



# METROLINK

## Title VI – Studying Fare Equity

### Agency:

*Metrolink*

### Role:

*Community Outreach*

### Approach:

- Metrolink is planning to replace existing station ticket vending devices with smaller modern devices that are fast, reliable and user-friendly
- Features of these smaller devices include simple touch screens and paper tickets with Quick Response (QR) squares, which allow passengers to retrieve mobile/online tickets, and receive digital alerts
- Passengers will have the option to pay with credit/debit cards, contactless payments, Corporate Quick Card, agency smartcards (TAP), Golden State Advantage (EBT) cards and cash
- MBI facilitated three public meetings and conducted surveys on six train station platforms
- Surveys were offered to passengers in 10 different languages, including English, Spanish, Chinese, Persian/Farsi, Japanese, Tagalog, Armenian, Korean, Vietnamese, Arabic, and Russian
- Passengers were informed that Metrolink was considering installing new station ticketing devices without the option to pay with cash and their responses were recorded



### Situation:

- April 2016, Metrolink adopted a plan to replace existing ticket vending machines
- Metrolink is studying options to reduce or eliminate cash payments at station ticketing devices and identifying/implementing other payment options
- The process includes public meetings, interviews and surveys to identify impacts to communities' low-income, minority, and limited English proficient (LEP) populations

### Challenge

- Title VI of the Civil Rights Act prohibits discrimination by public transit agencies on the basis of "race, color, and national origin, including the denial of meaningful access" for LEP persons
- Based on Federal laws, the Federal Transit Administration (FTA) requires transit providers to evaluate the effects of proposed changes on both low-income and Title VI-protected populations

