.3%	9
Would not make trip	4.8%	13
Other (please specify):	4.1%	11
<i>answered question</i>		271
<i>skipped question</i>		5

Number	Response
1	Lyft
1	Hopefully work would provide shuttles
2	Not sure
1	Company parking shuttle or even Metrolink
1	Please take the buses out of Burbank
1	Transfer to another Metrolink line (way more \$\$)
1	LA DOT 549
1	Either get dropped off or Uber
1	LA Metro 155,164 or others buses

12. Where do you typically obtain information about BurbankBus services?

Answer Options	Response Percent	Response Count
Employee Transportation Coordinator (ETC)/Rideshare	6.7%	18
BurbankBus customer information phone line	5.9%	16
BurbankBus website	46.3%	125
On the bus	20.0%	54
From the bus driver	13.0%	35
Bus stop/station	15.9%	43
Train station	7.0%	19
Social media	9.6%	26
Printed brochure	8.9%	24
Google Transit	15.6%	42
Other (please specify):	6.3%	17
<i>answered question</i>		270
<i>skipped question</i>		6

Number	Response
2	Twitter
1	Bus waiting at most train stops
2	Coworker
1	Friend
1	Work commuter office
1	Mount app
2	Transit app
1	Metro
1	Staff at my group home
1	Call Burbank Bus office
1	Please take the buses out of Burbank
1	Disney Commuter Assistance

13. Have you utilized the BurbankBus customer information phone line within the past 30 days?

Answer Options	Response Percent	Response Count
Yes	20.6%	55
No	79.4%	212
<i>answered question</i>		267
<i>skipped question</i>		9

14. Have you visited the BurbankBus website within the past 30 days?

Answer Options	Response Percent	Response Count
Yes	47.9%	128
No	52.1%	139
<i>answered question</i>		267
<i>skipped question</i>		9

15. Which one service improvement would you most like to see introduced?

Answer Options	Response Percent	Response Count
Mid-day service	21.8%	57
More frequent service	24.1%	63
Earlier morning service	4.2%	11
Later evening service	13.8%	36
Service to a new area	1.5%	4
Saturday service	18.8%	49
Other (please specify):	15.7%	41
<i>answered question</i>		261
<i>skipped question</i>		15

Number	Response
4	More reliable on time performance
8	No change
1	Less mechanical issues with bus
1	Schedule to match train schedule
1	More professional drivers
5	Saturday and Sunday (weekend service)
1	Service from the Downtown Burbank Station to NoHo Station
1	Who voted to have buses in Burbank?
1	Please take the buses out of Burbank
1	Have Burbank buses honor transfers/passes from TAP cards
1	service from NOHO-Downtown Burbank or NOHO-Metrolink
2	Mid-day service
2	Late evening service
1	Bus stopping at designated location
1	Shuttles that could get people to the train station by 2:00pm
	Would love to see more routes so that residents are only a 10-15 min walk to connect them to grocery, shopping districts.
1	Currently lacking a service option btwn Buena Vista to Victory / Burbank Blvd to Magnolia. Would love to be able to catch to/from Costco.
1	Focus on picking up local residents to take them to work
3	Bus tracking - being able to view on the web when the next bus will arrive.
1	Bus timeframe change
	I live near Glenoaks and Cedar. How about bus service for this area? I need to go to all the places the other routes go but I need to start near my home where there is no bus service!
1	Focus service on Burbank residents getting out, rather than workers getting in
1	Rider comfort/safety

- Express Service for 5:48 pm express train
- 1 Metrolink Antelope Valley, and a shuttle for 7:55pm Metrolink Antelope Valley
- 1 More frequent morning service. Too much waiting at Metrolink station in the morning.
- 1 Trimming Metrolink to Media District route to cut out Riverside Drive.
- New buses...PLEASE....I've been riding
- 1 some of the same old rattle traps for over 10 years!

16. In what new area(s) would you like service?

Answer Options	Response Count
	1
<i>answered question</i>	1
<i>skipped question</i>	275

Number	Response Date	Response Text	Categories
1	May 3, 2017 1:57 AM	Burbank Blvd to Laurel Canyon	

17. If the desired improvement were made, how would this affect your use of BurbankBus?

Answer Options	Response Percent	Response Count
No change	41.5%	105
Ride more days each week	38.3%	97
Ride more times each day	20.2%	51
<i>answered question</i>		253
<i>skipped question</i>		23

18. How many additional trips would you make per week?

Answer Options	Response Percent	Response Count
Less than 1 additional trip per week	4.7%	6
1-2 additional trips per week	50.8%	65
3-4 additional trips per week	25.8%	33
5 or more additional trips per week	18.8%	24
<i>answered question</i>		128
<i>skipped question</i>		148

19. Please rate the following service attributes.

Answer Options	Excellent	Good	Fair	Poor
On-time performance	108	99	45	9
Cost/value	182	58	19	1
Hours of operation	71	102	70	15
Comfort onboard bus	99	107	40	10
Condition of bus	96	99	48	15
Driver performance	117	110	27	5
Safety onboard bus	116	115	23	3
Seating availability	166	83	7	1
Frequency of service	68	120	55	15
Proximity of bus stop to destination	139	97	22	1
Connectivity with other transit	132	105	19	2
Cleanliness/safety of bus stops	118	116	22	1
<i>answered question</i>				262
<i>skipped question</i>				14

20. Do you have a valid driver license?

Answer Options	Response Percent	Response Count
Yes	75.7%	199
No	24.3%	64
<i>answered question</i>		263
<i>skipped question</i>		13

21. Do you have access to a personal vehicle?

Answer Options	Response Percent	Response Count
Yes	57.5%	150
No	42.5%	111
<i>answered question</i>		261
<i>skipped question</i>		15

22. What is your home zip code?

Answer Options	Response Count
	245
<i>answered question</i>	245
<i>skipped question</i>	31

Number	Response
1	10002
2	19601
2	90004
4	90006
1	90007
1	90008
1	90015
1	90018
2	90019
1	90023
1	90026
3	90027
2	90029
2	90034
1	90038
1	90043
1	90045
2	90046
1	90047
1	90057
1	90064
1	90221
2	90240
1	90241
2	90262
1	90280
1	90304
1	90603
1	90604
2	90623
3	90631
1	90703
1	90745
1	90802
1	90803
1	90813
2	91201
3	91303
1	91304
3	91306
1	91311
3	91321
2	91325
1	91326
6	91331 Los Angeles
2	91335
2	91342
1	91343
5	91350 Santa Clarita
5	91351 Santa Clarita
7	91354 Santa Clarita
6	91355 Santa Clarita
1	91356
1	91362
1	91364

1	91381
8	91387 Santa Clarita
3	91390
5	91401 Los Angeles
2	91402
4	91406
3	91501
3	91502
10	91504 Burbank
26	91505 Burbank
15	91506 Burbank
16	91601 Los Angeles
1	91602
3	91605
3	91607
1	91610
2	91709
1	91732
1	91739
1	91744
1	91910
1	92335
1	92336
1	92352
1	92404
1	92503
1	92612
1	92802
1	92821
2	92831
1	92880
1	93004
1	93021
1	93035
1	93041
1	93065
1	93534
3	93535
2	93536
1	93550
5	93551 Los Angeles
1	94605
1	95106
1	95818

23. Are you...?		
Answer Options	Response Percent	Response Count
Employed full-time	81.0%	213
Employed part-time	6.5%	17
Full-time student (K-12)	2.3%	6
Full-time student (college or university)	1.9%	5
Retired	3.0%	8
Homemaker	2.3%	6
Not employed/looking for work	1.1%	3
Other (please specify):	1.9%	5
<i>answered question</i>		263
<i>skipped question</i>		13

Number	Response
1	Freelancer
1	Work in Pasadena
1	Please take the buses out of Burbank
1	Employed full-time and full-time college student
1	Self-employed full time

24. What is your work zip code?		
Answer Options	Response Count	
	198	
<i>answered question</i>		198
<i>skipped question</i>		78

Number	Response
	90010 2
	90012 1
	90013 2
	90014 2
	90017 1
	90024 1
	90025 1
	90027 1
	90028 3
	90032 1
	90036 1
	90037 1
	90068 1
	90071 3
	90210 1
	90212 1
	90245 1
	90501 1
	91303 1
	91304 1
	91305 1
	91331 3
	91345 1
	91354 1

91405	1
91411	2
91501	5 Burbank
91502	5 Burbank
91503	3
91504	27 Burbank
91505	67 Burbank
91506	8 Burbank
91510	3
91521	18 Burbank
91522	5 Burbank
91523	1
91601	6 Los Angeles
93001	1
93105	1
93557	1
95015	1
Burbank	6
Downtown LA	1
El Segundo	1
North Hollywood	1

25. What is your typical trip purpose when riding BurbankBus?		
Answer Options	Response Percent	Response Count
Work	87.7%	229
School	2.7%	7
Shopping	0.8%	2
Personal business	4.6%	12
Healthcare	1.1%	3
Recreation/Social	0.8%	2
Other (please specify):	2.3%	6
<i>answered question</i>		261
<i>skipped question</i>		15

Number	Response
1	Commute to airport
1	Airport
1	Please take the buses out of Burbank
1	Equal healthcare, shopping and recreation trips
	Transporting special needs child to and from school/ therapy and doing
1	household errands
1	Home

26. What is your annual household income?

Answer Options	Response Percent	Response Count
Under \$15,000	13.2%	34
\$15,000-\$23,999	7.0%	18
\$24,000-\$34,999	9.7%	25
\$35,000-\$49,999	14.4%	37
\$50,000-\$74,999	12.1%	31
\$75,000-\$99,999	8.6%	22
\$100,000-\$149,999	10.5%	27
\$150,000 or more	11.7%	30
Prefer not to answer	12.8%	33
<i>answered question</i>		257
<i>skipped question</i>		19

27. How many people live in your household?

Answer Options	Response Percent	Response Count
1	18.0%	46
2	30.2%	77
3	20.4%	52
4	15.7%	40
5	6.7%	17
6	2.4%	6
7	1.2%	3
8	0.0%	0
9 or more	0.0%	0
Prefer not to answer	5.5%	14
<i>answered question</i>		255
<i>skipped question</i>		21

28. Have you or has anyone in your household had difficulty using BurbankBus due to limited English proficiency?

Answer Options	Response Percent	Response Count
Yes	1.9%	5
No	90.0%	233
Prefer not to answer	8.1%	21
<i>answered question</i>		259
<i>skipped question</i>		17

29. Please indicate the language(s) spoken in your home. (check all that apply)

Answer Options	Response Percent	Response Count
English	87.0%	228
Spanish	27.1%	71
Armenian	1.1%	3
Korean	1.1%	3
Tagalog	2.3%	6
Prefer not to answer	2.7%	7
Other (please specify):	8.4%	22
<i>answered question</i>		262
<i>skipped question</i>		14

Number	Response
2	Cantonese Chinese
1	Vietnamese
2	German
2	ASL
1	Hebrew
1	Mongolian
2	Persian (Farsi)
2	Russian
4	French
1	Mandarin
1	Portuguese
1	Telugu

30. In what language do you prefer to receive information about BurbankBus?

Answer Options	Response Percent	Response Count
English	90.7%	235
Spanish	6.6%	17
Armenian	0.8%	2
Korean	0.0%	0
Tagalog	0.8%	2
Other (please specify):	1.2%	2
<i>answered question</i>		258
<i>skipped question</i>		18

Number	Response
1	Russian

31. What is your race/ethnicity? (check all that apply)

Answer Options	Response Percent	Response Count
Asian	7.7%	20
Black/African American	8.1%	21
Hispanic/Latino	29.6%	77
Native American/Alaska Native	0.8%	2
Native Hawaiian/Pacific Islander	1.5%	4
White	43.5%	113
Prefer not to answer	12.7%	33
<i>answered question</i>		260
<i>skipped question</i>		16

32. Do you follow BurbankBus on Twitter?

Answer Options	Response Percent	Response Count
Yes	18.5%	48
No	81.5%	211
<i>answered question</i>		259
<i>skipped question</i>		17

33. Do you find the information presented useful?

Answer Options	Response Percent	Response Count
Yes	81.3%	39
No	18.8%	9
<i>answered question</i>		48
<i>skipped question</i>		228

34. What content would you like to see on social media? (check all that apply)

Answer Options	Response Percent	Response Count
Rider alerts	71.4%	115
Service information	52.2%	84
Information about destinations accessible via Burbank	33.5%	54
Community information	16.1%	26
Contests	20.5%	33
Other (please specify):	7.5%	12
<i>answered question</i>		161
<i>skipped question</i>		115

Number	Response
1	Bus driver birthday
1	instagram / stories
3	Bus tracking - where the location of each bus
1	Please take the buses out of Burbank
4	N/A
2	Don't use social media

Appendix F
Minority, Low-income, and LEP Populations in Burbank by Census Tract

Table D.1
Minority and Low-income Populations in Burbank by Census Tract

Tract	Total Population	*Minority Populations	*% Minority Persons	Population for whom Poverty Status is Determined	Population with Income in the Past 12 Months Below Poverty Level	% in Poverty
3101	5,987	1,716	28.7%	5,975	112	1.9%
3102.01	5,475	1,076	19.7%	5,475	360	6.6%
3102.02	5,038	1,534	30.4%	5,038	776	15.4%
3103	2,668	743	27.8%	2,668	57	2.1%
3104	3,213	791	24.6%	3,204	196	6.1%
3105.01	4,005	2,899	72.4%	3,995	322	8.1%
3106.01	6,799	3,933	57.8%	6,799	1,214	17.9%
3106.02	2,814	1,191	42.3%	2,814	204	7.2%
3107.01	2,451	635	25.9%	2,451	524	21.4%
3107.02	7,161	2,194	30.6%	7,105	1,287	18.1%
3107.03	4,903	1,625	33.1%	4,903	1,216	24.8%
3108	5,224	2,334	44.7%	5,213	754	14.5%
3109	6,401	3,054	47.7%	6,374	507	8.0%
3110	3,845	1,907	49.6%	3,845	259	6.7%
3111	4,064	2,023	49.8%	4,042	257	6.4%
3112	3,200	1,183	37.0%	3,185	118	3.7%
3113	3,963	1,719	43.4%	3,963	646	16.3%
3114	2,299	611	26.6%	2,286	159	7.0%
3115	5,682	2,264	39.8%	5,682	398	7.0%
3116	6,923	2,138	30.9%	6,923	945	13.7%
3117	5,876	1,555	26.5%	5,664	446	7.9%
3118.01	2,850	1,618	56.8%	2,850	326	11.4%
3118.02	3,924	2,738	69.8%	3,913	679	17.4%
City Total	104,765	41,481	39.6%	104,367	11,762	11.3%

*Per FTA Title VI Circular: Minority populations include persons having origins in: American Indian or Alaska Native, Asian, African American, Latino, and Native Hawaiian or Other Pacific Islander racial groups.

Source: U.S. Census Bureau, 2013-2017 American Community Survey, Table DP05 and Table S1701 by census tract for the City of Burbank (2013-2017 American Community Survey 5-Year Estimates)

Appendix F
Minority, Low-income, and LEP Populations in Burbank by Census Tract

Table D.2
Spanish and Armenian LEP Populations in Burbank by Census Tract

Tract	Population for whom Language is Determined	Population that Speak Spanish that Speak English less than very well	% Spanish LEP	Population that Speak Armenian and Speak English less than very well	% Armenian LEP
3101	5,523	156	2.8%	838	15.2%
3102.01	5,413	263	4.9%	491	9.1%
3102.02	4,781	201	4.2%	676	14.1%
3103	2,729	24	0.9%	215	7.9%
3104	2,995	153	5.1%	77	2.6%
3105.01	3,296	683	20.7%	109	3.3%
3106.01	5,945	263	4.4%	271	4.6%
3106.02	2,290	144	6.3%	4	0.2%
3107.01	2,386	74	3.1%	463	19.4%
3107.02	7,180	347	4.8%	1,344	18.7%
3107.03	5,058	63	1.2%	715	14.1%
3108	4,980	495	9.9%	67	1.3%
3109	5,805	654	11.3%	2	0.0%
3110	3,790	420	11.1%	69	1.8%
3111	3,694	481	13.0%	39	1.1%
3112	2,986	159	5.3%	67	2.2%
3113	3,625	156	4.3%	26	0.7%
3114	2,105	93	4.4%	45	2.1%
3115	5,196	275	5.3%	0	0.0%
3116	6,900	195	2.8%	0	0.0%
3117	5,315	297	5.6%	149	2.8%
3118.01	2,812	376	13.4%	26	0.9%
3118.02	3,497	756	21.6%	112	3.2%
City Total	98,301	6,728	6.8%	5,805	5.9%

**2011-2015 American Community Survey 5-Year Estimates*

Source: U.S. Census Bureau, 2011-2015 American Community Survey, Table B16001 by census tract for the City of Burbank

Appendix G
Documentation of Council Actions Related to Title VI

RESOLUTION NO. 21-29,209

A RESOLUTION OF THE COUNCIL OF THE CITY OF BURBANK APPROVING THE TITLE VI PROGRAM TRIENNIAL UPDATE FOR BURBANKBUS PER THE UNITED STATES DEPARTMENT OF TRANSPORTATION (DOT) / FEDERAL TRANSIT ADMINISTRATION (FTA) TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERALLY FUNDED SUBRECIPIENTS.

THE COUNCIL OF THE CITY OF BURBANK FINDS:

A. Title VI of the Civil Rights Act of 1964 is a federal law that prohibits recipients and subrecipients of federal financial assistance from discriminating on the basis of race, color, or national origin in their programs or activities, and obligates federal funding agencies to enforce compliance. The Federal Government, through FTA, provides financial assistance to develop new transit systems and improve, maintain, and operate existing systems. Entities that receive FTA grant funds must manage their transportation programs in compliance with Title VI.

B. The City of Burbank, as a subrecipient of federal funds through Los Angeles County Metropolitan Transportation Authority (Metro) - the primary recipient, is required to implement its transit program in compliance with Title VI and update the adopted program at least once every three (3) years.

C. The City's Title VI Program Triennial Update for BurbankBus addresses the following program elements:

1. A system for notifying the public of their Title VI rights;
2. Instructions to the public regarding how to file a Title VI complaint;
3. A log of Title VI investigations, complaints, or lawsuits;
4. A Public Participation Plan;
5. A Language Assistance Plan to better encourage the participation of Limited English Proficient (LEP) persons¹;
6. Racial demographics of transit-related policy boards or committees;
7. A copy of the City Council Public Hearing resolution affirming that the City Council reviewed and approved the Title VI Program;
8. System-wide standards and policies for BurbankBus; and
9. Service policies for BurbankBus.

¹ Individuals who have a limited ability to read, write, speak or understand English are Limited English Proficient or "LEP" as defined in the FTA Title VI regulations. Burbank classifies LEP individuals as those who read, write, speak or understand English "less than very well."

THE COUNCIL OF THE CITY OF BURBANK RESOLVES:

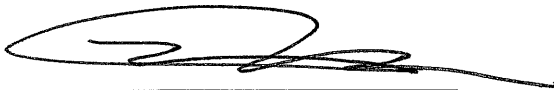
1. The City's Title VI Program Triennial Update for BurbankBus is approved. The approval is based on the ability of the City Council to make the determination that the Title VI Program Triennial Update for BurbankBus adheres to the mandates provided in FTA Circular 4702.1B regarding Title VI Program requirements and meets the requirements of Metro and FTA in compliance with Title VI requirements.

PASSED and ADOPTED this 12th day of January, 2021.



Bob Frutos
Mayor

Attest:



Zizette Mullins, MMC, City Clerk

Approved as to Form:
Office of the City Attorney

By: 
Jina On
Senior Assistant City Attorney

STATE OF CALIFORNIA)
COUNTY OF LOS ANGELES) ss.
CITY OF BURBANK)

I, Zizette Mullins, MMC, City Clerk of the City of Burbank, do hereby certify that the foregoing Resolution was duly and regularly passed and adopted by the Council of the City of Burbank at its regular meeting held on the 12th day of January, 2021, by the following vote:

AYES: Anthony, Schultz, Springer, Talamantes and Frutos.

NOES: None.

ABSENT: None.



Zizette Mullins, MMC, City Clerk