



# TITLE VI PROGRAM

DECEMBER 2022

San Mateo County Transit District (SamTrans)  
1250 San Carlos Avenue  
San Carlos, CA 94070



**SAN MATEO COUNTY TRANSIT DISTRICT**

**(SAMTRANS)**

**TITLE VI PROGRAM**

PREPARED FOR:

FEDERAL TRANSIT ADMINISTRATION  
REGION IX

PREPARED BY:

SAN MATEO COUNTY TRANSIT DISTRICT

DECEMBER 2022

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# I: INTRODUCTION

The San Mateo County Transit District's (hereinafter "SamTrans" or the "District") Title VI Program provides information and analysis bearing upon compliance with Title VI of the Civil Rights Act of 1964 regarding transit services and related benefits. The purpose of Title VI is to ensure that "no person 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." (42 U.S.C. § 2000d.)

Since 1972, the Federal Transit Administration (FTA) has required applicants for and recipients of Federal assistance to provide assessments of compliance as part of the grant approval process. The FTA is responsible for ensuring that federally supported transit services and related benefits are distributed in a manner consistent with Title VI including as related to Environmental Justice and access for individuals who have Limited English Proficiency. This Title VI Program conforms to the FTA's Title VI Circular 4702.1B, effective October 2012.

As a federal grant recipient, the District is required to maintain and provide to the FTA information on the District's compliance with Title VI regulations. At a minimum, the District must conduct periodic compliance assessments to ensure that the level and quality of transit services is provided in a nondiscriminatory manner; that full and fair participation in public transportation decision-making occurs without regard to race, color, or national origin; and to ensure meaningful access to transit-related programs and activities by persons with limited English proficiency. The District is required to submit a Title VI Program every three years and to document that its services and benefits are provided in a non-discriminatory manner. This document evidences activities conducted in 2020 through 2022.

SamTrans, as required under Circular 4702.1B, has included the following information in this Program:

1. Discussion and attachments pertaining to general Title VI requirements.
  - a. Title VI Notice to Public
  - b. Title VI Complaint Procedures and Complaint Form
  - c. List of Investigations, Complaints, or Lawsuits
  - d. Public Participation Plan
  - e. Language Assistance Plan
  - f. Membership of Non-elected Committees
  - g. Sub-recipient Monitoring
  - h. Board Meeting Minutes
  - i. Construction Projects
  - j. Additional Information upon Request
2. Discussion and attachments pertaining to Title VI requirements for transit operators.
  - a. Service Standards and Policies
  - b. Demographic and Service Profile
  - c. Demographic Ridership and Travel Patterns
  - d. Service Monitoring Program Results
  - e. Public Engagement for Title VI Policy Development
  - f. Title VI Equity Analyses
3. All other required submittals.

## II: GENERAL REQUIREMENTS

This chapter responds to the general reporting information required of all FTA grantees on a triennial basis. The information is required under U.S. Department of Transportation (DOT) regulations.

### 1. Title VI Notice to Public

A copy of the District's notice to the public that it complies with Title VI and a list of locations where the notice is posted, are contained in Appendix A.

### 2. Title VI Complaint Procedures and Complaint Form

The District responds to any and all lawsuits or complaints that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. SamTrans makes its procedures for filing a complaint available to members of the public. A copy of the District's Title VI procedures for filing a complaint, sample complaint form and complaint process and consumer reports process overview are contained in Appendix B.

### 3. List of Investigations, Complaints, or Lawsuits

Appendix C contains a list of any Title VI investigations conducted by entities other than FTA, lawsuits, or complaints naming the District that allege discrimination on the basis of race, color, or nation origin. In keeping with Circular 4702.1B, the list includes the date the investigation was requested or the lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the District in response to the investigation, lawsuit, or complaint.

### 4. Public Participation Plan

A summary of public outreach and involvement activities undertaken in last three years and description of steps taken to ensure that minority and low-income persons had meaningful access to these activities is contained in various portions of this Compliance Report, including the District's Public Participation Plan in Appendix D and the Language Assistance Plan in Appendix E.

### 5. Language Assistance Plan

The District's current Language Assistance Plan for providing language assistance for persons with Limited English Proficiency (LEP) based on the DOT LEP Guidance is contained in Appendix E.

### 6. Membership of Non-elected Committees

The Citizens Advisory Committee (CAC) is composed of 15 representatives from various segments of the community and acts in an advisory capacity to the SamTrans Board.

Responsibilities include providing input on the needs of current and potential transit users. The Citizens Advisory Committee has direct liaison to the Board of Directors through the Community Relations Committee and assists the SamTrans Board of Directors in any manner the Board deems appropriate.

The purpose of the CAC is to help SamTrans plan a transportation system that is safe, efficient, cost-effective, energy efficient, environmentally-responsible, and responsive to the needs of the broadest range of citizens and transit users in San Mateo County. SamTrans firmly believes that the people who use a transportation system, or are affected by it, should have a voice in deciding the “where,” the “what,” and the “when” regarding SamTrans operations.

In recognition of the importance of SamTrans fixed-route bus service in our multi-modal system, the CAC focuses on issues of direct concern to users of fixed-route bus service. Members of the CAC may concurrently represent the concerns of other constituent groups as they relate to fixed-route bus service. Members of the CAC need not be citizens of the United States. When making appointments to the CAC, the Board may give preference to residents of the County of San Mateo if such preference would result in more informed membership.

As of October 2022, the CAC meets virtually on the last Wednesday of each month at 6:30 p.m. As Covid-19 restrictions ease, a hybrid format may be adopted. All meetings are open to the public.

Fifteen members are appointed-at-large for three-year terms, representing and divided among the following constituencies:

- Bus Riders – Representing the diverse population of both San Mateo County and SamTrans fixed-route ridership.
- Multi-modal Riders – Representing the riders who use SamTrans fixed-route service to connect to another one of the available transit modes. Examples include bus-to Caltrain riders, bus-to-BART riders, and bus-to-bus riders.
- Community – Representing community interests which also interact with SamTrans fixed-route service.

An annual four-week recruitment is held in March and April to fill the vacancies on the CAC. In the event there are a significant number of unexpected vacancies, such as at the current time, staff will hold an off-cycle recruitment to fill the vacancies at the Board’s direction. SamTrans is proactive with respect to recruiting new CAC members, including individuals from traditionally underserved communities in San Mateo County, and all applications are kept on file. Ads are placed in the papers of record in San Mateo County, with language-specific ads placed in the Sing-Tao (Mandarin), and El Observador (Spanish). The Website and Onboard take ones are provided in English, Spanish and Chinese. SamTrans also provides English language in the following forms:

- News releases.
- Postings at city halls around the county.
- Board and CAC meeting announcements.

Every person who submits an application to fill vacancies is interviewed by the Community Relations Board Subcommittee, which is comprised of three members of the Board of Directors. The same questions are asked of each candidate and an ultimate decision is based on qualifications and responses to interview questions.

The following table illustrates the current membership of the SamTrans Citizens Advisory Committee.

**Exhibit 1: Current (2022) CAC Membership List**

Race	Representing
White	Bus Riders
White	Multimodal Riders
White	Bus Riders
White	Community Riders
Native American	Community Riders
White	Multimodal Riders
Hispanic	Bus Riders
White	Bus Riders
White	Bus Riders
Asian	Multimodal Riders
White	Bus Riders
White	Community Riders
VACANCY	Multimodal Riders
VACANCY	Bus Riders
VACANCY	Bus Riders

The Measure W Citizens Oversight Committee (COC) was convened for the first time in 2021, following passage and implementation of Measure W. Measure W provides for the levy of a half-cent sales tax on retail sales in San Mateo County. The purpose of Measure W is to provide funding to address transportation and transit needs of San Mateo County pursuant to a Congestion Relief Plan adopted by the District and approved by the voters as part of the ordinance adopted via Measure W.

The COC is tasked with reviewing the administration of the Congestion Relief Plan to ensure tax proceeds are invested in a way that is consistent with the plan. The COC's role is to receive findings of an independent audit, hold a public hearing, and issue a report annually to the County regarding how the tax proceeds are spent.

The committee is composed of 15 volunteer community representatives from various constituencies and acts in an advisory capacity to the SamTrans Board of Directors. As of October 2022, the committee meets quarterly virtually via teleconference. Each member is appointed for a three-year term representing and divided among the following constituencies:

- Senior Community – one member representing elderly and senior residents or riders
- Youth and Youth Transit Riders – one member representing residents or riders under the age of 18
- San Mateo County Supervisorial District Representatives – one member representing each of the five County supervisorial Districts in San Mateo County
- CAC Representatives – one member representing each of the three transportation agency CACs in San Mateo County (the SamTrans, Caltrain, and San Mateo County Transportation Authority CACs)
- Individuals with Disabilities – one member representing riders or residents with disabilities
- Community Representatives – one member representing each of the following community interests that are impacted by Measure W: organized labor; environmental or sustainability organizations; the City/County Association of Governments of San Mateo County (C/CAG) Bicycle and Pedestrian Advisory Committee; and private sector employers.

An annual four-week recruitment is held in September to October to fill the vacancies on the COC. SamTrans is proactive with respect to recruiting new COC members, including individuals from traditionally underserved communities in San Mateo County, and all applications are kept on file. Ads are placed in the papers of record in San Mateo County, with language-specific ads placed in the Sing-Tao (Mandarin), and El Observador (Spanish). The Website and Onboard take ones are provided in English, Spanish and Chinese. Applications are available in Chinese and Spanish online and upon request.



The following table illustrates the current membership of the SamTrans Measure W Citizens Oversight Committee.

Race	Representing
Vacant	SamTrans Citizens Advisory Committee
White	Caltrain Citizens Advisory Committee (San Mateo County)
White	County Supervisor District 4
Hispanic	County Supervisor District 5
White	County Supervisor District 2
White	Senior Community
White	County Supervisor District 3
White	Organized Labor
White	Environmental or Sustainability Organization
White	People with Disabilities
White	Youth and Youth Transit Riders
Hispanic	TA Citizens Advisory Committee
<i>White</i>	C/CAG Bicycle and Pedestrian Advisory Committee

**7. Sub-recipient Monitoring**

SamTrans was not responsible for any sub-recipients over the last reporting period, and will not be taking on any sub-recipients in the next reporting period. However, below are the procedures for sub-recipients.

As the primary recipient, SamTrans is responsible for ensuring its sub-recipients are in compliance with applicable regulations, including Title VI. First, SamTrans is responsible for providing its sub-recipients with sufficient technical assistance to ensure they can adequately maintain compliance with Title VI. Chapter III, Section 11 of Circular 4702.1B states the following:

*Primary recipients should assist their sub-recipients in complying with DOT’s Title VI regulations, including the general reporting requirements. Assistance shall be provided to the sub-recipient as necessary and appropriate by the primary recipient. Primary recipients should provide the following information to sub-recipients; such*

information, forms, and data may be kept in a central repository and available for all sub-recipients:

- a) *Sample notices to the public informing beneficiaries of their rights under DOT's Title VI regulations, procedures on how to file a Title VI complaint, and the recipient's Title VI complaint form.*
- b) *Sample procedures for tracking and investigating Title VI complaints filed with a sub-recipient, and when the primary recipient expects the sub-recipient to notify the primary recipient of complaints received by the sub-recipient.*
- c) *Demographic information on the race and English proficiency of residents served by the sub-recipient. This information will assist the sub-recipient in assessing the level and quality of service it provides to communities within its service area and in assessing the need for language assistance.*
- d) *Any other recipient-generated or obtained data, such as travel patterns, surveys, etc., that will assist sub-recipients in complying with Title VI.*

SamTrans staff have available all items listed above and provide them upon request to sub-recipients. SamTrans' sub-recipients are made aware of their responsibilities with respect to Title VI, and SamTrans meets with the sub-recipients as needed to ensure they understand their obligations and have the resources necessary to meet them.

SamTrans responsibilities with respect to monitoring its sub-recipients are outlined in Chapter III, Section 12 of Circular 4702.1B:

*In accordance with 49 CFR 21.9(b), and to ensure that sub-recipients are complying with the DOT Title VI regulations, primary recipients must monitor their sub-recipients for compliance with the regulations. Importantly, if a sub-recipient is not in compliance with Title VI requirements, then the primary recipient is also not in compliance.*

- a) *In order to ensure the primary and sub-recipient are in compliance with Title VI requirements, the primary recipient shall undertake the following activities:*
  - (1) *Document its process for ensuring that all sub-recipients are complying with the general reporting requirements of Circular 4702.1B, as well as other requirements that apply to the sub-recipient based on the type of entity and the number of fixed route vehicles it operates in peak service if a transit provider.*
  - (2) *Collect Title VI Programs from sub-recipients and review programs for compliance. Collection and storage of sub-recipient Title VI Programs may be electronic at the option of the primary recipient.*
  - (3) *At the request of FTA, in response to a complaint of discrimination, or as otherwise deemed necessary by the primary recipient, the primary recipient shall request that sub-recipients who provide transportation services verify that their level and quality of service is provided on an equitable basis. Sub-recipients that are fixed route transit providers are*

- b) When a sub-recipient is also a direct recipient of FTA funds, that is, applies for funds directly from FTA in addition to receiving funds from a primary recipient, the sub-recipient/direct recipient reports directly to FTA and the primary recipient/designated recipient is not responsible for monitoring compliance of that sub-recipient. The supplemental agreement signed by both entities in their roles as designated recipient and direct recipient relieves the primary recipient/designated recipient of this oversight responsibility. See Appendix L of Circular 4702.1B for clarification of reporting responsibilities by recipient category.*

SamTrans conducts regular monitoring check-ins with the sub-recipients across the life of any specific project. In addition to the regular check ins (2-3 across the life of the project), SamTrans will also conduct a final close-out session with its sub-recipients in addition to monitoring sessions associated with any FTA Triennial Review. There is an initial meeting with the sub-recipients to discuss their requirements related to Title VI wherein the sub-recipients are informed of their responsibilities and provided with the information and resources (such as complaint forms and notices) necessary to maintain compliance with Title VI.

Each sub-recipient monitoring session includes (but is not limited to) a review of the following:

- Review of the relevant elements of the Circular 4702.1B.
- Review of any complaints received to date.
- Results of any investigations completed to date.
- Documentation of public notices.
- Analysis of current service levels and their equitable distribution.
- Title VI Program review.
- Discussion of any recent outreach to LEP populations.

#### **8. Board Meeting Minutes**

The Resolution evidencing the Board's adoption of this Title VI Program is/will be included in Appendix F.

#### **9. Construction Projects**

SamTrans has undertaken no construction projects during this reporting period. For any District construction projects that require documentation under Title VI Circular 4702.1B, an environmental justice analysis will be prepared and submitted separately as allowed under the circular.

#### **10. Additional Information upon Request**

At the discretion of FTA, information other than that required by Circular 4702.1B may be requested. FTA has not requested such information, and none has been provided at this time.

## III: REQUIREMENTS OF TRANSIT OPERATORS

This chapter responds to the specific reporting information required of all FTA grantee transit operators on a triennial basis. The information is required under DOT regulations.

### 1. Service Standards and Policies

A copy of the District's major service change policy, disparate impact policy, disproportionate burden policy and system-wide service standards and policies, as well as evidence of the Board's adoption of the same in March 2013, can be found in Appendix G.

### 2. Demographic and Service Profile

SamTrans regularly evaluates demographic information as part of any proposed service or fare change, as required by the FTA. SamTrans also conducted demographic analysis using Census data for this Program submission. The results are included in Appendix H.

### 3. Demographic Ridership and Travel Patterns

SamTrans conducts statistically-valid samples of passengers every three years. The survey questions include queries regarding race/ethnicity and household income, among many others. A copy of the SamTrans' most recent survey analysis, as well as survey analysis conducted by the Metropolitan Transportation Commission in partnership with the District, is contained in Appendix I.

### 4. Monitoring Program Results

The results of SamTrans' most recent monitoring and analysis of its service standards and policies adopted in March 2013 can be found in Appendix J.

### 5. Public Engagement for Policy Development

A summary of the public engagement process utilized to develop and vet SamTrans' major service change, disparate impact, and disproportionate burden policies can be found in Appendix K.

### 6. Title VI Equity Analyses

SamTrans has conducted four fare and service equity analyses across the review period. Each equity analysis revealed the proposed action would not result in a disparate impact or disproportionate burden on minority and low-income passengers, respectively. Complete copies of all fare and service equity analyses conducted by the District during the review period are included in Appendix L.

## **A. TITLE VI NOTICE TO PUBLIC**

The SamTrans Notice to the Public regarding Title VI rights is included below. It is posted at several highly visible locations around SamTrans Administrative headquarters at 1250 San Carlos Avenue, San Carlos, CA. In addition, ad cards with a similar notice are on all SamTrans fixed routes. SamTrans will post the Title VI Notice on the website and rider guides for paratransit.

SamTrans will ensure that Safe Harbor languages are reflected for the Title VI Notice.

## Title VI Rights

SamTrans and Caltrain operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights of 1964. For more information, or to file a complaint, visit [www.caltrain.com/riderinfo/TitleVI.html](http://www.caltrain.com/riderinfo/TitleVI.html)

Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form below or request one by calling 1.800.660.4287 (TTY 650.508.6448). You also may file a complaint with the Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

SamTrans y Caltrain está comprometido a garantizar que toda persona goce de la distribución equitativa de servicios y instalaciones sin importar las cuestiones de raza, color u origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles de 1964. Para obtener más información o presentar una queja, visite [www.caltrain.com/riderinfo/TitleVI.html](http://www.caltrain.com/riderinfo/TitleVI.html)

Cualquier persona que se sienta víctima de discriminación por motivos de raza, color u origen nacional en relación con la prestación de servicios de transporte tiene el derecho de presentar una queja dentro de los 180 días del supuesto incidente. Usted puede descargar un formulario de queja (abajo) o solicitar un formulario, llamando al numero 1.800.660.4287 (TTY 650.508.6448). También puede presentar quejas al Federal Transit Administration por medio de la oficina, "Office of Civil Rights", con el coordinador de programa del Title VI ubicado en el quinto piso-TCR del edificio oeste, 1200 New Jersey Ave., SE, Washington, DC 20590.

SamTrans和Caltrain根据《1964年民权法》第六篇运营其项目和服务，而不考虑种族、肤色或原国籍。如需了解更多信息，或者若要提出投诉，请访问 [www.caltrain.com/riderinfo/TitleVI.html](http://www.caltrain.com/riderinfo/TitleVI.html)。任何认为自己在运输服务交付方面因种族、肤色或国籍而受到歧视的人都有权在指控事件发生后180天内提出投诉。您可以在下方下载投诉表或致电 1.800.660.4287 (TTY 用户请拨打 650.508.6448) 索取一份。您也可以**通过其公民权利办公室向联邦交通管理局提出投诉**，Title VI 项目协调员，East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590。

	<p>Free Language Assistance is available:1-800-660-4287                  Asistencia de idiomas gratis:1-800-660-4287                  可免费提供语言协助:1-800-660-4287                  May Available na Libreng Tulong sa Wika:1-800-660-4287                  Предоставляются бесплатные услуги перевода: 1-800-660-4287                  hỗ trợ ngôn ngữ miễn phí có sẵn:1-800-660-4287                  الباب السادس: إخطار الحقوق المدنية 4287-660-800-1                  무료 언어 지원이 제공됩니다:1-800-660-4287</p>
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# TITLE VI RIGHTS



SamTrans operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been discriminated against based on race, color or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form at [www.samtrans.com/titlevi](http://www.samtrans.com/titlevi) or request one by calling 1-800-660-4287 (TTY 650-508-6448).

1.800.660.4287 للتزجمة، اتصل على  
如需翻譯，請電 1.800.660.4287.

अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

翻訳のご用命は、+1.800.660.4287 までお電話ください。

번역을 원하시면, 1.800.660.4287 번으로 전화하십시오.

بخدمت ترجمه شماره 1.800.660.4287

Если вам нужны услуги переводчика, обращайтесь по телефону 1-800-660-4287.

Para traducción lláma al 1.800.660.4287

Para sa pagsasalín sa ibang wika, tumawag sa 1.800.660.4287

Cần dịch thuật, xin gọi 1.800.660.4287.

# B. TITLE VI COMPLAINT PROCEDURES

## COMPLAINT PROCESSING AND INVESTIGATION PROCEDURE

### Title VI Complaint Processing Procedure

The San Mateo County Transit District (SamTrans) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. SamTrans is committed to ensuring that no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any SamTrans or Caltrain program or activity based on race, color, national origin, English language proficiency, or economic status. Any person who believes they have been discriminated against based on race, color, or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form below or request one by calling 1-800-660-4287 (TTY 650-508-6448). Complaint forms are also available in multiple languages.

As part of SamTrans' goal to incorporate environmental justice into its mission and ongoing activities, although low-income populations are not a protected class under Title VI, SamTrans is prepared to receive complaints related to low-income status through the Title VI process.

SamTrans - <http://www.samtrans.com/riderinformation/TitleVI.html>

### Receipt of Consumer Complaint Which Includes Allegation of Discrimination

#### Customer Service Center

1. Receive the complaint, follow standard procedures for entering the Consumer Report into the IndustrySafe database system.
2. Check the discrimination box in IndustrySafe for all Consumer Reports that mention race, color, or national origin, or make a claim of discrimination.
3. Route all Consumer Reports that are marked discrimination to the designated recipients for routine investigation, as well as send to the Title VI Administrator for review.
4. If the Title VI Administrator finds a potential Title VI violation, send Title VI Complaint Form and Cover letter to complainant.
5. If complainant is unable to complete a written form, staff may fill out the form on complainant's behalf.

#### Title VI Administrator

1. Review all incoming IndustrySafe reports marked as discrimination for potential Title VI claims.
2. Discrimination allegations based on age, sex, gender, or disability are not Title VI and can be eliminated from the Title VI Procedure.
3. If the discrimination complaint is a potential Title VI violation:
  - a. Advise Customer Service through IndustrySafe to send the customer a Title VI complaint form.
  - b. Notify any Contract Operator (if applicable) of the potential for a Title VI claim.
  - c. Email request to Superintendent, manager, or contractor to retain a copy of any video recording. Video can also be requested through IndustrySafe.
4. If the discrimination complaint is not a potential Title VI violation, advise Customer Service through IndustrySafe that the complaint does not include a potential Title VI violation.



5. Title VI Administrator shall maintain a log of consumer complaints that are potential Title VI claims.

### **Receipt of Title VI Discrimination Complaint Form**

#### Title VI Administrator

- 1) Create Title VI complaint file.
- 2) Document and Record into Title VI Complaint Form Received Database.
  - a. Title VI Complaint Form must be received within 180 days of alleged incident. If no investigation is initiated, clearly document the reason.
- 3) Make determination whether the Title VI Discrimination Complaint Form contains a valid Title VI concern.
  - a. If a Title VI investigation is warranted, begin investigation.
  - b. If a Title VI investigation is not warranted, clearly document the basis for the determination and close file. Inform complainant that a Title VI investigation is not warranted.
- 4) Inform complainant that a formal Title VI investigation is being conducted or that their complaint is not covered by Title VI. This must be done within 10 working days of receipt of the completed and signed Title VI Discrimination Complaint Form.
- 5) Notify Contract Operator of Title VI investigation in writing, including request for documentation.
- 6) Notify Transit Police of Title VI investigation in writing, including request for documentation if complaint is related to alleged fare evasion, the receipt of a citation, or other incident that involved Transit Police.
- 7) If the complaint implicates a transit employee, notify appropriate management, base superintendent, and assistant superintendent.

#### Contract Operator

1. Assist Title VI Administrator with investigation, as necessary.
2. If the Title VI complaint implicates a transit employee, provide:
  - a. employee's training records to the Title VI Administrator.
  - b. summary of complaint history regarding the employee to the Title VI Administrator.
  - c. summary of any disciplinary actions that have occurred as a result of customer complaints to the Title VI Administrator.

#### Transit Police

1. Assist Title VI Administrator with investigation, as necessary.
2. Provide a summary of citation records associated with the incident if complaint is related to the issuance of a citation or any other Transit Police involvement.
3. Provide summary of Transit Police response to the scene of an incident, if permissible.

### **Investigation of Complaint**

1. The Title VI Administrator shall interview employees, complainant, and witnesses; obtain statements from witnesses, copies of records, and other evidence needed to ascertain the validity of the allegations raised in the complaint. Any failure to cooperate with the investigation should be documented.
2. The Title VI Investigation Report should be submitted to the Civil Rights Manager within 30 working days of receipt of the Title VI Discrimination Complaint Form for review.
3. The Title VI Investigation Report must include names and titles of all who are contacted about the incident, any evidence reviewed (such as video recordings) and all other relevant information.
4. The report shall state why the incident was or was not a case of discrimination.
5. If a violation of Title VI is found, recommend appropriate corrective action.

6. If the Title VI Administrator is unable to complete the investigation within 30 working days, the Title VI Administrator shall notify the Civil Rights Manager and document the reason(s) why the investigation requires more than 30 working days to complete.
7. The Title VI Administrator shall review Investigation Report with appropriate management, including Civil Rights Management, appropriate Chief Operating Officer, and/or Contract Operator. Discuss findings and/or recommended corrective action.
8. The Title VI Administrator shall notify Complainant of finding (issue Determination Letter), along with their right to appeal and information regarding the appeal process. Complainant will be notified of findings within 60 days of receipt of Title VI Discrimination Complaint Form.
9. The Title VI Administrator shall provide a summary of the Title VI Investigation Report to the Executive Office.
10. Update complaint file and log in the Title VI spreadsheet.

### **Appeal**

1. Complainant has 10 days after receipt of determination letter to appeal findings to the Deputy General Manager/CEO. Request for appeal must be submitted in writing to the Deputy General Manager and shall sufficiently detail any items the claimant feels were not fully understood by the Civil Rights Manager and/or other staff reviewing claim.
2. Deputy General Manager will make a determination in 10 calendar days in writing whether or not to initiate an appeal process.

### **Complaint to Federal Transit Administration**

1. Complainant will be notified that they may also file a complaint with the Federal Transit Administration within 180 days of alleged discrimination through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

# SAMTRANS TITLE VI DISCRIMINATION INVESTIGATOR FORM

## **SECTION 1 - CASE INFORMATION (from Title VI Administrator)**

Title VI Complaint Form Number: \_\_\_\_\_

Consumer Report & Folder Number (if it exists): \_\_\_\_\_

Complainant Name: \_\_\_\_\_

Investigator Name: \_\_\_\_\_

Investigator Work Location: \_\_\_\_\_

Investigation Completion Due Date \_\_\_\_\_

## **SECTION 2 – PREVIOUS INVESTIGATION**

Has this incident/complaint been investigated previously?     Yes     No

[If you answered "no" to this question, go to Section 3.]

Was the previous investigation conducted with the discrimination charge in mind?

Yes                                     No

[If you answered "no" to this question, go to Section 3.]

Did the previous investigation result in a finding that discrimination was involved?

Yes                                     No

Please explain why discrimination was not involved, if not previously documented:

---

---

---

## **SECTION 3 – INVESTIGATION**

Date & time of incident: \_\_\_\_\_

Names, ID (if applicable) and title of employee accused of discrimination

Name: \_\_\_\_\_ Title: \_\_\_\_\_ ID# \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ ID# \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_ ID# \_\_\_\_\_

Location of incident (including vehicle information): \_\_\_\_\_

---

Was there a determination that discrimination was involved?     Yes     No

If yes, what corrective action was taken?

---

---

If it was determined there was no discrimination, how was that determination made?

---

Was the complainant contacted?                                     Yes     No

If yes, was complainant satisfied with the resolution of the issue/incident?

Yes     No     Unknown



Re: SamTrans Title VI Discrimination Complaint Form

Dear SamTrans Customer:

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

SamTrans is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin as protected by Title VI, as amended. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint. Please complete the enclosed form to initiate a formal complaint and investigation process. The form is available in accessible and alternative formats, such as large print, TDD, and Spanish. Your completed form should be returned to us at:

SamTrans Title VI Administrator  
San Mateo County Transit District  
1250 San Carlos Ave. – P.O. Box 3006  
San Carlos, CA 94070

This form must be filed within 180 calendar days of the alleged discriminatory incident. After the form is submitted, you will be contacted within 10 business days of our receipt of the form. A lead investigator will be assigned to the complaint. If you or another person identified as the primary contact for the complaint does not get confirmation of receipt of the complaint form within 10 business days, please contact us through our website ([www.samtrans.com](http://www.samtrans.com)) or by phone at 1-800-660-4287 (TTY 650-508-6448).  
*SamTrans Title VI Administrator*

Español al otro lado



Ref.: SamTrans - Formato de Queja de Discriminación del Título VI

Estimado SamTrans al Cliente:

El Título VI del Acta de Derechos Civiles de 1964 solicita que "Ninguna persona en los Estados Unidos debe, por cuestiones de raza, color o origen nacional, ser excluida de participación, dejar de recibir algún beneficio o ser discriminada bajo cualquier programa o actividad que reciba asistencia financiera federal".

SamTrans está comprometido a garantizar que ninguna persona sea excluida de la distribución equitativa de servicios y comodidades por cuestiones de raza, color o origen nacional tal como lo establece el Título VI según la enmienda. Si usted cree que ha sido discriminado bajo el Título VI puede presentar una queja por escrito. Por favor llene el formulario adjunto para iniciar una queja formal y un proceso de investigación. El formulario está disponible en formatos accesibles y alternativos, como los impresos, TDD y en español. Una vez que llene su formulario envíelo a:

SamTrans, Title VI Administrator  
San Mateo County Transit District  
1250 San Carlos Ave. – P.O. Box 3006  
San Carlos, CA 94070-1306

El formulario debe presentarse dentro de 180 días calendario a partir del incidente de discriminación. Una vez que entregó el formulario, será puesto en contacto en los dentro de los siguientes 10 días hábiles a partir de su recepción. Se le destinar a un investigador para la queja. En caso de que usted o otra persona identificada como el contacto principal para la queja no reciba la confirmación de recepción en los siguientes 10 días hábiles, póngase en contacto en nuestro sitio web ([www.samtrans.com](http://www.samtrans.com)) o llámenos al 1-800-660-4287 (TTY 650-508-6448).

*SamTrans, Administrador de Título VI*

English on other side

# TITLE VI DISCRIMINATION COMPLAINT FORM

SamTrans is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin. Any person who believes they have been discriminated against based on one of these categories may file a complaint. Complaints must be filed within 180 calendar days of the incident.

Within 10 working days of receipt of your completed complaint form, SamTrans will contact you to confirm receipt of your complaint form and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation may include discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation generally will be conducted and completed within 60 days of receipt of a complete complaint form. Based upon all information received, an investigation report will be submitted to the SamTrans Chief Operating Officer, Bus. The complainant will receive a letter stating the SamTrans' final decision by the end of the 60-day time limit.

Please complete the information below and send to: SamTrans, Title VI Administrator  
1250 San Carlos Ave. – P.O. Box 3006  
San Carlos, CA 94070-1306  
or: titlevi@samtrans.com

### **SECTION 1 - CONTACT INFORMATION**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: (Home) \_\_\_\_\_ (Cell) \_\_\_\_\_ (Work) \_\_\_\_\_

[Please note if any of the phone numbers are for a TDD or TTY.]

E-mail: \_\_\_\_\_@\_\_\_\_\_

### **SECTION 2 – FILING FOR ANOTHER PERSON**

Are you filing this complaint on your own behalf?  Yes  No

[If you answered "yes" to this question, go to Section 3.]

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

\_\_\_\_\_  
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 3 – DISCRIMINATION COMPLAINT**

Which of the following describes the reason you believe the discrimination took place? Was it because of your:

Race  Color  National Origin

Please describe the Race, Color or National Origin of the aggrieved party \_\_\_\_\_ Date \_\_\_\_\_ and time the alleged discrimination took place: Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Time \_\_\_\_\_ a.m. / p.m.

Where did the alleged discrimination take place? Specific vehicle information is helpful (e.g. vehicle number).  
\_\_\_\_\_

Is there a person you can identify who discriminated against the aggrieved party?

Name: \_\_\_\_\_

In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible. Please use additional sheets if necessary.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECTION 4 – PREVIOUS OR EXISTING COMPLAINTS AND LAWSUITS**

Have you previously filed a Title VI discrimination complaint with SamTrans?

\_\_\_ Yes, for this incident \_\_\_ Yes, for a different incident \_\_\_ No

Have you filed this complaint with any other agencies or a court?

\_\_\_ Federal Agency \_\_\_ State Agency \_\_\_ Local Agency  
\_\_\_ Federal court \_\_\_ State court

\_\_\_ Other (please specify): \_\_\_\_\_

Have you filed a claim or lawsuit regarding this complaint? Yes \_\_\_ If No \_\_\_

yes, please provide a copy of the complaint form and note court where filed:

\_\_\_ Federal Court \_\_\_ State Court

Please provide contact person information for the agency/court where the complaint was filed.

Name / Office: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number \_\_\_\_\_

**SECTION 5 – SIGNATURE**

Please sign below to attest to the truthfulness of the above. You may attach any written materials or other information that you think is relevant to your complaint.

\_\_\_\_\_

\_\_\_\_\_

Complainant's Signature

Date

**Note:** A complaint also may be filed with: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

ID# \_\_\_\_\_

10/1/2019

**SamTrans – Formulario de Queja Discriminación según el Título VI**

SamTrans está comprometido a garantizar que ninguna persona sea excluida de la distribución equitativa de servicios y instalaciones por cuestiones de raza, color o origen nacional. Cualquier persona que se sienta víctima de discriminación en alguna de las categorías anteriores puede presentar una queja. Las quejas deben presentarse dentro de los 180 días calendario a partir del incidente.

Dentro de los siguientes 10 días hábiles de recepción del formulario de queja, SamTrans le contactará para confirmar la recepción de su queja y comenzará una investigación (a menos que la queja sea presentada ante una entidad externa antes o simultáneamente). La investigación puede incluir debate(s) acerca de la queja con todas las partes afectadas para determinar la naturaleza del problema. Por lo general, la investigación se llevará a cabo dentro de los 60 días siguientes a partir de la recepción del formulario de queja completo. En base a toda la información captada, se entregará un reporte de investigación a un delegado del CEO de SamTrans. El reclamante recibirá una carta con la decisión final de SamTrans al finalizar los 60 días del tiempo límite.

Proporcione la información solicitada a continuación y envíela a:

SamTrans, Title VI Administrator  
1250 San Carlos Ave. – P.O. Box 3006  
San Carlos, CA 94070-1306  
o: [titlevi@samtrans.com](mailto:titlevi@samtrans.com)

**SECCION 1 - INFORMACIÓN DE CONTACTO**

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código de área: \_\_\_\_\_

Teléfono: (Casa) \_\_\_\_\_ (Teléfono móvil) \_\_\_\_\_  
(Trabajo) \_\_\_\_\_



[Señale si alguno de los números telefónicos son TDD o TTY].

Correo electrónico: \_\_\_\_\_@\_\_\_\_\_

**SECCION 2 -- LLENADO DEL FORMULARIO PARA OTRA PERSONA**

¿Está llenando este formulario para una queja propia?  Sí  No [Si la respuesta es "si", vaya ala Sección 3].

Si la respuesta es "no", proporcione el nombre y su relación con la persona para quien llena el formulario:

\_\_\_\_\_  
Explique la razón por la que presenta la queja como tercera persona. \_\_\_\_\_

\_\_\_\_\_  
Confirme que cuenta con el permiso de la parte agraviada para presentar esta queja como tercera persona.  Sí  No

**SECCION 3 -- QUEJA DE DISCRIMINACIÓN**

¿Cuál de las siguientes razones describe mejor el motivo de su queja? Fue por su:

Raza  Color  Origen nacional

Describa la raza, color u origen nacional de la parte agraviada \_\_\_\_\_

Fecha y hora de la supuesta discriminación: Fecha \_\_\_/\_\_\_/\_\_\_ Hora \_\_\_\_\_ a.m. / p.m.

¿Dónde sucedió la supuesta discriminación? Es de utilidad especificar la información del vehículo (por ejemplo, el número del mismo).

\_\_\_\_\_  
¿Identifica a alguna persona que haya discriminado a la parte agraviada?

Nombre: \_\_\_\_\_ # de ID \_\_\_\_\_

Describa la supuesta discriminación con sus propias palabras. Explique lo que pasó y mencione a quién considere responsable. Utilice más hojas si así lo necesita.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECCION 4 -- QUEJAS ANTERIORES O EXISTENTES Y DEMANDAS**

¿Cuenta con alguna queja previa sobre discriminación según el Título VI con SamTrans?

Sí, por este incidente  Sí, por otro incidente  No

¿Ha llevado esta queja a alguna otra agencia o a una corte?

Agencia federal  Agencia estatal  Agencia local

Corte federal  Corte estatal

Otro (especifique): \_\_\_\_\_

¿Ha presentado alguna queja o demanda respecto a esta queja en particular? Sí  No

Si así lo hizo, proporcione una copia del formulario de la queja y señale la corte donde la presentó:

Corte federal  Corte estatal

Por favor proporcione la información de contacto de la persona que lo atendió en la agencia/corte donde presentó la queja.

Nombre / Oficina: \_\_\_\_\_

Dirección: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código de área: \_\_\_\_\_

Número telefónico \_\_\_\_\_

**SECCIÓN 5 -- FIRMA**

Por favor firme a continuación para dar fe de la veracidad de lo anterior. Puede agregarse cualquier escrito adicional o bien información que considere relevante al reclamante.

\_\_\_\_\_  
Firma del reclamante

\_\_\_\_\_  
Fecha

**Nota:** Una queja también puede presentarse a: Federal Transit Administration, Office of Civil Rights, Atención: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

2/25/13

## **C. LIST OF COMPLAINTS AND INVESTIGATIONS**

The following exhibit provides information on the complaints received across the review period by the customer service department and Title VI Administrator. All complaints on the list below have been resolved through previous standard internal processes (investigation, re-training, discipline, etc.). There have been no Title VI lawsuits filed against the District.

Exhibit 1: List of Complaints from 1/2020- 11/2022

No Complaint Forms were received in 2019-2022

Record ID	Date Filed	Date Closed	Description	Status	Finding
N/A Email received	7/7/2022	7/9/2022	Complainant claims that he was kicked off the bus because of an invalid youth unlimited card. Complainant described that he received an email extending the Youth Unlimited Pass which was ignored by the bus driver.	C	Operators were counseled to accept the Youth Unlimited Pass.
N/A Email received	6/14/2022	6/30/2022	Complainant claims that driver of bus 292 passed up students heading to summer school at San Mateo High School. Complainant calls on behalf of students and claims that the bus driver said that the students were disrespectful. Complainant states that the claim of disrespectfulness was towards Hispanic students.	C	Complainant did not respond to request to follow up. Customer Service Investigation found that driver from contractor had intentionally passed up based on threats from rider. Operator and contractor were counseled.
N/A Email received	2/1/2022	8/1/2022	Complainant claims that one of the employees yelled at him for using the ringer on the phone. Complainant states that he was threatened for using his phone.	C	Called for follow up and did not receive a response. Sent Email and did not receive a response
812189 and Email received	11/23/2021	5/23/2022	African American Complainant with disabilities claimed she was not allowed on the bus. When she was on the bus, Complainant claims that the driver was rude and jerked her chair trying to fasten in her seat. Complainant claims she was treated rudely and was given emotional distress.	C	When contacted for follow up, complainant said thank you, but would not give a time for follow up conversation. Referred to Accessible Services for further consideration.
792447 and 793327	8/20/2021	10/19/2021	Hispanic and Native American Complainant was called a "Karen" by African American Contract Operator. Operator got off the bus after Complainant disembarked and physically intimidated Complainant. Operator denied him service the following week. Witnesses confirmed that Operator called Complainant a "Karen" and got off the bus.	C	The District found that the Contractor Operator had harassed and discriminated against the Complainant based on perceived race. Contractor Operator was terminated. The District reimbursed Complainant for

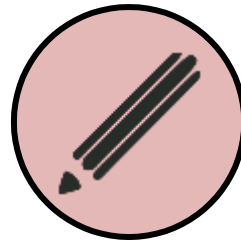
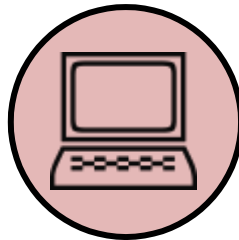
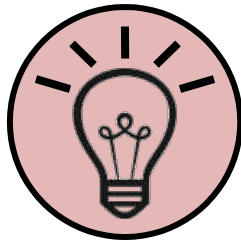
					taxicab fare when service was denied.
N/A Email received	11/7/2020	5/7/2021	Complainant claims she was assaulted by a dog because a large dog walked through without wearing a mask. Complainant claims that she was discriminated against because other people were taking pictures of her and her family.	C	Complainant was not responsive to calls made to follow up on details.
756449	8/18/2020	9/30/2020	Complainant called on behalf of three African American riders. Complainant states that they were refused to board the bus and the police were called when the African American individuals were not doing anything wrong.	C	The District found there was insufficient information for a finding as none of the riders returned requests for more information. The Bus Operator was counseled that he cannot pass up passengers. Bus Operator stated that the riders were not wearing masks and had unopened alcoholic drinks.

## **D. PUBLIC PARTICIPATION PLAN**

The following document is SamTrans' Public Participation Plan (PPP), updated in advance of this Program submission.

San Mateo County Transit District | SamTrans

# PUBLIC PARTICIPATION PLAN





# PUBLIC PARTICIPATION PLAN

AUGUST 2013

REVISED DECEMBER 2022

Prepared by:

**San Mateo County Transit District  
Operations Planning Department**

1250 San Carlos Ave,  
San Carlos, CA 94070



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## INTRODUCTION

The San Mateo County Transit District (District) owns and operates SamTrans' fixed route bus service, shuttles, as well as the complementary ADA & non-ADA paratransit services in San Mateo County, California. As the county's mobility manager, the District also facilitates interagency cooperation aimed at maximizing transit availability. The District's staff also administers other agencies: the San Mateo County Transportation Authority and Caltrain, the commuter rail service owned by the Peninsula Corridor Joint Powers Board, serving San Francisco, San Mateo, and Santa Clara Counties. SamTrans staff is also responsible for outreach and other selected staff activities on behalf of the San Mateo Express Lanes Joint Power Authority.

### **PURPOSE OF THE PUBLIC PARTICIPATION PLAN**

Public participation is the process through which stakeholders can partake directly in agency decision-making, and express their concerns, desires, and values. The District's planning process and this Public Participation Plan (PPP) serve as roadmaps to ensure the public has sufficient access to information and can provide meaningful input into decisions made regarding the future of transit service in San Mateo County. The PPP was originally developed in 2013 through significant input from the public, research conducted by staff, and insights provided by peer agencies with the goal of improving how SamTrans interacts with its customers on a daily basis, as well as in larger, intermittent service planning efforts.

This document discusses the strategies used to attain feedback for the PPP and the process of creating the PPP. This plan is to be used when the District embarks upon SamTrans service planning or other activities in which public participation plays a critical role in a successful outcome. (Note, however, that Caltrain also has its own PPP.)

### **TITLE VI**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

One critical concern addressed by Title VI is the language barrier that persons with limited English proficient (LEP) face with respect to accessing information about and using transit service. Transit operators must ensure this group has adequate access to the agency's programs and activities, meaning that public participation opportunities should also be accessible to those who have a limited understanding of English (spoken and/or written).

## **EXECUTIVE ORDER 12898**

The District recognizes the importance of reaching out to and including traditionally under-represented populations (e.g. racial and ethnic minorities, low-income individuals, and persons with limited English proficiency) in decision-making. The PPP has been designed to be inclusive of all populations in the SamTrans service area and includes a detailed public participation process, clear goals, and a variety of public participation methods to provide information and invite the public to give input throughout decision-making processes, and performance measures and objectives.

**Purpose of the PPP:**

1. **To inform the public** about regional transportation issues and planning processes
2. **To establish the process** through which the public can express concerns, desires, and values
3. **To reach a wide range of San Mateo County's residents and workers**, and increase the participation of under-represented and historically marginalized populations
4. **To ensure the District's programs and activities** reflect the community's values
5. **To improve service outcomes** based on public input

**The PPP is based on the following core values of the District:**

- Transparency
- Empathy
- Excellence
- Accountability
- Diversity, Equity, and Inclusion

## Service District Profile

SamTrans community and rider demographics and characteristics are viewed to establish a context for the outreach and engagement techniques to be used. SamTrans serves the 446 square mile area of San Mateo County with some routes to San Francisco and Palo Alto. While this section of the PPP uses profiles of demographics based on the Title VI program, other underserved groups, such as youth, seniors, single-vehicle households, or refugee communities, may also be considered for unique targeted engagement. A full description with statistics and recommendations on the needs of LEP individuals is included in the SamTrans Language Assistance Plan.

## Race and Ethnicity in the Community

The SamTrans service area is diverse with almost half of the population identifying as persons of color. Table 1 provides a racial and ethnic breakdown of the service area population in San Mateo County based on data from the American Community Survey (ACS) 2020 5-Year Estimate.

**Table 1: Race and Ethnicity in the Community (San Mateo County)**

Race/Ethnicity	Total
BASE ALL RESPONDENTS	765,623
WHITE/CAUCASIAN	39%
ASIAN	29%
HISPANIC/LATINO (NON-WHITE)	24%
BLACK/AFRICAN AMERICAN	2%
NATIVE HAWAIIAN/ PACIFIC ISLANDER	1%
TWO OR MORE RACES	.08%
AMERICAN INDIAN/ALASKAN NATIVE	.13%

Table B03002 ACS 5 Year Estimate 2020

The SamTrans ridership is also diverse. The following tables show ridership demographic data from the SamTrans Triennial Survey (Table 2) and the MTC On Board Survey conducted for SamTrans (Table 2a). The SamTrans Triennial Survey is conducted every three years. The collected data also provides more specific categories (e.g., specific Asian countries of origin/backgrounds) than either the ACS or MTC Onboard survey. Based on data from these surveys, it is apparent that the majority of SamTrans ridership is Non-White Hispanic/Latino/a, at almost twice the San Mateo County percentage. White/Caucasian persons are the third-highest percentage of riders. The percent of riders identifying as African American/Black riders is more than twice the percentage in the County population, an increase from the District's 2019 Title VI assessments.

**Table 2: Ridership Race and Ethnicity in the 2021 SamTrans Triennial Survey**

<b>Race/Ethnicity</b>	<b>Total</b>
BASE/ALL RESPONDENTS	2,197
WHITE/CAUCASIAN	19%
ASIAN	3%
HISPANIC/LATINO (NON-WHITE)	41%
CHINESE	9%
FILIPINO	21%
INDIAN/PAKISTANI	1.1%
BLACK/AFRICAN AMERICAN	8%
VIETNAMESE	1%
PACIFIC ISLANDER	1%
TWO OR MORE RACES	.3%
AMERICAN INDIAN/ALASKAN NATIVE	0%

Table B03002 ACS 5 Year Estimate 2020

The 2022 MTC San Mateo County Transit District Onboard Survey compiled the following comparative data. This ridership data also is taken from onboard surveys conducted every three years. The survey began in Fall 2019 and staff had just begun conducting surveys in early 2020, when the shelter in place orders and other actions related to COVID-19 drastically reduced ridership. In Spring 2022, surveying began again. This represents the most current data on ridership. The survey found that the majority of riders identify as Non-White Hispanic/Latino/a. The percentage of White/Caucasian ridership decreased while other groups increased or remained the same.

**Table 2a: MTC Onboard Race and Ethnicity in the Ridership**

<b>Race/Ethnicity</b>	<b>2022 Total</b>	<b>2019 Total</b>
BASE ALL RESPONDENTS	40,191	72,610
WHITE/CAUCASIAN	18%	26%
ASIAN	31%	26%
HISPANIC/LATINO (NON-WHITE)	43%	33%
BLACK/AFRICAN AMERICAN	6%	6%
NATIVE HAWAIIAN/ PACIFIC ISLANDER	4%	12%
AMERICAN INDIAN/ALASKA NATIVE	2%	1%
MIXED (UNSPECIFIED)	<1%	<1%

## Income and Economic Characteristics

The tables below present information about household income in the SamTrans service area. Table 4 provides the San Mateo County numbers and Tables 5 and 5a contain ridership information.

**Table 4: San Mateo County Household Incomes**

Income	Percentage
Less Than \$10K	2%
\$10,000-\$24,999	3%
\$25,000 to \$29,999	1%
\$30,000 to \$39,999	3%
\$40,000 to \$49,999	4%
\$50,000 to \$74,999	9%
\$75,000 to \$99,999	9%
\$100,000 to \$149,999	16%
\$150,000 or more	52%

Table B19101 ACS 2020 5 Year Estimates

Based on the ACS data, San Mateo County has relatively low percentages of lower income households while ridership data indicates that half of the ridership makes less-than-average incomes.

**Table 5: SamTrans Ridership Household Incomes**

Income	Total
BASE/ALL RESPONDENTS	1740
Less Than 10K	20.4%
\$10,000-\$24,999	19.4%
\$25,000 to \$29,999	10.3%
\$30,000 to \$39,999	9.1%
\$40,000 to \$49,999	8.8%
\$50,000 to \$74,999	13.2%
\$75,000 to \$99,999	5.8%
\$100,000 to \$124,999	4.9%
\$125,000 to \$149,999	2.6%
\$150,000 or more	5.6%
Average income (\$1000)	\$46.5

**Table 5a: MTC SamTrans On Board Survey Household Incomes**

<b>Income</b>	<b>2022 Total</b>	<b>2019 Total</b>
BASE/ALL RESPONDENTS	40,191	72,610
Below \$10,000 [\$5,000]	11%	13%
\$10,000 to \$24,999 [\$17,499.5]	28%	16%
\$25,000 to \$34,999 [\$29,999.5]	16%	12%
\$35,000 to \$49,999 [\$42,499.5]	13%	12%
\$50,000 to \$74,999 [\$62,499.5]	15%	16%
\$75,000 to \$99,999 [\$87,499.5]	8%	15%
\$100,000 to \$149,999 [\$124,999.5]	7%	12%
\$150,000 or more [\$200,000]	3%	4%
<b>Average Income (\$1,000)</b>	<b>\$46.6</b>	<b>\$57.7</b>

Household income alone, without family size, does not indicate any economic or financial hardship. Federal guidelines require the District to identify how many low-income individuals are served by SamTrans by comparing household income and size to the federal poverty rate. Currently, the District defines “low income” as 200% of the federal poverty rate. By this definition, a couple making less than \$36,620 per year, and a four-person household making less than \$55,500, would qualify as low income. It should also be noted that the median household income in San Mateo is over \$126,000<sup>1</sup> based on a household of four people. The relatively high local cost of living may not categorize individuals as low-income per the poverty rate, but individuals may still be living in poverty.

<sup>1</sup> 2017 San Mateo County Income Limits, County of San Mateo Department of Housing  
<https://www.census.gov/quickfacts/sanmateocountycalifornia>





# PUBLIC PARTICIPATION PROCESS

Process Initiation

**Identify Project/Proposed Action**

**Public Participation Scope**

1. Identify Participating Agencies, Departments and Stakeholders
2. Establish Public Participation Needs, Goals and Objectives
3. Confirm Regulatory Outreach Requirements

**Design Public Participation Strategy**

1. Select Tools and Techniques
2. Develop Draft Strategy
3. Refine Strategy Based On Initial Stakeholder Feedback
4. Develop Final Strategy

**Implement Public Participation**

**Document Stakeholder and Public Input**

**Consider Input to Inform Decision Makers**

**Complete Decision-Making Process**

**Notify Stakeholders of Decision**

Process Completion

## **PUBLIC PARTICIPATION PROCESS CONSIDERATIONS**

When the District prepares to embark on a public engagement process, staff develops a strategy based on considerations such as the target audience or impacted populations, the complexity of the issues involved, the range of potential outcomes and the severity of potential positive and/or negative effects. In addition, the Language Assistance Plan is consulted to ensure that members of limited-English populations are reached.

Each project requires involvement of a different mix of participating agencies, departments, and stakeholders. Smaller projects may require involvement from one or two entities while larger projects may require involvement from multiple agencies, internal departments, and various stakeholders from the community.

It is important to clearly define the project goals and objectives early in the public participation process to gauge needed outreach, evaluate potential impacts, and engage appropriate stakeholders.

The outreach required to inform the target audience or impacted populations can vary depending on the size and scope of the project. Most often, outreach is conducted with the following individuals and groups:

- Transit customers
- Individuals or groups affected by a transportation project or action
- Individuals or groups that believe they are affected by a transportation project or action
- Traditionally under-served and/or under-represented communities
- Residents or commuters to/from affected geographic areas
- Prospective transit customers
- Other government agencies
- Civic institutions
- Employers and Business Organizations
- Community-based organizations
- Additional non-governmental organizations

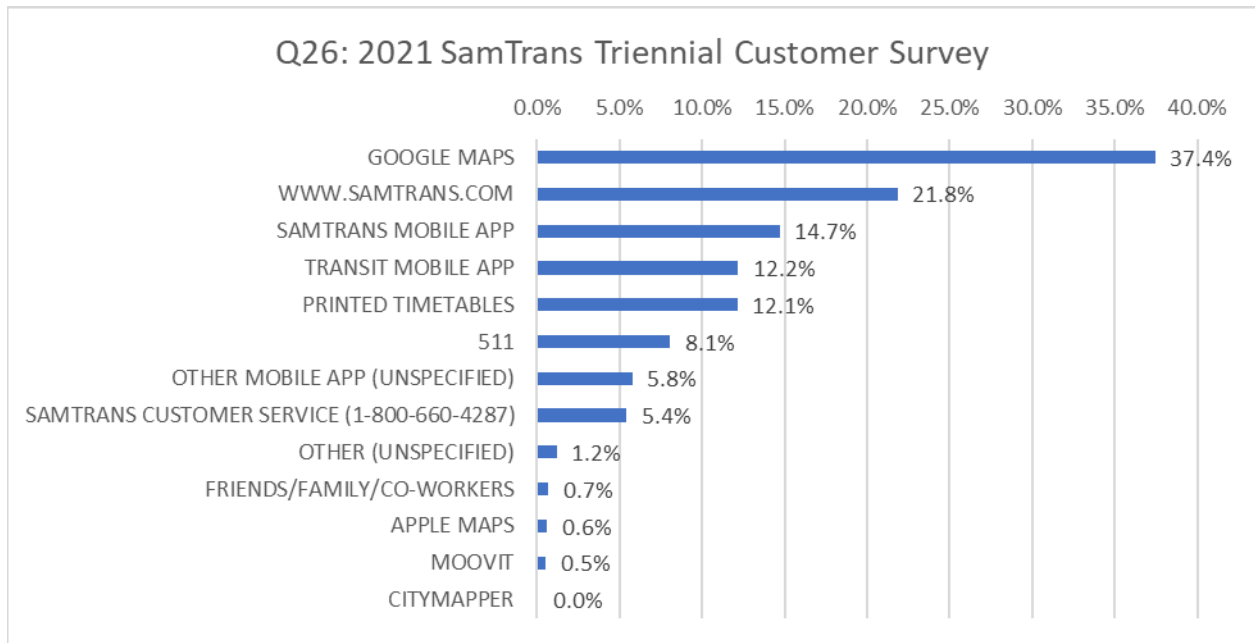
Projects and programs can include numerous federal, state, regional and local agencies, and the regulatory outreach requirements can vary significantly. A considerable amount of coordination may be required to ensure all regulatory requirements are met and all stakeholders are informed.

Public participation tools or strategies employed can vary depending on the project scope. Often, a combination of many tools will be required. When choosing the appropriate tools, several factors should be considered such as:

- The number and type of stakeholders
- The geographic region of the project
- Jurisdictional requirements
- Available budget and resources
- Communication and language requirements
- Ethnic or specialized media available for targeted groups.
- Interpretation/Translation Needs
- Non-language-based options such as graphic or sound-based communication
- Desired outcome and results of outreach
- Effectiveness
- Issues or concerns stakeholders will consider most pertinent

Outreach tools are selected in part based on survey results related to how passengers typically prefer to get information about our services. This chart displays the different ways in which riders get SamTrans information based on responses to a recent ridership survey.

**Exhibit 13: Information Channels for SamTrans Riders (Triennial Customer Survey 2021)**



## PUBLIC PARTICIPATION STRATEGIES

The following chapter includes strategies for ensuring the public has access to the information it needs to participate in future SamTrans planning and policy development efforts. In designing outreach and public strategies, SamTrans uses traditional and social media, and other tools identified below.

SamTrans' preferred strategies are community-centered – meeting community members and populations in their environments. In order to message and engage the diverse range of community members, flexibility is key in order to tailor an approach to the audience. Strategies listed below may be changed to reflect changing needs.

### OUTREACH TOOLS & STRATEGIES

#### 1. Earned Media

Publicizing public participation opportunities that serve both English-speaking and language-specific audiences can help spread the word about these events. Ethnic media sources serve as a helpful way to reach minority groups. Some local news or radio shows and local publications are good sources of information for events in the immediate area. In all cases, SamTrans should tailor its message to the appropriate audience of the media used and ensure that the media provides contact information so that audiences can reach the agency for comments and questions. When appropriate, SamTrans should also attempt to provide a multilingual spokesperson to address a non-English speaking audience.

#### 2. Social Media / Online

Currently, SamTrans posts notices and announcements on the agency's website ([www.samtrans.com](http://www.samtrans.com)), uses Facebook, Twitter, Instagram, YouTube, and other social media outlets, and sends information via e-mail to customers on an opt-in basis.

Social media platforms allow users to have direct, immediate interaction with agency representatives. Because social media is relatively easy to use and less costly than other strategies, SamTrans is able to be creative and current with important information. In working with community partners and government entities, social media posts are easy to share and reach a wider audience. Live webcasting on these platforms also allows staff to receive and answer questions in real-time. For smart phones,

third party applications can work similarly to the SamTrans website and social media, providing fast updates to stakeholders.

SamTrans uses its blog, *Peninsula Moves*, to highlight events, updates, and announcements in greater detail for the region, and readers can access articles pertaining to the District's multi-modal transit agencies at one website. Blog articles are written by SamTrans staff and take an in-depth look into a variety of topics that affect both riders and non-riders.

### **3. Virtual Participation in Public Meetings, Public Hearings, Townhalls, and Board Meetings**

SamTrans provides virtual participation opportunities for outreach events, public hearings, and Board Meetings. Board Meetings for SamTrans are held the first Wednesday of every month and videos are archived for interested community members. Members of the public can participate in board meetings virtually or in-person. SamTrans provides language assistance when requested as per its language assistance plan. Virtually, SamTrans provides video captions to increase accessibility.

Virtual townhalls on Zoom are live webcasts that allow SamTrans employees to share recent developments and viewers to directly ask questions and receive immediate responses. The Zoom platform allows community members to view the content at any location and at any time. SamTrans provides simultaneous interpretation during virtual townhalls in Spanish and Chinese. In some cases, language-specific virtual townhalls may be appropriate. When requested, SamTrans will also provide translations of virtual town-hall presentations that are available on the website.

### **4. Mobile App**

SamTrans launched its mobile app in September, 2018 to provide time table information, trip planning, and ticket purchasing for smartphone users. Mobile apps are an increasingly-popular way for community members to get real-time information and bus statuses, and SamTrans will continue to modify and improve the app to provide the most current information and needs, such as parking, for riders. Currently, the app is available in 4 different languages: English, Tagalog, Mandarin, and Spanish. The app will also provide a notification element to alert users of potential service changes.

### **5. On-Board Information Resources**

Many riders and community members reasonably expect to find information about public participation methods pertaining to projects or service plans at their bus stations and on vehicles. Providing written and printed information on buses is an efficient way to convey messages about potential service or fare changes, or other planning efforts. Printed material includes hand-outs, seat drop flyers, and pamphlets that are also translated in the community's targeted languages. SamTrans also uses on-board visual messaging and audio announcements. SamTrans will continue to explore how visual and audio announcements can be made in other languages.

## **6. Customer Service Center and Dedicated Project Hotlines**

The public can call in to SamTrans' call center or, if available, a dedicated project hotline both to receive information and to give comments and input. The customer service number is easily accessible and is provided on all SamTrans materials and on the website. Customer Service Representatives also provide outreach assistance at transit fairs, community meetings, and other public events.

The SamTrans Customer Service Center can handle calls in numerous languages using a combination of bilingual staff and the Language Line telephonic interpretation service. Customer Service Representatives are on duty weekdays from 7 a.m. to 7 p.m. and on weekends and holidays from 8 a.m. to 5 p.m. The Customer Service Center also is equipped with Hearing-Impaired Equipment (TTY) services.

## **7. Printed Materials**

In addition to on-board printed information, SamTrans can publicize public participation opportunities and outreach information via print materials (such as newsletters, flyers, and posters). This method of outreach can be expensive, but effective. Printed materials related to service changes or the need for public participation can also be found at bus shelters. Crucial information should be translated into the languages identified as spoken and/or written by the target populations in the service area. If all information cannot be translated, notices should be provided that describe where translation/interpretation services can be obtained.

## **8. Surveys**

SamTrans conducts full-scope on-board passenger surveys every 3 years. These full-scope surveys are translated in English and Spanish. Issue-specific surveys may be used in certain circumstances, such as part of the outreach process for a planning project. Surveys can be conducted in person, in print, by phone and/or through online means. Printed surveys may have a low response rate. Telephone surveys may be more effective but are often costly. Internet surveys are the easiest of the three options for the agency to conduct, but only reach those with internet access, which may skew the results. Additional language translations are also considered.

## **9. One-On-One Interviews/Direct Stakeholder Interactions**

In certain contexts, SamTrans staff can interview specific stakeholders to collect information or gain insight on their perspectives. Interviews can be used to obtain information from various demographics within the service area. Interpretation services are coordinated for one-on-one interviews.

## **10. Targeted Focus Groups**

SamTrans can also host small discussion groups that are made up of targeted participants with an unbiased facilitator. Focus groups can provide in-depth information about potential impacts of a potential program or project, or a fare or service change on a specific group or geographic region. The benefit of a focus group is that it can be conducted in a specific language, allowing participants to directly express their opinions and concerns.

For specific populations, SamTrans has continued relationships with targeted communities to expand initiatives and prioritize issues. For example, SamTrans could partner with community-based organizations on a language-specific focus group or community focus group.

#### **11. Public Workshops/Open Houses**

Public workshops are commonly used and allow for a more hands-on approach than focus group meetings. These public meetings allow for larger groups to directly talk to SamTrans staff and provide their feedback. Workshops are a way to give out information to a broad segment of the population, as well as receive feedback on planning efforts. Such meetings are broadly advertised and open to all stakeholder groups and interested individuals.

An open house format allows many participants to receive information at their own pace, with no strict time period in which they have to arrive at and leave from the location. Information stations can include tabletop displays, maps, photographs, visualizations, and more. Staff is on hand to respond to questions and comments. Workshops and open houses should be scheduled at times and locations that are convenient and accessible for minority, low-income, and LEP communities.

#### **12. Direct Mail/Letters**

Direct mail can be an effective way to communicate information to a specific geographic region or demographic. Mailers can provide specific information regarding a project/program or can be an effective tool to notify people about an upcoming event or activity. The use of direct mail can be costly depending on the number of targeted recipients.

#### **13. Special Events**

SamTrans can host a special event to promote, announce or kick-off a specific program or project, service, or activity. Special events can be held for specific demographics or for the general public. Effective promotion of these events can attract many people and can be a good tool in highlighting organizational achievements.

#### **14. Government Meetings**

Government meetings are the most formal form of public meetings, in which official statements are presented by individual attendees and their comments are recorded. Time limits are often necessary to permit all interested persons to speak. Hearings allow everyone's perspectives and opinions to be heard by all in attendance. SamTrans can provide updates on its projects and programs at all levels of government – local, state and federal – by attending and presenting information at regularly scheduled government meetings, where appropriate. Possible government meetings include city and town councils, planning and public works commissions, state legislative committees and federal hearings.



### **15. Pop-Up Engagement**

SamTrans engages riders and non-riders at areas with pedestrian foot traffic such as transit hubs, school campuses, or at shopping centers throughout San Mateo County. This allows staff to interact with a diverse segment of the population within their own community. Information stations, surveys, and fliers can be disseminated while also allowing staff to receive feedback and comments.

### **16. Community Based Organizations (CBOs) Interactions**

In the past several years, SamTrans has developed mutually-beneficial and unique relationships with community-based organizations focused on equitable and environmental change. The San Mateo County Labor Council and various chambers of commerce have also provided invaluable feedback and partnership for planning initiatives. SamTrans will continue to coordinate with and inform community-based organizations, educational institutions, and other civic organizations about programs and activities to specifically engage minority, low-income and LEP communities. SamTrans presents information and obtains feedback at these organizations' own meetings and community-sponsored events. CBOs have also presented at board meetings on specific initiatives with SamTrans staff, such as the Youth Mobility Plan.

The Language Assistance Plan is consulted when reaching out to the populations served by CBOs. An updated CBO listed is maintained by the Government Affairs Team of the Communications Department and is available upon request.

### **17. Advisory Committees and Groups**

The SamTrans Citizens Advisory Committee (CAC) is composed of 15 representatives from various segments of the community and acts in an advisory capacity to the SamTrans policy board. The CAC meets once a month, and all meetings are open to the public. The CAC secretary is responsible for documenting comments to the committee.

Stakeholder committees are also formed to provide input and guidance on initiatives affecting specific communities. These may consist of representatives from advocacy groups, large and small employers, and other interested community representatives. Members are often representatives of organizations that work with and advocate for such populations. Staff that developed the SamTrans 2018 Mobility Plan for Older Adults and People with Disabilities partnered with over 20 organizations for their stakeholder committee.

Technical Advisory Committees are convened for transportation initiatives and will involve city, county, and partner agency staff with specific knowledge and expertise to provide guidance and input.

**18. Ambassador Program**

SamTrans has an Ambassador program to promote SamTrans services and improve customer experience. Ambassadors are key outreach staff. SamTrans will increase the participation of multilingual ambassadors and will explore how to elevate its ambassador programs to promote SamTrans services and improve customer experience. The Ambassador program would allow riders to voice any opinions at promotional events, but also inform audiences of added benefits to taking SamTrans.

## INFORMATION DISSEMINATION

SamTrans employs several methods to inform the public of policy changes, such as fare and service changes, in a timely manner. SamTrans utilizes the following methods of information dissemination:

- Issues news releases
- Distributes “Take One” notices on buses
- Posts flyers on bus shelter information boards
- Places ads in local newspapers
- Posts on SamTrans website
- Informs local employee commute coordinators
- Discusses changes with its advisory committee
- Announcements and in-depth discussions on blogs
- Fact Sheets distributed via email, website, or at in-person meetings
- Facebook and Twitter Status updates
- Social Media posts for third-party sharing
- Update Mobile App with notices
- Posting of Meeting Notices at SamTrans Office
- Posts in ethnic retail stores and places of worship/congregations
- Utilizing ethnic media such as radio, news print or online sites
- Engagement in community-based chat apps (e.g., Discord, Slack, etc.)

All SamTrans information lists the toll-free number of the SamTrans Customer Service Center, which can handle calls in numerous languages using multilingual staff and the Language Line. SamTrans will explore the use of taglines on materials to ensure that LEP individuals are able to access information.

## **FUTURE PUBLIC PARTICIPATION TECHNIQUES**

SamTrans uses many public outreach tools to encourage engagement in the decision-making process. In addition, tools are used to ensure inclusion of low-income, LEP, disabled, and minority populations. Based on survey data and outreach efforts, some new ideas to consider when implementing/updating the PPP will include:

- Expanding outreach efforts to include social media and traditional media in various languages so that higher participation for outreach events can be achieved. The placement of traditional media at bus stops and on buses may be especially critical toward outreach participation.
- Improving communication with targeted organizations to ensure that more LEP individuals participate in outreach efforts, including community-based organizations and faith-based groups.
- Providing a short survey regarding LEP needs on buses in various languages for LEP individuals who do not attend outreach meetings.
- Providing future Customer Service Surveys if necessary. Currently, Customer Service can operate surveys in over 200 languages by using the Language Line.
- Discussing new ways to reach communities with key stakeholder representatives.
- Use new media to inform community about specific topics/ issues that are not traditionally communicated in a news release, such as a podcast.
- Define and develop metrics of success for the variety of engagement and communication strategies.

### **Specific Strategies Used to Better Engage Underserved Populations**

- Work closely with county commissions and agencies to identify ethnic and community-based organizations.
- Leverage existing relationships with community-based organizations and government agencies by holding workshops and events in community spaces.
- Building mutually beneficial relationships with new community-based organizations that primarily serve low income and historically marginalized communities.
- Creating accessible online and in-person events that conform to SamTrans' language access plan.

## SUMMARY OF OUTREACH EFFORTS

SamTrans promotes the use of PPP for its public participation activities to ensure participation from LEP, minority, and low-income populations. Since the last Title VI submission, SamTrans has conducted community outreach through rider surveys, public notices, direct mailers, website, earned media, social media, radio, television, on-board information resources, and paid advertising. Other means of gathering feedback include website and blog postings, email blasts and e-newsletter blasts to stakeholder groups, posted fliers and onboard take ones.

SamTrans targeted its outreach and sought input from underserved communities, including LEP, low-income and minority populations, in the last three years by translating mailers and notifications in other languages when needed, offering interpreter services for public meetings and over the telephone through the language assistance hotline, holding meetings after regular work hours and in low-income and minority communities, and collaborating with community-based organizations. Brochures and fact sheets were also translated to provide more in-depth information.

SamTrans also partnered with CBOs to coordinate outreach activities. SamTrans contracted with several CBOs to advise on outreach materials and host events to better serve CBO targeted audiences.

A list of the types of projects or policies for which SamTrans has conducted public outreach to solicit public input in the past three years is provided below:

- Reimagine SamTrans Comprehensive Operational Analysis (extensive effort conducted over three phases in 2019-2022)
- Means Based Fare Program
- Youth Unlimited Fare Program
- Ride Now Taxi Subsidy Pilot

Additional details of the specific public outreach events are available upon request.

The public has participated in all of these outreach efforts by attending Board of Directors, Citizens Advisory Committee and other meetings, public hearings, and public events; submitting written comments and e-mails; calling the Customer Service Center; responding to surveys, and providing input via social media. Feedback collected from these public outreach events allowed SamTrans to better design and implement our programs, services and policies.

Based on the information collected at these meetings, we can continue to assess the effectiveness of our outreach tools and strategies, and incorporate feedback from LEP and minority communities, to strengthen our program or service evaluations; ensure the community is aware of key-decision making activities; regularly update the community on the status of issues and projects, and identify additional opportunities for community input.

## **E. LANGUAGE ASSISTANCE PLAN**

The following document is the District's Language Assistance Plan (LAP), updated in advance of this Program submission.

¿CÓMO ESTÁS?

आप कैसे हैं?

你好!

samTrans

## LANGUAGE ASSISTANCE PLAN

DECEMBER 2022



# LANGUAGE ASSISTANCE PLAN

REVISED December 2022

Prepared by:

San Mateo County Transit District – Office of Civil Rights  
1250 San Carlos Avenue,  
San Carlos, CA 94070



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# INTRODUCTION

## ABOUT SAMTRANS

The San Mateo County Transit District (District) owns and operates SamTrans fixed route bus service and complementary ADA and non-ADA paratransit and shuttles in San Mateo County, California. As the county's mobility manager, the District also facilitates interagency cooperation aimed at maximizing transit availability. The District's staff also administers two other agencies: the San Mateo County Transportation Authority and Caltrain, the commuter rail service owned by the Peninsula Corridor Joint Powers Board serving San Francisco, San Mateo, and Santa Clara Counties.

## OVERVIEW

The first section in this document describes the purpose of the Language Assistance Plan (LAP). The second section in this document provides the four-factor Limited English Proficient (LEP) analysis (as outlined by the Department of Transportation (DOT)) used to identify LEP needs and assistance measures. The four-factor LEP analysis includes:

- **Factor 1:** The number or proportion of LEP persons in the service area who may be served or are likely to encounter a SamTrans program, activity, or service.
- **Factor 2:** The frequency with which LEP persons come in contact with SamTrans programs, activities, or services.
- **Factor 3:** The nature and importance of programs, activities, or services provided by SamTrans to the LEP population.
- **Factor 4:** The resources available to SamTrans and overall cost to provide LEP assistance.

The third and final section discusses the implementation of the Language Assistance Plan, which includes methodologies for identifying LEP individuals, providing services, establishing policies, monitoring the LAP, and recommendations for future LAP implementations.

## PURPOSES OF THE LANGUAGE ASSISTANCE PLAN

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that LEP persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbids funding recipients from "restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utilize[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin."

FTA Circular 4702.1B was developed by the Federal Transit Administration (FTA) and details the administrative and reporting requirements for recipients of FTA financial assistance to comply with Title VI and related executive orders including on LEP.

The United States DOT published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP customers. Given the diversity of San Mateo County's population and SamTrans ridership, it is critical to provide language assistance. SamTrans' LAP includes a four-factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

# FOUR FACTOR ANALYSIS

## **FACTOR 1:**

**The number or proportion of LEP persons in the service area who may be served or are likely to encounter a SamTrans program, activity or service.**

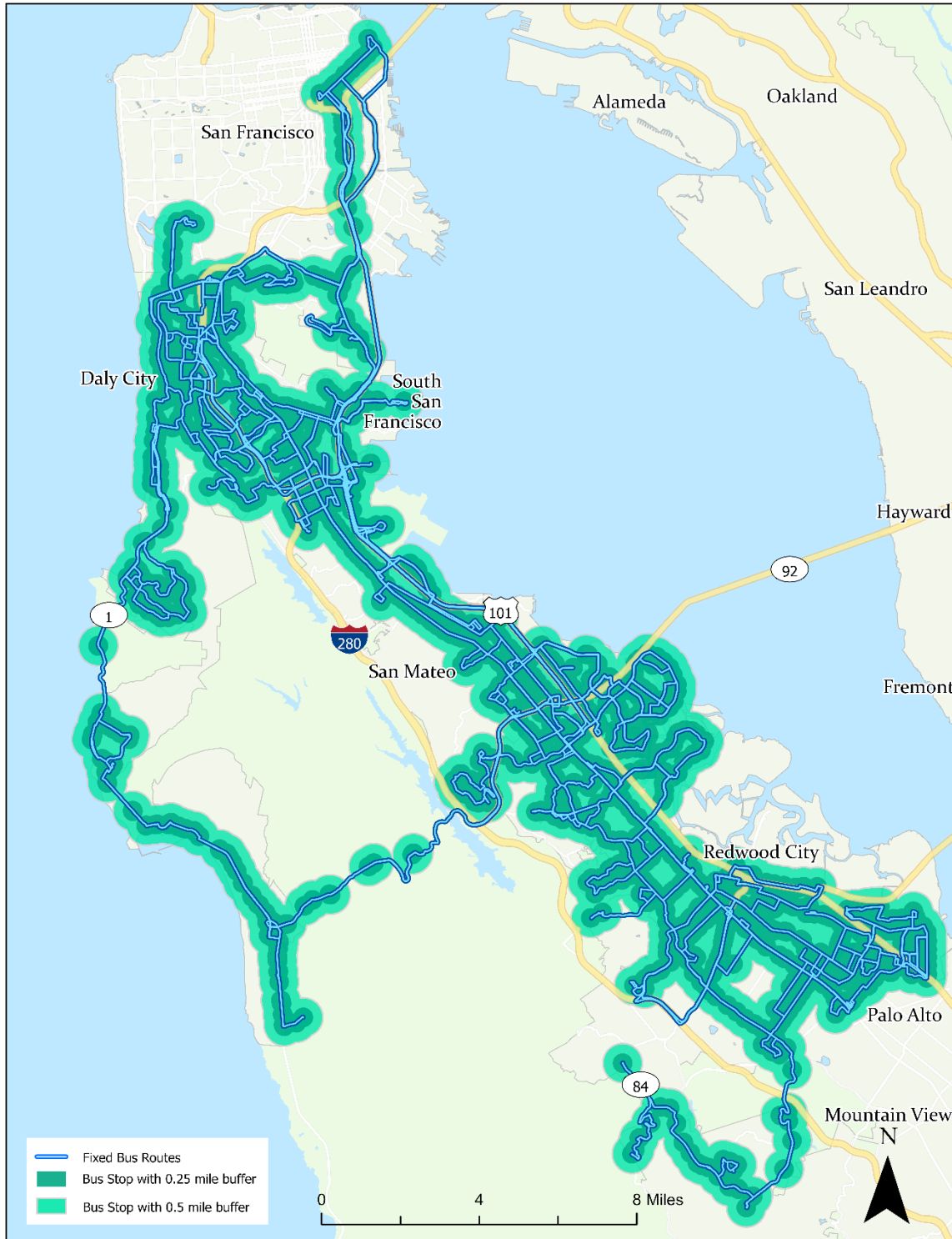
The first step in the LAP development process is to quantify the number of persons in the service area who do not speak English fluently and would benefit from the LAP. SamTrans looks at riders and non-riders in San Mateo County as the eligible service population. The following exhibit illustrates SamTrans current fixed-route system map along with a ½-mile boundary corresponding with the reasonable distance a customer could be expected to walk to access a SamTrans bus. Please note the District's complementary paratransit services – Redi-Wheels and RediCoast – cover nearly the entirety of the county (not just within the ADA-mandated radius of fixed-route alignments).

### **Data Sources**

A variety of data were consulted to determine the most prevalent languages spoken in the service area, as well as those that may benefit from language assistance. This included:

- American Community Survey 2020 5-year sample of languages of people that speak English less than very well: Table C16001: Languages Spoken at Home for the Population 5 Years and Over, conducted by the United States Census Bureau
- California Department of Education (English Language Learners) for 2021/2022
- 2021 SamTrans Triennial Customer Survey

**Exhibit 1: SamTrans Service Area & Walking Distance from Bus Stops**



## ANALYSIS OF CENSUS DATA

To identify the concentrations of LEP populations within San Mateo County and the SamTrans fixed-route service area, staff analyzed Census data from the American Community Survey (ACS) 2020 Five-year Estimates. Exhibit 2 illustrates the breakdown – by language – of the estimated number of San Mateo County residents who speak English “very well” or less than “very well.” For the purposes of this analysis, staff focused on residents who indicated that they spoke English less than “very well.” There are approximately 229,000 residents in the county who indicated they speak English less than “very well,” representing 19 percent of the populace.

In developing this Language Assistance Plan, the District has paid particular attention to the federal Department of Justice (DOJ) guidelines regarding the “Safe Harbor Provision” for translation of written materials. FTA Circular 4702.1B states the following with respect to the Safe Harbor Provision:

*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 (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. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.*

These safe harbor provisions apply to the translation of written documents only. While it does not apply for oral interpretation, the District aims to provide meaningful access through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation will be provided to the FTA upon request.

Based on these guidelines, seven language groups have more than 1,000 persons in San Mateo County who speak English less than “very well” and thus require translation of vital documents:

- Spanish
- Chinese
- Tagalog
- Russian
- Korean
- Arabic
- Vietnamese

While some of these groups represent a modest percentage of the county’s population (Arabic speakers who speak English less than “very well” represent less than one-fifth of 1 percent of the county’s population), they do constitute a count of at least 1,000 persons and thus qualify based on the Safe Harbor Provision. It is the District’s responsibility to ensure these groups have access to vital documents translated into their language so they can participate in a meaningful way in the agency’s decision-making process and stay informed regarding the District’s business activities. “Vital” written documents include complaint forms, written notices of important legal rights, documents that are critical for obtaining services and benefits, documents identifying upcoming fare and service changes, and notices advising LEP individuals of free language assistance. These documents must be translated into the identified languages from Factor One in the previous section and Factor Two for Title VI compliance.

The District currently translates most materials into Spanish and Simplified Chinese, the two language groups that constitute a share of more than 5% of the Safe Harbor Threshold. Information such as schedule changes, community engagement opportunities, and paratransit programs have historically been translated in dominant languages in the community. These include Tagalog, Samoan, and Tongan. Outreach efforts have also included oral translation or written materials in Cantonese, Samoan, Tagalog, and Tongan. Community members requiring information in other languages or to provide input can also access oral interpretation services via the customer service interpretation hotline.



**Exhibit 2: County-wide LEP Populations by Language**

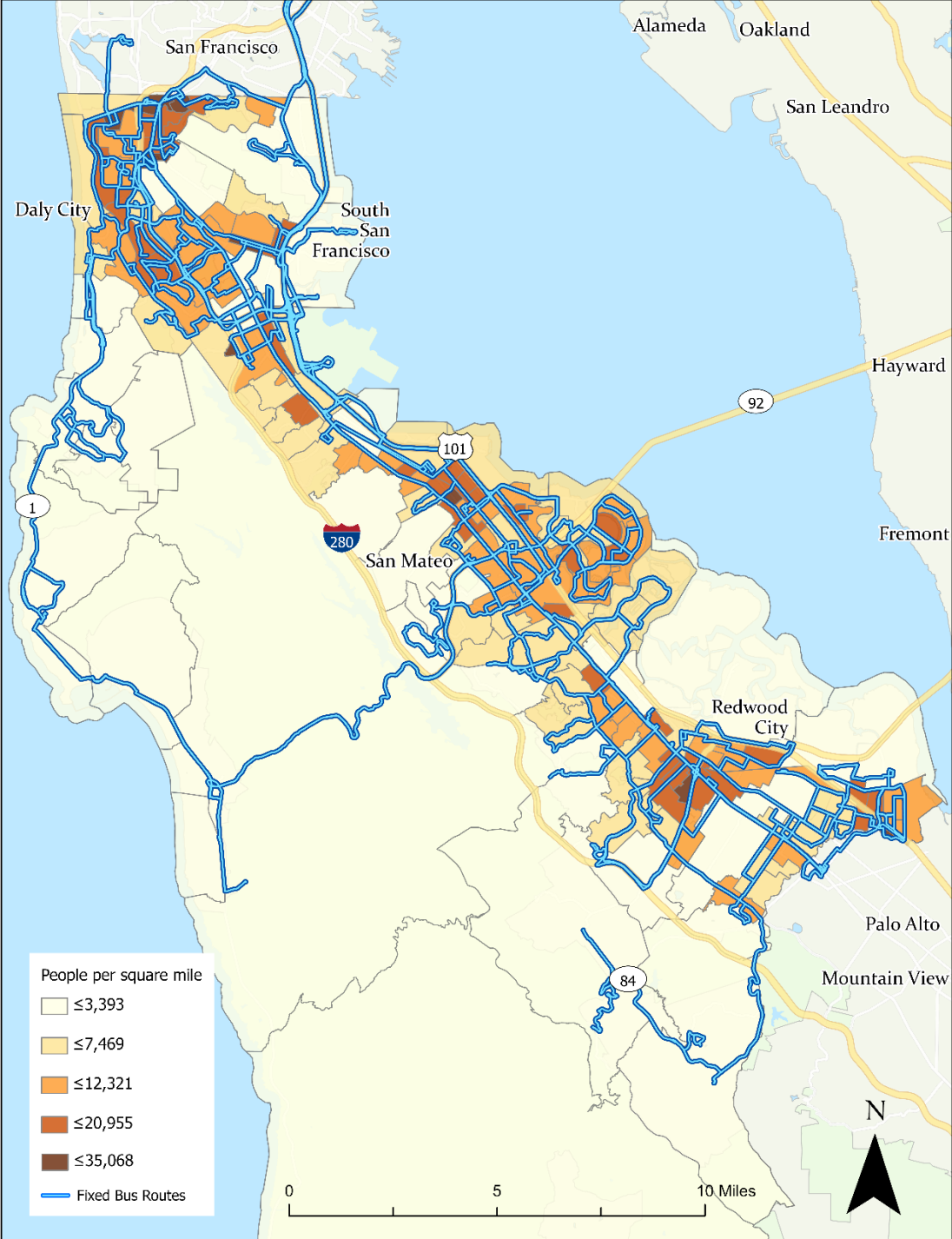
<b>Language</b>	<b>Total SM County</b>	<b>Speak English "very well"</b>	<b>Speak English less than "very well"</b>	<b>% of total speaking English less than "Very well")</b>
Spanish	129498	77316	52182	7.22%
Chinese (incl. Mandarin, Cantonese)	63194	34337	28857	3.99%
Tagalog (incl. Filipino)	47781	31553	16228	2.25%
Other Asian and Pacific Island languages	20843	13299	7544	1.04%
Other Indo-European languages	30759	24080	6679	0.92%
Russian, Polish, or other Slavic languages	10965	6872	4093	0.57%
Korean	4943	3144	1799	0.25%
Arabic	4967	3586	1381	0.19%
Vietnamese	3547	2275	1272	0.18%
French, Haitian, or Cajun	5130	4367	763	0.11%
Other and unspecified languages:	3345	2794	551	0.08%
German or other West Germanic languages	4284	4004	280	0.04%

Additional data points were also analyzed using the American Community Survey (ACS) 5 year sample (2020) to help understand the percentage of the community that may be affected by language barriers. The Census defines a “linguistically isolated” household as one in which no member over the age of 14 speaks English only or the household members may face significant language barriers because they may not be able to rely on an adult relative who speaks English well to provide language assistance. Exhibit 3 shows that approximately 8% of all households in San Mateo County are linguistically isolated, compared to 9.0% in 2019. Averages may not add to 100% due to sampling variance.

**Exhibit 3: Linguistically Isolated Households in San Mateo County**

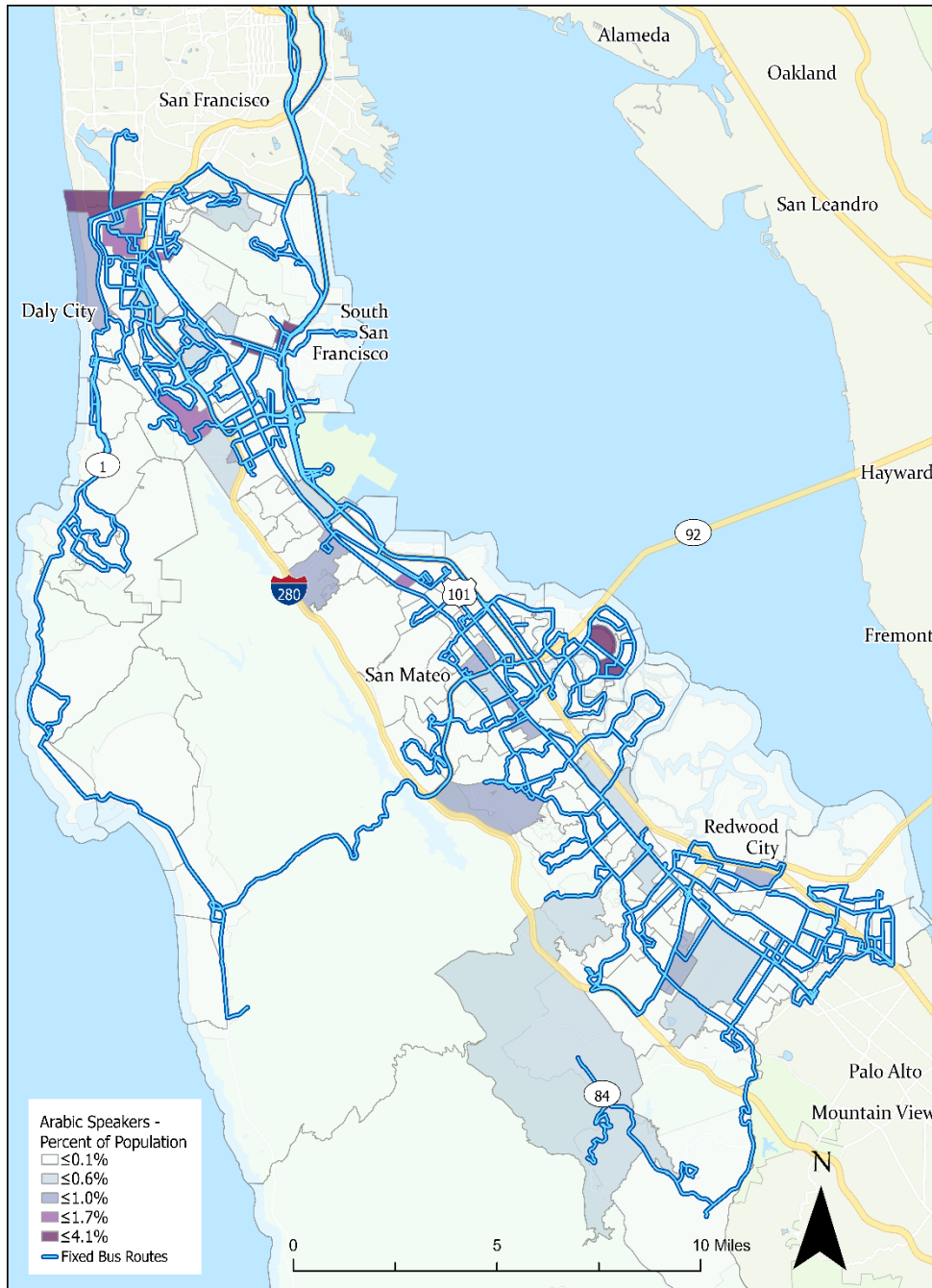
Linguistically Isolated Households in San Mateo	Estimated Average
All households	7.90%
Spanish	17.00%
Other Indo-European languages	11.00%
Asian and Pacific Island languages	18.60%
Other languages	10.0%

**Exhibit 4: San Mateo County Total LEP Population**

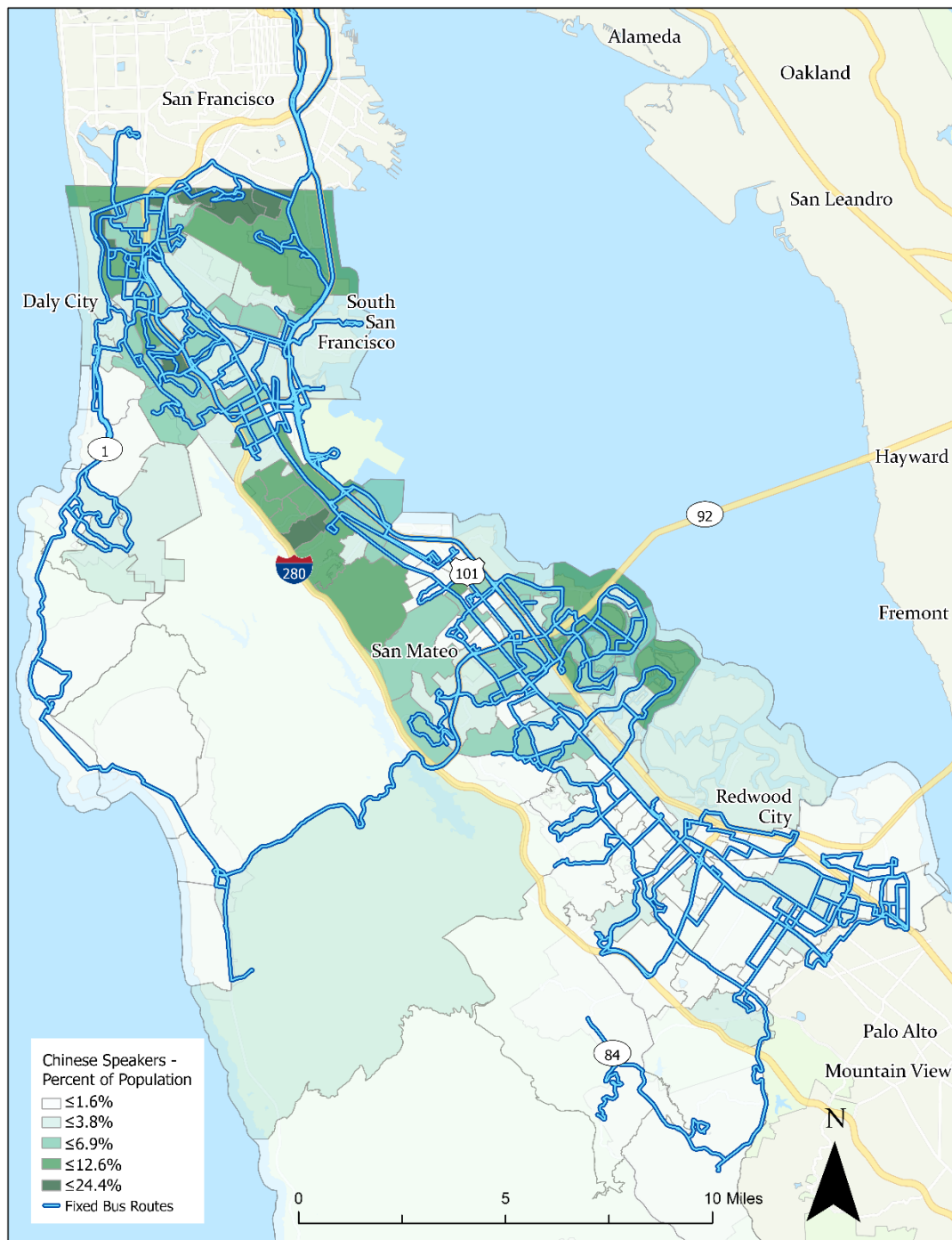


To illustrate the concentrations of LEP persons within the service area, staff developed the following maps (Exhibits 5-11) for the 7 language groups falling within the Safe Harbor Provision.

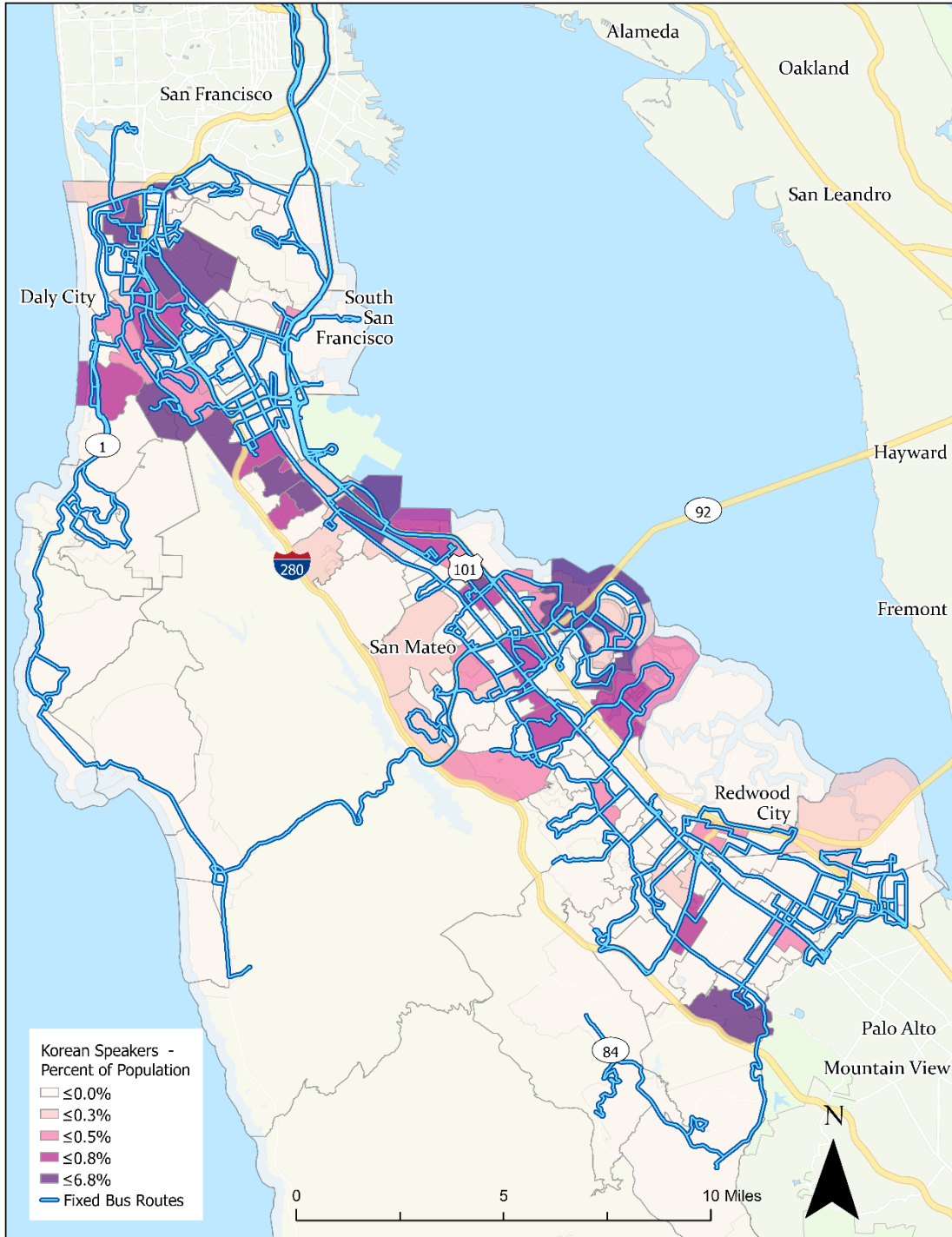
**Exhibit 5: San Mateo County Arabic Speakers by Census Tract**



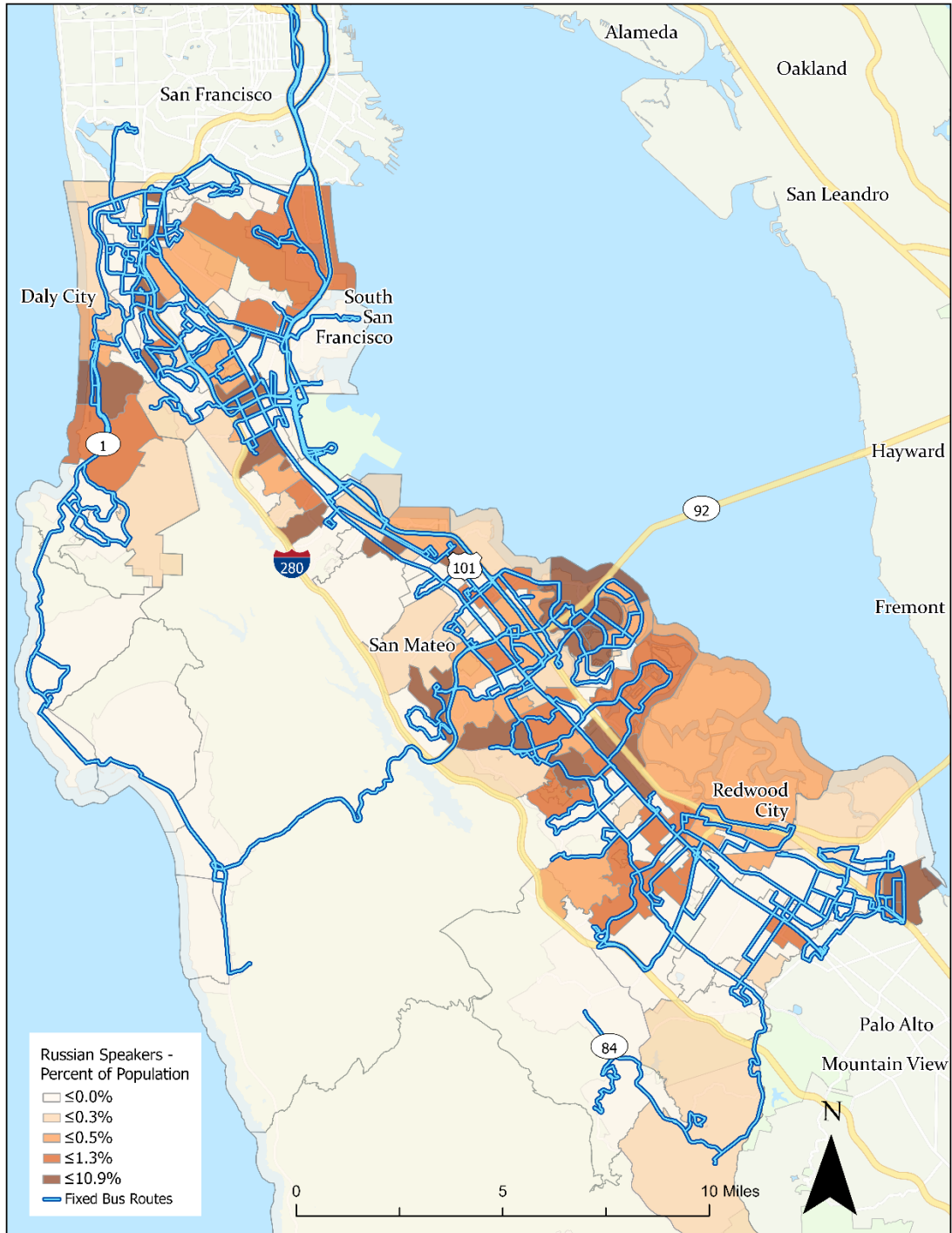
**Exhibit 6: San Mateo County Chinese Speakers by Census Tract**



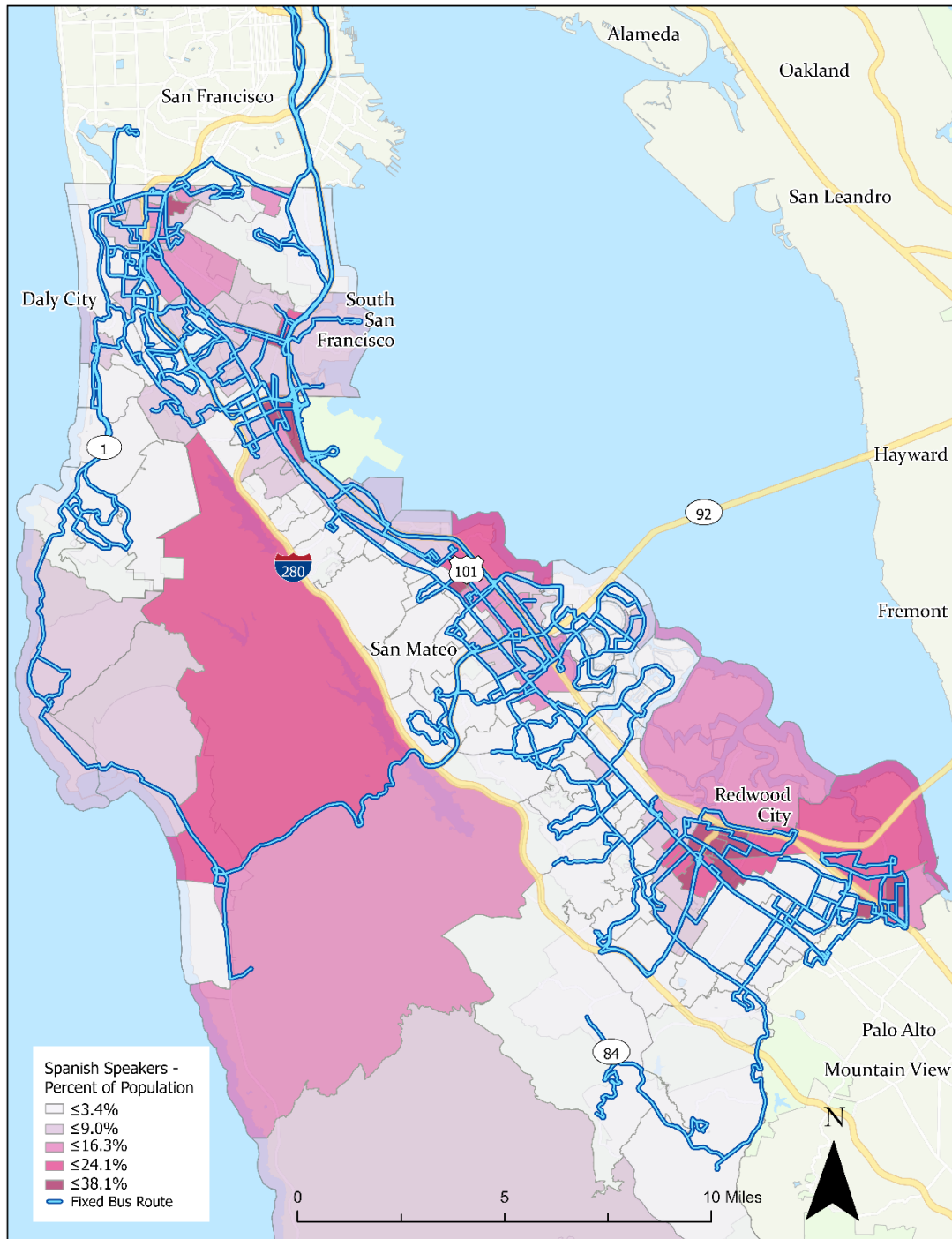
**Exhibit 7: San Mateo County Korean Speakers by Census Tract**



**Exhibit 8: San Mateo County Russian Speakers by Census Tract**

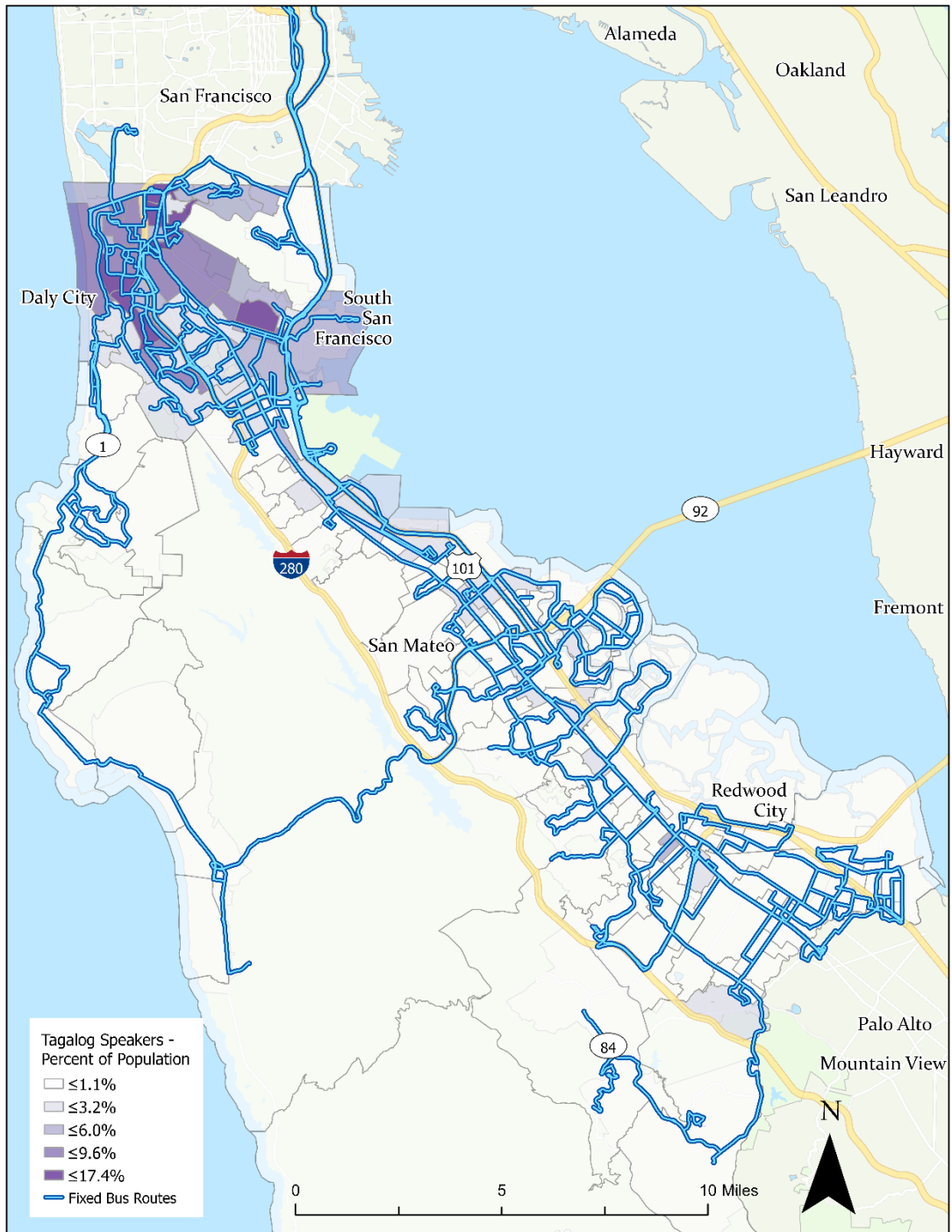


### Exhibit 9: San Mateo County Spanish Speakers by Census Tract





**Exhibit 10: San Mateo County Tagalog Speakers by Census Tract**



**Exhibit 11: San Mateo County Vietnamese Speakers by Census Tract**



## ANALYSIS OF CALL CENTER DATA

The District’s customer service call center, which is shared by SamTrans and Caltrain, handled over 170,000 calls from January 1, 2020 to August 31, 2022. To supplement information gathered via the U.S. Census, the District analyzed the number of calls coming through its call center which occurred in a language other than English. These numbers indicate the number of calls used by customer service staff through the language line. Approximately 2.4% of all calls required interpretation. The vast majority of non-English calls in this reporting period were in Spanish, with the next largest group in Mandarin or Cantonese. This confirms the 2020 ACS data that indicates that Chinese is the second largest language spoken at home in the service area. However, unlike the ACS data and ridership survey, Burmese interpretation requests is among the top languages.

**Exhibit 12: Requests from Language Line for Interpreters**

Languages	Language Line Translations (2020-2022)
SPANISH	3235
MANDARIN	397
CANTONESE	221
RUSSIAN	83
BURMESE	68
TAGALOG	50
ARABIC	28
VIETNAMESE	16
PORTUGUESE	13
FARSI	10
HINDI	10
JAPANESE	10
KOREAN	10
TONGAN	5
GERMAN	4
PORTUGUESE BRAZILIAN	3
CROATIAN	2
FRENCH	2
ITALIAN	2
PUNJABI	2
THAI	2
TOISHANESE	2
TURKISH	2
DANISH	1
ILOCANO	1
SERBIAN	1

**ANALYSIS OF CUSTOMER SURVEY DATA**

SamTrans conducts a comprehensive survey of its customers across every route in the system every three years. The most recent survey was conducted in Fall 2021 and garnered 2,369 responses to the question: *What languages are regularly spoken at home?* It is critical to note the triennial survey is focused entirely on customers while the American Community Survey conducted by the U.S. Census Bureau tracks all county residents. Also, the SamTrans survey captures customers from within and outside of San Mateo County.

**Exhibit 13: Customer Language Usage – Q23**

	2021 Total	2018 Total	2015 Total
BASE-ALL RESPONDENTS	2219	4229	6430
ENGLISH	75%	68%	76%
SPANISH	37%	26%	30%
TAGALOG	16%	17%	15%
CANTONESE	4%	4%	3%
MANDARIN	3%	3%	2%
HINDI OR OTHER INDIAN LANGUAGE	1%	1%	1%
ARABIC	1%	1%	1%
VIETNAMESE	1%	1%	1%
BURMESE	1%	1%	<1
OTHER (UNSPECIFIED)	1%	1%	<1

Exhibit 13 illustrates the top 10 languages spoken by customers according to this triennial survey over the prior seven years. The survey results give slightly differed results from the Census data. Survey respondents indicated a higher degree of English as their primary language spoken at home than the Census results ( 75.2 % of survey respondents versus 54.4% according to Census estimates). Spanish and Tagalog are also spoken as a primary language more often among SamTrans customers than among county residents as a whole. There is a steep drop from Tagalog at 16% of respondents to Cantonese (4%) and Mandarin (3%) speakers.

The triennial survey shows that language patterns have not radically changed in the last few years. However, as 2021 marked a year of post-shelter-in-place ridership recovery, the number of respondents decreased.

The District has also analyzed results of the Metropolitan Transit Commission’s (MTC) Transit Passenger Survey as it provides information that is not only the most recent (2022), but allows for a comparison

between pre-pandemic (2019) and post-pandemic (2022) ridership responses. The MTC carries out its Transit Passenger Survey to fulfill its own requirements stipulated by Circular 4702.1B of the Title VI Requirements and Guidelines for Federal Transit Administration Recipients every five to seven years. In the MTC Summary report, SamTrans riders are shown to have become more likely to speak Spanish in their household (26% in 2019 vs 37% in 2022) and less likely to speak English in their household (60% in 2019 vs 47% in 2022).

**Exhibit 14: MTC Customer Language Use**

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE - ALL RESPONDENTS^	40,191	72,610	7,008	8,477	11,019
English	47%	60%	35%	47%	42%
Spanish	37%	26%	53%	34%	36%
Tagalog	7%	7%	5%	11%	9%
Chinese	5%	3%	4%	5%	5%
Vietnamese	1%	-	1%	-	0%
Burmese	1%	1%	-	<1%	3%
Russian	1%	<1%	0%	-	0%

The MTC survey indicates a shift in customer language preferences. In 2019, over half of the ridership spoke English whereas in 2022, it is less likely that English is spoken. The SamTrans Planning and Communications teams will continue strategizing on how to effectively communicate information to LEP populations.

Historically, the survey data has driven SamTrans’ approach toward translation as the data provides a more accurate representation of the languages actually spoken among SamTrans’ core customers. However, this ignores a critical point: the lack of translation of certain documents in languages other than Spanish, Tagalog, and Chinese may represent a barrier to entry for some potential customers who speak English less than “very well” but do not speak one of those three languages.

## Analysis of English Language Learner Data in San Mateo County

According to guidelines set forward by the FTA, the LEP analysis should also review alternate and local sources of data. For this analysis, the California Department of Education (DOE) 2021-2022 Census of English Language Learners (ELL) provides an overview of the primary languages of the English learners in the service area. The English Language Learner survey is collected among students, not the population as a whole. However, it does provide another means of cross-checking census data analyses. The survey reflects that a number of languages meet the 5% threshold for written translations – Spanish being the most widely spoken language. When Cantonese and Mandarin are combined, Chinese (7.5%) surpasses Tagalog by a small (.5%) margin.

**Exhibit 15: Number of English Language Learners in San Mateo-update**

Language	Number of ELL	Percentage of ELL
Spanish	13936	68.9%
Filipino/Tagalog	1412	7.0%
Cantonese	833	4.1%
Mandarin	688	3.4%
Arabic	567	2.8%
Portuguese	393	1.9%
Japanese	363	1.8%
Russian	331	1.6%
Other English	273	1.4%
Tongan	190	0.9%
Hindi	162	0.8%
Korean	143	0.7%
Burmese	132	0.7%
French	81	0.4%
Turkish	70	0.3%
Samoan	61	0.3%
Farsi	46	0.2%
Urdu	46	0.2%
Hebrew	39	0.2%
Punjabi	39	0.2%
German	34	0.2%
Telugu	34	0.2%
Illocano	29	0.1%
Thai	28	0.1%
Tamil	27	0.1%
Polish	25	0.1%
Gujarati	20	0.1%
Dutch	19	0.1%
Italian	19	0.1%
Cebuano	18	0.1%
Khmer	16	0.1%
Bengali	15	0.1%
Greek	14	0.1%
Kannada	13	0.1%
Swedish	12	0.1%

**Factor 1 Findings:**

Factor 1 of the LEP plan was undertaken to assess the proportion of LEP individuals that may encounter or use SamTrans service. A number of data sources were used as a way to inform the conclusions, including the American Community Survey (U.S. Census Bureau), the California Department of Education English Language Learners, and information from the most recent MTC Ridership Survey of SamTrans riders and SamTrans' own 2019 Triennial Survey. Additionally, data on the existing interpretation and translation services provided through the SamTrans customer service department was also viewed to verify the top languages (Exhibit 15). The findings reveal the following about languages spoken in the SamTrans service area that will inform the Language Access Plan:

- 7 distinct languages qualify under the “Safe Harbor Provision” for written materials. While additional languages grouped together may fall into the Safe Harbor category, this number represents individual languages that are within the 5% or 1000-person threshold.
- Spanish, Chinese (Mandarin and Cantonese, combined) and Tagalog are consistently among the top 3 languages spoken at home and represented throughout the ridership. However, the Call Center Data indicates that Russian and Burmese resources may be additionally needed.
- Currently, SamTrans provides translations and interpretations in Simplified Chinese and Spanish. Ridership data indicates that Tagalog resources are also needed. Other communities also may have difficulty accessing information about SamTrans when provided in English.
- As compared to previous years, there are fewer distinct Safe Harbor languages.
- Russian Language Line requests and Census data indicate a growing Russian-speaking LEP population in the SamTrans service area. While not present in Census data, Burmese language requests have also increased in this past assessment.





## **FACTOR 2:**

**The frequency with which LEP persons come in contact with SamTrans programs, activities or services.**

### **SAMTRANS SYSTEM DESCRIPTION**

SamTrans provides bus service throughout San Mateo County. SamTrans' service area – extending from Palo Alto in the south to San Francisco in the north – is geographically and ethnically diverse, containing both dense urban cores and rugged rural landscapes with residents from a wide array of different backgrounds. These factors, along with its large 446-square-mile service area, make SamTrans unique. Prior to the COVID-19 pandemic, SamTrans operated approximately 78 routes throughout San Mateo County and San Francisco County. In 2022, SamTrans completed its Comprehensive Operational Analysis (COA), *Reimagine SamTrans*, to evaluate and refresh the entire SamTrans bus system. Reimagine SamTrans was undertaken to study and ensure the SamTrans bus system meets the current needs of SamTrans riders and the evolving needs of the broader public in San Mateo County. To serve the region in Fiscal Year 2022, SamTrans operated 312 fixed-route buses and 67 paratransit vehicles across over 70 different routes and carried approximately 5.2 million passengers.

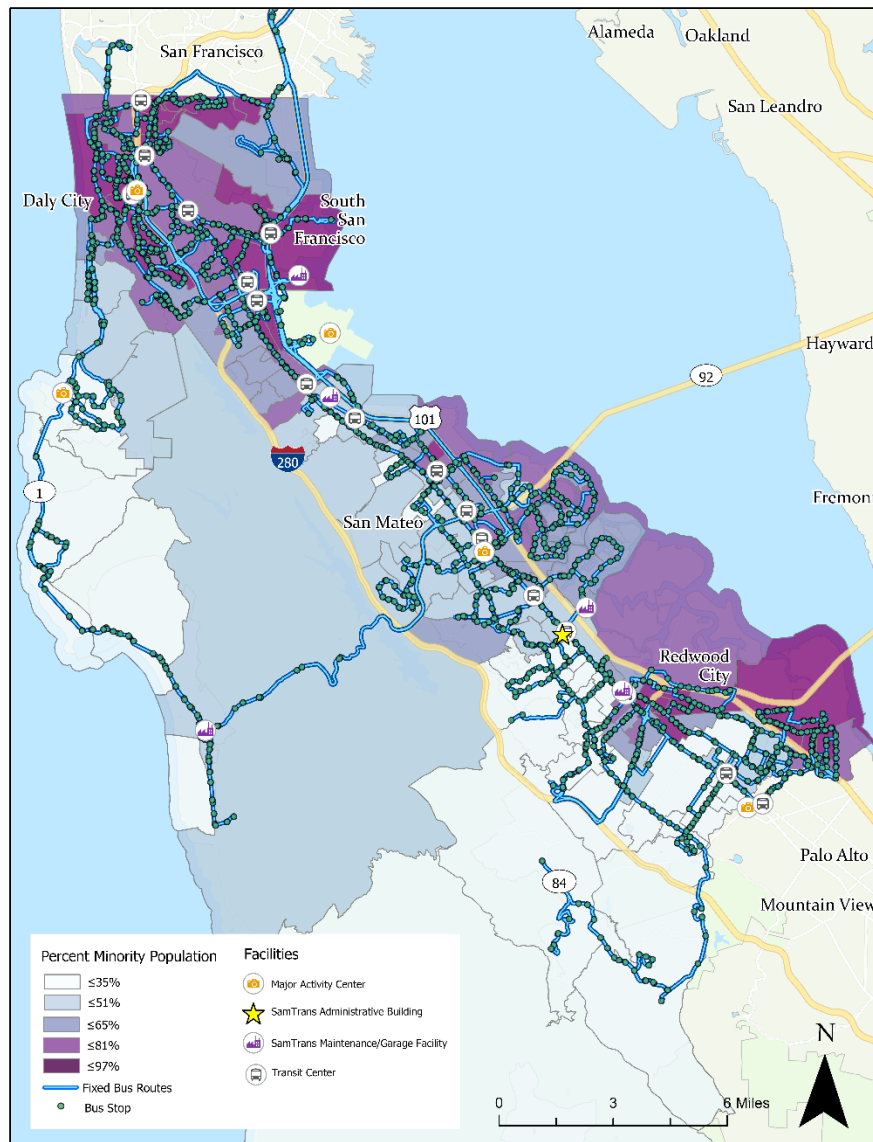
SamTrans fixed-route services were split into the following categories after the COA:

- Frequent
- Community
- Local
- Express & Limited
- School-Oriented
- Owl

Each route category serves a specific purpose, appealing to different markets or geographic areas within the county. The 4 Frequent routes support higher population or employment density. The 11 Community routes are designed to serve less densely populated areas and connect to a larger transit network. The 7 Local routes serve to connect neighborhoods, downtowns and major destinations. Forty-two School-Oriented routes align with the school schedules and bell times. Finally, two of the Frequent routes have overnight Owl service complements after regular service has ended.

The following exhibit illustrates SamTrans' current route network.

## Exhibit 16: SamTrans Route Network



In addition to the fixed routes, SamTrans provides Paratransit to San Mateo County residents. To access these services, an individual must request a vehicle for a pre-scheduled pick up and drop off. SamTrans also coordinates pick up and drop offs with CBOs that provide Adult Day Care programs. Rider guides on how to arrange for service have been translated into Chinese and Spanish. Staff provides outreach to senior homes with interpreters to provide information about the service. In the 2020 SamTrans Paratransit Survey, 90% of the interviews were conducted in English and 8% in Spanish.

*Reimagine SamTrans* will also create an On-Demand Service in East Palo Alto and Half Moon Bay. These areas have large Spanish-speaking populations, as well as Tongan and Samoan-speaking communities. As part of the

marketing outreach and user access information, pamphlets will be translated to ensure accessible information.

Assessing the frequency with which the LEP population comes in contact with SamTrans programs, activities, and services helps the agency to determine which languages need to be considered for language services, where. Generally, “the more frequent the contact, the more likely enhanced language services will be needed.”<sup>1</sup> Strategies that serve an LEP person on a one-time basis will be very different than those that may serve LEP persons on daily basis. For purposes of estimating the frequency of contact with LEP individuals, SamTrans reviewed its programs and services, and analyzed data from the following sources:

- Metropolitan Transit Commission Transit Passenger Survey for SamTrans (Begun in 2019, Resumed and Completed in 2022)
- SamTrans 2021 Triennial Customer Survey
- SamTrans 2020 Paratransit Triennial Customer Survey
- Calls to Customer Service Number and Language Line Use
- SamTrans website
- SamTrans App
- Reimagine SamTrans Data

As noted in Factor 1, English-speaking riders make up about half of SamTrans' ridership with the other half speaking a wide range of languages. The increase of Spanish-speaking riders will help refocus how SamTrans communicates with LEP riders. The onboard survey also found that only 6.5% of the riders surveyed stated they did not speak English at all in 2021<sup>2</sup>, which is an increase from 2018 when 3% of the ridership reported they did not speak English at all.<sup>3</sup>

Using the survey data, it appears that a little less than half of SamTrans riders are LEP based on the sample size, but that the group includes significant proportion of relatively frequent riders, with nearly half riding at least 5 days per week or more based on responses to the MTC SamTrans ridership survey conducted partially in 2019 (before the Covid pandemic) and partially in 2022.

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<sup>1</sup> Implementing the Department of Transportation’s Policy Guidance for Recipients’ Responsibilities to Limited English Proficient (LEP) Persons- A Handbook for Public Transportation Providers, 2007

<sup>2</sup> SamTrans 2021 Triennial Customer Survey table Q21

<sup>3</sup> SamTrans 2019 Triennial Customer Survey Q21

**Exhibit 17: Frequency of SamTrans usage by Riders who Speak English Less than “Very Well”**

**(2021 SamTrans Triennial Survey)**

Frequency	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK
Percentage 2019	48.59%	44.75%	41.43%	39.10%
Percentage 2021	43.9%	42.4%	41.4%	30.6%

**App Data**

SamTrans’ mobile application was first used to purchase passes and tickets for riding the bus. It now enables users to trip-plan and navigate. It will also provide Park and Ride features as new versions are updated and released. At this time, the mobile app is primarily used for purchasing passes and tickets.

In Fiscal Year 2022, non-English Speakers account for approximately 18% of new users. In contrast to Census, English Language Learner, and Ridership data, German is the predominant non-English language used on the app (31,754 sessions) and accounts for 6% of new users. French is the second highest language at 21,092 sessions. Spanish accounts for 3% of users and Chinese for 1.5%. With the introduction of the Clipper mobile app that will enable riders to access multiple transit networks, the SamTrans mobile app may no longer be the primary method of mobile ticket purchasing. However, as mobile applications are increasingly being used to access transportation in real-time, SamTrans will continue to monitor the effectiveness of its mobile app for LEP populations.

The SamTrans Mobile application is designed and maintained by a contractor. Each month, a report is generated that identifies the languages downloaded for use.

**Website**

The SamTrans website is one of the mostly commonly-used sources of information for SamTrans riders (see Exhibit 20). In 2022, approximately 2,012,108 unique page views occurred. However, most of the users (90%), based on Google Analytics, use the website in English. Even though Google Translate is available on the website, the website usage among LEP users is less frequent compared to other modes. This may be due to inaccuracies in Automated Translation or how the website is formatted to allow the user to know of available

language assistance. Given the high English use of the website, it is apparent that the website use does not reflect the actual demographics of the county or SamTrans ridership. Spanish users consist of 4.4% of hits and 2.6% of users access the information in Chinese.

## CBO CONTACTS

For this 2022 PPP update, SamTrans used its established partnerships and past experiences with targeted multilingual outreach to inform the strategies and needs of LEP communities. In Spring of 2021, SamTrans staff ventured to create collaborative agreements with 4 CBOs to assist with outreach with historically marginalized communities. A summary of outreach efforts can be found at: <https://www.samtrans.com/planning/reimagine-samtrans/project-overview>

SamTrans staff found that these specific partnerships, through which CBOs are compensated for their time and brought in on specific outreach planning, increased multilingual participation in survey participation and public comment. For example, SamTrans held mapping workshops with *promotoras* in Spanish, collaborated in pop-up outreach events, and participated in CBO-led outreach events in the community. Through this effort with four CBOs, 20 outreach events were supported and SamTrans received 2,008 responses, including a large portion of Spanish surveys. To comply with social distancing restrictions, SamTrans also held 4 multilingual public meetings in Mandarin, Cantonese, Spanish, and Tongan with simultaneous interpretation.

**Exhibit 18: CBO Contacts**

<b>CBO</b>	<b>Location</b>	<b>Languages Spoken by Community Served</b>
Fair Oaks Community Center	North Fair Oaks/ Redwood City	Spanish
Daly City Partnership	North County	Spanish, Arabic, Chinese, Russian
Nuestra Casa	East Palo Alto	Spanish, Tonga, Samoan
Friends of Old Town	South San Francisco	Tagalog, Spanish

Over the next three years, SamTrans will continue to form continuous and regular relationships with CBOs and explore whether a regular CBO Steering Committee can improve District-CBO relationships.

## **Factor 2 Findings:**

Factor 2 of the LEP plan allows the District to identify how frequently riders and non-riders engage with SamTrans. While many online modes of information sharing are used for real-time information, the current data shows predominant engagement from English speaking users. Reasons for this could include a) websites are not optimized for non-English language usage, b) material for LEP individuals is difficult to find on the website and c) riders prefer telephone or paper than online information sources. In Factor 3, we explore whether the increased use of Google Maps may also explain the comparatively limited interactions on the SamTrans mobile app and Website.

During Reimagine SamTrans outreach, Spanish-speaking representatives from CBOs supported and reviewed Spanish translations for materials including maps, schedules, and promotional materials. This helped cater the materials to specific Spanish speaking communities. Spanish Instagram Live and Facebook Live Spanish events were recommended and garnered a small participatory group. CBOs also suggested posting more notices of changes and programs in local ethnic supermarkets and community centers in addition to newspapers, radio, and television. In-person pop up events and bus station outreach promoted by Spanish speaking CBOs led to increased participation from the Spanish speaking community and increased public comment at Board meetings in Spanish. Paper surveys in Spanish were instrumental to receiving feedback as reliance on the website only reached populations that had internet access.

In speaking with CBOs serving the Chinese speaking community, staff was informed that there is a preference for Cantonese interpretation and traditional Chinese information. SamTrans sends out notices to San Mateo County Chinese speaking CBOs in addition to holding regular meetings with Chinese community groups.

SamTrans can improve its outreach to other communities to gain the same type of community-specific information, such as partnering with organizations serving Tagalog, Tongan and Samoan speakers to identify barriers to services and preferred outreach tools and distribution channels for reaching additional LEP individuals.

## **FACTOR 3:**

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

**“The more important the activity, service or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed”<sup>4</sup>**

### **CRITICAL SAMTRANS SERVICES**

SamTrans provides the only fixed-route bus service in San Mateo County. For many, it is the only method of public transportation from the Western coastal areas of the County to the more metropolitan areas of the County. Similarly, SamTrans provides vital services to connect riders to the Bay Area Rapid Transit and Caltrain services for regional transportation to other parts of the Bay Area. SamTrans Paratransit, Redi-Wheels and Redi Coast services provide residents with access to Adult Day Care services and appointments. Similarly, SamTrans Fare program allows for individuals who are disabled or low income to access transit. SamTrans buses also are used for students to access schools in San Mateo County.

In sum, SamTrans is a critical mobility service for the entire Peninsula region. SamTrans bus service offers a safe, reliable, cost-effective way to move about the County to access employment opportunities, critical services, shopping, and recreational activities. Many of SamTrans programs revolve around providing information on how to access these mobility services. There are a number of key interaction points with the bus system which could prove problematic for LEP individuals without translation or interpretation help:

- SamTrans website
- SamTrans customer service phone line
- SamTrans Mobile App
- SamTrans customer service window in San Carlos
- Bus stop signage
- Printed schedules
- Fare payment
- Driver inquiries
- Onboard announcements
- Other printed materials

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<sup>4</sup> Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons—A Handbook for Public Transportation providers, 2007

Ensuring that critical information at these interaction points is available in languages commonly spoken within San Mateo County is crucial to providing equitable access to SamTrans bus service for LEP populations. SamTrans services are critical for populations that do not have cars, which constitutes 46% of the ridership who speak English less than well.

**Exhibit 19: Transit Mode Options**

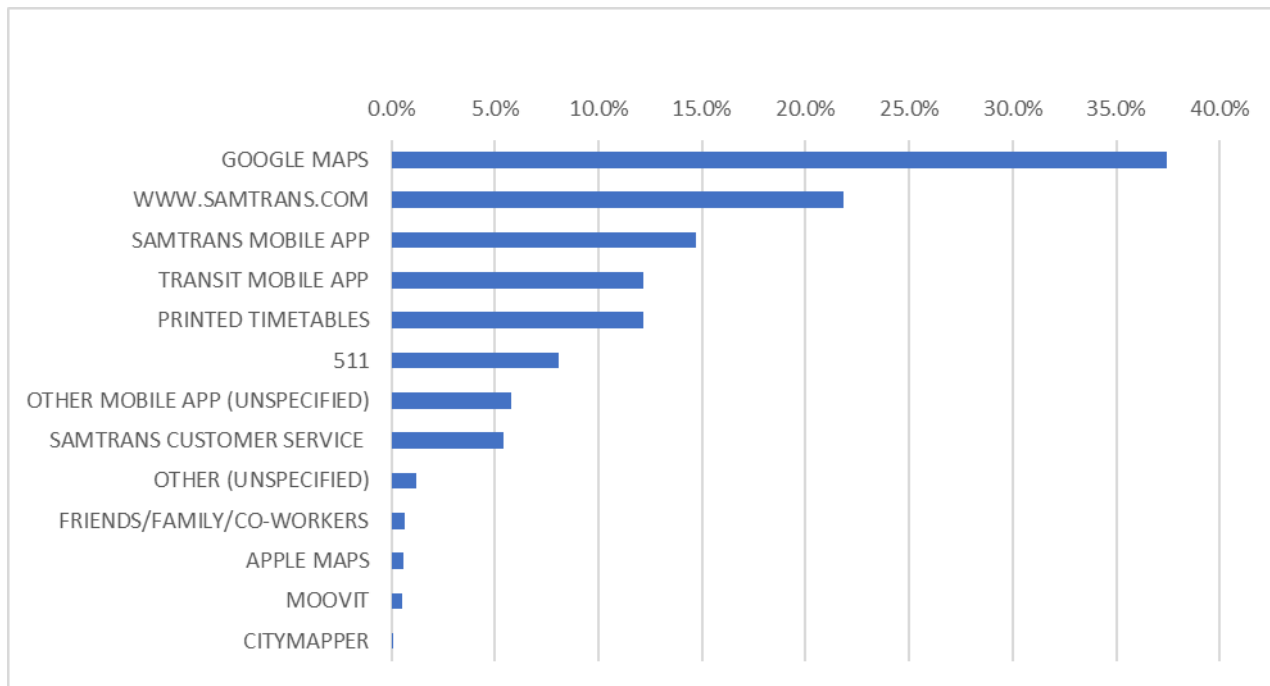
	TOTAL -----	ACCESS MODE =====			OWN CAR =====	
		WALK/ BIKE -----	TRAN- SIT -----	CAR -----	YES -----	NO -----
Level of English						
BASE/ALL RESPONDENTS	2194 100.0%	1657 100.0%	446 100.0%	40 100.0%	527 100.0%	1464 100.0%
SPEAK ENGLISH VERY WELL (4)	1260 57.4%	963 58.1%	246 55.1%	24 60.2%	362 68.6%	790 54.0%
SPEAK ENGLISH WELL (3)	513 23.4%	380 22.9%	114 25.6%	7 18.5%	111 21.1%	362 24.7%
SPEAK ENGLISH NOT WELL (2)	279 12.7%	208 12.5%	60 13.4%	7 16.7%	42 7.9%	202 13.8%
SPEAK ENGLISH NOT AT ALL (1)	142 6.5%	106 6.4%	26 5.9%	2 4.6%	12 2.4%	110 7.5%
BLANK/MULTIPLE RESPONSES	175	122	38	2	17	53



## USE OF CRITICAL SAMTRANS SERVICES

Exhibit 20 illustrates how SamTrans customers receive information relating to SamTrans service(s).

**Exhibit 20: Information Sources for SamTrans Customers (2021)**



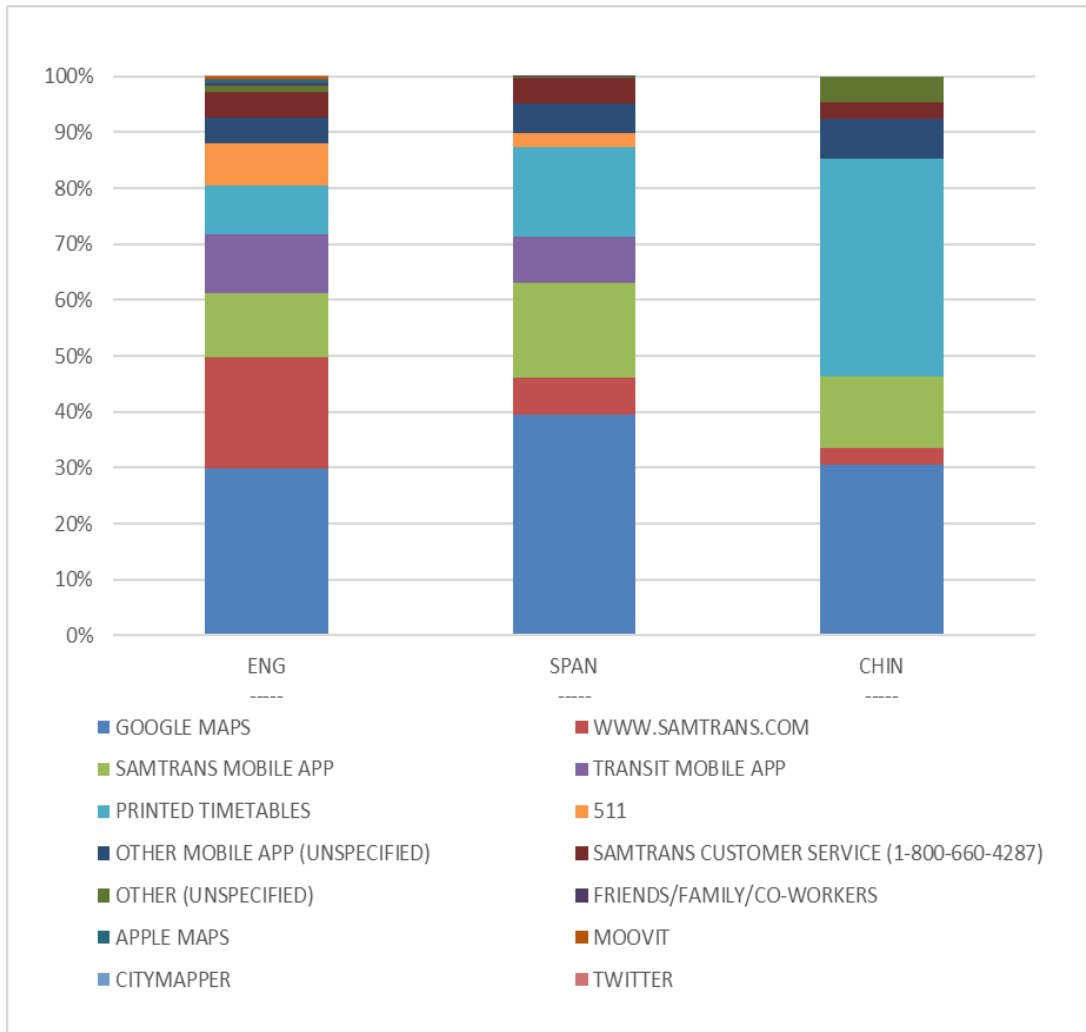
For all of the major languages spoken among SamTrans customers, getting information through Google is the overwhelming favorite. There is a steep drop-off in popularity for the other choices available to SamTrans customers.

The most critical information for accessing SamTrans services is available in writing onboard SamTrans buses and at the bus stops. Most information is available in English, Spanish and Simplified Chinese. SamTrans Customer Service personnel have access to on-demand oral interpretation services to assist customers who call or visit for assistance.

Additional written information is available on the SamTrans website, some of which is available in Spanish and Chinese. SamTrans continues to grow its translation library by ensuring forms, announcements, and changes affecting customers are sent out for professional language translation. In addition, the website is equipped with the Google Translate tool to allow content to be translated into more than 70 different languages. Though SamTrans staff is aware that Google Translate is not a sufficient translation tool for vital documents, it does provide non-English speakers access to additional non-vital information.

Exhibit 21 illustrates how survey respondents receive information about SamTrans services by which language they speak at home.

**Exhibit 21: Information Sources by Survey Language**



### **Factor 3 Findings:**

Currently SamTrans disseminates all information in English, with service changes and public hearing notices available in Spanish and Chinese. Onboard announcements are made in English, with some announcements translated to Spanish for the benefit of patrons. Customer service personnel all speak English, with some speaking Spanish or other languages. SamTrans will update its website to include multilingual forms and increase languages for its Rider's Guide. The following represent the most important venues or information types for purposes of ensuring language use is not a barrier to access:

- Customer Service Call- Center
- Service and Fare Change Information
- Public meetings and public hearings
- Notice of Title VI Rights and Complaint Form
- Rider's Guide to access non-fixed route services
- Forms to apply for passes and access to paratransit and on-demand services

Given that SamTrans is the main mobility agency in San Mateo County for residents, SamTrans will continue to assess and identify program components that may require language assistance to LEP customers. This includes access to materials for board meetings, community action committees, and virtual town-halls. These meetings provide critical information related to service and fare changes. For example, in its recent implementation for the Youth Unlimited Pass Program, a public meeting was held with Spanish interpretation options. In addition, Spanish materials were translated, and the District used both paper and online Spanish-language surveys for students or their guardians to complete.

Finally, as SamTrans continues to provide non-fixed route bus options that require individuals to call or book via app, SamTrans should seek user input from LEP communities on how to best fit their needs, making use of CBOs that are now part of an extended information network that benefits both SamTrans and the CBOs' stakeholders.

Further opportunities for improvement include:

- Translate more information on the SamTrans website into Tagalog, Spanish, Chinese and Vietnamese.
- Continue to have multilingual public meetings, Facebook Live and/or Instagram Live sessions.
- Continue to have project-specific websites and information available in multiple languages.
- Translate printed information disseminated to the public based on the Census Tract populations (current only provided in Spanish and Chinese)
- Advertise in more media outlets that target individuals who use languages other than English, Spanish and Chinese.
- Improve communication with targeted organizations (such as CBOs) to ensure that more LEP individuals participate in outreach efforts.
- Survey SamTrans employees on their interactions with LEP individuals to compare data and to identify resources and language assistance services.

## **FACTOR 4:**

### **The resources available to SamTrans and overall cost to provide LEP assistance.**

SamTrans currently provides a variety of translation and interpretation to ensure that language proficiency is not a barrier to access SamTrans' services and programs. Not only does SamTrans translate many documents, such as take-ones, ad cards, and materials on fare increase and service changes into Spanish and Chinese -the predominant languages in the area- but SamTrans will continue to improve public noticing, the website, mobile applications and support project translation and interpretation in community-identified languages.

The SamTrans website translation is generally provided by automatic translation. It should be noted that these translations are not precise and neither the District nor the FTA consider Google Translate as a sufficient translation tool for vital documents. Accordingly, SamTrans' vital documents (including information on service and fare changes, surveys, and promotions) are sent to qualified contractors for translation into Spanish, Chinese, Tagalog and, occasionally, Vietnamese, Samoan, and Tongan.

SamTrans also utilizes bilingual staff to provide translation review, onsite outreach, and assistance with interpretation at specific outreach events. Bilingual staff are provided an extra stipend to provide translation and interpretation. Bilingual staff assisting with interpretation and translation must go through a language proficiency test to receive the stipend. Currently, SamTrans is developing a system that allows non-bilingual employees to request interpretation or short translation assignments from bilingual employees for projects that have a limited publication timeline, emergency interpretation, or do not meet the minimum word count for vendor services.

SamTrans uses the AT&T Language Line to provide interpretation when needed. The service can be utilized by Customer Call Center and the front desk window at SamTrans Headquarters.

SamTrans' Operating Budget does not have a specific line item for providing language access and outreach; rather, costs for translators and outsourced translation are split among several different departments, depending on which department is responsible for the outreach project being undertaken. The Office of Civil Rights provides guidance about the approximate costs of interpretation and translation every budget season to help inform budget decisions. Typical annual expenses for interpretation and translation are as follows:

- Other Contracted Services (Including Translation): \$230,000
- Public meetings/hearings: \$6,500
- Document and Form Translation: \$14,000
- Printing and Information Services : \$93,000
- Market research: \$71,000 every three years

Translated documents include ad cards, direct mailers, station kiosk signs, customer take-ones, meeting notices, brochures, PowerPoint presentations, and other customer outreach materials like construction-related notices and information pieces. Other language assistance costs include expenditures for Language Line usage, which is normally less than \$5,000 on an annual basis. Most

translation is into Spanish, which covers the majority of SamTrans' customer base. Additional languages – Hindi, Russian, Vietnamese, Tagalog and the other “Safe Harbor” languages – are included in translation processes per the Vital Document policy and translation threshold policy, although SamTrans also reserves the right to translate documents into additional languages as resources allow and circumstances dictate.

The Communications Department budgets for the translation of signage, rider guides, notices, and public meeting interpretation annually. These expenses are generally associated with specific, large-scale projects being undertaken by the District as a whole. In addition, the Office of Civil Rights budgets \$20,000 per year to support translation and interpretation costs that may not be budgeted. These costs include requests for interpretation and translation for public hearings and Board meetings. The Planning Department also budgets for translation and interpretation when working on large service changes.

#### **Factor 4 Finding**

In the past three years, SamTrans has increased translation and interpretation in Spanish and Chinese for Planning and Communications efforts. As a rule, public hearing notices, committee member application forms, surveys, and service change documents have been translated. However, SamTrans recognizes the need internally to develop better processes to ensure language does not represent a barrier to bus use and to participation in meaningful public engagement, including an increased virtual multilingual presence.

With the impact of virtual meetings, captioning and interpretation have been included in the meeting planning process. Multilingual meetings are managed by the vendor to ensure the audience and speakers understand the role of the interpreter and the difference between consecutive and simultaneous interpretation. Further, staff have incorporated advanced preparation to provide interpreters translated materials and links to such materials in the public meeting invite or project webpage. However, SamTrans should address the notification and accessibility of in-person interpreters and captions as more individuals return to in-person participation in meetings after the Covid pandemic-related shifts to virtual engagement.

In addition, SamTrans has increased its translation of complaint forms into additional languages and translations for vital documents. SamTrans would benefit by memorializing a process that is foundational rather than relying on individual staff knowledge.

SamTrans needs additional services to provide more meaningful access to LEP groups. The following are recommendations that can be implemented:

- Create and document standard procedures for translation and interpretations.
- Increase use of universal pictograms or other symbols at bus stops or on buses.
- Increase translations of documents beyond just vital documents.
- Conduct more language-specific outreach similar to focus groups associated with the

development of this plan.

- Place Title VI Notice of Rights online, in paratransit vehicles and in the rider's guide.
- Provide a short survey regarding LEP needs on buses in various languages for LEP individuals who cannot attend outreach meetings, where these individuals can voice their concerns and opinions directly to SamTrans staff.

# LANGUAGE ASSISTANCE IMPLEMENTATION PLAN

## METHODOLOGIES

### Overview

SamTrans Language Assistance Plan is the District's implementation plan for assuring that services and programs are accessible to those who may not speak English very well. According to the DOT's guidance, "recipients have considerable flexibility in developing a Language Assistance Plan, or LEP Plan. An LEP Plan shall, at a minimum: (a) Include the results of the Four-Factor Analysis, including a description of the LEP population(s) served; (b) Describe how the recipient provides language assistance services by language; (c) Describe how the recipient provides notice to LEP persons about the availability of language assistance; (d) Describe how the recipient trains employees to provide timely and reasonable language assistance to LEP populations; (e) Describe how the recipient monitors, evaluates and updates the language access plan."

### Description of the LEP Populations Served

Using a variety of data sources, SamTrans has previously identified and grouped the Safe Harbor Languages into two different categories:

- Primary: The two languages spoken with the heaviest concentration in the District: Spanish and Chinese (including Mandarin and Cantonese).
- Secondary: The 5 additional languages meeting the Safe Harbor definition (Tagalog, Russian, Korean, Arabic, Vietnamese,)

In preparing the 2022 Plan update, SamTrans analyzed Census data from 2020 and found that approximately 229,000 County residents - or 18% - indicated that they speak English less than "very well." Seven language groups (Spanish, Chinese, Tagalog, Arabic, Korean, Vietnamese, and Russian) have more than 1,000 persons who speak English less than "very well" and require a translation of vital documents (see Exhibit 2).

Data from a customer service survey conducted every three years revealed the top 15 languages spoken by SamTrans customers. Survey results indicated that a higher percentage of respondents (75%) spoke English as their primary language, versus Census results (55%). The survey is considered a more accurate representation of SamTrans customers.



## Language Assistance Services Provided

*“An effective LEP plan would likely include information about the ways in which language assistance will be provided.”*

-DOT LEP Guidance Section VII (2)

The Four Factor Analysis generated an extensive list that highlights SamTrans’ commitment to ensuring meaningful access to services and programs.

Currently SamTrans language assistance tools include but are not limited to:

- Interpreters (by request) for board meetings, public meetings, and public hearings
- Simultaneous interpretation and translated materials for virtual (online) meetings
- Multilingual printed materials for service and fare changes, promotions, and public engagement opportunities
- Translated brochures, how-to-ride guides, and fact sheets on the SamTrans website
- Telephonic Interpretation – Language Line
- SamTrans customer service line staffed by bilingual staff
- Language assistance and Title VI Training for Frontline Staff, including bus operators. A video was created with SamTrans staff in 2021 to support LEP training:  
<https://www.youtube.com/watch?v=9nfw51a0j7I>
- Onboard announcements in Spanish and English
- Spanish language focus groups
- Google Translate on the Website
- Bilingual staff assistance with outreach with ambassadors
- "I Speak" cards
- Consultative, ongoing relationship with CBOs (including payment for certain engagement)
- Multilingual Facebook and Instagram Live events

Improvements can always be made, and the following are language assistance services that may be provided in the future:

- Translate written documents into more languages based on Census tracts
- Create more opportunities for LEP focus groups
- Create multilingual social media posts
- Providing a stipend for qualified staff interpreters and translators
- Continue placing multiple translations of factsheets to be put on the website.
- Expand partnering with CBOs to serve more multilingual communities.
- Continue partnering with regional agencies and other partners to produce shared multilingual customer information materials
- Review current translation and language assistance efforts to determine whether they are adequate and/or effective.

- Further enhance website and app administration and management

## Notice to LEP Persons about Availability of Language Assistance

Federal guidance states that “Vital” written documents include complaint forms, written notices of important legal rights, documents that are critical for obtaining services and benefits, documents identifying upcoming fare and service changes, decreases in benefits or services and notices advising LEP individuals of free language assistance. Vital documents can be exact translations or summaries of key contents.

In addition, SamTrans staff considers the following when identifying vital documents:<sup>5</sup>

- The importance of the program, information, encounter or service involved AND the consequence to LEP persons if the information in question is not accurate and timely.
- Awareness of rights or services is an important part of “meaningful access,” as lack of awareness may effectively deny LEP individuals meaningful access.
- Specific input from CBOs on how to engage their LEP communities.

SamTrans' Safe Harbor languages are: Spanish, Chinese, Tagalog, Russian, Korean, Arabic, and Vietnamese. The two primary languages identified through the four factor analysis were Spanish and Chinese. Among ridership, while Tagalog may be highly spoken, some Tagalog speakers have stated preference for English written materials. Tagalog oral interpretation could be made available as an option.

The table below lists both vital and non-vital documents, categories of documents, and identifies the language category into which they should be translated. As done in the past, SamTrans may provide a summary, such as a fact sheet of a vital document or may offer oral language interpretation rather than written translation of a vital document. SamTrans should use the table as a starting point for discussion on what documents should be translated, but also consider the specific population of outreach.

<u>Document</u>	<u>Languages</u>	<u>Examples</u>	<u>Vital Document?</u>
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<sup>5</sup> Department of Transportation, Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient Persons, 70 Fed. Reg. 74087-74100, (December 14, 2005) Updated 1/5/2016

<b>Title VI Notices</b>	All Safe Harbor Languages	Fixed Route Bus Ad Card	Yes
<b>Safety and Security Information</b>	All Safe Harbor Languages/ Icons and Symbols to reach as many LEP riders as possible, regardless of language spoken and literary levels	Emergency Re Route	Depends on subject matter
<b>Notice of Free Language Assistance</b>	All Safe Harbor Languages		Yes
<b>Legal Notices</b>	All Safe Harbor Languages		Yes
<b>Title VI Complaint Form and Procedures</b>	All Safe Harbor Languages		Yes
<b>Instructional or informational ridership brochures</b>	Primary Secondary when requested	Take ones, Traveling Tips, Rider Guides	Yes
<b>Applications to Participate in Programs, Benefits, and Services</b>	Primary Secondary when requested	Paratransit Services, RTC Applications	Yes
<b>Fare and Major Service Changes Notices</b>	Primary Secondary when requested		Yes
<b>Fare and Major Service Change Documentation/Analysis</b>	Primary and Secondary as requested		No
<b>Project Fact Sheets</b>	Primary and Secondary as determined by location and/or as requested	Translated Fact Sheets/Summaries may be created in lieu of large document translations depending on the subject matter and cost	Depends on Subject Matter
<b>Public Hearings</b>	Primary (Meeting Notices) and Secondary as requested	Formal Notices, protocols to submit comments, presentation materials	Yes
<b>Public Outreach</b>	Primary (Meeting Notices) and Secondary languages as determined by location/as funding permits	Formal Notices, Documents that require public input, fact sheets, informational brochures with key information	Depends on Subject Matter
<b>General Promotional Materials)/ Promotional Events</b>	Primary and Secondary languages as determined by location and as funding permits	Fliers, brochures	No
<b>Construction and Other Courtesy Notices</b>	Primary and Secondary languages determined by location and as funding permits	Service Disruptions, Retrofits, Reroutes due to Events	No
<b>Surveys</b>	Primary as determined by location and as funding permits, oral interpretation by request		No

To ensure LEP persons are aware of language assistance opportunities, SamTrans will continue or begin to:

- Post notice of availability of language assistance in safe harbor languages on vital documents.
- Insert language assistance notification on SamTrans website, and promotional materials.
- Include “Free Language Assistance” and translated equivalents on all appropriate materials including public hearing notices, fare and service change information notices, and outreach materials.
- Include taglines offering oral interpretation in the safe harbor languages on printed vital documents where only primary languages are available.
  - Ex: *For Free Language Assistance, Please Call*
- Use an automated telephone voice mail attendant or menu system in common languages encountered, with Spanish as the first priority
- Train staff on best practices when working with interpreters and translators

## **Training Staff to Provide Timely and Reasonable Language Assistance**

Following the 2016 Plan update, SamTrans took additional efforts to train all front line staff including bus drivers, customer service agents, and supervisors on how to provide language assistance for their customers as well as the importance of federal Title VI requirements. Training materials were updated to include information relating to Title VI and interactions with LEP riders. Customer Call Center employees received training about language assistance measures, protocol with Title VI complaints, and working with Language Line telephonic interpreters. Bus Operations produced a training video (<https://youtu.be/9nfw51a0j7I>) for operators on working with LEP individuals.

SamTrans will continue to promote the principles of good customer service to all SamTrans riders while understanding the unique needs of its LEP riders. SamTrans will continue to train front line or other employees on accessing language assistance measures within the organization by offering additional or “refresher” training.

A number of additional activities under consideration could expand SamTrans' ability to ensure access by people with limited English proficiency. These include:

- Establishing an agency-wide list of bilingual employees and their skill levels to assist in outreach, translation, interpretation or review of materials.
- Survey other transit agencies on models for utilizing employees’ non-English skills and compensating them for it.
- Expand the agency ambassador program by adding non-English language skills as a desired qualification in recruitment efforts.
- Provide pins for bus drivers that identify the language they speak for passengers.
- Train staff on working with interpreters and bilingual staff at outreach events to improve efficiency and lessen the intimidation of working with multilingual communities.
- Develop a process and tool for planning outreach events when planning for limited English proficient individuals.
- Provide checklists for interpretation to ensure that terminology is responsive and accurate for communities.

## MONITORING

*“Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and they may want to provide notice of any changes in services to the LEP public and to employees.”*

**-DOT LEP Guidance Section VII(5)**

SamTrans monitors on an ongoing basis activities and information that require LEP accessibility. Monitoring methods include:

- On a triennial basis, SamTrans reviews and updates Census and other data and updates its LAP plan as appropriate.
- SamTrans has staff review the language access plan for ideas and additions.
- SamTrans conducts periodic surveys that ask specifically about LEP ridership experience
- SamTrans annually tracks the number of LEP persons requesting assistance at its Customer Service Center
- SamTrans annually reviews the accessibility of its Vital Documents and other documents. New Documents will be translated and posted to website
- Assess new customer information documents prior to production to determine whether the document is “vital” and what level of translation is needed
- Assess and analyze outreach efforts pertaining to LEP populations
- Analyze newly-available demographic data from the U.S. Census, the ACS, and customer survey
- Gather information from CBOs and regional agencies and partners to stay current
- Analyze data from ridership surveys every three years (at least)
- Solicit regular feedback from LEP customers and CBOs

Exhibit 24: SamTrans | Speak Card

# Translations



For translations, please  
call 1.800.660.4287

Armenian

Թարգմանություն համար զանգահարել 1-800-660-4287.

Chinese

如需翻譯,請電1-800-660-4287.

French

Pour traduction, appelez au 1-800-660-4287.

German

Übersetzung unter +1 800-660-4287.

Hindi

अनुवाद के लिए, 1-800-660-4287 पर कॉल करें।

Italian

Per traduzioni chiamare 1-800-660-4287.

Japanese

翻訳のご用命は、+1-800-660-4287 までお電話ください。

Korean

번역을 원하시면, 1-800-660-4287번으로 전화하십시오.

Persian

برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

Portuguese

Para tradução, ligue para 1-800-660-4287.

Russian

Если вам нужны услуги переводчика, обращайтесь по телефону 1-800-660-4287.

Serbo-Croatian

Za prevodjenje nazovite 1-800-660-4287.

Spanish

Para traducción llama al 1-800-660-4287.

Tagalog

Para sa Paglubad-Ligwat, magtawag sa 1-800-660-4287.

Urdu

ترجمہ کے لیے، 1.800.660.4287 پر کال کریں۔

Vietnamese

Cần dịch thuật, xin gọi 1-800-660-4287.

**samTrans**

5/16



## RECOMMENDATIONS FOR LAP IMPLEMENTATION

SamTrans recognizes the importance of providing adequate accessibility for LEP customers to SamTrans services and information. While SamTrans currently complies with all federal and state mandates in regards to Title VI and other requirements, more can be done to ensure that LEP populations are provided with the transit services they need and to ensure the communities are satisfied with such services.

With the increased use of mobile phones, an improved website accessible by QR codes could be helpful for passengers looking for written information or are uncomfortable calling.

Moving forward, SamTrans staff will:

- Better coordinate within the Communications Department and between other departments to ensure proper outreach to target LEP populations is conducted
- Work with Google or other outside translation services to improve SamTrans website translations
- Increase use of symbols/pictograms and other non-written forms of communication to allow for important information to be disseminated to those who are LEP
- Document effective processes for promoting multilingual materials on the website
- Update and continue collaboration with newly identified CBOs
- Outreach to CBOs on community preferences for translation and oral interpretation

# F. 2022 TITLE VI PROGRAM ADOPTION

The following document evidences the SamTrans' Board of Director's adoption of this Title VI Program.

**Resolution No. 2022 – 75**

**Board of Directors, San Mateo County Transit District**

**State of California**

\* \* \*

**Adopting the San Mateo County Transit District's 2022 Title VI Program**

**Whereas**, Title VI of the Civil Rights Act of 1964, 42 USC 2000d *et seq.*, (Title VI) prohibits recipients of federal financial assistance from subjecting any person to discrimination based on race, color or national origin under any program or activity receiving federal financial assistance; and

**Whereas**, the San Mateo County Transit District (District) receives a variety of grants and other forms of federal financial assistance from the Federal Transit Administration (FTA); and

**Whereas**, the FTA issued Circular FTA C 4702.1B, effective October 1, 2012 (Circular), setting forth requirements and guidelines for Title VI compliance; and

**Whereas**, the Circular details required elements of a Title VI Program, which each recipient of FTA financial assistance must submit to the FTA every three years to evidence compliance with Title VI; and

**Whereas**, the District last submitted its Title VI Program to the FTA for approval in December 2019; and

**Whereas**, the District's current Title VI Program expired on November 1, 2022; and

**Whereas**, the District received an extension from the FTA Region IX Title VI Officer to submit the District's 2022 Title VI Program by February 2023; and

**Whereas,** the District's Title VI Program must include numerous elements, including but not limited to:

1. Information on numerous agency policies, procedures and activities undertaken over the last three years;
2. A public participation plan;
3. Information on public outreach undertaken by the District over the past three years;
4. A plan for engaging persons with limited English proficiency;
5. Major Service Change, Disparate Impact, and Disproportionate Burden policies, and System-wide service standards and policies, which this Board adopted pursuant to Resolution 2013-09;
6. Results of service monitoring analysis; and
7. Results of fare and service change equity analyses conducted over the past three years; and

**Whereas,** staff has developed a proposed Title VI Program (provided to the Board via electronic link), including the above-referenced items and evidencing the District's compliance with Title VI, for Board consideration and approval.

**Now, Therefore, Be It Resolved** the Board of Directors of the San Mateo County Transit District hereby adopts the District's 2022 Title VI Program; and

**Be It Further Resolved** the Board of Directors authorizes the General Manager/CEO, or her designee, to:

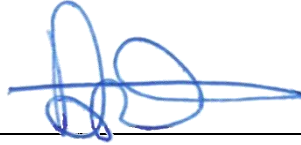
1. Include evidence of the Board's consideration and approval of the District Title VI Program in the Program, itself; and
2. Submit the final District Title VI Program to the FTA; and
3. Take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the FTA.

Regularly passed and adopted this 7th day of December, 2022 by the following vote:

Ayes: Fraser, Gee, Guilbault, Medina, Pine, Powell, Stone, Ratto

Noes: None

Absent: Groom



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Chair, San Mateo County Transit District

Attest:



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District Secretary

## G. SERVICE STANDARDS AND POLICIES

Federal Title VI requirements of the Civil Rights Act of 1964 were updated in 2012 by the Federal Transit Administration (FTA) and now require each large public transportation provider's governing board to approve five standards and policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- Systemwide Service Standards
- Systemwide Service Policies

The first policy defines “major service change” as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a “disparate impact” on the minority population or a “disproportionate burden” on the low-income population. The last two policies define service standards and policies used to determine whether an agency distributes services and amenities equitably to minority and non-minority routes and facilities. Also included are the resolution evidencing the Board's adoption of each policy.

## MAJOR SERVICE CHANGE POLICY

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the San Mateo County Transit District Board of Directors for its consideration and included in the SamTrans Title VI Program with a record of action taken by the Board.

A major service change is defined as:

A reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one-week period.

The following service changes are exempted:

- Changes to a service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), if the service will be or has been operated for no more than twelve months.
- SamTrans-operated transit service that is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops.

## DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations. Per FTA Circular 4702.1B:

*Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...*

*The policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.*

While performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, SamTrans must evaluate whether there is an alternative that has a more equitable impact. Otherwise, SamTrans must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

SamTrans' Disparate Impact Threshold to determine if adverse impacts of a major service change or a fare adjustment is borne disproportionately by minority populations is established at 20 percent, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.



## DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

*The policy shall establish a threshold for determining when adverse effects of fare/service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations... The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission... At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare/ service change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare/ service changes.*

While performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact low-income as compared to non-low-income populations. In the event the proposed action has a negative impact that affects low-income more than non-low income with a disparity that exceeds the adopted Disproportionate Burden Threshold, or that benefits non-low income more than low-income populations with a disparity that exceeds the adopted Disparate Impact Threshold, SamTrans must evaluate whether there is an alternative that has a more equitable impact. Otherwise, SamTrans must take measures to mitigate the impact of the proposed action on the affected low-income population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

SamTrans' Disproportionate Burden Threshold to determine if adverse impacts of a major service change or a fare adjustment is borne disproportionately by low-income populations is established at 20 percent, based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

## SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in the FTA Circular 4702.1B, SamTrans must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. The service standards contained here are used to develop and maintain efficient and effective fixed-route transit service.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

For the purposes of defining service standards and policies for SamTrans fixed-route service, the agency has split its system into six route categories:

- **Frequent:** Routes connecting people to places that can support higher levels of service – often areas of higher population or employment density with demand seven days a week. Ideal frequency is 15-minute or better, seven days a week from early morning to late evening.
- **Local:** Routes connecting neighborhoods, downtowns, and major destinations and typically with 30-minute or better frequency, seven days a week, from morning to evening.
- **Community:** Routes providing service to less densely populated areas that are considered a lifeline to the greater transit network and the community with hourly service, seven days a week from morning to evening.
- **Express & Limited:** Routes providing limited-stop service to or from major destinations and that are typically longer in length. Express routes often travel on higher-speed corridors making few or no intermediate stops, cover more distance, and may operate only during peak times on weekdays.
- **School-Oriented:** Routes operating with very few trips a day (typically two) and that are scheduled to align with school schedules and school bell times.
- **Owl:** Routes operating overnight after regular transit service has ended.

The categories were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. The following chart illustrates which routes belong to each category:

**Exhibit G.1: Routes by Category**

Category	Routes
Frequent	120, 130, 296, ECR
Local	110, 122, 141, 250, 278, 281, 292
Community	112, 117, 121, 138, 142, 251, 260, 270, 280, 294, 295
Express & Limited	397, 398, FCX
School-Oriented	10, 12, 14, 18, 19, 24, 25, 28, 29, 30, 35, 37, 40, 41, 42, 46, 49, 50, 51, 53, 53P, 54, 56, 57, 58, 59, 60, 61, 62, 67, 68, 72, 73, 78, 79, 81, 82, 83, 85, 86, 87, 88
Owl	296 Owl, ECR Owl

## VEHICLE LOAD

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

*Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed-route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.*

SamTrans calculates Vehicle Load Factor by dividing the number of passengers in a bus between stops by the seated capacity of the vehicle typically assigned to that category. Vehicle Load Factor is monitored regularly to ensure customer comfort and safety and determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. The Vehicle Load Factor standards below are taken from SamTrans' Service Policy Framework.

**Exhibit G.2: Vehicle Load Factor Standards**

Category	Maximum Load
Frequent	1.5
Local	1.5
Community	1.5
Express & Limited	1.0
School-Oriented	1.5
Owl	1.0

## VEHICLE HEADWAY

Vehicle headway is described as follows by FTA Circular 4702.1B:

*Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., four buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.*

SamTrans calculates headway by determining the average length of time between buses on each route. In the event a route regularly exceeds Vehicle Load Factor standards, SamTrans will evaluate whether frequency on that route should be adjusted within the confines of existing or expected funding levels. Vehicle headway standards are presented in the exhibit below.

**Exhibit G.3: Vehicle Headway Standards**

Category	Headway
Frequent	15 minutes
Local	30 minutes
Community	60 minutes
Express & Limited	Limited trips
School-Oriented	Limited trips
Owl	Varied

## ON-TIME PERFORMANCE

On-time performance is described as follows by FTA Circular 4702.1B:

*On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be “on time.” For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed “on-time” window.*

A bus is determined to be late if it departs its scheduled timepoint five or more minutes later than the published time. Buses are considered early if they depart from a published timepoint at any time prior to the scheduled departure. It is SamTrans’ goal to be on-time at least 85 percent of the time. On-time performance is tracked and published on a weekly basis and included within monthly performance reports to the SamTrans Board of Directors. Bus Transportation staff also regularly monitors on-time performance and counsels operators who consistently fail to meet on-time performance standards that are within their control. Discussions with bus operators are also used to identify vehicle scheduling issues which are corrected through service changes four times annually.

## SERVICE AVAILABILITY

Service availability/transit access is described as follows by FTA Circular 4702.1B:

*Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.*

SamTrans' goal is to ensure 70 percent of county residents live within walking distance (i.e., one quarter mile) of a bus stop. SamTrans service is particularly strong in communities with significant minority and low-income populations. Transit access is determined by mapping all active bus stops within the system and then calculating the population (based on 2019 census data) within one-quarter mile radii of those stops. This information is then compared to the total county population.

## SYSTEMWIDE SERVICE POLICIES

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. Transit providers also may opt to set policies for additional indicators. The following systemwide policies differ from service standards in that they are not necessarily based on meeting a quantitative threshold, but rather qualitative evaluation results:

- A. Vehicle Assignment
- B. Transit Amenities

### VEHICLE ASSIGNMENT

Vehicle assignment is described as follows by FTA Circular 4702.1B:

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

SamTrans' policy with respect to vehicle assignment is depot specific. SamTrans currently has four general types of buses in the fleet, all of which are maintained to the same strict standards (whether by the District or its contract operator):

- 29-foot transit coaches
- 35-foot low-floor transit coaches
- 40-foot transit coaches
- 60-foot articulated coaches

Bus Operations distributes coaches based on the specific needs of the route. The main considerations are the length of the bus to account for rider capacity and the geography of the route. For example, if the bus needs to make a tighter turn, it will use a 29-foot or 35-foot bus. Standard routes use 40-foot buses and higher ridership routes may call for using a 60-foot articulated bus. Given SamTrans' strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.

To meet the California Air Resources Board's (CARB) Innovative Clean Transit rule, SamTrans committed to purchase zero-emissions buses (ZEB) in all future bus procurements. SamTrans has procured 37 battery electric buses (BEB) and 10 fuel cell electric buses (FCEB). The first of the BEBs are expected for delivery in November 2022 and the first of the FCEBs expected to be delivered in June 2023. The new ZEBs will be assigned to ensure that they are distributed equitably among the communities SamTrans serves. The entire fleet of SamTrans buses is equipped with cellular modems and routers that provides wireless cellular connectivity for onboard systems, including passenger Wi-Fi. SamTrans has also begun to provide additional passenger amenities, including USB charging ports, which was initially equipped on the fifty-five 2019 60-foot articulated buses.

## TRANSIT AMENITIES

Transit amenities are described as follows by FTA Circular 4702.1B:

*Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed-route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This...is not intended to impact funding decisions for transit amenities. Rather, this...applies after a transit provider has decided to fund an amenity.*

Transit amenities are distributed on a systemwide basis. Transit amenities include bus shelters, bus stop benches, and trash receptacles. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference (in the case of shelters which feature advertisements).

SamTrans previously used a minimum ridership metric of 200 passengers boarding at a stop per day to determine whether to install transit amenities, but this criterion was adjusted to a minimum of 100 passengers due to decreased ridership patterns following the onset of the Covid-19 pandemic in 2020.

Going forward, SamTrans will give greater consideration and emphasis to other equity factors in addition to ridership to determine the distribution of amenities at bus stops, which may include analysis of land use, heat impact, street lighting, and pedestrian street features.

## BUS SHELTERS

District policy states that SamTrans shelters are considered for installation based on the following criteria:

- Stops where at least 100 passengers board each day.
- 75 percent of shelters shall be in census tracts on routes associated within urbanized areas.
- Distribution of shelters countywide should match the distribution of minority census tracts.
- Locations for shelters with advertisements are chosen by the vendor based on the visibility and traffic.

District policy also states that all bus shelters shall include trash receptacles and that all stops with shelters and benches be cleaned and have their trash receptacles emptied at least once each week.

## BUS STOP BENCHES

SamTrans benches are considered for installation based on the following criteria:

- Stops where at least 100 passengers board each day.
- Distribution of benches countywide should match the distribution of minority census tracts.



- District policy states that stops with benches shall be cleaned at least once each week.

### **TRASH RECEPTACLES**

SamTrans trash receptacles are considered for installation based on the following criteria:

- Stops where at least 100 passengers board each day.
- Distribution of trash receptacles countywide should match the distribution of minority census tracts.

District policy states that trash receptacles shall be emptied at least one each week.

### **NEXT BUS ARRIVAL SIGNAGE**

Electronic signage informing passengers of the predicted arrival of the next bus for a given route can significantly improve the experience for customers. The District's policy with respect to electronic bus arrival signage is to install signage at locations meeting the following criteria:

- The location is a multimodal transit center.
- The location is served by multiple SamTrans routes.
- Ridership is high at the location.
- Funding is available for installation/maintenance (e.g. from partner agencies).
- Installation is coordinated with other applicable agencies.

Currently, SamTrans provides next bus arrival signage at six transit centers in San Mateo County that align with the factors above. While currently there is not an expansion plan, options are being explored to bring more information to customers through innovative messaging system.

# H. DEMOGRAPHIC AND SERVICE PROFILE

Exhibit H.1: Total Population by Census Tracts

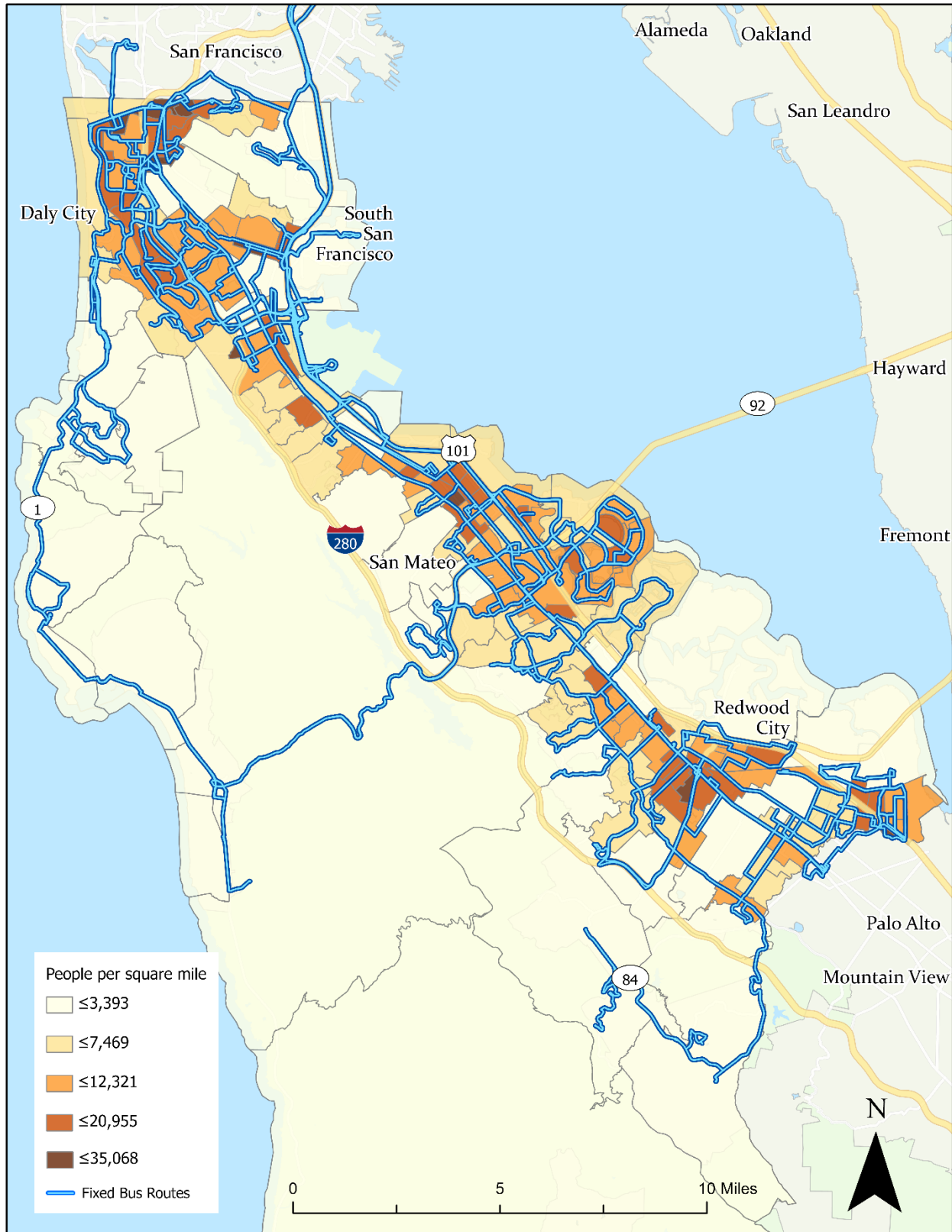


Exhibit H.2: Asian Population by Census Tracts

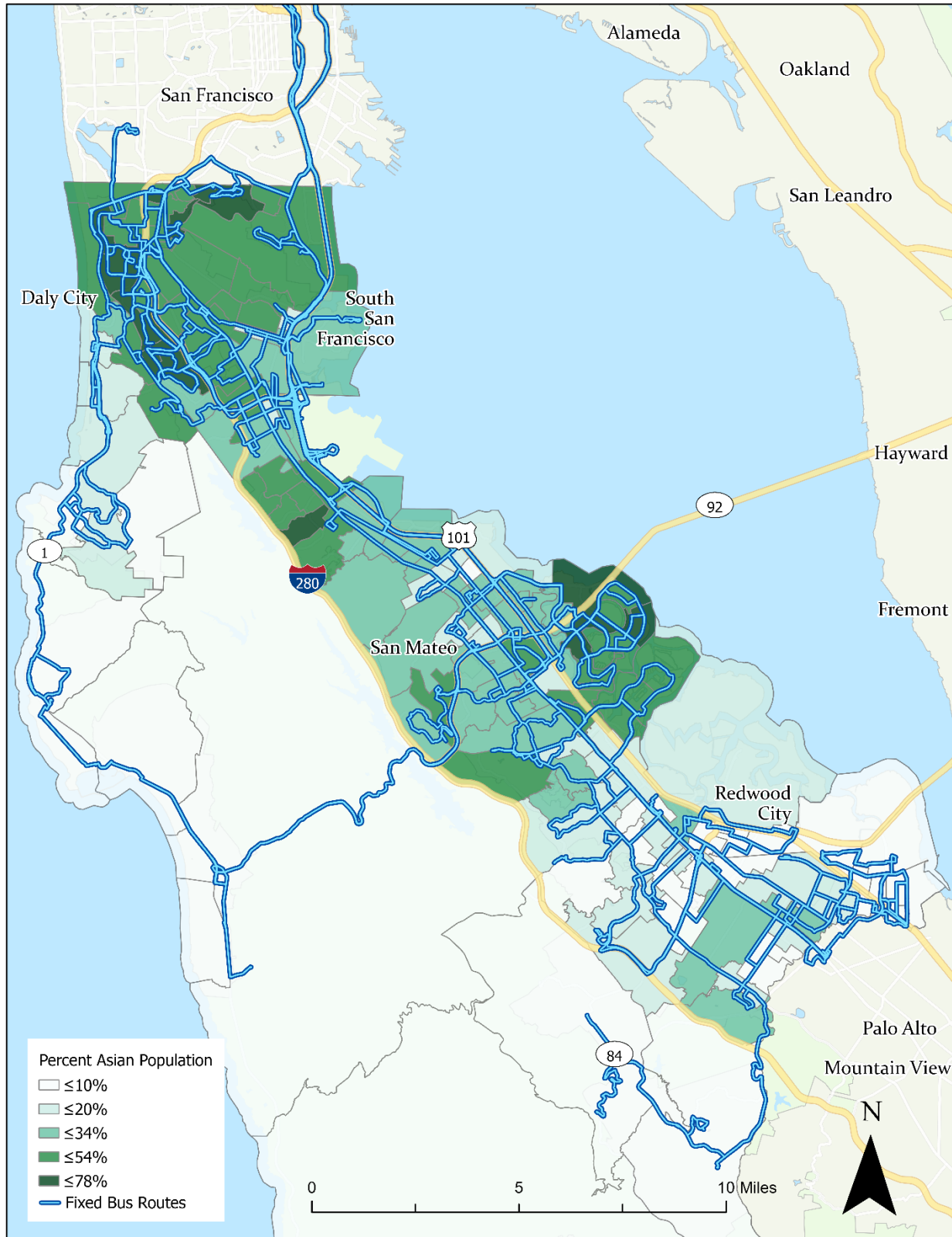


Exhibit H.3: Black Population by Census Tracts

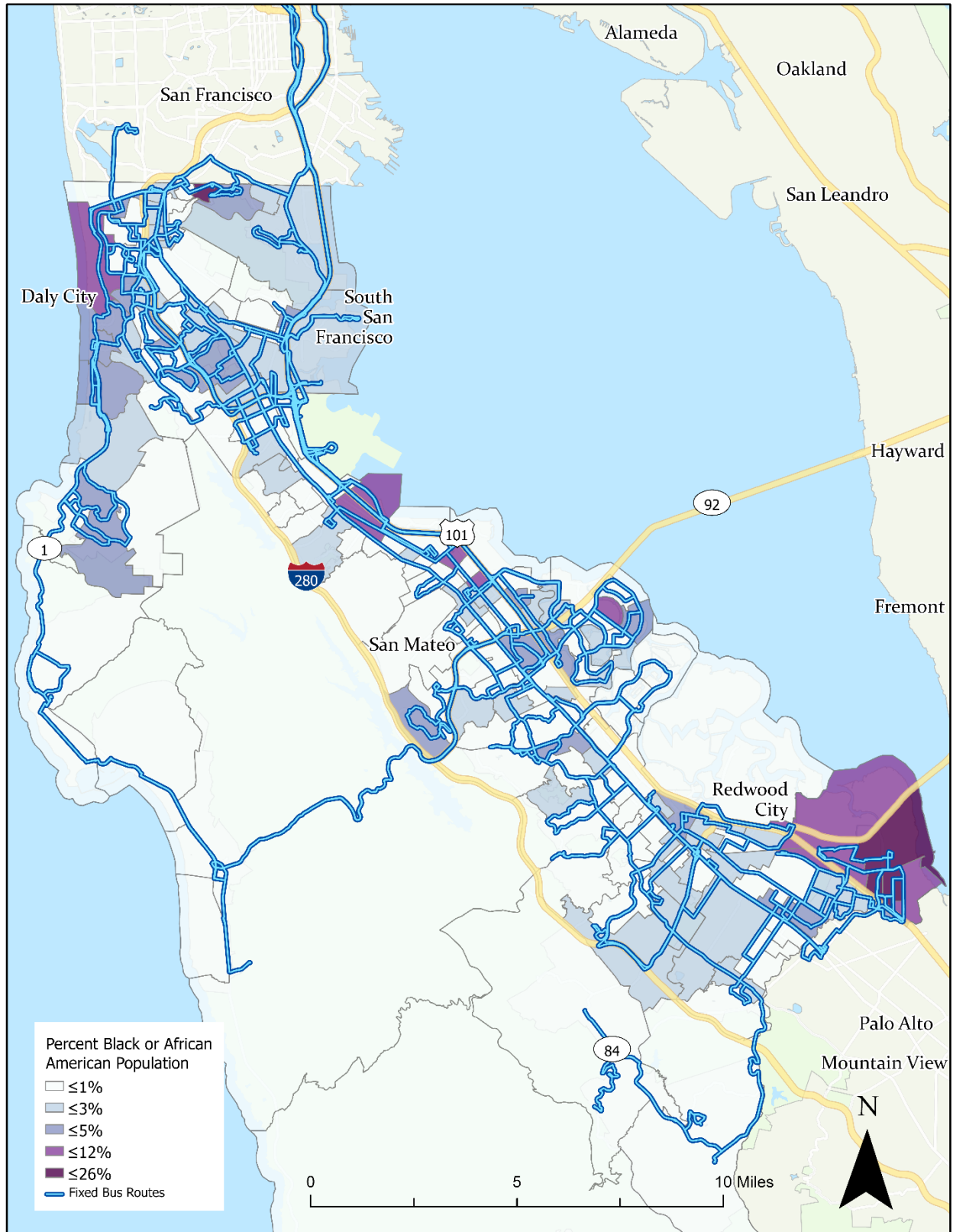


Exhibit H.4: Hawaiian/Pacific Islander Population by Census Tracts

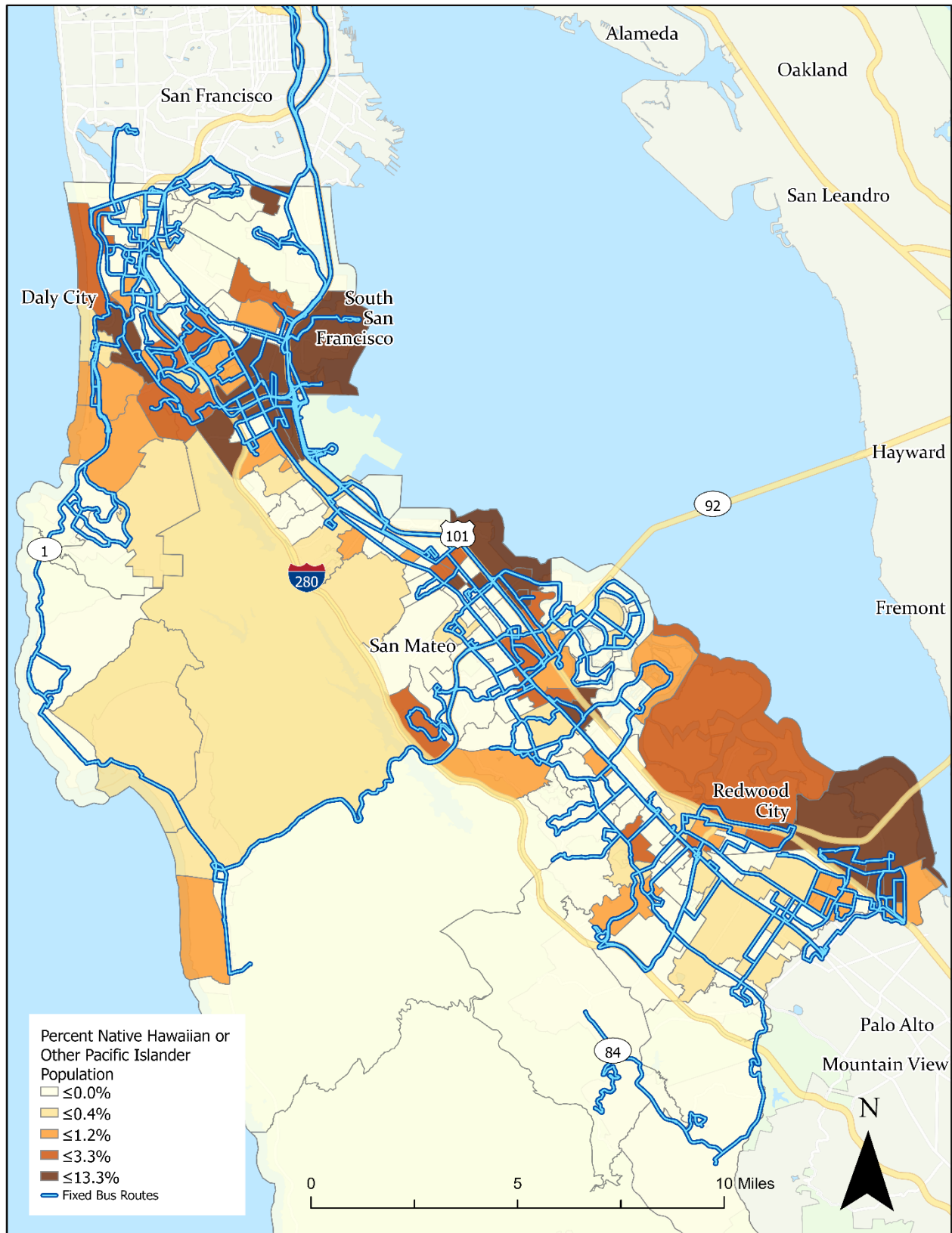


Exhibit H.5: Hispanic and Latino Population by Census Tracts

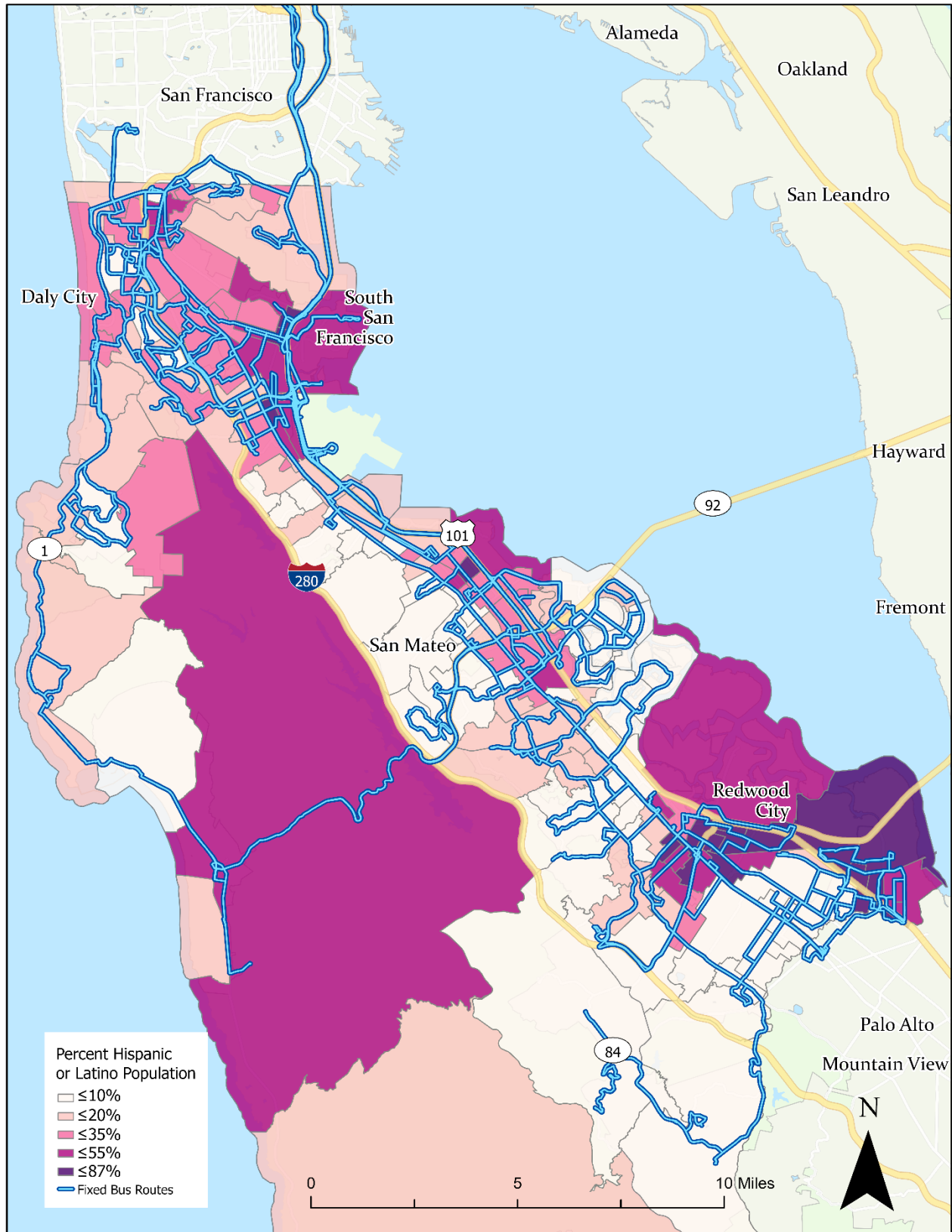


Exhibit H.6: "Other Races" Population by Census Tracts

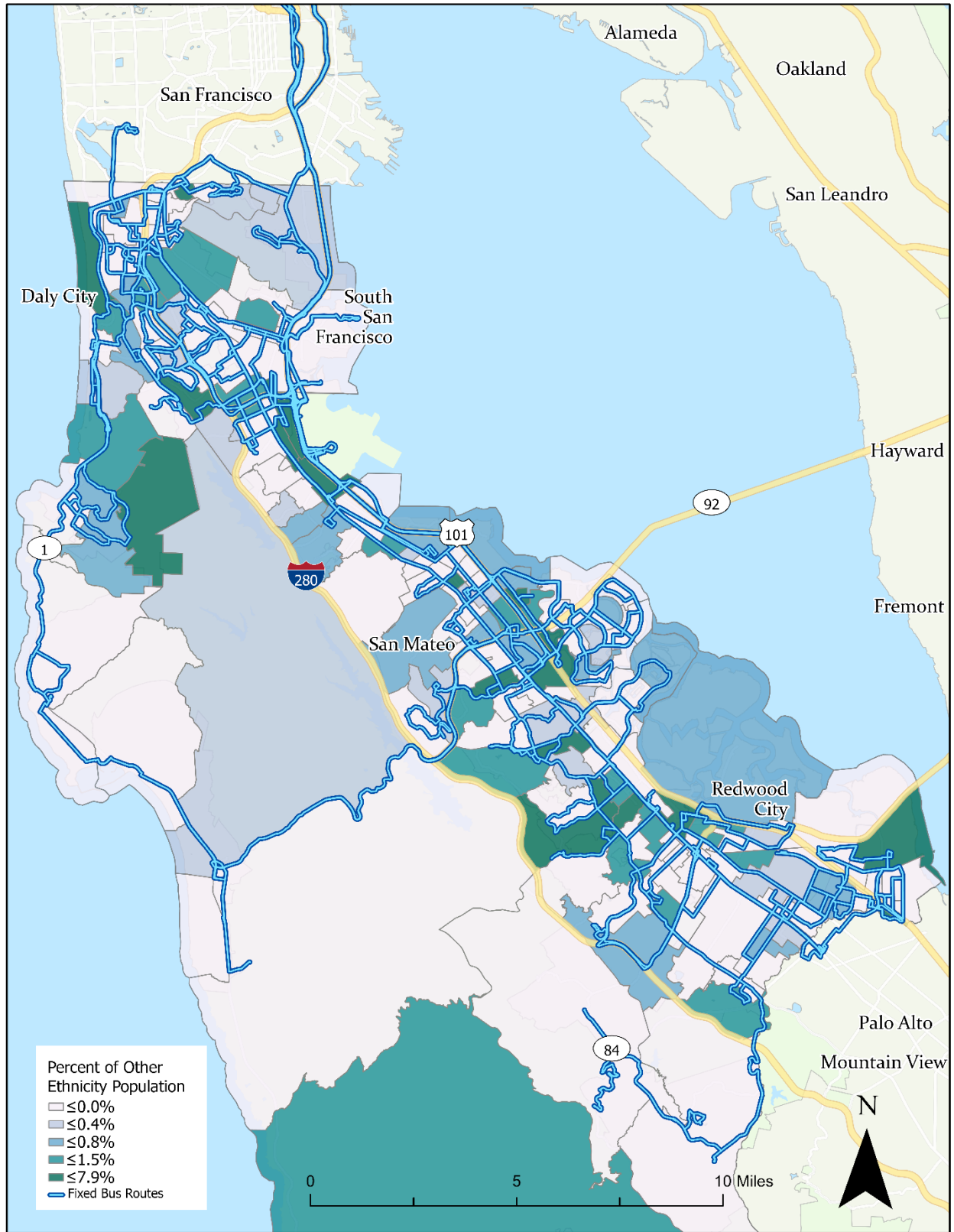


Exhibit H.7: White Population by Census Tracts

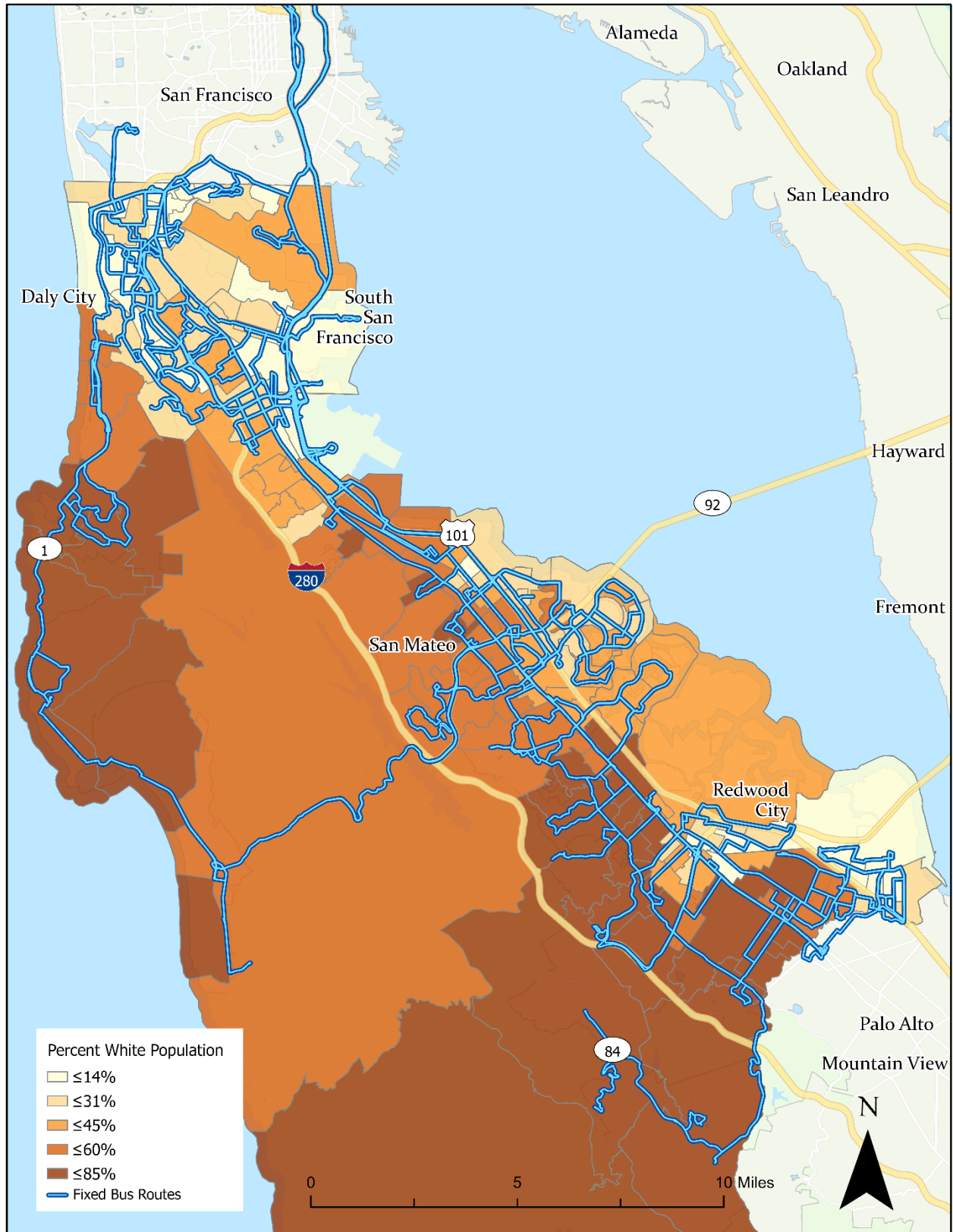




Exhibit H.8: Minority Populations by Census Tracts

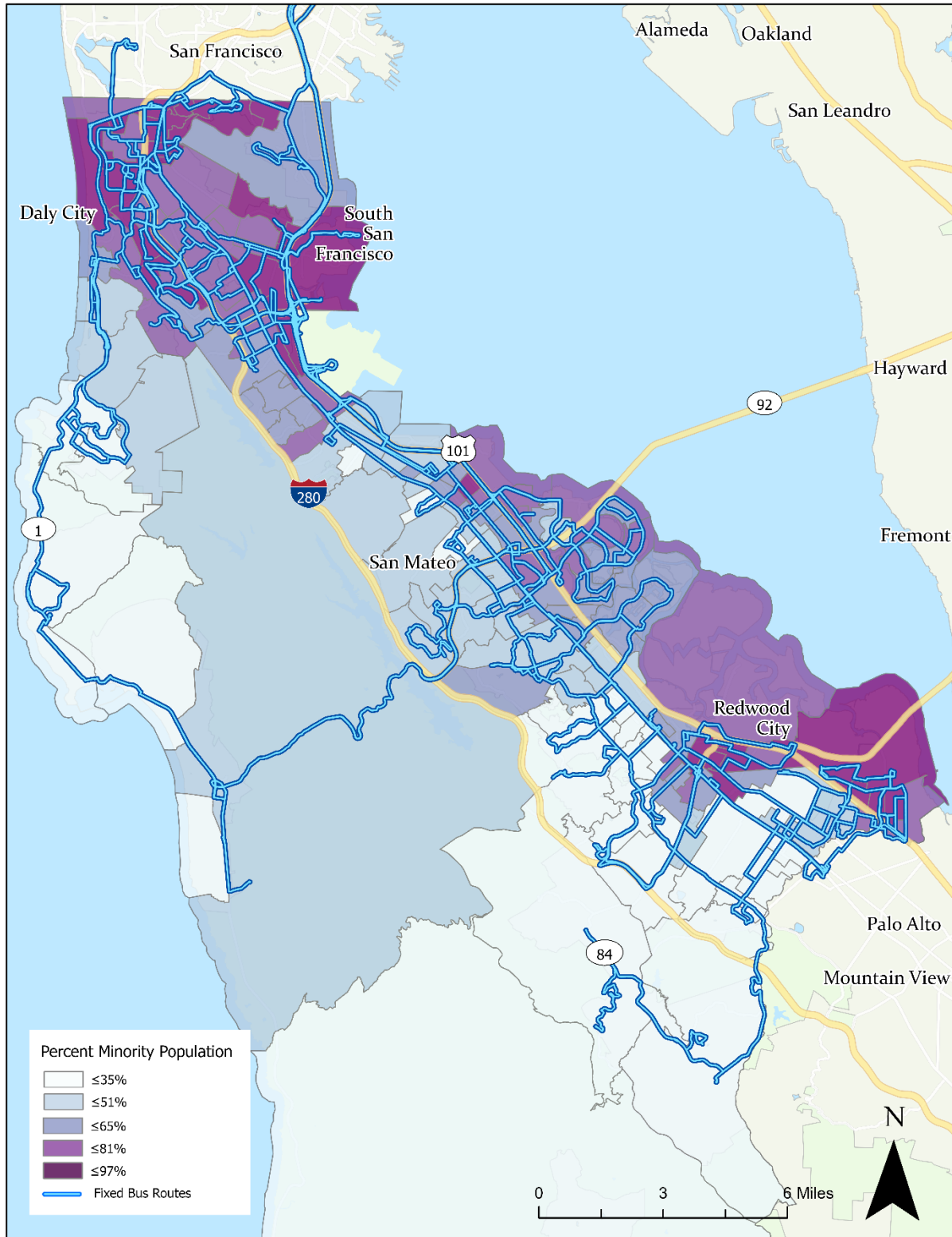


Exhibit H.9: Households Below Poverty Level by Census Tracts

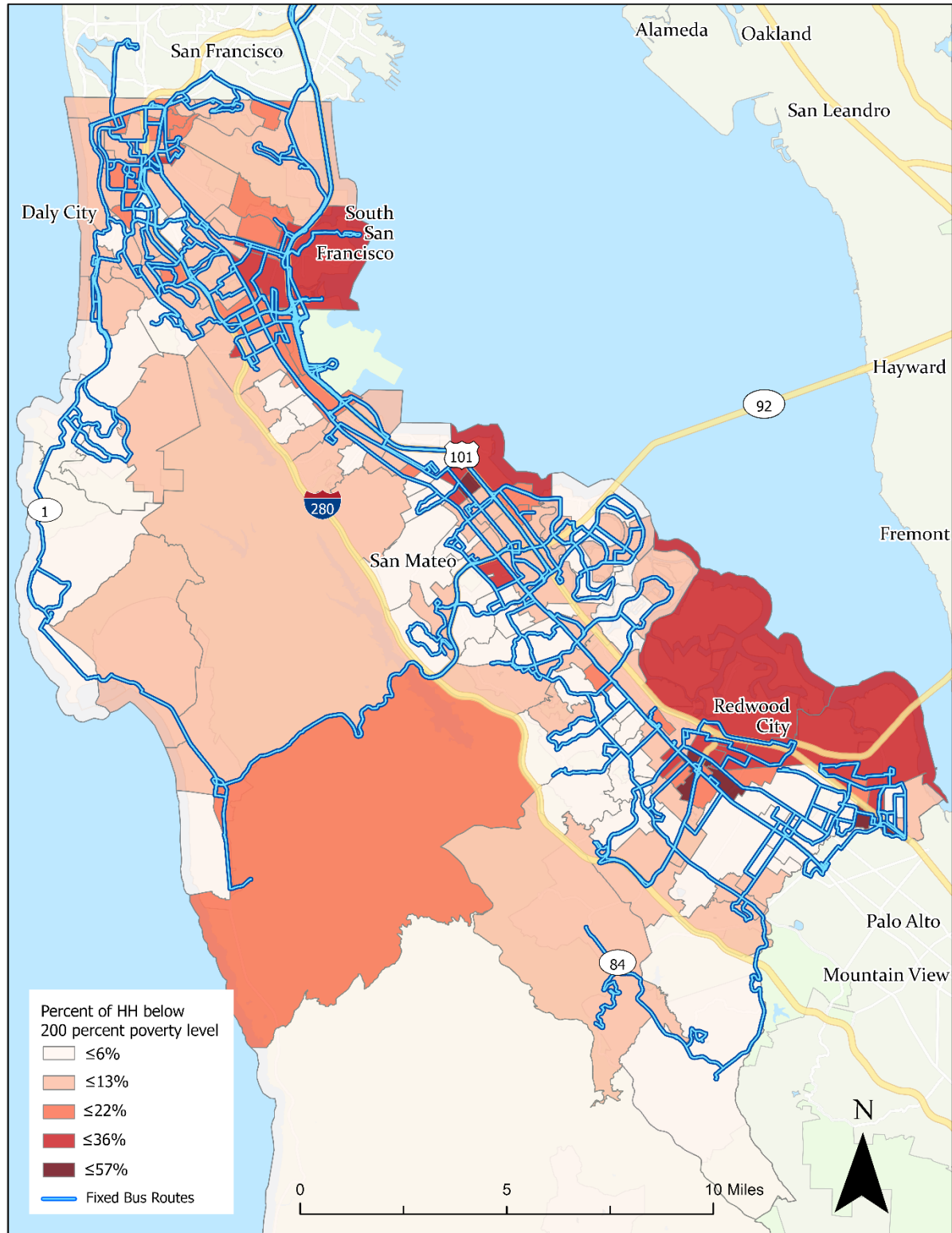


Exhibit H.10: SamTrans Routes Categorized by Minority/Non-Minority

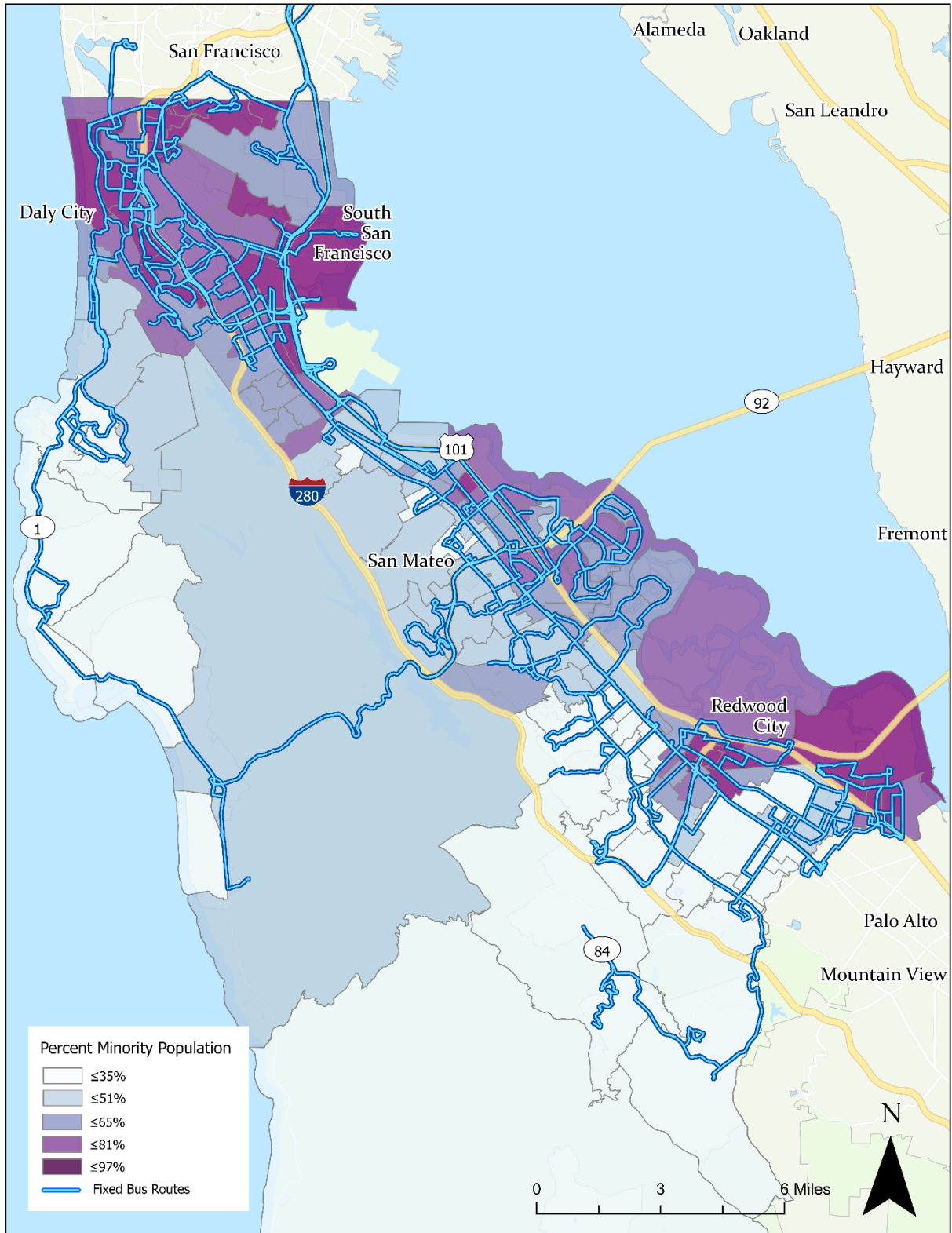


Exhibit H.11: SamTrans Routes Categorized by Income Level

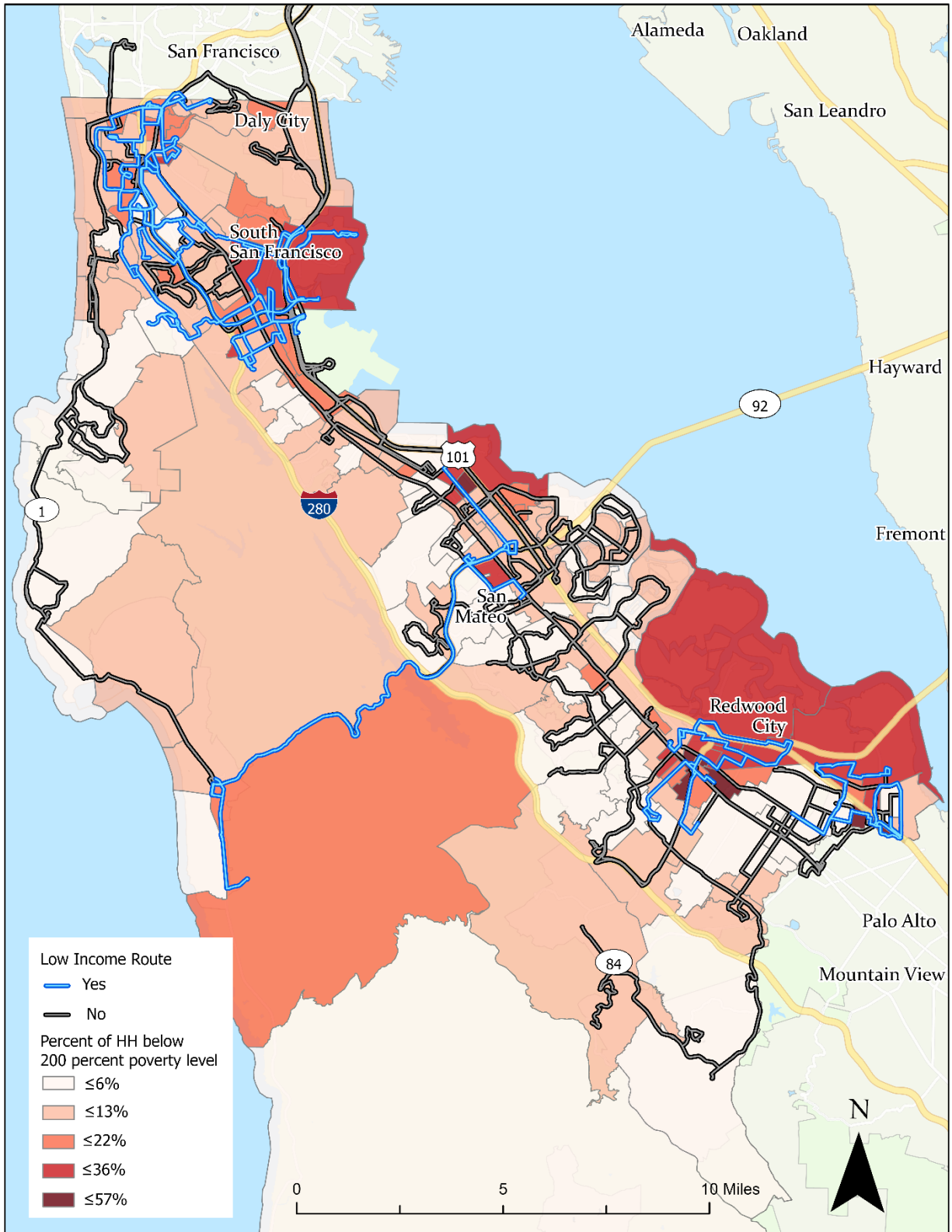


Exhibit H.12: Distribution of Shelters for Minority Populations

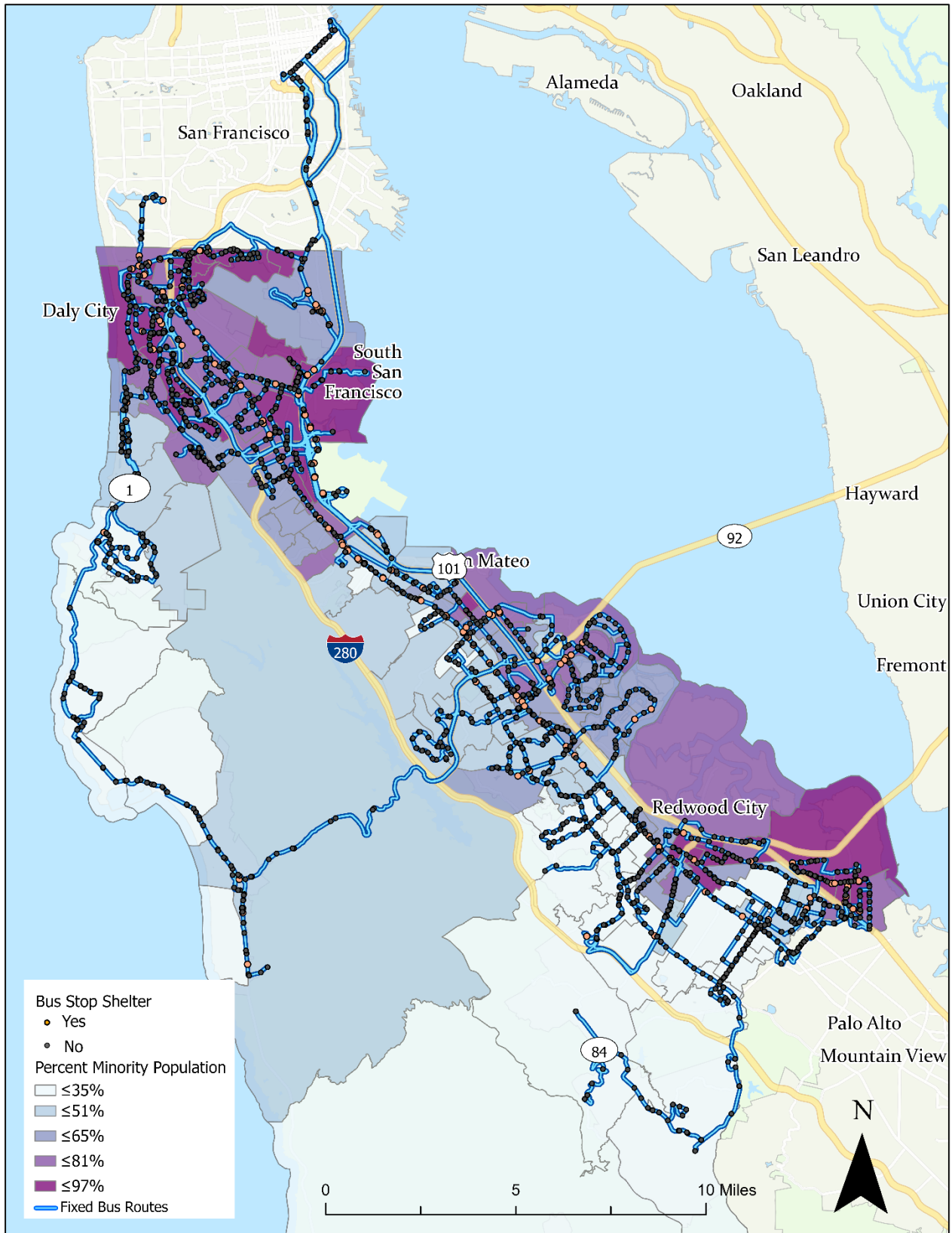


Exhibit H.13: Distribution of Benches for Minority Population

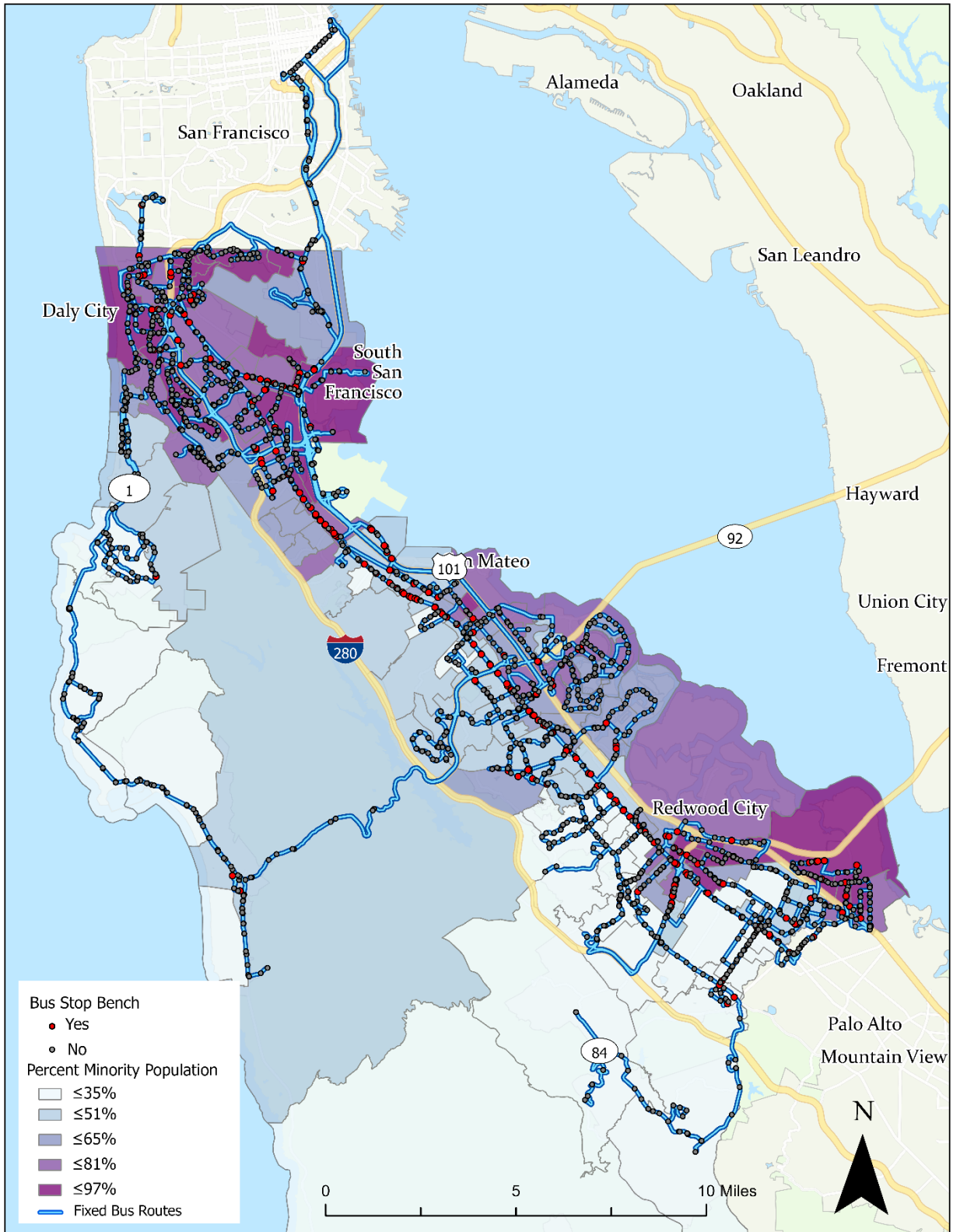


Exhibit H.14: Distribution of Trash Receptacles for Minority Populations

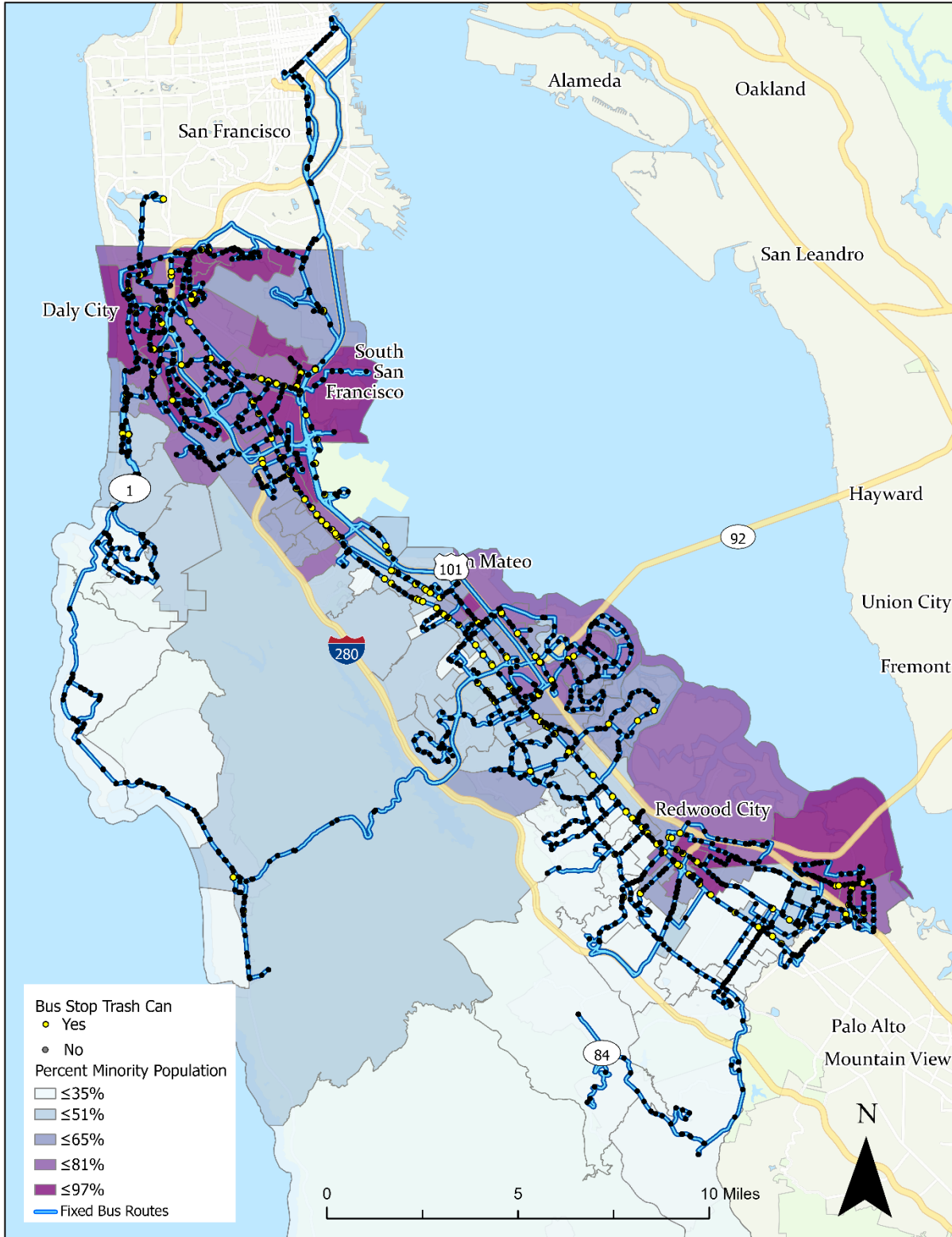
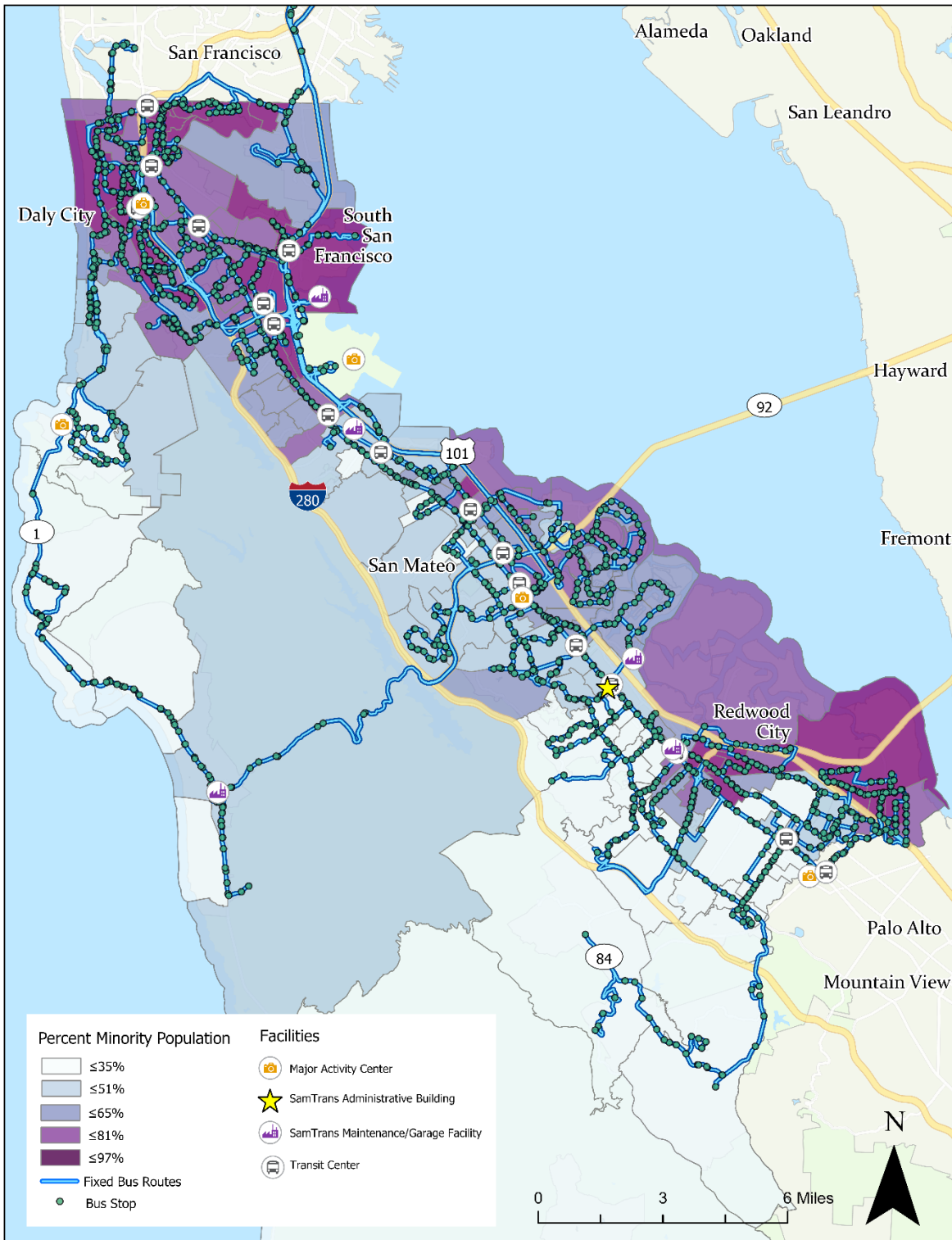


Exhibit H.15: SamTrans Base Map





# I. RIDERSHIP AND TRAVEL PATTERNS

The District gathers ridership and travel pattern information both through its own triennial survey as a participant in a broader regional effort.

The SamTrans Triennial Customer Survey is conducted systemwide every three years using a market research on-call contractor. Paper surveys are distributed on-board vehicles and collected by surveyor staff. The results are entered, cleaned, and compiled in a succinct report by the contractor. The complete dataset (along with a report) is provided to SamTrans to use at our discretion. The Executive Summary of the most recent Survey is attached. The most recent Triennial Customer Survey was completed in Fall 2021. The survey was conducted in English, Spanish, and Chinese.

The Metropolitan Transportation Commission (MTC) Transit Passenger Survey collects data from transit operators across the nine-county Bay Area on a rolling basis, surveying a few operators every year. The purpose of the survey is twofold: (1) to collect demographic and trip origin/destination data used to support future local and regional transportation planning efforts; and (2) to fulfill data collection requirements stipulated by Circular 4702.1B of the Title VI Requirements and Guidelines for Federal Transit Administration Recipients. This study was completed for SamTrans in two parts, the first half in Fall 2019 and the second half in Spring 2020. This survey was conducted in English, Spanish, and Chinese.

**2021 SAMTRANS TRIENNIAL  
CUSTOMER SURVEY**  
Systemwide On-Board Bus Survey

**SUMMARY REPORT**

Prepared by

**COREY, CANAPARY & GALANIS RESEARCH**

447 Sutter Street – Penthouse North

San Francisco, CA 94108

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# INTRODUCTION

This report details the findings of an onboard survey of SamTrans bus riders. The fieldwork on this study was conducted in September, October, and November 2021. In total, 2,369 completed questionnaires were collected and tabulated.

Key objectives of the survey include:

- Reporting trip characteristics such as: usage of SamTrans, fare category, trip purpose, access/egress, trip length, etc.
- Assessing the ratings of 12 specific service characteristics.
- Identifying sources used by riders for SamTrans route/schedule information.
- Providing a current user profile of SamTrans riders.

This report includes an executive overview, which highlights the most salient results, followed by a detailed results section that provides data on each question asked in the survey. The Appendix of this report includes a copy of the English, Spanish, and Chinese language questionnaires, technical information on survey methodology and weight factors used, information on routes sampled, and verbatim comment coding information. The complete statistical tables and printout of verbatim comments are included in separate reports.

Please note that the percentages included in this report may not add to 100% due to statistical rounding.

Questions regarding this project may be directed to: Julian Jest, 650-508-6245

## **Changes in SamTrans Service Since Last Survey**

Since the previous survey the COVID-19 Pandemic has had a significant impact on SamTrans ridership, which decreased by as much as 75% compared to pre-Pandemic ridership. At the time of surveying ridership was down by 43% compared to pre-Pandemic ridership. In response to lower ridership, and the public health crisis with the onset of the Pandemic, SamTrans temporarily suspended school service, reduced service on 31 routes, and suspended four routes (118, 274, 275 and 276), limited onboard capacity and suspended fare collection. Free rides have been provided to all riders going to or from vaccination sites in San Mateo County.

Service restoration and the resumption of fare collection (with safety measures in place) began in August 2020 with a focus on allocating resources/restoring service on routes with high ridership that were exceeding the maximum onboard capacity. By October 2021, pre-Pandemic levels of school service had been restored, as well as pre-pandemic service to most routes. While capacity is no longer limited onboard buses, safety measures continue to be implemented such as riders and bus operators being required to wear face coverings onboard the bus, and the installation of operator barriers on all buses.

Prior to the Pandemic, SamTrans initiated new services. In August 2019, SamTrans launched new service, including the Route FCX, which provided morning and evening express service between

Foster City and San Francisco. Due to the Pandemic's impact on office commute patterns, the FCX has been operating at reduced service levels since April 2020 due to significantly reduced demand. There was a pilot Microtransit service (SamTrans OnDemand) in Pacifica that converted the FLX Pacifica route into an on-demand service. The pilot launched in May 2019 and concluded in May 2020. After the pilot period for SamTrans OnDemand ended, service reverted to the original FLX Pacifica route. Having launched in 2018, the ECR Rapid was suspended in January 2020 owing to a shortage in operators. Changes were made to Route 280 and 286 to improve transfers between SamTrans and Caltrain.

The Linda Mar Park & Ride lot was repaved, restriped, and the ADA parking stalls were made level with the bus shelter on site. A Transit Signal Priority system was installed along El Camino Real to improve the reliability of Route ECR by extending the duration of green lights when a bus is approaching the intersection.

Fleet upgrades during this time include the receipt of 55 articulated buses equipped with USB charging ports and Q-Pod wheelchair restrain systems for deployment on Route ECR. Those buses replaced buses that had reached the end of their useful life. A Transit Signal Priority system was installed along El Camino Real to improve the reliability of Route ECR by extending the duration of green lights when a bus is approaching the intersection.

Fare changes: In 2019, the following changes were made to SamTrans fares: a reduction in the price of the local day pass from \$5.50 to \$4.50; free transfers between local SamTrans routes within a two-hour window when using a Clipper card or the SamTrans mobile app; and the elimination of the additional charge for riders departing from San Francisco, change cards, group sales and the 50-ride ticket book. SamTrans also began participating in the Clipper Start program, which provides a 50% discount on a single ride fare for low-income adult riders. The price of the SamTrans bulk pass (the Way2Go Pass) was reduced in August 2021.

### **Methodology and Response Rate**

The survey was conducted as an onboard self-administered questionnaire distributed to SamTrans riders. Surveyors boarded pre-selected routes and attempted to distribute questionnaires to all passengers on the bus. Completed surveys were collected by these surveyors (who stayed onboard during the bus ride).

Specific steps were taken to ensure the highest possible response rate. This includes using professional/experienced onboard surveyors on the project, printing the questionnaire in English, Spanish, and Chinese, providing the option of calling and having the survey conducted via a language line in other languages, offering an opportunity to be entered into a drawing for selected prizes (\$200 gift card and SamTrans Monthly passes), and providing a business reply mail-back option for persons who did not have time to complete the survey onboard.

The overall response was high for a systemwide bus survey of this type. Key response rate statistics are as follows:

- **60% Completion Rate.** This is calculated by dividing the total number of completes (2,369) by the total number of questionnaires distributed to passengers (3,983).
- **46% Response Rate.** This is calculated by dividing the total number of completes (2,369) by all eligible passengers riding on the sampled buses (5,169).

*(Note: "all eligible passengers" includes everyone except: children under 13, riders who had already participated, those who had a language barrier, and on-duty SamTrans employees/law enforcement.)*

Please see the appendix for additional details on distribution procedures and response rate information.

Field interviewing on this project was conducted from Tuesday, September 14, through Friday, November 19, 2021. The bulk of the surveying was conducted between the hours of 5:30 am and 10 pm. Weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Specific routes were selected for each surveyor to ensure that interviewing on specific routes was conducted during different times of the day.

Surveyors returned completed questionnaires to Corey, Canapary & Galanis' office following the completion of the fieldwork. Editing, coding, and inputting were done in-house once the questionnaires were returned.

### **Sampling**

In total, 2,369 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 2.01% (at the 95% confidence level). The sampling on the study was designed to achieve a cross section of riders utilizing different routes in San Mateo County. Surveying was attempted on all regular fixed-route buses, as well as many school/community routes. Surveys were collected on 43 fixed routes (including all heavily traveled and medium traveled routes).

Each shift was assigned to allow a surveyor to cover multiple scheduled runs on selected routes. Depending on the route, two to ten full runs were covered in each allocated shift. On longer routes, such as the ECR, fewer runs were covered in a single shift because the surveyor remained on the bus for the full length of the bus route.

Routes were selected by establishing a protocol which grouped routes by ridership: a) highly traveled routes, b) moderately traveled routes, and c) lightly traveled routes. In addition to ridership volume, geographic route locations were also considered as a secondary consideration when determining which routes to sample. Consideration was given to ensuring that a diverse, and well represented, selection of routes from the Northern, Central, and Southern regions of San Mateo County. About 85% of the shifts were assigned to weekday routes, and 15% to weekend routes. Routes were also selected to ensure proper coverage of the Coastside region of SamTrans' service area (e.g., in and around Pacifica and Half Moon Bay).

### **COVID Measures**

In order to keep both interviewers and riders safe during this project, the following COVID prevention measures were taken during this project:

- Interviewer staff was fully vaccinated against COVID;

- Interviewers were fully masked whenever on board buses or in or around stops, including when speaking with riders;
- Physical distancing was maintained as fully as possible; and
- Interviewers had gloves, sanitizing wipes, and other protective items fully available to them.

### **Weighting**

The number of surveys completed was compared to SamTrans ridership averages for the months of September, October, and November 2021. The data was then weighted by route according to total ridership. Specific weighting details are included in the appendix of this report.

### **Statistically Significant Differences**

As was mentioned previously, for the total number of respondents (n = 2,369) who participated in the survey, the margin of error is +/- 2.01% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:

- Weekday peak (n = 1,119). +/-2.93% at the 95% confidence level;
- Weekday off-peak (n = 1,034). +/-3.05% at the 95% confidence level;
- Weekend (n = 216). +/-6.67% at the 95% confidence level.

### **Comparison to Previous Triennial Reports**

In previous reports, “don’t know/blank” responses were included in calculating responses. For this report, “don’t know/blank” responses in each question were removed and percentages were calculated from the remaining responses. Where data from previous reports are shown, “don’t know/blank” responses were removed from previous data, and these percentages were recalculated.

# EXECUTIVE SUMMARY

## **Half of SamTrans riders are long-time users, but there is a substantial share of new riders who have started using the system within the past six months.**

- One-quarter (25%) of riders have been riding SamTrans for less than a year, about the same as 2018 and 2015 (28% and 27% respectively). Compared to 2018, there is a slight decrease in those riding six months to one year and a corresponding increase in those who have been riding six months or less.
- About half of riders (53%) have been using SamTrans for more than three years. This is about the same as 2018 (51%) and a slight increase from 2015 (49%).

## **Most SamTrans riders rely on the system as their primary mode of transportation and use it at least 4 days per week.**

- Most riders (82%) use SamTrans at least 4 days per week, with nearly two-thirds (64%) using it at least five days a week.
- One-fourth (26%) of SamTrans riders own or have access to a car; this is down slightly from 2018 (31%) and 2015 (28%).
- Most riders (80%) say the primary reason they use SamTrans is because they don't have a car or don't drive.

## **Most riders walk to the SamTrans bus stop. Half of riders are coming from home.**

- Walking is the primary mode in getting to and from SamTrans; 75% walk to their bus stop, and 73% walk from the bus stop to their destination.
- Half of riders (54%) were coming from home. Two-thirds (68%) of weekend riders are coming from home.

## **Cash and one-way tickets remain popular options.**

- While half of all riders (56%) pay for their trip with some form of Clipper, either the Clipper Card (44%) or the Clipper Mobile App (12%), nearly one-third of all riders (32%) still pay for their trip with cash.
- Cash fare riders are less likely than riders overall to have a checking/savings account/credit card (49%), more likely to have completed a questionnaire in Spanish (52%) and are more likely to have lower household incomes (average income of \$36,242 for cash users vs. \$46,507 among riders overall).
- Half of riders (56%) are paying their fare the same way they did two years ago.
- One-third of riders are traveling using the one-way ticket (31%) and one-fourth (29%) use the monthly pass. While weekday peak riders were most likely to use the monthly pass, weekend riders were the most likely to use the one-way ticket (34%) or the day pass (26%).

## **A higher share of SamTrans riders use it for work trips – and this is true across all time periods.**

- Work is the primary trip purpose for all time periods – with 48% of Weekday Peak riders, 54% of Weekday Off-Peak riders, and 49% of Weekend riders going to or from work.



- Overall, half of riders (51%) are traveling to or from work, and 21% are traveling to or from school, when using SamTrans. While the share of riders traveling for school is similar to 2018 (23%) and lower than in 2015 (29%), the percentage traveling for work has shown an increase compared to previous years. In 2018, 43% traveled for work, and 46% traveled for work in 2015.
- School is the second most common trip purpose among Weekday Peak (32%) and Weekday Off-Peak (14%) riders; however, among weekend riders, shopping (26%) trips are the second most common trip purpose.

**Overall, SamTrans is generally well regarded by its customers.**

- Over three-quarters of riders (79%) are satisfied with their experience on the system overall, giving SamTrans a ‘4’ or ‘5’ rating on a 5-point scale. The overall mean score was 4.20. While the mean score was slightly lower than the 4.23 scored in 2018, this difference is not statistically significant.
- While weekend riders are much more likely to be Very Satisfied (5.0), SamTrans achieved relatively consistent satisfaction ratings among major demographic and use sub-groups. A mean score of 4.09 or more was given by: weekday peak riders, off-peak riders, weekend riders, frequent and infrequent users, those who have access to a car, those who do not have access to a car, and customers of all major age, income, and gender sub-groups.
- Riders who use two or more buses rate SamTrans more highly than those who do not transfer.

Overall Satisfaction	
<b>2021</b>	
<i>Buses on one-way trip</i>	<u>mean score</u>
1	4.18
2	4.24
3 or more	4.22

- Riders who ride SamTrans 3 or more days a week rate SamTrans lower than those who ride less than once a week.

<i>Ride...</i>	Overall Satisfaction		
	<b>2021</b>	<b>2018</b>	<b>2015</b>
	<u>mean score</u>	<u>mean score</u>	<u>mean score</u>
5 or more days/week	4.20	4.22	4.22
3 – 4 days/week	4.18	4.21	4.25
1 – 2 days/week	4.12	4.31	4.23
Less than once a week	4.39	4.28	4.31

- Riders who have been riding SamTrans longer rate the experience about the same as riders who have been riding for less than one year.

<i>Have been riding...</i>	Overall Satisfaction		
	<b>2021</b>	<b>2018</b>	<b>2015</b>
	<u>mean score</u>	<u>mean score</u>	<u>mean score</u>
Less than one year	4.20	4.24	4.22
1 – 3 years	4.16	4.17	4.21
More than 3 years	4.23	4.25	4.25

- Those using southern SamTrans routes are more satisfied than riders on other routes.

Geographic type of route...	Overall Satisfaction		
	2021	2018	2015
	<u>mean score</u>	<u>mean score</u>	<u>mean score</u>
Trunk (Multiple Regions)	4.20	4.18	4.17
North	4.21	4.32	4.27
Central	4.13	4.16	4.21
South	4.27	4.17	4.28
Coastside	4.20	4.13	-

- Riders who completed the Spanish language questionnaire are more satisfied than those who filled out the English or Chinese language questionnaires. (Study-wide, 83% of completed surveys were completed in English, while 16% were completed in Spanish, and 2% were completed in Chinese.)

	Overall Satisfaction		
	2021	2018	2015
	<u>mean score</u>	<u>mean score</u>	<u>mean score</u>
English language questionnaire	4.20	4.21	4.46
Spanish language questionnaire	4.25	4.36	4.21
Chinese language questionnaire	4.19	-	-

*Note: The mean score is used for the comparisons since it reflects a weighted average for all respondents who gave a rating (don't know/no answer responses are not included in the mean score). 5.00 is the optimal positive score and 1.00 is the lowest score.*

**Among specific service attributes, SamTrans scored the highest ratings on courtesy of operators, value for the money, and personal safety on the bus. It received the lowest ratings on frequency of buses among the 12 attributes rated.**

	2021			
	Overall Mean Score	Satisfied (5 or 4 rating)	Dissatisfied (1 or 2 rating)	Neutral/NA
Base (All Respondents): 2,369	(5-point scale)	(%)	(%)	(%)
<b>Overall experience with SamTrans</b>	4.20	79	5	16
<b>Courtesy Of Bus Operators</b>	4.25	78	6	17
<b>Value For the Money</b>	4.22	77	7	16
<b>Feeling Of Personal Safety on The Bus</b>	4.20	78	7	15
<b>Cleanliness Of Bus</b>	4.18	76	6	18
<b>Routes Go Where I Want to Go</b>	4.16	76	8	16
<b>Helpfulness/Courtesy of Customer Service</b>	4.09	51	7	42
<b>Feeling Of Personal Safety at Bus Stops</b>	4.02	70	8	22
<b>Communication Of Route Changes</b>	3.93	61	10	28
<b>Availability Of Information on Buses</b>	3.91	65	12	23
<b>On-Time Performance</b>	3.85	66	12	23
<b>Real-Time Departure Prediction</b>	3.81	62	13	25
<b>Frequency Of Buses</b>	3.76	60	15	25

- No increases from 2018 attribute scores were statistically significant. The attributes with statistically significant decreases were “Availability of Information on Buses” (-0.31), “Helpfulness/Courtesy of Customer Service Center” (-0.12), “Communication of Route Changes” (-0.09), “Feeling of Personal Safety on The Bus” (-0.08), and “Cleanliness of Bus” (-0.05)
- The ratings with the greatest impact on overall satisfaction were:
  - Routes going where I want to go;
  - Feeling of personal safety onboard the bus;
  - Value for the money;
  - Bus cleanliness;
  - Courtesy of bus operators; and
  - Feeling of personal security at bus stops.

**Most riders get SamTrans schedule and real time departure information at the SamTrans website or Google maps.**

- Google Maps was selected by a third of riders (37%) as the place that they would most likely go to get SamTrans schedule and real time update information.
- Two in ten riders (22%) said they get scheduled information from The SamTrans website ([www.samtrans.com](http://www.samtrans.com)).
- Just over one in ten (15%) would use the SamTrans Mobile App.
- Notably, (12%) get their information from the printed timetable.

**Social media is the main news source for nearly half (44%) of riders. Television news was cited by another one-third (39%) of riders.**

- Websites (19%), mobile app (17%), and the newspaper (12%) were the next most cited sources local news and events. Radio at 8% was the least cited news source.

**Nearly three-quarters (70%) of SamTrans riders have access to a checking account, a savings account, or a credit card.**

- Respondents making \$75,000 or more annually (87%) were much more likely to have an account than those making less than \$25,000 annually (64%).

**SamTrans riders speak a multitude of languages in addition to English.**

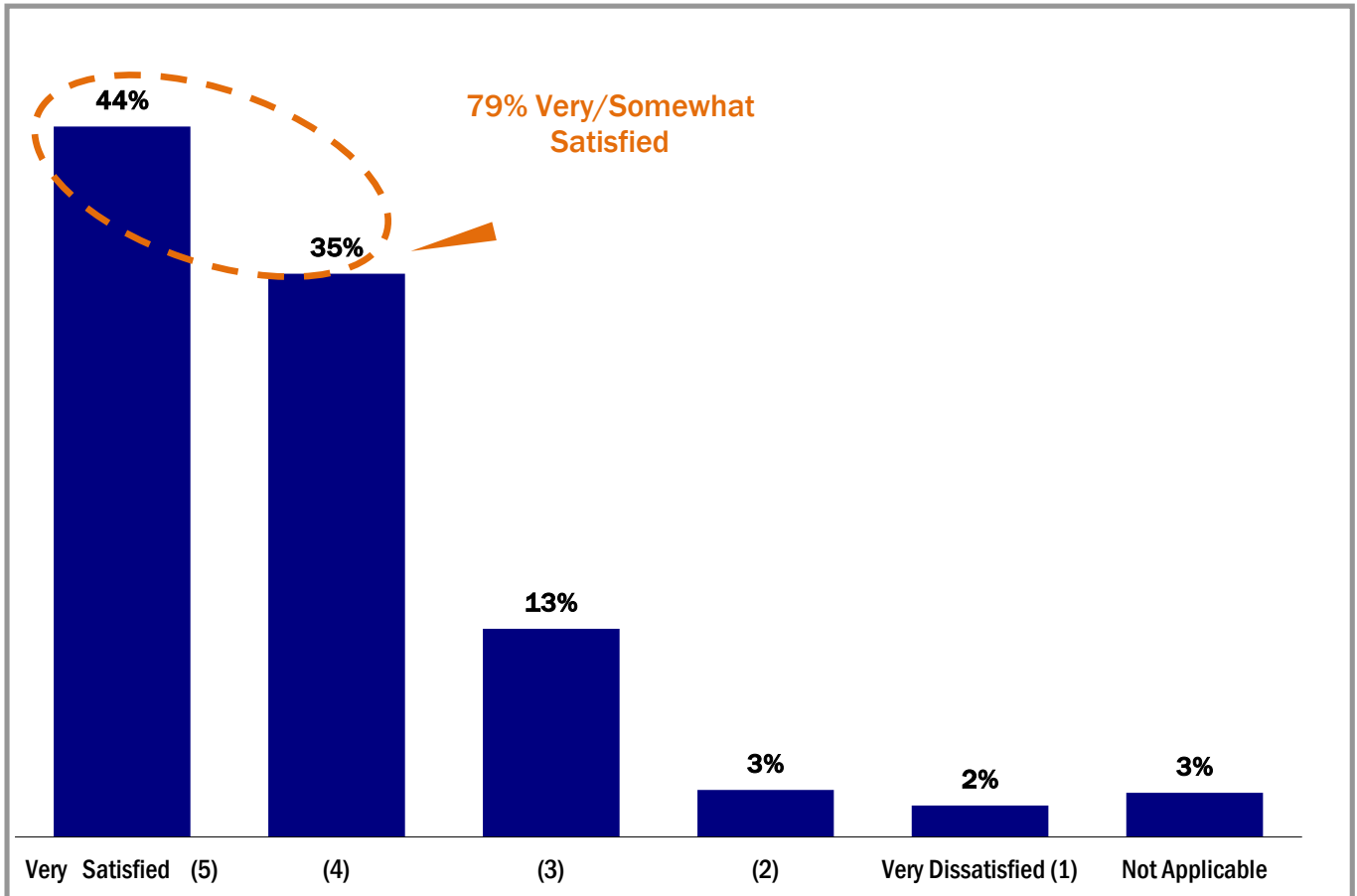
- Respondents reported 45 different languages when asked what languages were spoken at home.
- English (75%), Spanish (37%), and Tagalog (16%) are the top languages spoken at home by SamTrans riders, followed by Cantonese (4%) and Mandarin (3%).

# CHARTS – KEY FINDINGS

## OVERALL SATISFACTION

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 5=Very Satisfied and 1=Very Dissatisfied. If the question does not apply, circle NA for Not Applicable.

11M. Overall experience with SamTrans?



Base: Total (2,369)

(See Statistical Table 11M)

## OVERALL SATISFACTION – SUB-GROUP MEAN SCORE RATINGS

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 5=Very Satisfied and 1=Very Dissatisfied. If the question does not apply, circle NA for Not Applicable.

11M. Overall experience with SamTrans?

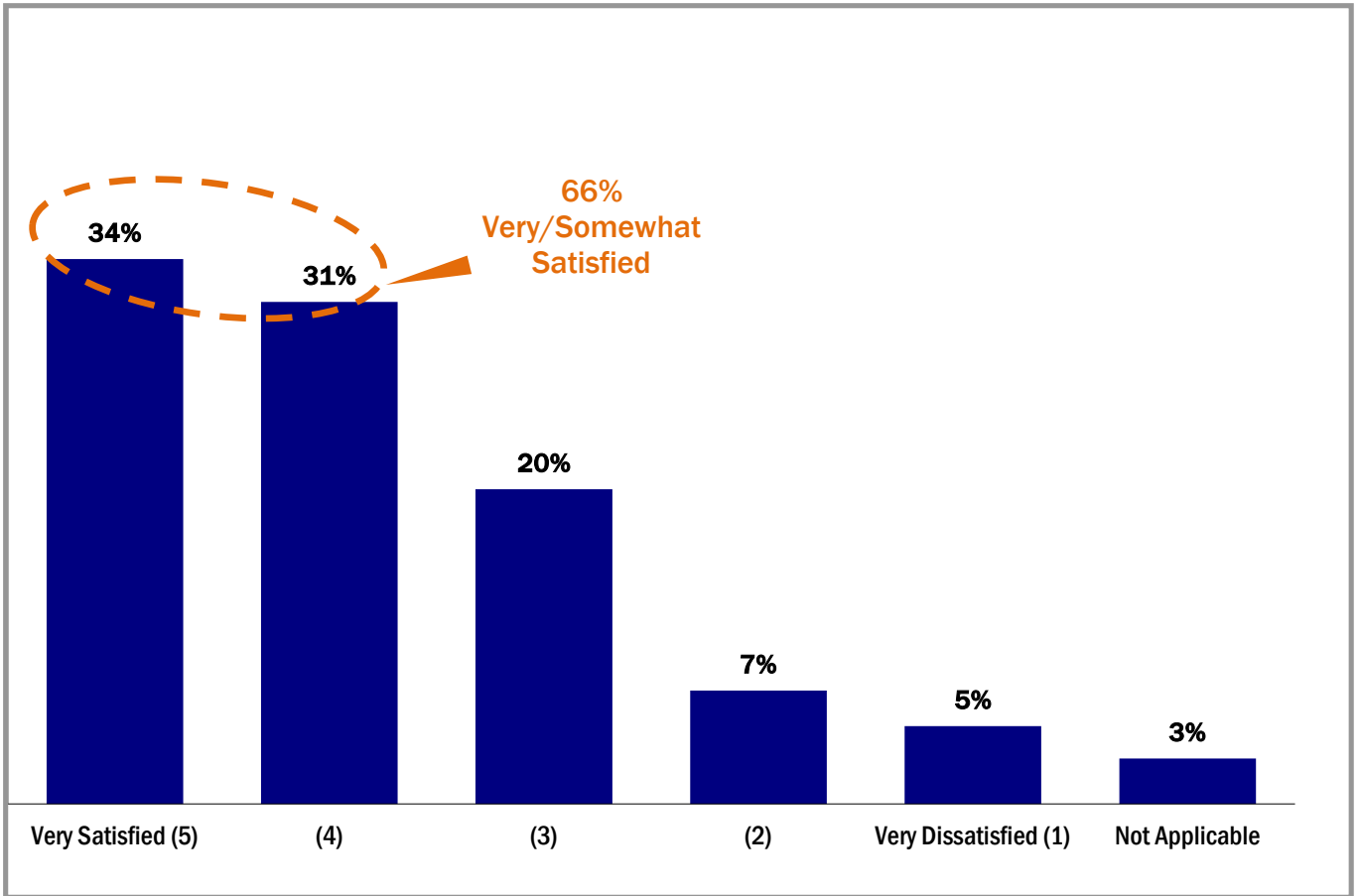
Satisfaction Rating by...	Mean Score (5 point scale)
<b>Total</b> (n = 2,369) .....	▼ 4.20
<b><u>Ridership Segment</u></b>	
Weekday Peak (n = 1,119) .....	4.18
Weekday Off-Peak (n = 1,034) .....	4.20
Weekend (n = 216) .....	4.32
<b><u>Language of Questionnaire</u></b>	
English (n = 1,964) .....	4.20
Spanish (n = 369) .....	4.25
Spanish (n = 36) .....	4.19
<b><u>How Long Riding SamTrans</u></b>	
Less than 1 year (n = 588) .....	4.20
1 – 3 years (n = 500) .....	4.16
More than 3 years (n = 1,245) .....	4.23

(See Statistical Table 11M)

## ON-TIME PERFORMANCE

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 5=Very Satisfied and 1=Very Dissatisfied. If the question does not apply, circle NA for Not Applicable.

11G. On-Time Performance?



Base: Total (2,369)

(See Statistical Table 11G)

## RATING OF SERVICE ATTRIBUTES (MEAN SCORES)

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 5=Very Satisfied and 1=Very Dissatisfied. If the question does not apply, circle NA for Not Applicable.

	<u>Mean Score</u> (5 point scale)
▶ OVERALL EXPERIENCE WITH SAMTRANS....	4.20 ◀
Courtesy of Bus Operators.....	4.25
Value for the Money.....	4.22
Feeling of Personal Safety on Bus.....	4.20
Cleanliness of Bus.....	4.18
Routes Go Where I Want to Go.....	4.16
Helpfulness/Courtesy of Customer Service ...	4.09
Feeling of Personal Safety at Bus Stops.....	4.02
Communication of Route Changes.....	3.93
Availability of Information on the Bus.....	3.91
Real-Time Departure Prediction.....	3.81
On-Time Performance.....	3.85
Frequency (how often buses run).....	3.76

Base: Total (2,369)

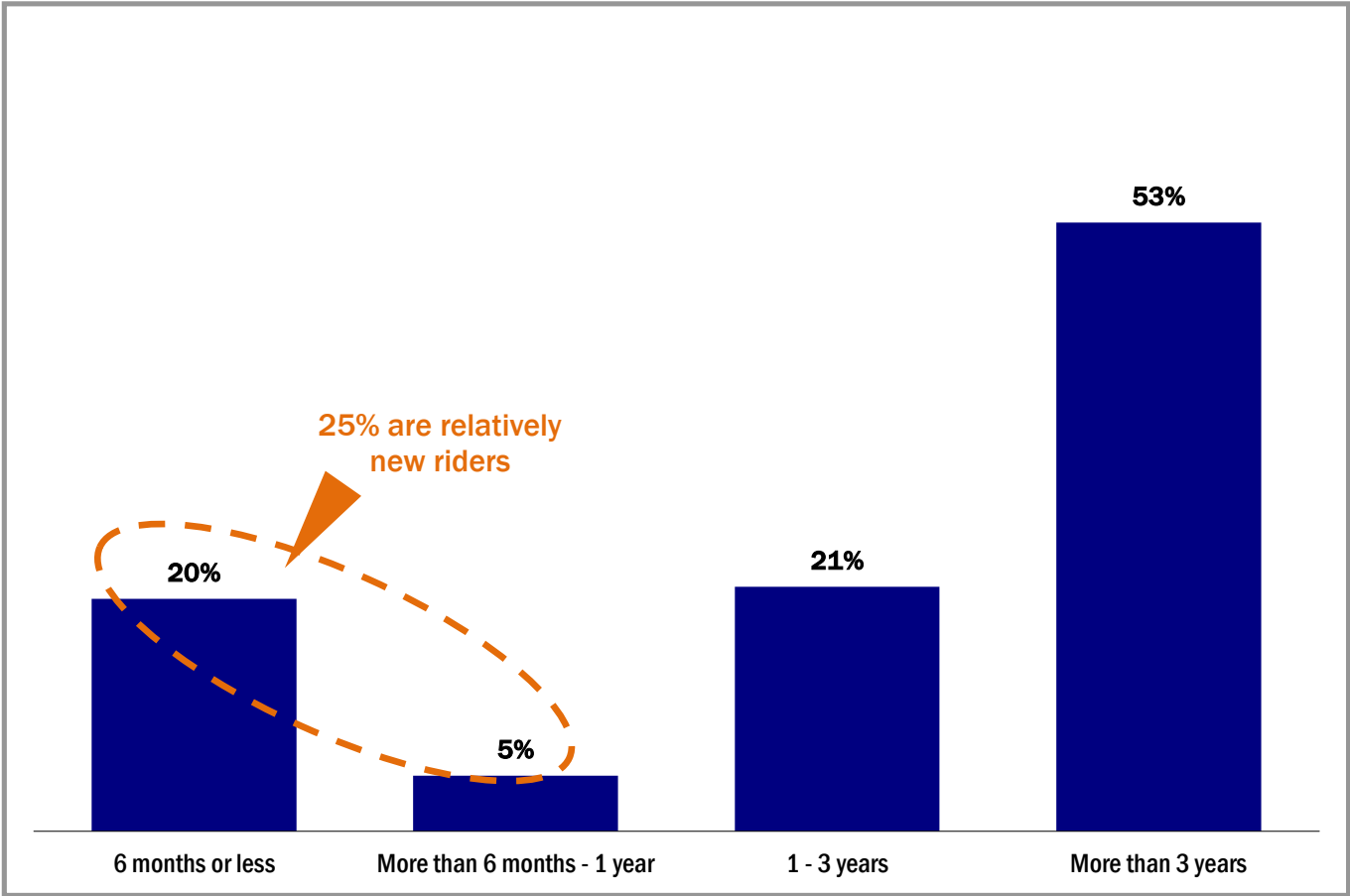
(See Statistical Tables 11A-11M)

Note: Mean score based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.



# RIDERSHIP TENURE

1. How long have you been riding SamTrans?

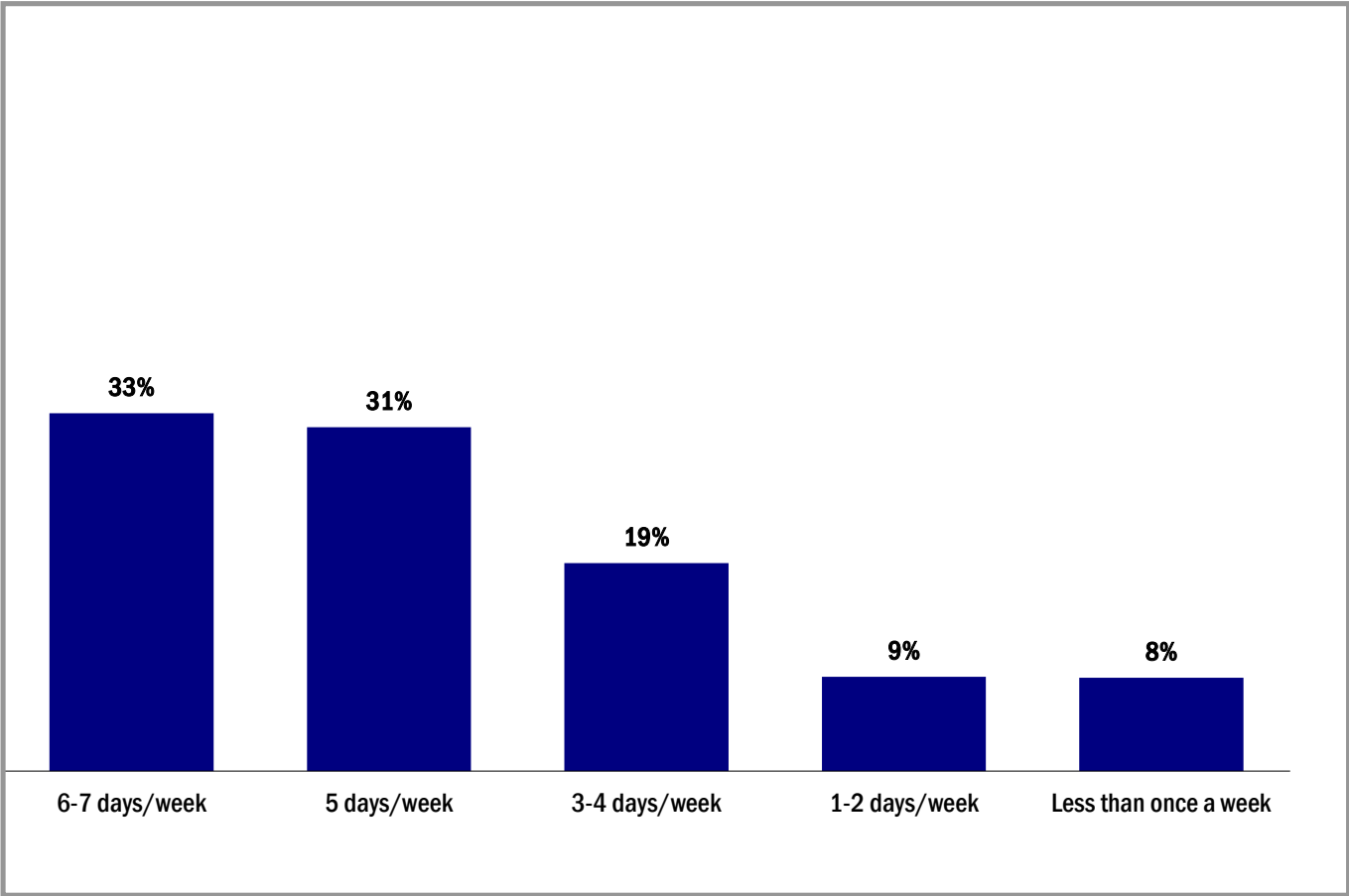


Base: Total (2,369)

(See Statistical Table Q1)

# FREQUENCY OF RIDING SAMTRANS

2. How often do you usually ride SamTrans?

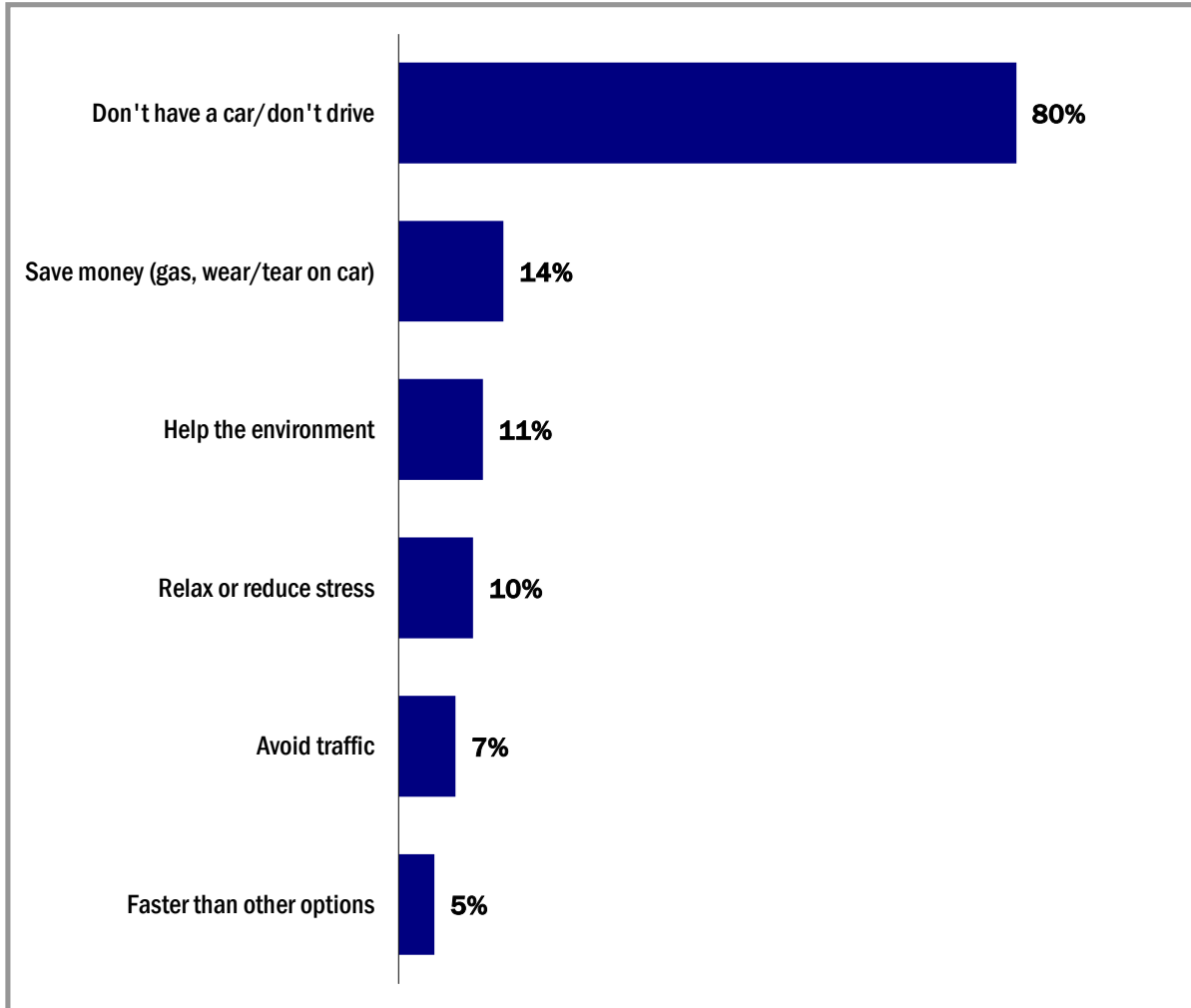


Base: Total (2.369)

(See Statistical Table Q2)

## REASONS FOR RIDING SAMTRANS

3. What is your main reason for riding SamTrans? [multiple responses accepted]



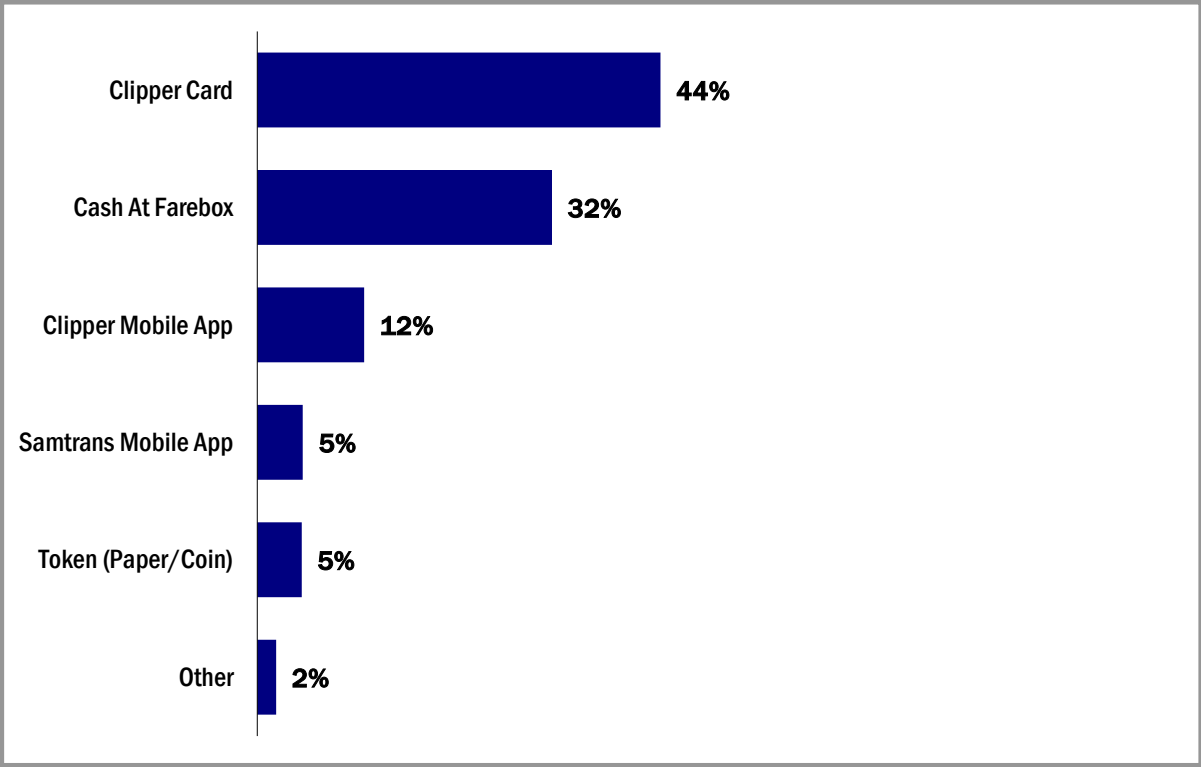
Only the top responses provided by 5% or more of respondents are shown above; see tables for a complete list.

Base: Total (2,369)

(See Statistical Table Q3)

# PAYMENT TYPE

5. How did you pay for this bus trip?

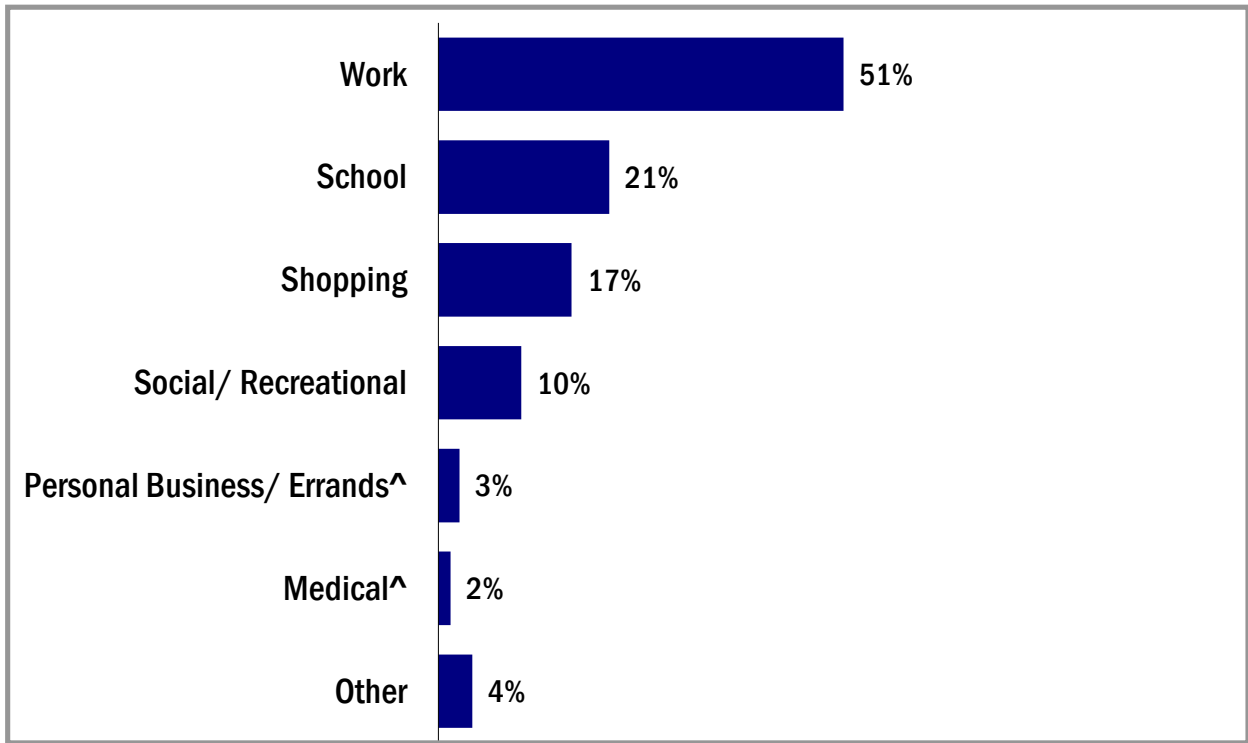


Base: Total (2,369)

(See Statistical Table Q5)

## PURPOSE OF TRIP

7. What is the main purpose of your trip today?



Multiple responses accepted

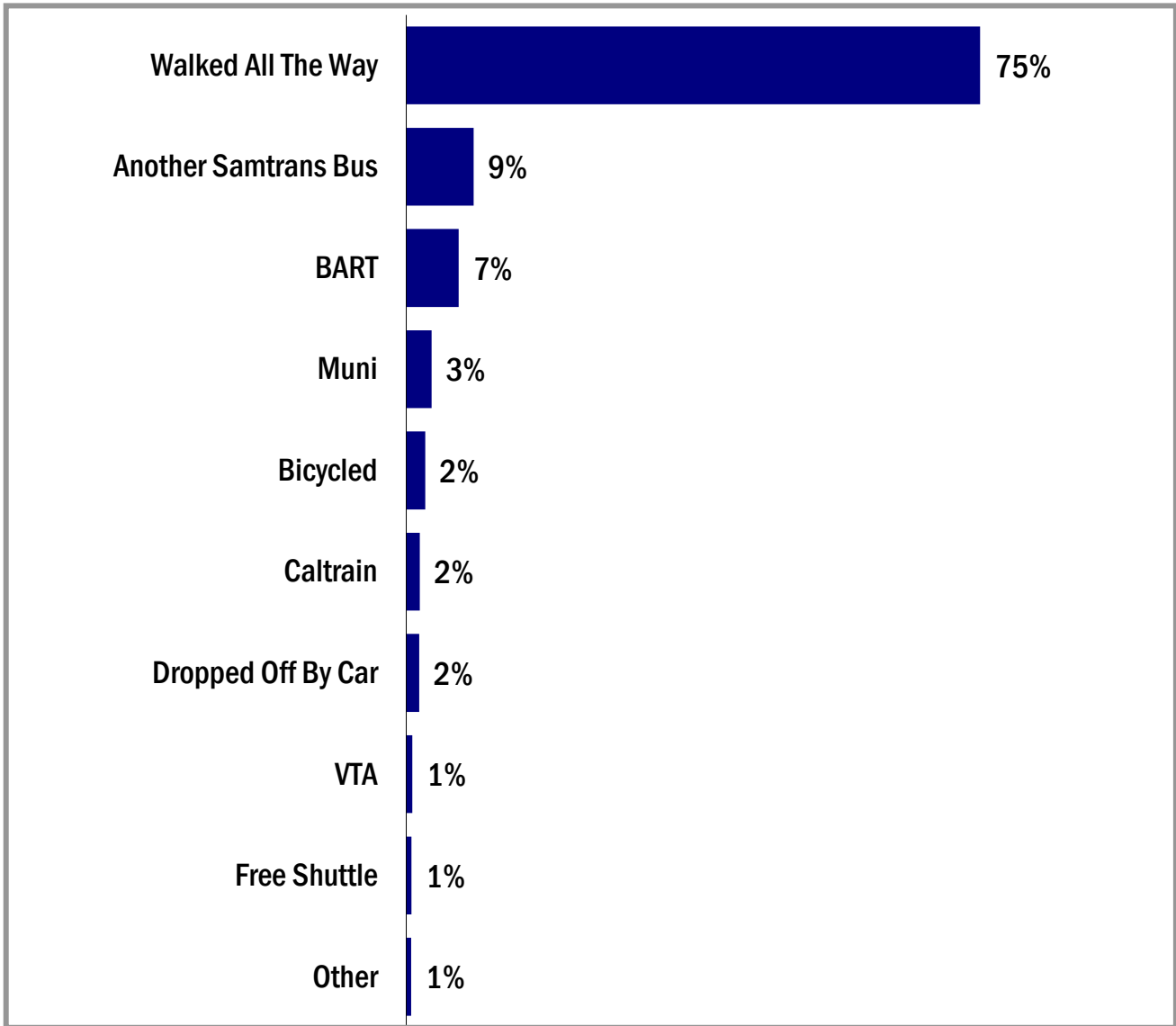
^Response was not listed on the survey instrument but was written in by respondents

Base: Total (2,369)

(See Statistical Table Q7)

## ACCESS

8a. How did you get to the bus stop where you BOARDED this bus?



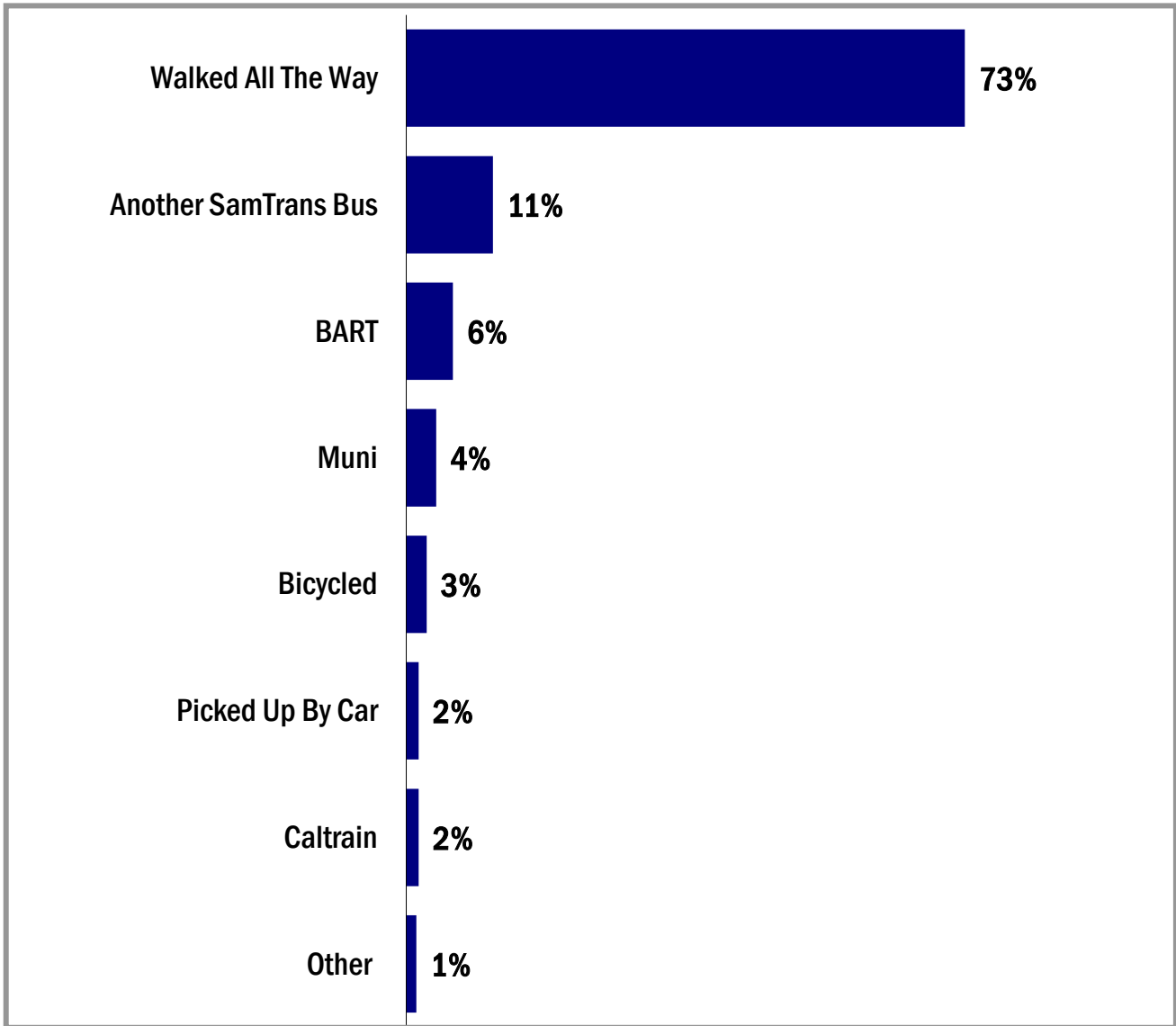
Multiple responses accepted

Base: Total (2,369)

(See Statistical Table Q8a)

## EGRESS

8b. How will you get from this bus to your final destination?



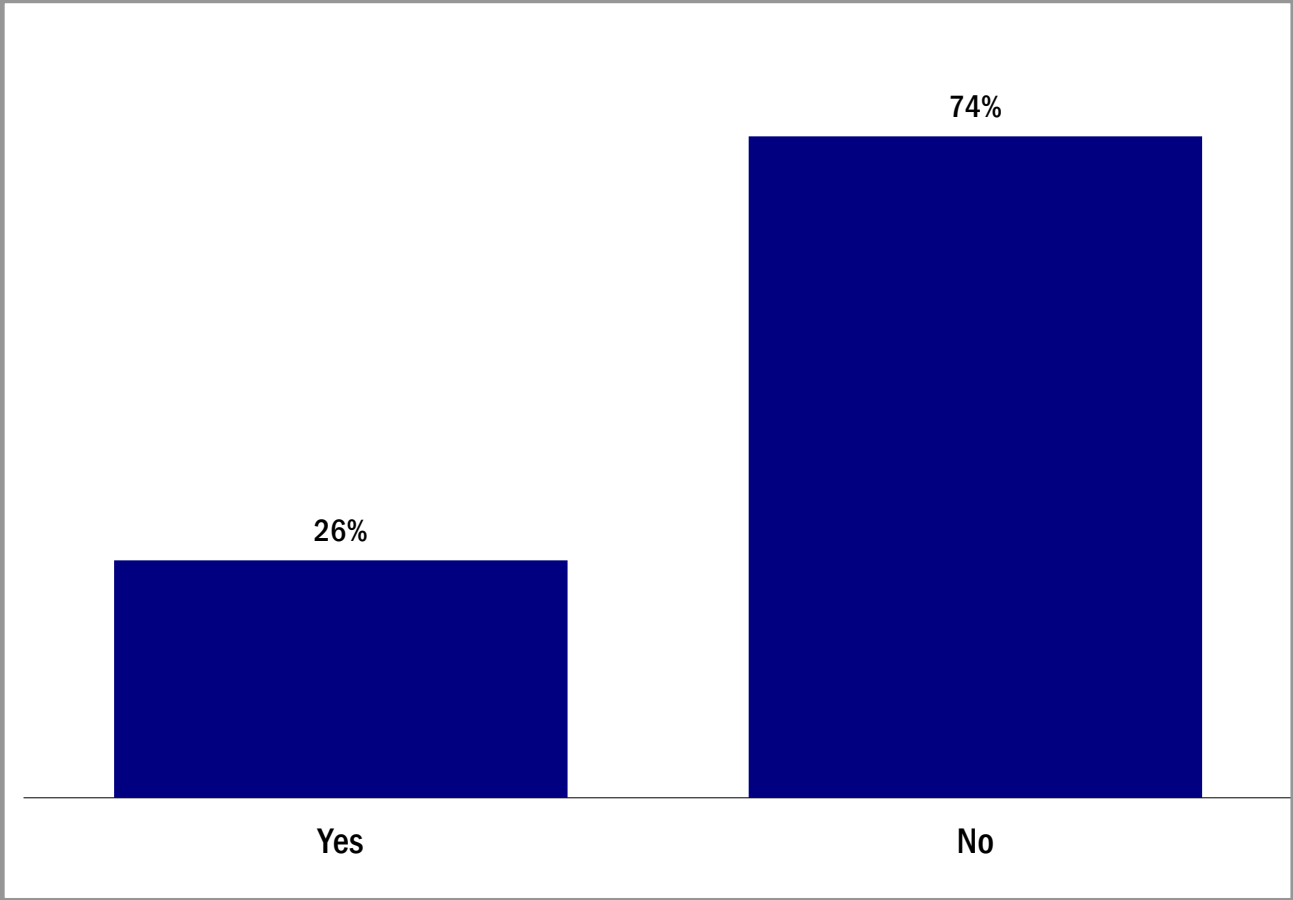
Multiple responses accepted

Base: Total (2,369)

(See Statistical Table Q8b)

# ACCESS TO A CAR

12. Do you own or have access to a car?



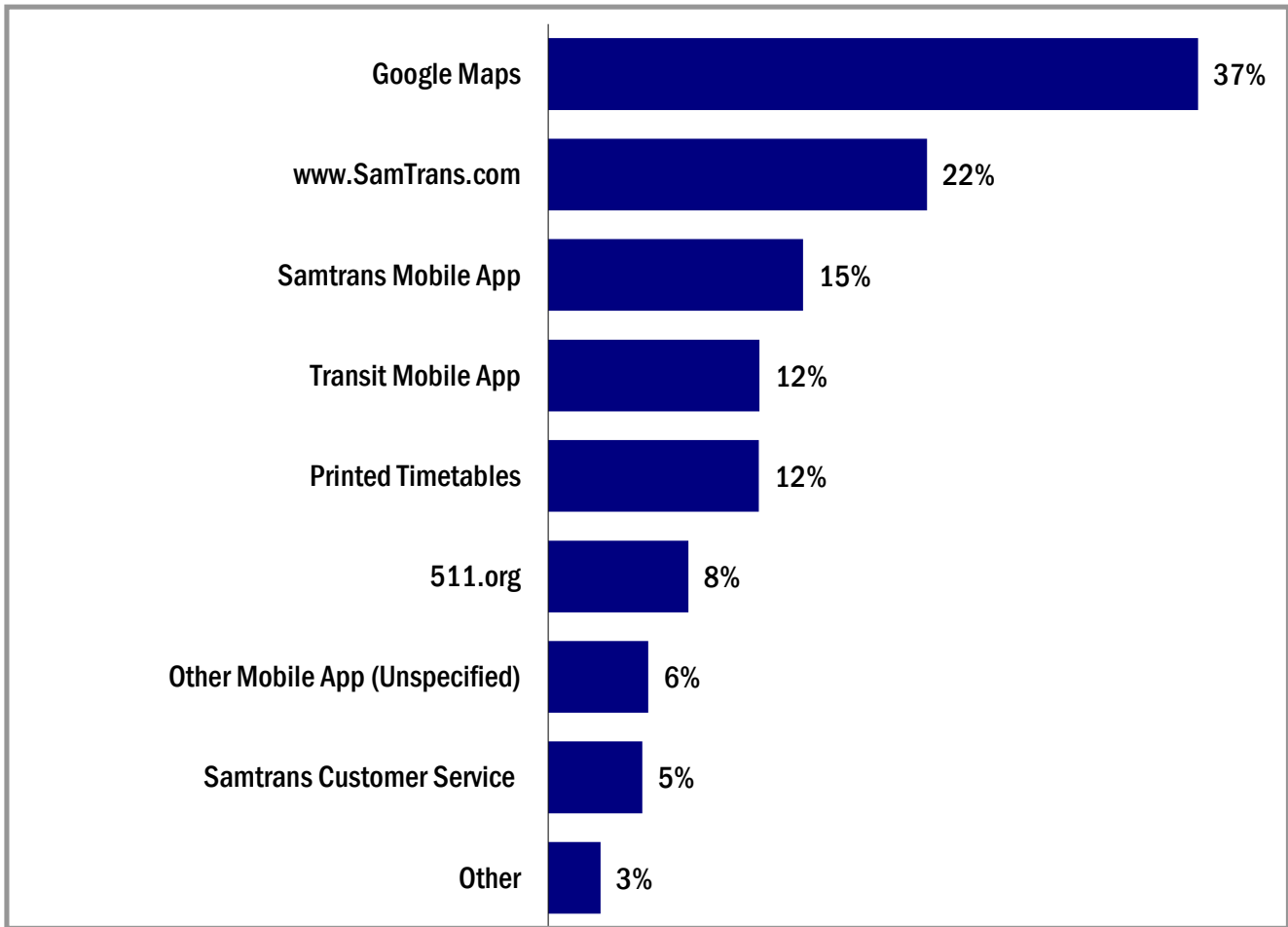
Base: Total (2,369)

(See Statistical Table Q12)



## SOURCES FOR SAMTRANS INFORMATION

26. Where do you access the bus schedule and real-time departure?



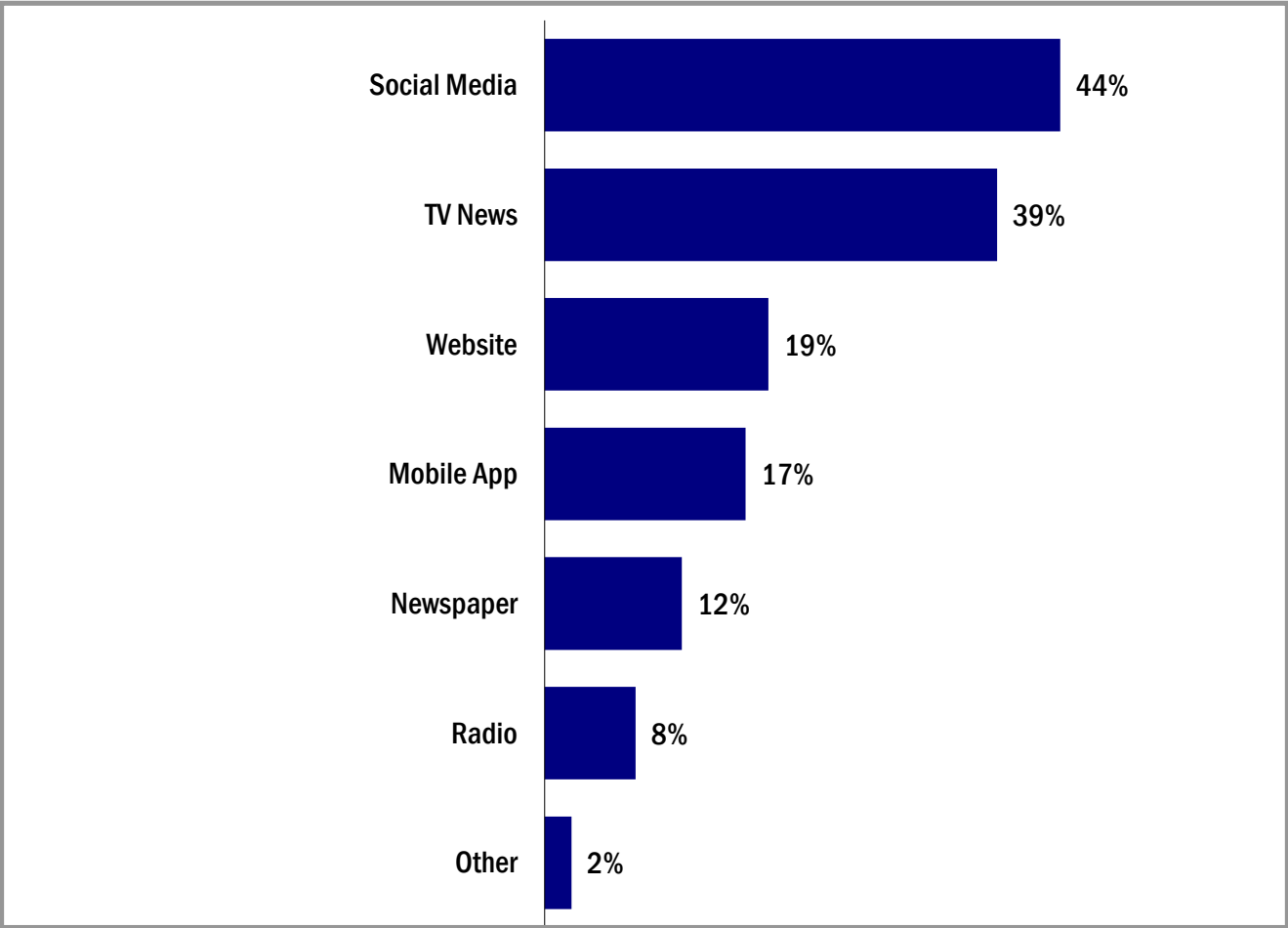
Multiple responses accepted

Base: Total (2,369)

(See Statistical Table Q26)

## SOURCES FOR LOCAL NEWS AND EVENTS

27. What is your main source for local news and events?



Multiple responses accepted

Base: Total (2,369)

(See Statistical Table Q27)

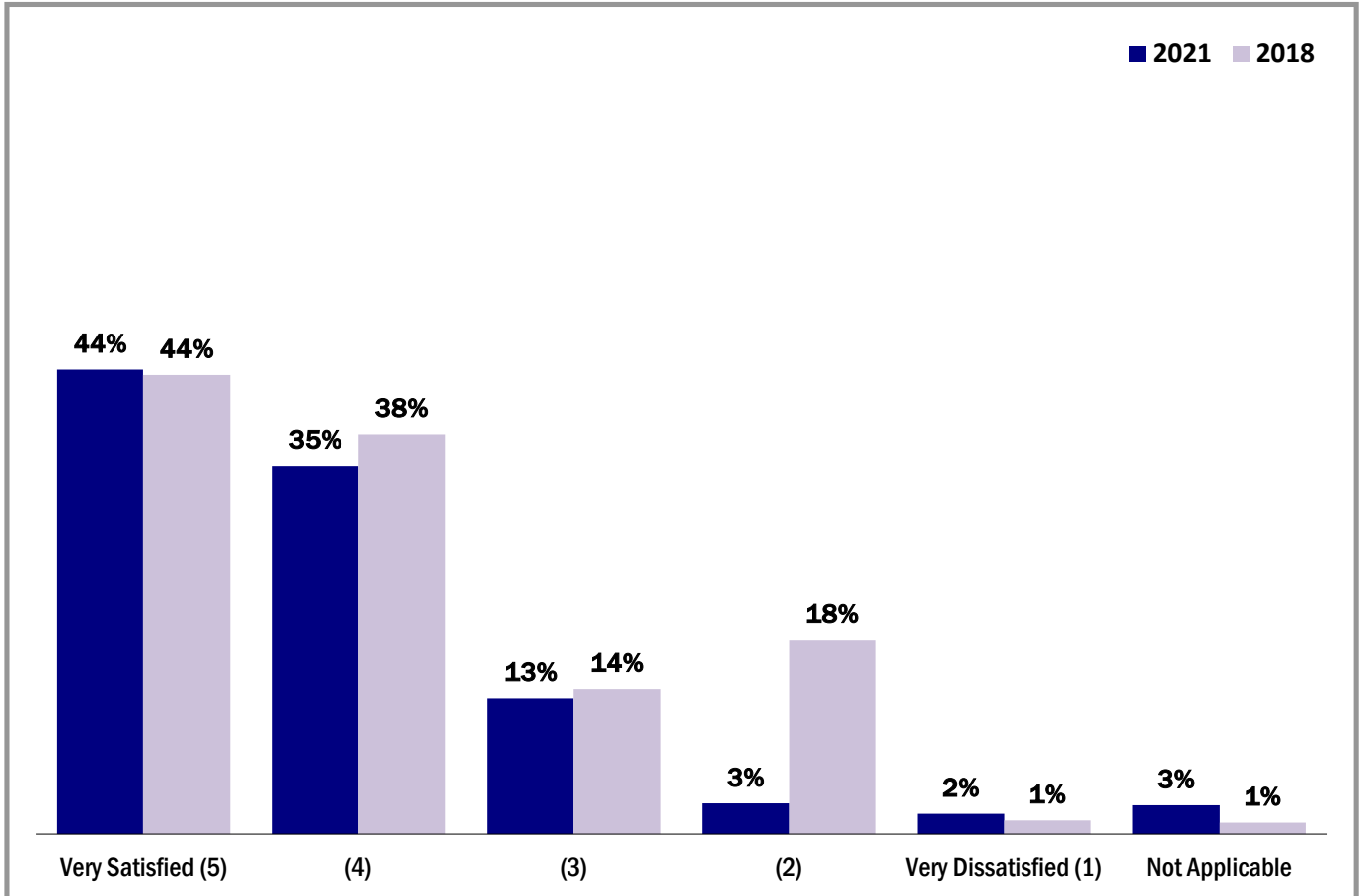
# SATISFACTION RATINGS COMPARISON 2021 vs. 2018

# OVERALL SATISFACTION

## 2021 vs. 2018

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 1= Very Dissatisfied and 5 = Very Satisfied.

10L. Overall experience with SamTrans?



Base: Total (2,369)

(See Statistical Table Q11M)

## RATING OF SERVICE ATTRIBUTES (MEAN SCORES)

### 2021 vs. 2018

(Changes in grey not statistically significant)

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 1= Very Dissatisfied and 5 = Very Satisfied.

	2021	2018	Change
<b>Overall Experience with SamTrans</b>	<b>4.20</b>	<b>4.23</b>	<b>-0.03</b>
Availability Of Information on Buses	3.91	4.22	-0.31
Helpfulness/Courtesy of Customer Service Center (1-800-660-4287)	4.09	4.21	-0.12
Communication Of Route Changes*	3.93	4.02	-0.09
Feeling Of Personal Safety on The Bus^	4.20	4.28	-0.08
Cleanliness Of Bus**	4.18	4.23	-0.05
Courtesy Of Bus Operators	4.25	4.30	-0.05
Routes Go Where I Want to Go^^	4.16	4.21	-0.05
Real-Time Departure Prediction	3.81	3.85	-0.04
Frequency Of Buses	3.76	3.79	-0.03
On-Time Performance	3.85	3.84	0.01
Value For the Money	4.22	4.20	0.02
Feeling Of Personal Safety at Bus Stops^^^	4.02	-	-

Note: Mean score based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

\*In 2018, this was phrased "Communication of Bus Changes"

^In 2018, this was phrased as "Feeling of Personal Security on Bus"

\*\*In 2018 this was phrased as "Cleanliness of Bus Exteriors"

^^In 2018, this was phrased as "Convenience of Routes"

^^^Not asked in 2018

Base: Total (2,369)

(See Statistical Tables Q11A-Q11M)

## QUADRANT ANALYSIS

The chart on the next page is designed to help set priorities for future initiatives to improve customer satisfaction. This chart quantifies how important each service characteristic appears to be from a customer perspective (using the vertical axis) and shows the average customer rating for each characteristic (using the horizontal axis).

The vertical axis crosses the horizontal axis at the average (mean) performance rating. Values along the horizontal axis are average ratings. Customers marked their ratings on a scale of 1 = Very Dissatisfied and 5 = Very Satisfied, so higher ratings on the right side of the Quadrant Chart are better scores and those on the left side are worse. The vertical axis ("Derived Importance") scale was derived by correlating each of the service attributes with customers' overall satisfaction levels. Those service attributes having strong correlations with overall satisfaction are seen as "More Important," while those with weaker correlations are seen as "Less Important."

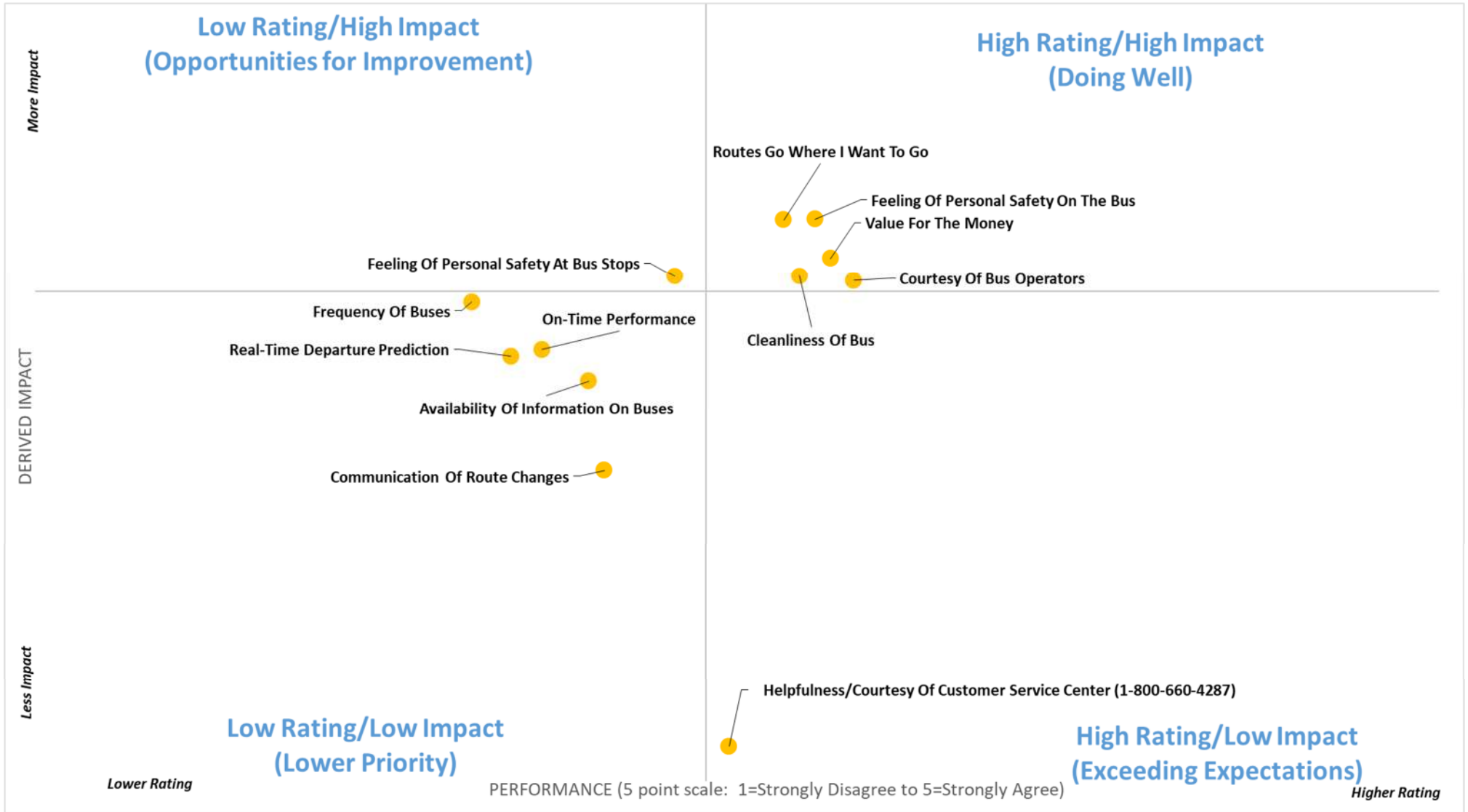
For example, customer ratings of route convenience ("routes going where I want to go") are very strongly correlated with overall satisfaction (i.e., customers that find SamTrans routes go where they want to go tend to be more satisfied overall, and conversely customers that find SamTrans routes do not go where they want to go to be less satisfied overall). On the other hand, customer ratings of helpfulness of the customer service center have only a weak correlation with overall satisfaction (i.e., it is not uncommon for customers to rate helpfulness of the customer service center highly, even though they are dissatisfied overall with SamTrans services). Therefore, route convenience is located in the upper part of the chart, while helpfulness of the customer service center is located in the lower part.

Specific values along the vertical axis are derived by calculating ratios between correlation coefficients for each service attribute and the median correlation level. Those service attributes above 100 are more correlated with overall satisfaction, while those below 100 are less so.

The ratings with the greatest impact on overall satisfaction were:

- Routes going where I want to go;
- Feeling of personal safety onboard the bus;
- Value for the money;
- Bus cleanliness;
- Courtesy of bus operators; and
- Feeling of personal security at bus stops.

CUSTOMER SATISFACTION QUADRANT ANALYSIS



# DETAILED RESULTS



# USAGE OF SAMTRANS

## HOW LONG RIDING SAMTRANS

### Q1. How long have you been riding SamTrans?

- One quarter of respondents have been riding SamTrans less than one year (25%) – a slight decrease from 2018 and 2015. However, this decrease exclusively comes from those riding 6 months to 1 year.
- Weekday Off-Peak and Weekend riders are more likely to have ridden SamTrans for more than three years.

	<b>2021 Total</b>	<b>2018 Total</b>	<b>2015 Total</b>
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>6 months or less</b>	20	19	19
<b>More than 6 months but less than 1 year</b>	5	9	8
<b>1 to 3 years</b>	21	22	24
<b>More than 3 years</b>	53	51	49
<b>TOTAL</b>	100	100	100

	<b>2021</b>			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>6 months or less</b>	20	23	18	19
<b>More than 6 months but less than 1 year</b>	5	6	4	6
<b>1 to 3 years</b>	21	23	21	17
<b>More than 3 years</b>	53	49	58	58
<b>TOTAL</b>	100	100	100	100

(See Statistical Table Q1)

## HOW OFTEN RIDE

### Q2. How often do you usually ride SamTrans?

- Most riders (82%) use SamTrans at least 4 days per week.
- In 2021, Weekday Peak riders are least likely to use SamTrans 6-7 days per week (30%), but most likely to use SamTrans 5 days a week (37%).

	<b>2021 Total</b>	<b>2018 Total</b>	<b>2015 Total</b>
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>6-7 days/week</b>	<b>33</b>	<b>34</b>	<b>33</b>
<b>5 days/week</b>	<b>31</b>	<b>32</b>	<b>32</b>
<b>4 days/week</b>	<b>18</b>	<b>10</b>	<b>10</b>
<b>3 days/week</b>	<b>1</b>	<b>8</b>	<b>9</b>
<b>2 days/week</b>	<b>6</b>	<b>6</b>	<b>6</b>
<b>1 day/week</b>	<b>3</b>	<b>2</b>	<b>3</b>
<b>1-3 days/month</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Less than once a month</b>	<b>5</b>	<b>4</b>	<b>4</b>
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

	<b>2021</b>			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>6-7 days/week</b>	<b>33</b>	<b>30</b>	<b>35</b>	<b>35</b>
<b>5 days/week</b>	<b>31</b>	<b>37</b>	<b>28</b>	<b>20</b>
<b>4 days/week</b>	<b>18</b>	<b>18</b>	<b>17</b>	<b>22</b>
<b>3 days/week</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>
<b>2 days/week</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>
<b>1 day/week</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>
<b>1-3 days/month</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>6</b>
<b>Less than once a month</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>9</b>
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

(See Statistical Table Q2)

## REASON FOR USING SAMTRANS

### Q3. What is your main reason for riding SamTrans?

- Eight of every ten SamTrans riders (80%) said they primarily use SamTrans because they don't have a car or don't drive.
- Other common reasons for using SamTrans include saving money (gas, wear and tear on car) (14%), helping the environment (11%), and the ability to do other things (10%).

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>Don't have a car/don't drive</b>	80	76	79
<b>Save money (gas, wear &amp; tear on car)</b>	14	16	15
<b>Help the environment</b>	11	10	8
<b>Ability to do other things</b>	10	6	5
<b>Avoid traffic</b>	7	11	7
<b>Faster than other options</b>	5	6	5
<b>Lack of/cost of parking</b>	4	6	4
<b>Employer helps pay for transit pass</b>	2	3	2
<b>Go to school/work</b>	2	2	1
<b>Other (Unspecified)</b>	1	<1	<1

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Don't have a car/don't drive</b>	80	81	81	77
<b>Save money (gas, wear &amp; tear on car)</b>	14	12	14	20
<b>Help the environment</b>	11	11	10	13
<b>Ability to do other things</b>	10	9	11	7
<b>Avoid traffic</b>	7	7	7	11
<b>Faster than other options</b>	5	6	4	3
<b>Lack of/cost of parking</b>	4	4	4	5
<b>Employer helps pay for transit pass</b>	2	2	2	-
<b>Go to school/work</b>	2	3	1	2
<b>Other (Unspecified)</b>	1	1	1	1

(Multiple answers accepted)

(See Statistical Table Q3)

Responses with less than 1% are not shown; for a complete list, see Statistical Tables.

## TRIP SPECIFIC INFORMATION

### TICKET TYPE

#### 4. What ticket type did you use for this bus trip? \*

- While 29% of SamTrans riders use a monthly pass, half (52%) use a one-way ticket (31%) or day pass (21%).
- While weekday peak riders were most likely to use the monthly pass, weekend riders were the most likely to use the one-way ticket (34%) or the day pass (26%).

	<b>2021 Total</b>
Base (All Respondents)	2,369
	(%)
<b>One-Way Ticket</b>	31
<b>Monthly Pass</b>	29
<b>Day Pass</b>	21
<b>Clipper (Unspecified)</b>	14
<b>Way2Go Pass</b>	3
<b>Redi-Wheels</b>	2
<b>Other (Unspecified)</b>	1
<b>TOTAL</b>	100

	<b>2021</b>			
	<b>Total</b>	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>One-Way Ticket</b>	31	30	32	34
<b>Monthly Pass</b>	29	32	26	26
<b>Day Pass</b>	21	17	23	27
<b>Clipper (Unspecified)</b>	14	16	14	9
<b>Way2Go Pass</b>	3	3	2	3
<b>Other (Unspecified)</b>	2	2	2	
<b>Redi-Wheels</b>	1	0	1	
<b>TOTAL</b>	100	100	100	100

(See Statistical Table Q4)

\*Question was not asked in 2018 or 2015.

## PAYMENT TYPE

Q5. How did you pay for this bus trip?

Q6. Were you paying your fare the same way two years ago?

- The Clipper Card is the most popular payment type with nearly half (44%) of riders overall using it to pay their fare.
- Notably, one-third of riders (32%) paid their fare with cash.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
Clipper Card	44	**	**
Cash at farebox	32	34	41
Clipper Mobile App	12	**	**
SamTrans Mobile App	5	**	**
Token	5	4	5
Paratransit/Senior/Redi Wheels	1	**	**
Other (Unspecified)	1	<1	<1
Clipper Cash value	**	30	22
Clipper Monthly Pass	**	19	17
Paper Monthly Pass	**	4	6
Caltrain Monthly Pass	**	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>

\*\*Not available on that year's survey.

	2021			
How did you pay for this bus trip?	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
Clipper Card	44	47	42	40
Cash at farebox	32	29	34	39
Clipper Mobile App	12	13	11	11
SamTrans Mobile App	5	5	5	6
Token	5	5	5	3
Paratransit/Senior/Redi Wheels	1	1	2	1
Other (Unspecified)	1	1	1	-
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Were you paying your fare the same way two years ago?	Total	Weekday Peak	Weekday Off-Peak	Weekend
Yes	56	54	58	58

(See Statistical Table Q5 and Q6)

## TRIP PURPOSE

### Q7. What is the main purpose of your trip today?

- Half of all respondents were using SamTrans to go to or from work (51%), while 21% said they used SamTrans to go to school.
- Work was the primary trip purpose across all time periods.

	<b>2021 Total</b>	<b>2018 Total</b>	<b>2015 Total</b>
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>Work</b>	51	43	46
<b>School</b>	21	23	29
<b>Shopping</b>	17	13	13
<b>Social/recreational</b>	10	12	13
<b>Personal business/Errands</b>	3	2	2
<b>Medical</b>	2	2	2
<b>Go Home</b>	1	2	-
<b>Church/Temple/Volunteer</b>	<1	1	1
<b>Other (Unspecified)</b>	3	4	1
<b>TOTAL</b>	100	100	100

	<b>2021</b>			
	<b>Total</b>	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Work</b>	51	48	54	49
<b>School</b>	21	32	14	4
<b>Shopping</b>	17	13	19	26
<b>Social/recreational</b>	10	7	13	17
<b>Personal business/Errands</b>	3	2	4	3
<b>Medical</b>	2	1	2	1
<b>Go Home</b>	1	2	1	1
<b>Church/Temple/Volunteer</b>	<1	-	<1	-
<b>Other (Unspecified)</b>	3	2	3	2
<b>TOTAL</b>	100	100	100	100

(See Statistical Table Q7)

## ACCESS AND EGRESS

Q8a. How did you get to the bus stop where you boarded this bus?

Q8b. After you get off this bus, how will you get from the bus stop to your final destination?

- Three-quarters (75%) of riders walked all the way to the bus stop where they boarded the bus, and about the same share of riders (73%) will walk from the end point of their current bus trip to their final destination.
- Those who did not walk to/from their bus stop were most likely to transfer to/from another SamTrans bus or to/from another public transit system – including BART, Muni, Caltrain, VTA, a free shuttle, or Dumbarton Express.

	<b>2021 Access</b>	<b>2021 Egress</b>
Base (All Respondents)	2,369	2,369
	(%)	(%)
<b>Walked All the Way</b>	<b>75</b>	<b>73</b>
<b>Another SamTrans Bus</b>	<b>9</b>	<b>11</b>
<b>BART</b>	<b>7</b>	<b>6</b>
<b>Muni</b>	<b>3</b>	<b>4</b>
<b>Bicycled</b>	<b>2</b>	<b>3</b>
<b>Caltrain</b>	<b>2</b>	<b>2</b>
<b>Dropped Off/Picked up by Car</b>	<b>2</b>	<b>2</b>
<b>VTA</b>	<b>1</b>	<b>&lt;1</b>
<b>Free Shuttle</b>	<b>1</b>	<b>1</b>
<b>Dumbarton Express</b>	<b>&lt;1</b>	<b>&lt;1</b>
<b>Drove Car Alone</b>	<b>&lt;1</b>	<b>&lt;1</b>
<b>Uber, Lyft or Similar</b>	<b>&lt;1</b>	<b>&lt;1</b>
<b>Other (Unspecified)</b>	<b>&lt;1</b>	<b>1</b>

	<b>2021 - ACCESS</b>			
	<b>Total</b>	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Walked All the Way</b>	75	76	74	71
<b>Another SamTrans Bus</b>	9	9	8	11
<b>BART</b>	7	7	7	7
<b>Muni</b>	3	3	3	6
<b>Bicycled</b>	2	2	3	2
<b>Caltrain</b>	2	2	1	3
<b>Dropped Off/Picked up by Car</b>	2	2	2	1
<b>VTA</b>	1	1	1	-
<b>Free Shuttle</b>	1	1	<1	1
<b>Dumbarton Express</b>	<1	<1	<1	-
<b>Drove Car Alone</b>	<1	<1	-	-
<b>Uber, Lyft or Similar</b>	<1	<1	-	-
<b>Other (Unspecified)</b>	<1	<1	<1	1

	<b>2021 - EGRESS</b>			
	<b>Total</b>	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Walked All the Way</b>	73	75	70	73
<b>Another SamTrans Bus</b>	11	10	13	9
<b>BART</b>	6	5	7	7
<b>Muni</b>	4	3	4	6
<b>Bicycled</b>	3	2	3	3
<b>Picked Up by Car</b>	2	2	1	-
<b>Caltrain</b>	2	1	2	2
<b>Free Shuttle</b>	1	1	1	1
<b>VTA</b>	0	<1	<1	-
<b>Drove Car Alone</b>	0	<1	<1	-
<b>Uber, Lyft or Similar</b>	0	<1	<1	-
<b>Dumbarton Express</b>	0	<1	-	-
<b>Other (Unspecified)</b>	1	1	1	-

(Multiple answers accepted)

(See Statistical Tables 8A & 8B)



## NUMBER OF SAMTRANS BUSES USED\*

Q9. Including this bus, how many total SamTrans buses will you ride to make this one-way trip?

- More than half of riders (60%) use one bus for their trip.
- However, 40% use 2 or more buses for their trip. This share has not changed significantly when comparing the 2021 and 2018 studies.
- Those using 3 buses or more are more likely to have used SamTrans three or more years; more likely to use SamTrans five or more days per week; and also tend to be lower income.

	<b>2021 Total</b>	<b>2018 Total</b>	<b>2015 Total</b>
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>One (1) bus</b>	60	62	57
<b>Two (2) buses</b>	30	29	32
<b>Three (3) buses</b>	5	6	7
<b>Four or more (4+) buses</b>	4	4	4
<b>TOTAL</b>	100	100	100

	<b>2021</b>			
	<b>Total</b>	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>One (1) bus</b>	60	65	57	56
<b>Two (2) buses</b>	30	27	34	33
<b>Three (3) buses</b>	5	5	5	5
<b>Four or more (4+) buses</b>	4	3	5	7
<b>TOTAL</b>	100	100	100	100

\* The percentage using multiple SamTrans buses may be inflated somewhat. Some respondents may be indicated the number of SamTrans buses for the full day rather than for “this one-way” trip.

(See Statistical Table Q9)

# COMING FROM HOME

Q10. Are you coming from home on this trip?

- Half of riders (54%) are coming from home

	<b>2021 Total</b>
Base (All Respondents)	2,369
	(%)
<b>Yes</b>	54
<b>No</b>	46
<b>TOTAL</b>	100

	<b>2021</b>			
	<b>Total</b>	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Yes</b>	54	52	54	68
<b>No</b>	46	49	46	32
<b>TOTAL</b>	100	100	100	100

(See Statistical Table Q10)

# SATISFACTION RATINGS

## RATING OF SERVICE ATTRIBUTES

Q11. Please let us know how well SamTrans is meeting your needs by rating each item below.

- Riders rated SamTrans service overall an average of 4.20 out of 5.00 in 2021 (with 5 being “very satisfied” and 1 being “very dissatisfied”), while this is slightly lower than the 4.23 average in 2019, this difference is not statistically significant.
- No increases from 2018 attribute scores were statistically significant. The attributes with statistically significant decreases were “Availability of Information on Buses” (-0.31), “Helpfulness/Courtesy of Customer Service Center” (-0.12), “Communication of Route Changes” (-0.09), “Feeling of Personal Safety on The Bus” (-0.08), and “Cleanliness of Bus” (-0.05)

	2021			
	Overall Mean Score	Satisfied (5 or 4 rating)	Dissatisfied (1 or 2 rating)	Neutral/NA
Base (All Respondents): 2,369	(5-point scale)	(%)	(%)	(%)
<b>Overall experience with SamTrans</b>	4.20	79	5	16
<b>Courtesy Of Bus Operators</b>	4.25	78	6	17
<b>Value For the Money</b>	4.22	77	7	16
<b>Feeling Of Personal Safety on The Bus</b>	4.20	78	7	15
<b>Cleanliness Of Bus</b>	4.18	76	6	18
<b>Routes Go Where I Want to Go</b>	4.16	76	8	16
<b>Helpfulness/Courtesy of Customer Service</b>	4.09	51	7	42
<b>Feeling Of Personal Safety at Bus Stops</b>	4.02	70	8	22
<b>Communication Of Route Changes</b>	3.93	61	10	28
<b>Availability Of Information on Buses</b>	3.91	65	12	23
<b>On-Time Performance</b>	3.85	66	12	23
<b>Real-Time Departure Prediction</b>	3.81	62	13	25
<b>Frequency Of Buses</b>	3.76	60	15	25

(See Statistical Tables Q11A-Q11M)

Note: Mean score is based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

## Survey Attributes – 2021 vs. 2018

Change is statistically significant

(5-point scale)	2021	2018	Change
Base (All Respondents)	2,369	4,229	
<b>Overall experience with SamTrans</b>	4.20	4.23	-0.03
<b>Availability Of Information on Buses</b>	3.91	4.22	-0.31
<b>Helpfulness/Courtesy of Customer Service</b>	4.09	4.21	-0.12
<b>Communication Of Route Changes*</b>	3.93	4.02	-0.09
<b>Feeling Of Personal Safety on The Bus^</b>	4.20	4.28	-0.08
<b>Cleanliness Of Bus**</b>	4.18	4.23	-0.05
<b>Courtesy Of Bus Operators</b>	4.25	4.30	-0.05
<b>Routes Go Where I Want to Go^^</b>	4.16	4.21	-0.05
<b>Real-Time Departure Prediction</b>	3.81	3.85	-0.04
<b>Frequency Of Buses</b>	3.76	3.79	-0.03
<b>On-Time Performance</b>	3.85	3.84	0.01
<b>Value For the Money</b>	4.22	4.20	0.02
<b>Feeling Of Personal Safety at Bus Stops^^^</b>	4.02	-	-

## Survey Attributes – Home Location of Riders

(5-point scale)	Mean Score by Home Location of Riders (2021)					
	Overall Mean	San Mateo County	San Francisco County	Santa Clara County	East Bay Region	North Bay Region
Base (All Respondents)	2,369	1,517	187	22	42	2**
<b>Overall experience with SamTrans</b>	4.20	4.20	4.18	4.62	4.27	5.00
<b>Courtesy Of Bus Operators</b>	4.25	4.26	4.27	4.48	4.15	4.49
<b>Value For the Money</b>	4.22	4.23	4.12	4.62	4.39	4.51
<b>Feeling Of Personal Safety on The Bus</b>	4.20	4.21	4.16	4.59	4.08	4.51
<b>Cleanliness Of Bus</b>	4.18	4.18	4.19	4.48	4.29	4.51
<b>Routes Go Where I Want to Go</b>	4.16	4.18	4.04	4.22	4.14	4.49
<b>Helpfulness/Courtesy of Customer Service</b>	4.09	4.09	3.96	4.76	4.18	-
<b>Feeling Of Personal Safety at Bus Stops</b>	4.02	4.03	3.96	4.27	3.88	4.49
<b>Communication Of Route Changes</b>	3.93	3.96	3.72	4.24	3.96	4.51
<b>Availability Of Information on Buses</b>	3.91	3.93	3.86	3.87	3.95	3.51
<b>On-Time Performance</b>	3.85	3.85	3.86	4.05	3.94	3.49
<b>Real-Time Departure Prediction</b>	3.81	3.81	3.77	4.16	4.03	4.51
<b>Frequency Of Buses</b>	3.76	3.80	3.52	3.76	3.65	4.49

(See Statistical Tables Q11A-Q11M)

Note: Mean score is based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

\*In 2018, this was phrased “Communication of Bus Changes”

^In 2018, this was phrased as “Feeling of Personal Security on Bus”

\*\*In 2018 this was phrased as “Cleanliness of Bus Exteriors”

^^In 2018, this was phrased as “Convenience of Routes”

^^^Not asked in 2018

\*\* Caution: Extremely Low Base

## Survey Attributes - Language of Questionnaire

Mean Score by Language of Questionnaire (2021)				
(5-point scale)	Overall Mean	English	Spanish	Chinese
Base (All Respondents)	2,369	1,964	369	36
<b>Overall experience with SamTrans</b>	4.20	4.20	4.25	4.19
<b>Courtesy Of Bus Operators</b>	4.25	4.24	4.25	4.59
<b>Value For the Money</b>	4.22	4.22	4.20	4.38
<b>Feeling Of Personal Safety on The Bus</b>	4.20	4.18	4.30	4.45
<b>Cleanliness Of Bus</b>	4.18	4.16	4.31	4.30
<b>Routes Go Where I Want to Go</b>	4.16	4.16	4.16	4.14
<b>Helpfulness/Courtesy of Customer Service</b>	4.09	4.09	4.07	3.96
<b>Feeling Of Personal Safety at Bus Stops</b>	4.02	4.02	4.05	4.31
<b>Communication Of Route Changes</b>	3.93	3.90	4.09	4.04
<b>Availability Of Information on Buses</b>	3.91	3.88	4.07	4.23
<b>On-Time Performance</b>	3.85	3.85	3.89	3.77
<b>Real-Time Departure Prediction</b>	3.81	3.79	3.95	3.81
<b>Frequency Of Buses</b>	3.76	3.75	3.84	3.75

## Survey Attributes – Geographic Region of Routes

Mean Score by Geographic Region of Route (2018)						
(5-point scale)	Overall Mean	Northern Routes	Central Routes	Southern Routes	Coastal Routes	Multiple Regions
Base (All Respondents)	2,369	842	222	187	93	1,025
<b>Overall experience with SamTrans</b>	4.20	4.21	4.13	4.27	4.20	4.20
<b>Courtesy Of Bus Operators</b>	4.25	4.29	4.21	4.26	4.28	4.21
<b>Value For the Money</b>	4.22	4.15	4.13	4.22	4.31	4.29
<b>Feeling Of Personal Safety on The Bus</b>	4.20	4.20	4.22	4.19	4.36	4.18
<b>Cleanliness Of Bus</b>	4.18	4.25	4.18	4.12	4.18	4.15
<b>Routes Go Where I Want to Go</b>	4.16	4.12	4.08	4.18	4.39	4.18
<b>Helpfulness/Courtesy of Customer Service</b>	4.09	4.05	3.88	4.19	4.32	4.12
<b>Feeling Of Personal Safety at Bus Stops</b>	4.02	4.05	4.10	4.02	4.10	3.98
<b>Communication Of Route Changes</b>	3.93	3.90	3.73	3.96	3.91	3.98
<b>Availability Of Information on Buses</b>	3.91	3.91	3.75	3.96	4.00	3.93
<b>On-Time Performance</b>	3.85	3.96	3.82	3.77	4.01	3.77
<b>Real-Time Departure Prediction</b>	3.81	3.89	3.69	3.67	3.85	3.80
<b>Frequency Of Buses</b>	3.76	3.84	3.60	3.82	3.71	3.74

(See Statistical Tables Q11A-Q11M)

Note: Mean score is based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

**Northern routes** are 24, 28, 35, 49, 112, 120, 121, 122, 130, 140, 141

**Central routes** are 56, 57, 60, 61, 62, 95, 250, 251, 256, 260, 270, 275, 278, 295

**South routes** are 81, 87, 280, 281, 286, 296

**Coastal routes** are 14, 17, 18, 110, FLXP

**Multiple Region routes** are 292, 294, 397, 398, ECR, FCX, SFO

# OVERALL SATISFACTION WITH SAMTRANS

## Q10L. Overall experience with SamTrans

- Overall, 79% of SamTrans riders are satisfied with their experience on the system, rating their satisfaction a “4” or “5” (out of 5.00).
- Weekend riders were more satisfied (4.32) than Weekday Peak (4.18) and Weekday Off-Peak (4.20).

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>(5) Very satisfied</b>	44	44	39
<b>(4)</b>	35	38	35
<b>(3)</b>	13	14	12
<b>(2)</b>	3	2	2
<b>(1) Very dissatisfied</b>	2	1	1
<b>Not Applicable</b>	3	1	1
	100	100	100
<b>Recap:</b>			
<b>Satisfied (4 or 5)</b>	79	82	73
<b>Neutral (3)</b>	13	14	12
<b>Dissatisfied (1 or 2)</b>	5	3	3
<b>Mean</b>	<b>4.20</b>	<b>4.23</b>	<b>4.23</b>

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>(5) Very satisfied</b>	44	43	44	51
<b>(4)</b>	35	35	37	30
<b>(3)</b>	13	14	12	13
<b>(2)</b>	3	3	3	1
<b>(1) Very dissatisfied</b>	2	2	2	1
<b>Not Applicable</b>	3	3	3	3
	100	100	100	100
<b>Mean</b>	<b>4.20</b>	<b>4.18</b>	<b>4.20</b>	<b>4.32</b>

(See Statistical Table Q11M)

Note: Mean score is based on a 5-point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

**OVERALL SATISFACTION WITH SAMTRANS – BY SUB-GROUPS**

	BASE	MEAN	VERY SATISFIED	SATISFIED	DISSATISFIED	NEUTRAL/NA
	#	5-PT SCALE	(5) %	(4) %	(1 OR 2) %	%
<b>TOTAL</b>	2,369	4.20	44	35	6	16
<b>BY RIDERSHIP SEGMENT</b>						
WEEKDAY PEAK	1,119	4.18	43	35	6	16
WEEKDAY OFF-PEAK	1,034	4.20	44	37	5	15
WEEKEND	216	4.32	51	30	4	16
<b>BY USE OF SAMTRANS</b>						
5+ DAYS/WEEK	1,474	4.20	45	35	6	15
3-4 DAYS/WEEK	437	4.18	43	36	5	16
1-2 DAYS/WEEK	198	4.12	39	38	3	19
LESS THAN 1/WEEK	196	4.39	53	28	8	16
<b>BY HOW LONG RIDING SAMTRANS</b>						
LESS THAN ONE YEAR	588	4.20	43	38	6	15
1 TO 3 YEARS	500	4.16	41	38	5	16
MORE THAN 3 YEARS	1,245	4.23	46	33	5	16
<b>BY TRIP PURPOSE</b>						
WORK/SCHOOL	1,641	4.15	43	35	6	16
OTHER	814	4.30	49	33	4	14
<b>BY ACCESS TO A VEHICLE</b>						
YES	545	4.18	42	40	4	14
NO	1,517	4.22	45	34	6	16
<b>GENDER</b>						
MALE	1,068	4.21	45	37	5	13
FEMALE	1,036	4.21	44	35	5	17
OTHER/REFUSED	265	4.11	41	28	11	25
<b>BY GEOGRAPHIC REGION OF ROUTE</b>						
NORTH	842	4.21	45	36	6	14
CENTRAL	222	4.13	39	41	5	14
SOUTH	187	4.27	45	35	6	17
COASTAL	93	4.20	41	40	6	14
MULTIPLE REGIONS	1,025	4.20	45	33	6	17
<b>BY LANGUAGE OF QUESTIONNAIRE</b>						
ENGLISH	1,964	4.20	43	37	5	15
SPANISH	369	4.25	52	21	8	21
CHINESE	36	4.19	51	26	3	16

	BASE #	MEAN 5-PT SCALE	VERY SATISFIED (5) %	SATISFIED (4) %	DISSATISFIED (1 OR 2) %	NEUTRAL/NA %
<b>Total</b>	2,369	4.20	44	35	6	16
<b>By Number Of Buses</b>						
1 Buses	1,390	4.18	43	37	5	15
2 Buses	701	4.24	47	34	5	15
3 Or More Buses	210	4.22	48	28	9	18
<b>By Age</b>						
13 To 17	529	4.20	43	38	5	14
18 To 24	233	4.09	34	45	4	17
25 To 34	299	4.19	45	34	4	17
35 To 44	241	4.30	52	28	4	16
45 To 54	282	4.19	41	39	4	15
55 To 64	283	4.12	42	36	7	15
65 And Older	284	4.40	57	26	4	12
<b>By Income</b>						
Under \$10,000	355	4.24	52	25	7	15
\$10,000 To \$24,999	337	4.36	54	28	2	16
\$25,000 To \$49,999	491	4.22	44	37	3	16
\$50,000 To \$74,999	229	4.15	39	41	4	16
\$75,000 To \$99,999	101	4.14	40	44	6	11
\$100,000 To \$124,999	85	4.19	42	42	5	11
\$125,000 To \$149,999	45	3.81	25	44	13	18
\$150,000 And Over	97	4.09	33	45	4	18
<b>Checking/Savings Account Or Credit Card</b>						
Yes	1,441	4.23	43	39	4	14
No	606	4.22	48	28	8	18
<b>By Fare Payment</b>						
Clipper Mobile App	257	4.23	46	36	4	14
SamTrans Mobile App	110	4.36	53	33	3	11
Clipper Card	969	4.14	39	40	5	17
Cash At Farebox	708	4.27	50	31	5	15
Token	107	4.24	49	35	6	10
Other	218	4.12	43	28	6	23

(See Statistical Table Q11M)



# COMMUNICATION

## ACCESS TO THE INTERNET

### Q25. Where do you access the Internet?

- Over half of respondents access the internet either at home (58%) or through their mobile phone (58%). Only 8% of respondents indicated they have no access to the Internet at all.

	<b>2021 Total</b>	<b>2018 Total</b>	<b>2015 Total</b>
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>Home</b>	58	51	45
<b>Cell/mobile</b>	58	64	54
<b>Work</b>	19	20	13
<b>I do not have access to the Internet</b>	8	8	10
<b>School, Library, or other public area</b>	8	6	9
<b>Other mobile device</b>	8	4	7
<b>Other</b>	1	<1	<1

	<b>2021</b>			
	<b>Total</b>	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Home</b>	58	62	54	60
<b>Cell/mobile</b>	58	59	58	53
<b>Work</b>	19	20	18	20
<b>I do not have access to the Internet</b>	8	7	9	6
<b>School, Library, or other public area</b>	8	9	7	4
<b>Other mobile device</b>	8	8	7	8
<b>Other</b>	1	1	1	1

*(Multiple answers accepted)*

(See Statistical Table Q25)

## SOURCES FOR SAMTRANS INFORMATION

Q26. Where do you access the bus schedule and real -time departure information? (Multiple responses accepted) \*

- Riders are most likely to get bus schedule and real-time departure information from the Google Maps (37%), the SamTrans website (22%), and the SamTrans Mobile App (15%)

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>Google maps</b>	37	23	17
<b>www.SamTrans.com</b>	22	30	39
<b>SamTrans Mobile App</b>	15	9	-
<b>Transit Mobile App</b>	12	-	-
<b>Printed Timetable</b>	12	20	39
<b>511</b>	8	13	18
<b>Other mobile app (Unspecified)</b>	6	4	3
<b>SamTrans customer service</b>	5	5	7
<b>Friends/Family/Co-Workers</b>	1	<1	1
<b>Other</b>	2	3	2

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Google maps</b>	37	37	37	44
<b>www.SamTrans.com</b>	22	24	22	12
<b>SamTrans Mobile App</b>	15	14	16	16
<b>Transit Mobile App</b>	12	12	12	12
<b>Printed Timetable</b>	12	11	13	15
<b>511</b>	8	8	9	8
<b>Other mobile app (Unspecified)</b>	6	6	6	3
<b>SamTrans customer service</b>	5	6	5	5
<b>Friends/Family/Co-Workers</b>	1	1	<1	-
<b>Other</b>	2	3	2	3

(See Statistical Table Q26)

## LOCAL NEWS AND EVENTS

### Q27. What is your main source for local news and events?

- Overall, 44% use social media as their main source of news and events, while 39% cited TV news and 19% mentioned websites.

	<b>2021 Total</b>	<b>2018 Total</b>
Base (All Respondents)	2,369	4,229
	(%)	(%)
<b>Social Media</b>	<b>44</b>	<b>30</b>
<b>TV News</b>	<b>39</b>	<b>37</b>
<b>Website</b>	<b>19</b>	<b>39</b>
<b>Mobile App</b>	<b>17</b>	<b>13</b>
<b>Newspaper</b>	<b>12</b>	<b>14</b>
<b>Radio</b>	<b>8</b>	<b>9</b>
<b>Friends/Family/Co-Workers</b>	<b>1</b>	<b>1</b>
<b>Other (Unspecified)</b>	<b>1</b>	<b>2</b>

	<b>2021</b>			
	<b>Total</b>	<b>Weekday Peak</b>	<b>Weekday Off-Peak</b>	<b>Weekend</b>
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Social Media</b>	<b>44</b>	<b>48</b>	<b>41</b>	<b>40</b>
<b>TV News</b>	<b>39</b>	<b>38</b>	<b>38</b>	<b>44</b>
<b>Website</b>	<b>19</b>	<b>18</b>	<b>20</b>	<b>24</b>
<b>Mobile App</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>23</b>
<b>Newspaper</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>13</b>
<b>Radio</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>7</b>
<b>Friends/Family/Co-Workers</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Other (Unspecified)</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>

(See Statistical Tables Q27)

## RIDER CHARACTERISTICS

### CHECKING/SAVINGS ACCOUNT/CREDIT CARD

Q24. Do you have a checking account, a savings account, or a credit card?

- Seven in ten (70%) of respondents have a checking account, a savings account, or a credit card. Weekend riders and Weekday Off-Peak are slightly more likely (76% and 74% respectively) to have an account than Weekday Peak riders (66%).

	<b>2021 Total</b>	<b>2018 Total</b>
Base (All Respondents)	2,369	4,229
	(%)	(%)
<b>Yes</b>	70	74
<b>No</b>	30	26
	100	100

	<b>2021</b>			
	<b>Total</b>	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Yes</b>	70	66	74	76
<b>No</b>	30	34	26	24
	100	100	100	100

(See Statistical Table Q24)

## ACCESS TO A CAR

### Q12. Do you own or have access to a car?

- One quarter (26%) of respondents have access to a car. Those with higher incomes and Weekday Peak riders are more likely to have vehicle access.

	<b>2021 Total</b>	<b>2018 Total</b>	<b>2015 Total</b>
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>Yes</b>	26	31	28
<b>No</b>	74	69	61
	100	100	100

	<b>2021</b>			
	<b>Total</b>	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Yes</b>	26	28	26	21
<b>No</b>	74	72	74	79
	100	100	100	100

(See Statistical Table Q12)

## LANGUAGES SPOKEN AT HOME

### Q23. Which languages are spoken in your home? (Multiple responses accepted)

- Respondents listed 45 languages spoken in their homes. English, Spanish, and Tagalog remain the top languages spoken at home by SamTrans riders.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>English</b>	75	68	76
<b>Spanish</b>	37	26	30
<b>Tagalog</b>	16	17	15
<b>Cantonese</b>	4	4	3
<b>Mandarin</b>	3	3	3
<b>Hindi Or Other Indian Language</b>	1	1	2
<b>Arabic</b>	1	1	1
<b>Vietnamese</b>	1	1	1
<b>Burmese</b>	1	1	<1
<b>Other (Unspecified)</b>	1	1	<1

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>English</b>	75	77	76	66
<b>Spanish</b>	37	37	37	33
<b>Tagalog</b>	16	13	17	29
<b>Cantonese</b>	4	4	4	8
<b>Mandarin</b>	3	3	2	3
<b>Hindi Or Other Indian Language</b>	1	1	1	1
<b>Arabic</b>	1	1	1	<1
<b>Vietnamese</b>	1	1	1	<1
<b>Burmese</b>	1	0	1	-
<b>Other (Unspecified)</b>	1	1	1	-

(Multiple answers accepted on this question)

(See Statistical Table Q23)

\* Incomplete list. Only languages specified by 1% or more overall are shown. See cross tabulated tables for the entire list.

## PERSONAL ENGLISH PROFICIENCY

### Q21. How well do you speak English? Very Well; Well; Not Well; Not at All

- Overall, eight out of ten (81%) of respondents speak English well or very well. This is slightly less than the 85% who did so in 2018 and 87% in 2015.

	<b>2021 Total</b>	<b>2018 Total</b>	<b>2015 Total</b>
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>Very well (4)</b>	57	62	67
<b>Well (3)</b>	23	23	20
<b>Not well (2)</b>	13	11	10
<b>Not at all (1)</b>	6	4	3
	100	100	100
<b>MEAN (Out of 4.0)</b>	<b>3.32</b>	<b>3.44</b>	<b>3.50</b>

	<b>2021</b>			
	<b>Total</b>	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Very well (4)</b>	57	62	54	50
<b>Well (3)</b>	23	20	26	29
<b>Not well (2)</b>	13	11	14	16
<b>Not at all (1)</b>	6	7	6	5
	100	100	100	100
<b>MEAN (Out of 4.0)</b>	<b>3.32</b>	<b>3.36</b>	<b>3.29</b>	<b>3.23</b>

(See Statistical Table Q21)

## ENGLISH PROFICIENCY IN HOME

### Q22. In your home, is English spoken: Very Well; Well; Not Well; Not at All

- Overall, nearly three-quarters (72%) of respondents speak English well or very well in their homes.

	<b>2021 Total</b>	<b>2018 Total</b>	<b>2015 Total</b>
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>Very well (4)</b>	45	49	59
<b>Well (3)</b>	27	30	25
<b>Not well (2)</b>	16	13	11
<b>Not at all (1)</b>	12	8	5
	100	100	100
<b>MEAN (Out of 4.0)</b>	<b>3.05</b>	<b>3.20</b>	<b>3.37</b>

	<b>2021</b>			
	<b>Total</b>	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Very well (4)</b>	45	50	43	34
<b>Well (3)</b>	27	25	28	29
<b>Not well (2)</b>	16	14	16	22
<b>Not at all (1)</b>	12	12	12	16
	100	100	100	100
<b>MEAN (Out of 4.00)</b>	<b>3.05</b>	<b>3.12</b>	<b>3.02</b>	<b>2.80</b>

(See Statistical Table Q22)



## ETHNICITY

Q16. Which of the following describes your ethnic background? (Multiple responses accepted)

- Nearly half of SamTrans riders (41%) are Hispanic.

	2021 Total	2018 Total	2015 Total
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>Hispanic/Latino</b>	41	34	35
<b>Filipino</b>	21	26	22
<b>White/Caucasian</b>	19	22	26
<b>Chinese</b>	9	9	8
<b>Black/African American</b>	8	7	9
<b>Other Asian</b>	3	4	4
<b>Middle Eastern</b>	1	1	-
<b>Indian/Pakistani</b>	1	1	-
<b>Vietnamese</b>	1	1	1
<b>Pacific Islander</b>	1	1	2
<b>American Indian/Alaskan Native</b>	<1	<1	1
<b>All other</b>	3	2	1

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Hispanic/Latino</b>	41	40	42	36
<b>Filipino</b>	21	19	22	30
<b>White/Caucasian</b>	19	22	16	12
<b>Chinese</b>	9	9	8	11
<b>Black/African American</b>	8	8	8	8
<b>Other Asian</b>	3	3	2	4
<b>Middle Eastern</b>	1	1	1	2
<b>Indian/Pakistani</b>	1	1	1	1
<b>Vietnamese</b>	1	1	1	1
<b>Pacific Islander</b>	1	1	1	-
<b>American Indian/Alaskan Native</b>	<1	<1	<1	1
<b>All other</b>	3	3	3	2

(Multiple answers accepted)

(See Statistical Table Q16)

# HOME COUNTY (BASED ON ZIP CODE)

## Q23. What is your home ZIP Code?

- San Mateo County is home to most of the riders surveyed (84%).

	<b>2021 Total</b>	<b>2018 Total</b>	<b>2015 Total</b>
Base (All Respondents)	2,369	4,229	6,430
	(%)	(%)	(%)
<b>San Mateo County</b>	<b>84</b>	<b>85</b>	<b>80</b>
<b>San Francisco County</b>	<b>10</b>	<b>8</b>	<b>8</b>
<b>Alameda County</b>	<b>2</b>	<b>2</b>	<b>1</b>
<b>Santa Clara County</b>	<b>1</b>	<b>2</b>	<b>8</b>
<b>Contra Costa County</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Marin County</b>	<b>&lt;1</b>	<b>&lt;1</b>	<b>&lt;1</b>
<b>Solano County</b>	<b>&lt;1</b>	<b>&lt;1</b>	<b>&lt;1</b>
<b>Napa County</b>	<b>-</b>	<b>&lt;1</b>	<b>-</b>
<b>Sonoma County</b>	<b>-</b>	<b>&lt;1</b>	<b>-</b>
<b>Outside Bay Area</b>	<b>2</b>	<b>3</b>	<b>1</b>
	<b>100</b>	<b>100</b>	<b>100</b>

(See Statistical Table CITY)

## HOME CITY (BASED ON ZIP CODE)

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>San Mateo County</b>	84	89	81	76
Daly City	27	25	26	38
San Mateo	13	13	13	9
South San Francisco	9	9	10	5
Redwood City	8	10	5	8
San Bruno	6	6	6	5
Palo Alto	6	6	6	3
Pacifica	5	5	5	1
Burlingame	2	2	2	5
San Carlos	2	3	1	-
Menlo Park	2	3	2	<1
Belmont	2	3	1	-
Half Moon Bay	1	<1	2	-
Brisbane	1	1	<1	<1
Millbrae	1	<1	1	1
Portola Valley	<1	1	-	-
Montara	<1	<1	<1	-
El Granada	<1	<1	-	-
Moss Beach	<1	<1	<1	-
Pescadero	<1	<1	<1	-
<b>San Francisco County</b>	10	7	12	19
San Francisco	10	7	12	19
<b>Alameda County</b>	2	2	2	2
Oakland	1	1	1	1
Hayward	<1	1	<1	-
Berkeley	<1	<1	<1	-
San Leandro	<1	<1	<1	-
Alameda	<1	<1	<1	-
Fremont	<1	<1	-	-
San Lorenzo	<1	-	-	1
Dublin	<1	-	<1	-
El Sobrante	<1	-	<1	-
<b>Santa Clara County</b>	1	1	1	1
San Jose	<1	1	<1	-
Santa Clara	<1	<1	<1	-
Los Altos	<1	<1	<1	-
Cupertino	<1	<1	-	1
Sunnyvale	<1	<1	<1	-
Stanford	<1	-	<1	-

	<b>2021</b>			
	<b>Total</b>	<b>Weekday Peak</b>	<b>Weekday Off-Peak</b>	<b>Weekend</b>
<b>Base (All Respondents)</b>	<b>2,369</b>	<b>1,119</b>	<b>1,034</b>	<b>216</b>
	<b>(%)</b>	<b>(%)</b>	<b>(%)</b>	<b>(%)</b>
<b>Contra Costa County</b>	<b>1</b>	<b>0</b>	<b>1</b>	
<b>Richmond</b>	<1	<1	<1	-
<b>El Cerrito</b>	<1	<1	-	-
<b>Brentwood</b>	<1	-	<1	-
<b>Discovery Bay</b>	<1	<1	-	-
<b>El Sobrante</b>	<1	-	<1	-
<b>Antioch</b>	<1	<1	-	-
<b>San Pablo</b>	<1	-	<1	-
<b>Marin County</b>	<1	<1	-	-
<b>San Rafael</b>	<1	<1	-	-
<b>Solano County</b>	<1	-	<1	-
<b>Vallejo</b>	<1	-	<1	-
<b>Outside Bay Area</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>

(See Statistical Table CITY)

## DEMOGRAPHICS

- Included below is the demographic data of survey respondents.

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Gender</b>				
<b>Male</b>	49	49	48	55
<b>Female</b>	48	48	49	43
<b>Non-Binary/Other</b>	3	3	3	2
<b>Employment Status</b>				
<b>Employed Full Time</b>	35	32	35	43
<b>Student</b>	23	31	15	19
<b>Employed Part Time</b>	19	17	20	22
<b>Unemployed</b>	9	8	10	7
<b>Retired</b>	7	5	10	5
<b>Disabled/SSI</b>	1	1	1	-
<b>Other (Unspecified)</b>	1	1	1	-
<b>Age</b>				
<b>13 to 18 years old</b>	25	36	15	11
<b>19 to 24 years old</b>	11	10	11	11
<b>25 to 34 years old</b>	14	12	15	20
<b>35 to 44 years old</b>	11	9	14	11
<b>45 to 54 years old</b>	13	11	15	14
<b>55 to 64 years old</b>	13	12	15	14
<b>65 years or older</b>	13	10	15	19
<b>Average (Mean)</b>	<b>38.22</b>	<b>34.34</b>	<b>41.46</b>	<b>42.80</b>
<b>Questionnaire Language</b>				
<b>English</b>	83	84	81	84
<b>Spanish</b>	16	15	17	14
<b>Chinese</b>	2	1	2	2
<b>Ridership Segment</b>				
<b>Weekday Peak</b>	47			
<b>Weekday Off-Peak</b>	44			
<b>Weekend</b>	9			

	2021			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	2,369	1,119	1,034	216
	(%)	(%)	(%)	(%)
<b>Household Size</b>				
1 person	15	12	19	16
2-3 people	37	39	35	40
4-5 people	33	37	30	31
6 or more people	14	13	16	13
Average (Mean)	3.61	3.69	3.54	3.53
<b>Income</b>				
Less than \$10,000/year	20	20	20	23
\$10,000 to \$24,999/year	19	18	21	16
\$25,000 to \$29,999/year	10	11	9	12
\$30,000 to \$39,999/year	9	8	10	12
\$40,000 to \$49,999/year	9	8	9	10
\$50,000 to \$74,999/year	13	12	15	10
\$75,000 to \$99,999/year	6	6	5	6
\$100,000 to \$124,999/year	5	5	4	6
\$125,000 to \$149,999/year	3	3	3	1
\$150,000/year or more	6	8	3	4
Average (Mean)	\$46,506	\$51,434	\$42,282	\$43,636

(See Statistical Tables Q14-STRATA)

# Appendix A: QUESTIONNAIRE

24. Do you currently have a checking account, savings account, or a credit card?  Yes  No  Don't know

25. Where do you access the internet?  
 No internet access  Other mobile device  
 Home (tablet, E-reader, etc.)  
 Work  Library/other public area  
 Cell/Mobile  Other (Specify) \_\_\_\_\_

26. Where do you access the bus schedule or real-time departure information?  
 Printed timetables  www.samtrans.com  
 Google Maps  511  
 SamTrans Mobile App  SamTrans Customer Service (1-800-660-4287)  
 Transit Mobile App  Other (Specify): \_\_\_\_\_  
 Other Mobile App

27. What is your main source for local news and events?  
 Newspaper  Social media  
 Radio  Mobile app  
 TV News  Other (Specify): \_\_\_\_\_  
 Website

**COMMENTS OR SUGGESTIONS FOR SAMTRANS**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*Thank you for completing this survey! Please return it to a surveyor on the bus or mail it by Nov. 24, 2021 (No postage necessary). If mailing, fold and tape, please no staples.*

**ENTER TO WIN A \$200 GIFT CERTIFICATE**

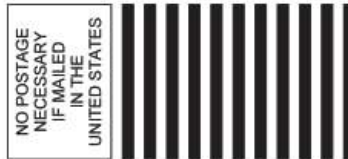
Name: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

May we contact you in the future about participating in surveys or focus groups?  Yes  No

\*SamTrans employees and their dependents, along with directors, consultants, contractors, and CAC members are not eligible. SamTrans respects your privacy – we will not share your information or use it to identify survey responses

09/01-12.5K-JBI-C



**BUSINESS REPLY MAIL**  
 FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA  
 POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY  
 SAMTRANS  
 PO BOX 3006  
 SAN CARLOS CA 94070-9927



Dear SamTrans Passenger,  
 Please complete this survey and tell us how we are doing. You can enter a drawing to win a **FREE \$200 gift certificate\*** by filling in the optional information at the end of this survey. Thank you for riding SamTrans!



*Please return completed survey to the onboard surveyor.*

**PLEASE TELL US ABOUT YOUR SAMTRANS TRIPS**

- How long have you been riding SamTrans?  
 6 months or less  1 – 3 years  
 7 – 11 months  More than 3 years
- About how often do you ride SamTrans?  
 6-7 days /week  2 days /week  
 5 days /week  1 day /week  
 4 days /week  1 – 3 days /month  
 3 days /week  Less than once a month

**PLEASE TELL US ABOUT THIS TRIP**

- What is your main reason for riding SamTrans? (Check up to two)  
 No car/don't drive  Help the environment  
 Avoid traffic  Employer helps pay for transit  
 Lack of/Cost of parking  Faster than other options  
 Relax/Ability to do other things (read, sleep, etc.)  Save money (gas, wear/tear on car)  
 Other (Specify): \_\_\_\_\_
- What ticket type did you use for this bus trip?  
 One way ticket  Way2Go Pass  
 Day Pass  Other (Specify) \_\_\_\_\_  
 Monthly Pass
- How did you pay for this bus trip?  
 Clipper mobile app  Cash at farebox  
 SamTrans Mobile app  Token (paper/coin)  
 Clipper Card  Other (Specify) \_\_\_\_\_
- Were you paying your fare the same way two years ago?  
 Yes  No  Was not riding two years ago

Route ID: \_\_\_\_\_



7. What is the **main purpose** of your trip today?

(Check only ONE)

- Work
- School
- Social or recreational
- Shopping
- Other (specify): \_\_\_\_\_

8a. How did you get **TO** the bus stop where you **BOARDED** this bus?

- Walked all the way
- Bicycled
- Another SamTrans bus
- BART
- Caltrain
- Muni
- VTA
- Free shuttle
- Got dropped off by car
- Other (Specify): \_\_\_\_\_

8b. How will you get **FROM** this bus to your final destination?

- Walk all the way
- Bicycle
- Another SamTrans bus
- BART
- Caltrain
- Muni
- VTA
- Free shuttle
- Get picked up by car
- Other (Specify): \_\_\_\_\_

9. Including this bus, how many **total SamTrans** buses will you ride to make this **one-way trip**?

- 1
- 2
- 3
- 4+

10. Are you coming from **home** on this trip?

- Yes
- No

**HOW ARE WE DOING?**

11. Circle the number that best reflects your rating of SamTrans service where: 5 = Very Satisfied and 1 = Very Dissatisfied. If the question does not apply to you, check NA for Not Applicable.

	Very Satisfied	4	3	2	1	Very Dissatisfied	NA
a. Cleanliness of bus .....	5	4	3	2	1		<input type="checkbox"/>
b. Courtesy of bus operators .....	5	4	3	2	1		<input type="checkbox"/>
c. Feeling of personal safety on the bus .....	5	4	3	2	1		<input type="checkbox"/>
d. Feeling of personal safety at bus stops .....	5	4	3	2	1		<input type="checkbox"/>
e. Availability of information on bus .....	5	4	3	2	1		<input type="checkbox"/>
f. Real-time departure predictions .....	5	4	3	2	1		<input type="checkbox"/>
g. On-time performance .....	5	4	3	2	1		<input type="checkbox"/>
h. Frequency of buses.....	5	4	3	2	1		<input type="checkbox"/>
i. Routes go where I want to go .....	5	4	3	2	1		<input type="checkbox"/>
j. Value for the money.....	5	4	3	2	1		<input type="checkbox"/>
k. Communication of route changes .....	5	4	3	2	1		<input type="checkbox"/>
l. Helpfulness of Customer Service Center (800-660-4287).....	5	4	3	2	1		<input type="checkbox"/>
m. Overall experience with SamTrans ..	5	4	3	2	1		<input type="checkbox"/>

**PLEASE TELL US ABOUT YOU**

Your responses are confidential and will be used for statistical purposes only.

12. Do you own or have access to a car?  Yes  No

13. How many people live in your household? \_\_\_\_\_

14. Are you  Male  Female  Other

15. Age category:

- Under 13
- 13 – 18
- 19 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65 or older

16. Ethnic background: (Please check ALL that apply)

- Black/African American
- Chinese
- Filipino
- Hispanic/Latino
- Vietnamese
- White/Caucasian
- Other (specify) \_\_\_\_\_

17. Home zip code? \_\_\_\_\_

18. Annual household income:

- Less than \$10,000/year
- \$10,000 - \$24,999
- \$25,000 - \$29,999
- \$30,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$124,999
- \$125,000 - \$149,999
- \$150,000 or more

20. Current employment status:

- Employed full time (35 or more hours per week)
- Employed part time (fewer than 35 hours per week)
- Student
- Retired
- Unemployed
- Other (specify): \_\_\_\_\_

21. How well do **you** speak English?

- Very well
- Well
- Not well
- Not at all

22. In your home is English spoken:

- Very well
- Well
- Not well
- Not at all

23. Which languages are **regularly** spoken in your home?

- English
- Spanish
- Mandarin
- Cantonese
- Tagalog
- Vietnamese
- Hindi or other Indian language
- Other (specify): \_\_\_\_\_

24. ¿Tiene usted una cuenta corriente, de ahorros o una tarjeta de crédito en la actualidad?

- Sí  No  No lo sé

25. ¿Dónde accede usted a internet?

- No tengo acceso a internet  Otro dispositivo móvil  
 En casa *tablet, libro electrónico, etc.)*  
 En el trabajo  Biblioteca/otra área pública  
 Celular/Teléfono móvil  Otro (especificar): \_\_\_\_\_

26. ¿Dónde accede usted al horario de buses o información sobre horas de salida en tiempo real?

- Horarios impresos  www.samtrans.com  
 Google Maps  511  
 Aplicación móvil SamTrans  Centro de Atención al Cliente  
 Aplicación móvil Transit  SamTrans (1-800-660-4287)  
 Otra aplicación móvil  Otra forma (especificar): \_\_\_\_\_

27. ¿Cuál es su fuente principal de noticias y eventos locales?

- Periódico  Redes sociales  
 Radio  Aplicación móvil  
 Noticiero TV  Otra (especificar): \_\_\_\_\_  
 Sitio Web

**COMENTARIOS O SUGERENCIAS PARA SAMTRANS**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*¡Gracias por completar esta encuesta! Por favor entréguesela al encuestador de a bordo o envíela por correo no más tarde del 24 Nov, 2021 (No es necesario sello). Si la envía, favor de doblar y usar cinta adhesiva, no grapas.*

**PARTICIPE EN SORTEO DE CERTIFICADO DE OBSEQUIO DE \$200**

Nombre: \_\_\_\_\_

Número de teléfono: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

¿Podemos comunicarnos con usted en el futuro para participar en encuestas o grupos de enfoque?  Sí  No

\*Empleados de SamTrans y sus dependientes, así como directores, consultantes, contratistas y miembros de CAC no son elegibles. SamTrans respeta su privacidad – no compartiremos su información ni la usaremos para identificar sus respuestas a encuestas. 09/01-12.5K-JBJ-C



**BUSINESS REPLY MAIL**  
 FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA  
 POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY  
 SAMTRANS  
 PO BOX 3006  
 SAN CARLOS CA 94070-9927



**Apreciado/a pasajero/a de SamTrans,**  
 Por favor complete esta encuesta y díganos qué tal lo estamos haciendo. Puede participar en un sorteo y **ganar un certificado de regalo GRATUITO de \$200\*** llenando la información opcional al final de la encuesta. ¡Gracias por usar SamTrans!



*Favor de entregar la encuesta finalizada al entrevistador de a bordo*

**POR FAVOR CUÉNTENOS SOBRE SUS VIAJES EN SAMTRANS**

- ¿Cuánto tiempo lleva usted utilizando SamTrans?  
 6 meses o menos  1 – 3 años  
 7 – 11 meses  Más de 3 años
- Aproximadamente, ¿con cuánta frecuencia usa SamTrans?  
 6-7 días /semana  2 días /semana  
 5 días /semana  1 día /semana  
 4 días /semana  1 – 3 días /mes  
 3 días /semana  Menos de una vez al mes

**POR FAVOR HÁBLENOS ACERCA DE ESTE VIAJE**

- ¿Cuál es el motivo principal de su viaje en SamTrans? (Marque no más de dos opciones)  
 No tengo auto /no manejo  Ayudar al medioambiente  
 Evitar tráfico  Empleador ayudar a pagar transporte  
 Falta/Costo de estacionamiento  Más rápido que otras opciones  
 Relax/Posibilidad de hacer otras cosas (leer, dormir, etc)  Ahorrar dinero (gasolina, desgaste del auto)  
 Otro (especificar): \_\_\_\_\_
- ¿Qué boleto compró usted para este viaje en bus?  
 Boleto de ida  Pase Way2Go  
 Pase de día  Otro (especificar): \_\_\_\_\_  
 Pase mensual
- ¿Cómo pagó por este viaje en bus?  
 Aplicación móvil Clipper  En efectivo en la taquilla  
 Aplicación móvil SamTrans  Ficha (papel/moneda)  
 Tarjeta Clipper  Otro (especificar): \_\_\_\_\_
- ¿Pagaba usted la tarifa del mismo modo hace dos años atrás?  
 Sí  No  No usaba SamTrans dos años atrás

Route ID: \_\_\_\_\_

7. ¿Cuál es el propósito principal de su viaje hoy día?

(Marque solo UNO)

- Trabajo  Compras  
 Escuela  Otro (especificar): \_\_\_\_\_  
 Social o recreativo \_\_\_\_\_

8a. ¿Cómo llegó HASTA la parada del bus donde ABORDÓ este bus?

- A pie todo el camino  
 En bici  
 En otro bus de SamTrans  
 BART  
 Caltrain  
 Muni  
 VTA  
 Shuttle/transporte gratuito  
 Me llevaron en auto  
 Otro (especificar): \_\_\_\_\_

8b. ¿Cómo llegará usted DESDE este bus hasta su destino final?

- A pie todo el camino  
 En bici  
 En otro bus de SamTrans  
 BART  
 Caltrain  
 Muni  
 VTA  
 Shuttle/transporte gratuito  
 Me recogerán en auto  
 Otro (especificar): \_\_\_\_\_

9. Incluyendo este bus, ¿cuántos buses de SamTrans en total tomará usted para realizar este viaje de ida?

- 1  2  3  4+

10. ¿Está usted regresando a casa en este viaje?

- Sí  
 No

¿QUÉ TAL LO ESTAMOS HACIENDO?

11. Haga un círculo alrededor del número que mejor refleje su calificación del servicio de SamTrans, usando una escala en la que 5 = Muy satisfecho/a y 1 = Muy insatisfecho/a. Si la pregunta no le incumbe, marque NA para indicar No Aplica.

	5	4	3	2	1	NA
a. Limpieza del bus .....	5	4	3	2	1	<input type="checkbox"/>
b. Cortesía de los conductores .....	5	4	3	2	1	<input type="checkbox"/>
c. Sensación de seguridad personal a bordo del bus.....	5	4	3	2	1	<input type="checkbox"/>
d. Sensación de seguridad personal en las paradas del bus .....	5	4	3	2	1	<input type="checkbox"/>
e. Disponibilidad de información en buses	5	4	3	2	1	<input type="checkbox"/>
f. Pronósticos horarios de salida en tiempo real	5	4	3	2	1	<input type="checkbox"/>
g. Puntualidad del servicio .....	5	4	3	2	1	<input type="checkbox"/>
h. Frecuencia de los buses.....	5	4	3	2	1	<input type="checkbox"/>
i. Rutas que van a donde yo deseo ir ....	5	4	3	2	1	<input type="checkbox"/>
j. Relación calidad/precio .....	5	4	3	2	1	<input type="checkbox"/>
k. Comunicación sobre cambios de rutas ..	5	4	3	2	1	<input type="checkbox"/>
l. Ayuda/cortesía del Centro de Atención al Cliente (800-660-4287)...	5	4	3	2	1	<input type="checkbox"/>
m. Experiencia general en SamTrans ....	5	4	3	2	1	<input type="checkbox"/>

POR FAVOR HÁBLENOS DE USTED

Sus respuestas son confidenciales y serán usadas solo en fines estadísticos

12. ¿Tiene usted acceso a un auto?  Sí  No

13. ¿Cuántas personas viven en su casa? \_\_\_\_\_

14. Es usted  Hombre  Mujer  Otra

15. Categoría de edad:

- Menor de 13  25 – 34  55 – 64  
 13 – 18  35 – 44  65 o mayor  
 19 – 24  45 – 54

16. Origen étnico: (Por favor marque TODOS los que correspondan)

- Negro/Africano Americano/a  Vietnamita  
 Chino/a  Blanco/Caucásico/a  
 Filipino/a  Otro (especificar) \_\_\_\_\_  
 Hispano/Latino/a \_\_\_\_\_

17. ¿Código postal de su casa? \_\_\_\_\_

18. Ingresos familiares anuales:

- Inferiores a \$10,000/año  \$50,000 - \$74,999  
 \$10,000 - \$24,999  \$75,000 - \$99,999  
 \$25,000 - \$29,999  \$100,000 - \$124,999  
 \$30,000 - \$39,999  \$125,000 - \$149,999  
 \$40,000 - \$49,999  \$150,000 o superiores

20. Estado actual de empleo:

- Empleado a tiempo completo (35 o más horas por semana)  
 Empleado a tiempo parcial (menos de 35 horas por semana)  
 Estudiante  Desempleado  
 Jubilado  Otro (especificar): \_\_\_\_\_

21. ¿Cuál es su nivel de habla inglesa?

- Muy bueno  Bueno  No muy bueno  No hablo inglés

22. En su casa, ¿se habla inglés?

- Muy bien  Bien  No muy bien  No se habla inglés

23. ¿Qué idiomas se hablan con regularidad en su casa?

- Inglés  Tagalo  
 Español  Vietnamita  
 Mandarín  Hindi u otro idioma indio  
 Cantonés  Otro (especificar): \_\_\_\_\_

24. 你目前是否有一個支票戶口，儲蓄戶口，或信用卡？  
 是       否       不知道
25. 你在什麼地方上網？  
 沒有接進互聯網設備       其他行動儀器  
 在家      (例如，平板電腦，電子閱讀器)  
 在工作地點       圖書館 / 其他公眾地方  
 手機 / 行動電話       其他 (註明) \_\_\_\_\_
26. 你在什麼地方接進巴士時間表或實時離開的資料？  
 時間表印刷本       www.samtrans.com  
 Google 地圖       511  
 SamTrans 行動軟件       SamTrans 顧客服務  
 Transit 行動軟件      (1-800-660-4287)  
 其他行動軟件       其他 (註明) : \_\_\_\_\_
27. 你獲悉本地新聞和事件的主要來源是什麼？  
 報章       社交媒體  
 電台       行動軟件  
 電視新聞       其他 (註明) : \_\_\_\_\_  
 網站      \_\_\_\_\_

**對 SAMTRANS 的評論或建議**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

謝謝你填交此調查！請交回給巴士上的調查員，或在 2021 年 11 月 15 日前寄回（無須貼上郵票）。如付郵，請摺疊和粘貼，不要用釘書機。

**加入抽獎，贏得 \$200 禮卷**

姓名: \_\_\_\_\_

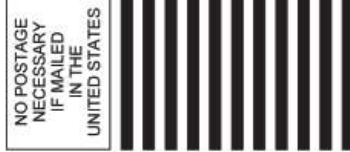
電話: (\_\_\_\_) \_\_\_\_\_ 電郵: \_\_\_\_\_

我們可以在未來聯絡你參加調查或意見小組嗎？

是     否

\* SamTrans 的員工和他們的家屬，以及董事，顧問，合約商以及 CAC 成員均不符合資格。Sam Trans 尊重你的隱私 - 我們不會和他人分享你的資料，或用來識別調查回應。

09/01-12.5K-JBJ-C



**BUSINESS REPLY MAIL**  
 FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA

POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY  
 SAMTRANS  
 PO BOX 3006  
 SAN CARLOS CA 94070-9927



**親愛的 SamTrans 乘客，**

請填交此調查，告訴我們的表現。在此調查結束的地方，填上選擇性資料，你可以加入一個抽獎，贏得一張**免費的\$200 禮券**\*。謝謝你搭乘 SamTrans!



請將填妥的調查交回車上的調查員。

**請告訴我們有關你乘 SAMTRANS 的旅程**

- 你搭乘 SamTrans 已有多久？  
 6 個月或以下       1-3 年  
 7-11 月       超過 3 年
- 你乘 SamTrans 的頻密性約有多少？  
 每星期 6-7 天       每星期 2 天  
 每星期 5 天       每星期 1 天  
 每星期 4 天       每個月 1-3 天  
 每星期 3 天       每月少於一次

**請告訴我們關於此程**

- 你乘 SamTrans 的主要原因是什麼？（可選至兩個）  
 沒有車 / 不開車       幫助環境  
 避免交通阻塞       僱主幫助付公交費用  
 缺少停車位 / 停車費高       比其他選擇更快  
 放鬆 / 可以做其他事       省錢 (汽油, 汽車損壞)  
(閱讀, 睡眠等)       其他 (註明) : \_\_\_\_\_
- 此程你用什麼類型的車票？  
 一程車票       WaytoGo Pass  
 全日票       其他 (註明) : \_\_\_\_\_  
 月票
- 你如何付此程車資？  
 Clipper 路路通軟件       在售票箱現金購票  
 SamTrans 行動軟件       代幣 (紙 / 銀幣)  
 Clipper 路路通卡       其他 (註明) : \_\_\_\_\_
- 你和兩年前付車資的方法是否一樣？  
 是       否       兩年前未有乘車

Route ID: \_\_\_\_\_

7. 你今天此程的主要目的是什麼 (只選一)
- 工作
  - 購物
  - 上課
  - 其他 (註明) \_\_\_\_\_
  - 社交或康樂 \_\_\_\_\_

- |   |   |
|---|---|
| <p>8a. 你如何前往乘此巴士的巴士站?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 走路前往</li> <li><input type="checkbox"/> 騎自行車</li> <li><input type="checkbox"/> 轉另一 SamTrans 巴士</li> <li><input type="checkbox"/> BART 地鐵</li> <li><input type="checkbox"/> Caltrain 火車</li> <li><input type="checkbox"/> Muni 公車</li> <li><input type="checkbox"/> VTA</li> <li><input type="checkbox"/> 免費穿梭車</li> <li><input type="checkbox"/> 有車送我到車站</li> <li><input type="checkbox"/> 其他 (註明): _____</li> </ul> | <p>8b. 在你下車後, 你如何從巴士站到你最後的目的地?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 走路前往</li> <li><input type="checkbox"/> 騎自行車</li> <li><input type="checkbox"/> 轉另一 SamTrans 巴士</li> <li><input type="checkbox"/> BART 地鐵</li> <li><input type="checkbox"/> Caltrain 火車</li> <li><input type="checkbox"/> Muni 公車</li> <li><input type="checkbox"/> VTA</li> <li><input type="checkbox"/> 免費穿梭車</li> <li><input type="checkbox"/> 有車來接</li> <li><input type="checkbox"/> 其他 (註明): _____</li> </ul> |
|---|---|

9. 在一程之中, 包括此巴士在佈, 你需要坐合共多少部 SamTrans 巴士?
- 1
  - 2
  - 3
  - 4+

10. 你是從家裡來搭此程車嗎?
- 是
  - 否

### 我們的表現如何?

11. 請圈出最能反映你對 SamTrans 服務的評分: 5=十分滿意和 1=十分不滿意。如有問題不適用於你, 請選 NA 或不適用。

	←	→				
	十分滿意	分不滿意				不適用
a. 巴士的清潔 .....	5	4	3	2	1	<input type="checkbox"/>
b. 司機的禮貌 .....	5	4	3	2	1	<input type="checkbox"/>
c. 在巴士裡個人安全的感覺 .....	5	4	3	2	1	<input type="checkbox"/>
d. 在巴士站個人安全的感覺 .....	5	4	3	2	1	<input type="checkbox"/>
e. 巴士上提供的資料 .....	5	4	3	2	1	<input type="checkbox"/>
f. 實時到站預測 .....	5	4	3	2	1	<input type="checkbox"/>
g. 準時表現 .....	5	4	3	2	1	<input type="checkbox"/>
h. 巴士的頻密性 .....	5	4	3	2	1	<input type="checkbox"/>
i. 我想前往的路線 .....	5	4	3	2	1	<input type="checkbox"/>
j. 物有所值 .....	5	4	3	2	1	<input type="checkbox"/>
k. 路線改變的溝通 .....	5	4	3	2	1	<input type="checkbox"/>
l. 顧客服務中心 (800-660-4287) 之協助 .....	5	4	3	2	1	<input type="checkbox"/>
m. 搭乘 SamTrans 之整體經驗 .....	5	4	3	2	1	<input type="checkbox"/>

### 請告訴我們有關你自己

你的回應是保密的, 將只用於統計目的。

12. 你是否擁有或可接進使用汽車?
- 是
  - 否

13. 請問府上有多少人住? \_\_\_\_\_

14. 你是  男性  女性  其他

15. 年齡類別:
- 13 歲以下
  - 13 - 18
  - 19 - 24
  - 25 - 34
  - 35 - 44
  - 45 - 54
  - 55 - 64
  - 65 or older

16. 族裔背景 (請選擇所有適用項目)
- 黑人 / 非裔
  - 華裔
  - 菲律賓裔
  - 西班牙語裔 / 拉丁裔
  - 越南裔
  - 白人 / 高加索裔
  - 其他 (註明) \_\_\_\_\_

17. 住家郵區號碼? \_\_\_\_\_

18. 全家每年收入:
- 每年少於 \$10,000
  - \$10,000 - \$24,999
  - \$25,000 - \$29,999
  - \$30,000 - \$39,999
  - \$40,000 - \$49,999
  - \$50,000 - \$74,999
  - \$75,000 - \$99,999
  - \$100,000 - \$124,999
  - \$125,000 - \$149,999
  - \$150,000 or more

20. 目前就業狀況:
- 全職 (每星期 35 小時或以上)
  - 兼職 (每星期少於 35 小時)
  - 學生
  - 已退休
  - 待業
  - 其他 (註明) \_\_\_\_\_

21. 你講英語能力如何?
- 十分好
  - 好
  - 不好
  - 完全不會

22. 你家裡人講英語能力如何?
- 十分好
  - 好
  - 不好
  - 完全不會

23. 你在家經常講什麼語言?
- 英語
  - 西班牙語
  - 國語
  - 粵語
  - 泰加洛語
  - 越南語
  - 印地語或其他印度語言
  - 其他 (請註明): \_\_\_\_\_

# Appendix B: METHODOLOGY

# DESCRIPTION OF METHODOLOGY

## FIELD PROCEDURES

In total, 4 interviewers worked on the 2021 study. The training session for interviewers was conducted at Corey, Canapary & Galanis' (CC&G) office in San Francisco on Monday, September 13, 2021. Field interviewing was conducted between Tuesday, September 14 and Friday, November 19, 2021.

On each day of the fieldwork, interviewers were assigned a randomly selected SamTrans route or routes to survey during their shift. Upon arrival at the "starting point" bus stop, interviewers boarded the next SamTrans bus on their assigned route and began distributing questionnaires. In most cases, these interviewers rode the whole distance of their designated route, continually collecting completed surveys and distributing surveys to new riders entering their bus. The questionnaires were available in English, Spanish, and Chinese. Tallies were kept for questionnaires taken home with riders to be mailed back and for all non-responses (refusals, language barrier, children under 13, sleeping, already participated and left bus). The definitions for non-responses are:

*\*Language Barrier* - non-response because the rider cannot understand the interviewer or the questionnaire.

*Left Bus* - the surveyor was unable to offer a questionnaire to a rider because of the short distance of that rider's trip.

*Children under 13* - children under 13 were not targeted for this survey.

*Sleeping* - riders who are sleeping were not offered a questionnaire.

*Refusals* - riders unwilling to accept/fill-out the survey.

*Already Participated* – already completed the survey on a previous SamTrans bus trip.

\*Where possible, interviewers also made particular note of language barriers. Those who could not use the English, Spanish, or Chinese survey instruments due to language issues were offered a card with a phone number which enabled the respondent to have the survey questions asked of them via an interpreter on a language line. There were 28 language barriers encountered, reflecting monolingual riders who spoke Arabic, Farsi, Indonesian, Korean, Portuguese, Romanian, Russian, Tibetan, and Ukrainian.

Interviewers returned completed questionnaires to the CC&G office within 24 hours of shift completion. Editing, coding, and inputting were done as the questionnaires were returned. Standard office procedures were used in spot checking (validating) the work of the editors, coders, and data entry staff.

## SAMPLING

### Sampling

In total, 2,369 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 2.01% (at the 95% confidence level). The sampling on the study was designed to achieve a cross section of riders utilizing different routes in San Mateo County. Surveying was attempted on all regular fixed-route buses, as well as many school/community routes. Surveys were collected on 43 fixed routes (including all heavily traveled and medium traveled routes).

Each shift was assigned to allow a surveyor to cover multiple scheduled runs on selected routes. Depending on the route, two to ten full runs were covered in each allocated shift. On longer routes, such as the ECR, fewer runs were covered in a single shift because the surveyor generally remained on the bus for most or all of the full length of the bus route.

Routes were selected by establishing a protocol which grouped routes by ridership: a) highly traveled routes, b) moderately traveled routes, and c) lightly traveled routes.

In addition to ridership volume, geographic route locations were also considered as a secondary consideration when determining which routes to sample. Consideration was given to ensuring that a diverse, and well represented, selection of routes from the Northern, Central, and Southern regions of San Mateo County.

About 85% of the shifts were assigned to weekday routes, and 15% to weekend routes. Routes were also selected to ensure proper coverage of the Coastside region of SamTrans' service area (e.g., in and around Pacifica and Half Moon Bay).

Segmentation groupings are shown below.

Group	Definition (# riders per month)	August 2021 Ridership	Share based on ridership	Proposed survey target range
Highly traveled routes	2,500 or more	566,702	96.5%	85% (range of 80%-90%)
Moderately traveled routes	925-2,499	13,217	2.3%	10% (range of 5%-15%)
Lightly traveled routes	924 or less	7,465	1.3%	5% (range of up to 10%)
<b>Totals</b>		<b>587,384</b>	<b>100%</b>	

Highly traveled routes are defined as routes ECR, 120, 292, 130, 122, 296, 398, 250, 110, 121, 281, 112, 141, 17, 140, 260, 397, 278, 280, 270, 294, and 60.

Moderately traveled routes are defined as routes 251, 53, 256, 295, SFO, 61, 67, 286, 24, and 49.



Lightly traveled routes are defined as routes 56, 18, 59, 275, 35, 46, 81, 57, FCX, 95, 62, 28, 14, 87, 38, and FLXP.

Note that in selecting routes to sample, an active selection protocol was used rather than a random selection process. The active selection protocol allows for a diverse selection of routes from different geographic regions to be represented. This framework provides the ability to comprehensively survey both mainline and local routes from nearly all regions of San Mateo County. One reason a random selection process was not used in the selection of routes, is because it can result in unpredictable, non-diversified, selection of routes. For example, a random selection process could potentially result in an entire geographic region being excluded from the survey if no routes in that region are included through random selection.

### Weighting

The number of surveys completed was compared to SamTrans ridership averages for the months of September, October, and November 2021. The data was then weighted by route according to total ridership. Ridership figures on the two-digit routes (with the exception of routes 14 and 17), were combined for weighting purposes due to low sampling on these routes.

The table below shows the total number of completes collected by route, the percentage of the route's completes from the total of completes, the percentage of the route's ridership from the total of SamTrans ridership in September, October, and November 2021, and the weight factor applied to surveys collected on the route.

Route	Completes	Completed %	Ridership %	Weight Factor
14	4	0.17%	0.05%	0.296125
17	38	1.60%	1.24%	0.773042
Two Digit Routes	163	6.88%	7.59%	1.103111
110	53	2.24%	2.12%	0.9476
112	34	1.44%	1.46%	1.017276
120	276	11.65%	12.59%	1.080642
121	53	2.24%	2.12%	0.9476
122	145	6.12%	5.76%	0.941065
130	155	6.54%	8.55%	1.306771
140	32	1.35%	0.95%	0.703297
141	24	1.01%	1.46%	1.441142
250	43	1.82%	2.39%	1.316723
251	27	1.14%	0.34%	0.298319
256	20	0.84%	0.26%	0.30797
260	32	1.35%	0.94%	0.695894
270	18	0.76%	0.54%	0.7107
275	6	0.25%	0.14%	0.552767
278	19	0.80%	0.69%	0.860321
280	24	1.01%	0.61%	0.602121

Route	Completes	Completed %	Ridership %	Weight Factor
281	37	1.56%	1.65%	1.056446
286	35	1.48%	0.19%	0.128603
292	246	10.38%	8.91%	0.85804
294	11	0.46%	0.44%	0.9476
295	23	0.97%	0.28%	0.2884
296	142	5.99%	4.71%	0.785774
397	10	0.42%	0.83%	1.96627
398	47	1.98%	2.48%	1.250026
ECR	635	26.80%	0.02%	1.130778
FCX	6	0.25%	30.31%	0.315867
FLXP	7	0.30%	0.08%	0.304586
SFO	4	0.17%	0.09%	1.362175
<b>Total</b>	<b>2,369</b>	<b>100%</b>	<b>100%</b>	

# Appendix C: EDITING AND CODING PROCEDURES

# EDITING AND CODING

This section outlines editing, and coding procedures utilized on the 2021 SamTrans Triennial Customer Survey. For the most part, information as provided by the respondent on the self-administered questionnaire was entered as recorded.

Editing procedures, where disparities occurred, were as follows:

During fieldwork, only respondents appearing to be at least 13 years of age were approached and asked to complete the survey. Surveys indicating the respondent was under 13 years of age were removed.

For Q4 and Q5, only a single response was accepted. To increase accuracy of these responses, which are fare-based information, responses with two or more options checked were categorized separately as “multiple responses.”

Q23 (Languages spoken at home) and Q22 (English proficiency at home). If a respondent did not check *English* in Q23 but indicated in Q22 that English was spoken *very well* or *well* in their home, editing was accomplished by selecting *English* in Q23.

## *Other - Specify Responses*

- For questions which had *another – specify* responses, written in responses on these questions were either:
  - a) Coded up to existing response codes where applicable. For example, if a respondent wrote in “skateboard” on the accessing SamTrans question (Q8a), this response was coded up to the *Walk all the way* category.
  - (OR)
  - b) Coded into an additional category which was added to the existing codes. For example, if a respondent wrote in “Doctor’s appointment” or “Physical therapy” on the trip purpose question (Q7), these responses were coded up as a *Medical* category and added to the existing codes.

## Scaling Questions.

- If multiples occurred where only one response was acceptable, we rotated the inputting of the higher and lower response. On the first occurrence, we took the higher response, on the next occurrence, we took the lower response, etc. (Example: both 4 and 5 circled on the Very Satisfied – Very Dissatisfied Scale).
- In cases where bi-polar discrepancies were observed, we took the mid- point (Example: 1 and 5 circled). Sometimes respondents would include notes like poor in this respect and excellent in another respect for a specific attribute.

The last page of the questionnaire included a section for comments. All of these written comments were typed into a database. The comments were then coded using a list of "department specific" codes developed by CC&G. The code list and incidence for each code are listed on the following page.

The verbatim comments for each code can be made available to the SamTrans Departments responsible for each area. This will provide them with an additional tool to understand the reasons for customer rating levels.

## 2021 SamTrans Triennial Customer Survey Code Sheet – Comment Code Frequencies

	(Base =691)	
	#	%
General Unspecific Compliments .....	[172]	25%
Schedules – frequency / weekend / earlier / later .....	[129]	19%
Personnel – including driving safety, driving skills .....	[102]	15%
On-Time Performance / Reliability / Speed .....	[95]	14%
Bus Overall Condition – including amenities, safety and comfort .....	[43]	6%
Fares and Fare Policy .....	[38]	6%
Routes – include additional / extend / more direct / more stops .....	[38]	5%
Bus Cleanliness – interior and exterior .....	[36]	5%
Enforcement / Security Issues .....	[31]	5%
Signage / Maps / Printed Schedules / Schedule Change Notices .....	[26]	4%
Homeless Issues .....	[17]	3%
Bus Stops – shelters condition / state of repair .....	[14]	2%
Seat Availability / Crowding / Bigger Buses .....	[13]	2%
Real Time Departure Sign/App .....	[10]	1%
Service (Other) .....	[9]	1%
Transit Connections – including SamTrans, Caltrain, BART, MUNI .....	[8]	1%
Temperature / Ventilation .....	[8]	1%
Disability / Senior Issues .....	[6]	1%
Survey .....	[4]	1%
Lost and Found .....	[2]	<1%
SamTrans Phone Information / Website .....	[2]	<1%
Clipper .....	[2]	<1%

*(Multiple codes accepted on this question)*

Note: The coding of respondent comments is intended to provide a department-specific or subject-specific listing of comments. Consequently, the comments identified with each code above may be either positive or negative. A compilation of the actual comments has been compiled in a separate report.



**samTrans**



# San Mateo County Transit District Onboard Survey

Spring 2022

Summary Report

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## Executive Summary

### Rider Characteristics

- In 2022, more riders do not have access to a vehicle. The average number of vehicles per household was less than 1 in 2022 (0.90), with 43% saying no vehicles were available to their household. In 2019, the average number of vehicles per household was 1.25, with 30% saying no vehicles were available to their household.
- In 2022, SamTrans is the only option for 13% of riders surveyed. This is up slightly from 2019, when 9% said it was their only option.
- The average rider is slightly older in 2022 (42 years) than in 2019 (39 years).
- Average household income decreased among riders, with the average in 2019 being \$57,700/year and the 2022 average being \$46,600/year.
- SamTrans riders are now more likely to speak Spanish in their household (26% in 2019 vs 37% in 2022) and less likely to speak English in their household (60% in 2019 vs 47% in 2022).
- Those who speak English very well decreased from 45% in 2019 to 25% in 2022. Those who say they do not speak English at all rose from 7% in 2019 to 29% in 2022.

### Travel/Usage Patterns

- Most people walked to access the surveyed bus in (95% in 2022 and 2019). However, 16% in 2022 used a bus, ferry, or other public transit (17% in 2019).
- Similarly, most riders walked to get to their final destination (96% in 2022 vs. 93% in 2019). However, 16% used bus, ferry or other transit in 2022 (14% in 2019).
- Use of monthly pass on Clipper dropped from 30% in 2019 to 21% in 2022.
- Nearly two-thirds (64%) of respondents paid their fare using cash, either directly into the farebox or through Clipper cash, in 2022. This is an increase from 2019, when 51% used either cash directly or Clipper cash value to pay their fare.
- Those paying an Adult fare represented 76% of riders in 2022 and 73% of riders in 2019. There was a slight increase in those paying a Senior fare (from 8% in 2019 to 12% in 2022) and a slight decrease in those paying a Youth fare (12% in 2019 to 9% in 2022) or Disabled fare (7% in 2019 to 3% in 2022).



- Riders were most likely to ride 4 or more days per week in both 2019 and 2022.
  - 84% of riders in 2019 used SamTrans 3 or more days per week.
  - 80% of riders in 2022 use SamTrans 3 or more days per week.
  - Those saying they ride 6 to 7 days per week rose from 25% in 2019 to 31% in 2022.
  - However, those saying they ride 3 to 4 days per week dropped from 30% in 2019 to 20% in 2022.
  - Those saying they ride less than once a month rose slightly, from 1% in 2019 to 3% in 2022, and those saying it was their first time on the bus rose slightly (also from 1% in 2019 to 3% in 2022).
- The average rider in 2019 had been using SamTrans for 6.2 years; in 2022, this dropped slightly to 5.94 years. In 2022, 28% of riders indicated they had been using SamTrans less than 1 year, compared to 17% of riders in 2019.
- Trips most often start or end at either home or work.
  - In 2022, 45% were coming from home, compared to 47% in 2019.
  - In 2022, 26% were coming from work, compared to 23% in 2019.
  - In 2022 and 2019 both, 42% were heading home.
  - In 2022, 21% were heading to work, compared to 18% in 2019.

## Project Overview

In 2019, Corey, Canapary & Galanis (CC&G) contracted with the Metropolitan Transportation Commission (MTC) and San Mateo County Transit District (SamTrans) to conduct an onboard survey of SamTrans passengers. The primary goals of this survey were to:

1. Establish sufficient origin/destination ridership numbers to support survey objectives 2 and 3 below;
2. Collect data used to support future local and regional transit planning efforts; and
3. Fulfill data collection requirements stipulated by Circular 4702.1B of the Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

While the primary mode of onboard data collection was via tablet computer, those who did not complete the survey onboard were able to do so by providing their name and telephone number so that the survey could be completed with them by telephone.

The sampling for this survey was developed to collect completed surveys from at least 7.5% of weekday passengers on surveyed SamTrans bus routes (e.g. at least 2,928 surveys), and at least 170 weekend passengers on SamTrans bus routes. This sampling provides a margin of error of +/- 1.81% among weekday passengers, and +/- 7.5% among weekend passengers, both at the 95% confidence level (based on total ridership October 2018).

This study was originally envisioned to be conducted in two parts: the first half in Fall 2019, and the second half in Spring 2020. This would provide a broader representation of riders and allow sufficient time for the fieldwork. So approximately half of the 2,928 weekday surveys to be collected (1,464) were to be collected in Fall 2019 and the other half in Spring 2020.

CC&G conducted surveying in Fall 2019, and had just begun conducting surveys in early 2020, when the shelter-in-place orders and other actions related to COVID-19 drastically reduced ridership. At that point, CC&G halted surveying as the ridership was no longer typical. During Fall 2019 and early 2020, CC&G collected 1,551 surveys total during Fall 2019, of which 1,455 were weekday and 96 were weekend.

In Spring 2022, MTC, Caltrain, and CC&G all agreed it made sense to return to surveying. CC&G began surveying in February 2022, with the goal of collecting data for the second half of the survey. However, in the ensuing two years, ridership on SamTrans had declined, so simply collecting the remaining 50% would not be truly representative. When the sampling plan for the initial project was formulated, average weekday ridership (from October 2018 figures) was 38,917. Once shelter in place orders pertaining to COVID-19 were announced, ridership dropped heavily in 2020, but then recovered at least partially in 2021. The average weekday ridership (from September, October, and November 2021) is 23,195 – or about 60% of the ridership pre-COVID.

Thus, CC&G sought to complete 1,000 weekday surveys and 60 weekend surveys, based on ridership figures from September-November 2021. The weekday surveys were collected proportional to route, direction, and time of day. Fieldwork began in February 2022 and continued through May 2022.

The comparisons here are now among the 2019/2020 data (labeled “2019”) and the 2022 data. Both sets of data have been weighted and amplified to the appropriate ridership numbers of the time period. Each column, therefore, represents the total of one average weekday and one average weekend day (based on ridership for the time period).

## Summary of Detailed Results

Trips most often start or end at either home or work.

- In 2022, 45% were coming from home, compared to 47% in 2019.
- In 2022, 26% were coming from work, compared to 23% in 2019.
- In 2022 and 2019 both, 42% were heading home.
- In 2022, 21% were heading to work, compared to 18% in 2019.

### Place of Origin

WHAT TYPE OF PLACE ARE YOU COMING FROM (THE START OF YOUR ONE-WAY TRIP)?

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE - ALL RESPONDENTS</b>	<b>40,191</b>	<b>72,610</b>	<b>7,008</b>	<b>8,477</b>	<b>11,019</b>
Your home	45%	47%	88%	44%	22%
Your usual workplace	26%	23%	6%	18%	48%
Shopping	10%	7%	2%	7%	11%
College or University (student only)	4%	6%	-	7%	5%
Social or recreational	4%	5%	<1%	7%	2%
Personal business	3%	3%	1%	4%	2%
School (K-12) (student only)	3%	3%	1%	5%	7%
Your hotel	1%	<1%	<1%	1%	1%
Medical/dental	1%	2%	<1%	3%	1%
Work related	1%	1%	1%	1%	1%
Dining/coffee	1%	1%	<1%	2%	1%
Airport (airline passenger only)	1%	1%	<1%	1%	<1%
Escorting others (children, elderly)	<1%	1%	-	<1%	<1%

### Destination

AND, WHAT TYPE OF PLACE ARE YOU GOING TO (THE END PLACE FOR YOUR ONE-WAY TRIP)?

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE - ALL RESPONDENTS</b>	<b>40,191</b>	<b>72,610</b>	<b>7,008</b>	<b>8,477</b>	<b>11,019</b>
Your home	42%	42%	9%	38%	69%
Your usual workplace	21%	18%	48%	22%	11%
Shopping	11%	12%	5%	14%	7%
Social or recreational	9%	7%	5%	8%	5%
Personal business	4%	3%	6%	7%	2%
Dining/coffee	3%	3%		2%	2%
Work related	3%	1%	8%	3%	1%
College or University (student only)	2%	5%	4%	2%	2%
School (K-12) (student only)	2%	2%	8%	1%	1%
Medical/dental	1%	3%	3%	3%	-
Airport (airline passenger only)	1%	1%	<1%	<1%	1%
Escorting others (children, elderly)	1%	2%	3%	<1%	<1%
Your hotel	<1%	1%	0%	1%	1%

### Getting from Origin to SamTrans (Multiple Responses Accepted)

Most people walked to access the surveyed bus in (95% in 2022 and 2019). However, 16% in 2022 used a bus, ferry, or other public transit (17% in 2019).

#### HOW DID YOU GET FROM YOUR STARTING POINT TO THE STOP WHERE YOU BOARDED THIS SAMTRANS BUS?

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE - ALL RESPONDENTS</b>	<b>40,191</b>	<b>72,610</b>	<b>7,008</b>	<b>8,477</b>	<b>11,019</b>
Walked (Including skateboard, scooter, wheelchair)	95%	95%	93%	96%	94%
Bus, ferry, or other public transit	16%	17%	11%	18%	22%
Bike	2%	1%	2%	2%	1%
Private Shuttle (Company/University Shuttle)	1%	1%	<1%	1%	2%
Dropped off by someone (NOT a service)	1%	1%	3%	1%	2%
Drove or rode with others and parked	<1%	1%	2%	<1%	-
Drove alone and parked	<1%	<1%	1%	<1%	<1%
Dropped off by Uber, Lyft or a similar service	<1%	1%	-	-	<1%

### Getting from SamTrans to Destination (Multiple Responses Accepted)

#### HOW WILL YOU GET FROM THE STOP WHERE YOU GET OFF THIS SAMTRANS BUS TO YOUR FINAL DESTINATION?

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE - ALL RESPONDENTS</b>	<b>40,191</b>	<b>72,610</b>	<b>7,008</b>	<b>8,477</b>	<b>11,019</b>
Walked (Including skateboard, scooter, wheelchair)	96%	93%	96%	96%	98%
Bus, ferry, or other public transit	16%	14%	16%	17%	16%
Bike	2%	1%	2%	2%	1%
Picked up by someone (NOT a service)	1%	2%	1%	2%	<1%
Private Shuttle (Company/University Shuttle)	<1%	1%	1%	<1%	-
Drive or ride with others in vehicle parked nearby	<1%	1%	<1%	<1%	<1%
Picked up by Uber, Lyft or a similar service	<1%	2%	-	<1%	<1%
Drive alone in vehicle parked nearby	<1%	<1%	<1%	-	<1%
Taxi	<1%	<1%	-	-	<1%

Transit Users – Getting to SamTrans

Of those who used another transit vehicle to get to their surveyed SamTrans bus, most (85%) used only one other transit vehicle for their trip in 2022.

Number of Transit Vehicles Used to Get to SamTrans

HOW MANY BUSES OR FERRIES DID YOU USE TO GET FROM YOUR STARTING POINT TO THE STOP WHERE YOU BOARDED THIS BUS?

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE – USED TRANSIT TO GET FROM ORIGIN TO SURVEYED BUS</b>	6,239	12,291	786	1,506	2,457
<b>One</b>	85%	83%	82%	81%	78%
<b>Two</b>	12%	17%	15%	19%	15%
<b>Three</b>	3%	<1%	3%	-	7%
<b>Average Number of Buses</b>	1.19	1.17	1.21	1.19	1.29

Transit Systems Used to Get to SamTrans

WHICH TRANSIT SYSTEMS DID YOU USE TO GET FROM YOUR STARTING POINT TO THE STOP WHERE YOU BOARDED THIS BUS?

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE – USED TRANSIT TO GET FROM ORIGIN TO SURVEYED BUS</b>	6,239	12,291	786	1,506	2,457
Another SamTrans bus	46%	35%	43%	44%	44%
BART	28%	33%	17%	21%	30%
San Francisco Muni	24%	28%	35%	37%	21%
VTA	4%	3%	8%	6%	5%
Caltrain	3%	7%	3%	-	6%
AC Transit	1%	3%	5%	2%	1%
SolTrans	<1%	-	2%	-	-
Golden Gate Transit	-	<1%	-	-	-

Getting from First Transit System to SamTrans

HOW DID YOU GET TO YOUR FIRST BUS OR FERRY?

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE – USED TRANSIT TO GET FROM ORIGIN TO SURVEYED BUS</b>	6,239	12,291	786	1,506	2,457
Walk all the way	97%	97%	97%	98%	95%
Bike	1%	<1%	-	2%	2%
Company/University Shuttle	1%	1%	-	-	2%
Dropped off by someone (NOT a service)	<1%	<1%	3%	-	<1%
Dropped off using Uber, Lyft, or similar service	-	1%	-	-	-
Drive alone and park	-	<1%	-	-	-
Drive or ride with others and park	-	<1%	-	-	-

Transit Users – Getting to Destination

Most riders walked to get to their final destination (96% in 2022 vs. 93% in 2019). However, 16% used bus, ferry or other transit in 2022 (14% in 2019).

Number of Transit Vehicles Used to Get from SamTrans to Destination

HOW MANY BUSES OR FERRIES WILL YOU USE TO YOUR DESTINATION FROM THIS SAMTRANS BUS?

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE – USED TRANSIT TO GET FROM SURVEYED BUS TO DESTINATION</b>	6,626	10,334	1,153	1,460	1,800
<b>One</b>	79%	83%	81%	86%	75%
<b>Two</b>	21%	16%	19%	14%	23%
<b>Three</b>	<1%	<1%	-	-	1%
<b>Average Number of Buses</b>	1.22	1.17	1.19	1.14	1.26

Transit Systems Used to Get from SamTrans to Destination

WHICH TRANSIT SYSTEMS WILL YOU USE TO GET FROM THIS SAMTRANS BUS TO YOUR FINAL DESTINATION?

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE – USED TRANSIT TO GET FROM SURVEYED BUS TO DESTINATION</b>	6,626	10,334	1,153	1,460	1,800
Another SamTrans bus	47%	47%	39%	63%	49%
BART	36%	31%	50%	23%	26%
San Francisco Muni	21%	26%	21%	11%	32%
Caltrain	4%	3%	-	7%	9%
AC Transit	4%	1%	1%	2%	3%
County Connection	2%	1%	-	-	-
VTA	2%	2%	2%	4%	1%
Dumbarton Express	1%	-	1%	2%	-
PresidiGo	<1%	-	2%	-	-
Golden Gate Transit	<1%	-	-	-	1%
SolTrans	-	<1%	-	-	-



### Getting from Last Transit System to Destination

HOW WILL YOU GET FROM YOUR LAST BUS OR FERRY TO YOUR DESTINATION?

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE – USED TRANSIT TO GET FROM SURVEYED BUS TO DESTINATION</b>	<b>6,626</b>	<b>10,334</b>	<b>1,153</b>	<b>1,460</b>	<b>1,800</b>
Walk all the way	98%	94%	100%	95%	99%
Picked up by someone (NOT a service)	1%	<1%	-	4%	-
Drive or ride with others in vehicle parked nearby	<1%	1%	-	-	1%
Picked up using Uber, Lyft, or similar service	-	3%	-	-	-
Company/University Shuttle	<1%	1%	-	2%	-
Drive alone in vehicle parked nearby	-	1%	-	-	-
Bike	-	<1%	-	-	-

## Fare Medium

### HOW DID YOU PAY FOR THIS ONE-WAY TRIP?

Nearly two-thirds (64%) of respondents paid their fare using cash, either directly into the farebox or through Clipper cash, in 2022.

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE - ALL RESPONDENTS</b>	<b>40,191</b>	<b>72,610</b>	<b>7,008</b>	<b>8,477</b>	<b>11,019</b>
Cash	34%	29%	33%	38%	34%
Clipper – cash value	30%	22%	26%	25%	33%
Clipper – monthly pass	21%	30%	28%	18%	18%
Paper – day pass	3%	7%	3%	4%	4%
Mobile app – day pass	3%	1%	1%	1%	2%
Mobile app – one-way ticket	3%	3%	1%	3%	3%
Way2Go Pass	2%	1%	2%	2%	-
Youth Unlimited Pass^	2%	-	4%	1%	4%
Rediwheels/RTC	1%	2%	2%	4%	1%
Paper – monthly pass	<1%	2%	1%	<1%	<1%
Token	<1%	2%	-	1%	1%
Farebox not working	<1%	-	-	1%	<1%
Caltrain monthly pass (2+ zones)	<1%	1%	-	<1%	-

## Fare Category

### WHAT TYPE OF FARE DID YOU PAY?

Those paying an Adult fare represented 76% of riders in 2022 and 73% of riders in 2019. There was a slight increase in those paying a Senior fare (from 8% in 2019 to 12% in 2022) and a slight decrease in those paying a Youth fare (12% in 2019 to 9% in 2022) or Disabled fare (7% in 2019 to 3% in 2022).

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE - ALL RESPONDENTS</b>	<b>40,191</b>	<b>72,610</b>	<b>7,008</b>	<b>8,477</b>	<b>11,019</b>
Adult	76%	73%	76%	69%	78%
Senior	12%	8%	11%	14%	10%
Youth	9%	12%	11%	11%	10%
Disabled/Medicare Card Holder (RTC)	3%	7%	2%	5%	2%

^ Fare media not available in 2019

### Rating of SamTrans Services

HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE RIDING THIS ROUTE? WOULD YOU SAY?

Overall, respondents rate SamTrans 4.13 out of 5.00 in 2022. This is a decrease from 2019 when respondents rated SamTrans 4.33.

	2022	2019	2022		
	TOTAL	TOTAL	WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE - ALL RESPONDENTS</b>	<b>40,191</b>	<b>72,610</b>	<b>7,008</b>	<b>8,477</b>	<b>11,019</b>
Excellent (5)	38%	44%	40%	43%	36%
Good (4)	48%	48%	45%	45%	48%
Neutral (3)	6%	6%	6%	5%	4%
Only Fair(2)	6%	2%	7%	3%	8%
Poor (1)	3%	1%	2%	3%	4%
<b>MEAN (Out of 5)</b>	<b>4.13</b>	<b>4.33</b>	<b>4.14</b>	<b>4.22</b>	<b>4.05</b>

### Alternatives to SamTrans

WHAT OTHER TYPE OF TRANSPORTATION WOULD YOU MOST LIKELY HAVE USED IF YOU DIDN'T TAKE SAMTRANS FOR YOUR TRIP TODAY?

In 2022, SamTrans is the only option for 13% of riders surveyed. This is up slightly from 2019, when 9% said it was their only option.

	2022	2019	2022		
	TOTAL	TOTAL	WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE - ALL RESPONDENTS</b>	<b>40,191</b>	<b>72,610</b>	<b>7,008</b>	<b>8,477</b>	<b>11,019</b>
<b>I would not make the trip</b>	<b>13%</b>	<b>9%</b>	<b>12%</b>	<b>11%</b>	<b>10%</b>
Uber/Lyft or similar	28%	30%	30%	27%	26%
Carpool	18%	19%	15%	25%	20%
Drive alone	10%	8%	6%	8%	12%
BART	10%	8%	13%	11%	12%
Caltrain	8%	8%	11%	6%	6%
Walk	5%	10%	5%	8%	4%
Bus (other than SamTrans)	4%	3%	7%	3%	3%
Bike	3%	3%	2%	2%	5%
Taxi	1%	1%	<1%	2%	1%
Shuttle	1%	2%	1%	-	1%
Other (Unspecified)	<1%	-	1%	-	-
Redi-Wheels	-	1%	-	-	-

## Frequency

### HOW OFTEN DO YOU TYPICALLY USE SAMTRANS?

Riders were most likely to ride 4 or more days per week in both 2019 and 2022.

- 84% of riders in 2019 used SamTrans 3 or more days per week.
- 80% of riders in 2022 use SamTrans 3 or more days per week.
- Those saying they ride 6 to 7 days per week rose from 25% in 2019 to 31% in 2022.

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE - ALL RESPONDENTS</b>	<b>40,191</b>	<b>72,610</b>	<b>7,008</b>	<b>8,477</b>	<b>11,019</b>
6 to 7 days a week [6.5 days]	31%	25%	27%	29%	30%
5 days a week [5 days]	29%	29%	40%	24%	38%
3 to 4 days a week [3.5 days]	20%	30%	17%	24%	17%
1 to 2 days a week [1.5 days]	11%	11%	11%	13%	6%
1 to 3 days a month [0.25 days]	4%	3%	2%	6%	3%
Less than once a month [0.1 days]	3%	1%	1%	2%	5%
This is my first time on the bus [0 days]	3%	1%	2%	2%	2%
<b>MEAN FREQUENCY (In Days)</b>	<b>4.44</b>	<b>4.32</b>	<b>4.59</b>	<b>4.21</b>	<b>4.60</b>

## Tenure

### HOW LONG HAVE YOU BEEN USING SAMTRANS?

In 2022, respondents have been riding SamTrans for an average of about six years (5.94).

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
<b>BASE - ALL RESPONDENTS</b>	<b>40,191</b>	<b>72,610</b>	<b>7,008</b>	<b>8,477</b>	<b>11,019</b>
This is my first time [0.1 Years]	3%	3%	2%	2%	2%
Less than 6 months [0.25 years]	15%	8%	10%	12%	23%
6 months to 12 months [0.75 years]	10%	6%	12%	8%	10%
1 to 2 years [1.5 years]	17%	19%	21%	14%	11%
3 to 5 years [4 years]	18%	23%	17%	23%	21%
6 to 10 years [8 years]	10%	20%	10%	11%	9%
More than 10 years [15 years]	27%	22%	29%	31%	25%
<b>MEAN TENURE (In Years)</b>	<b>5.94</b>	<b>6.20</b>	<b>6.22</b>	<b>6.73</b>	<b>5.50</b>

### Vehicles in Household

HOW MANY VEHICLES\* ARE AVAILABLE TO YOUR HOUSEHOLD? (\*CARS, TRUCKS, OR MOTORCYCLES)

In 2022, more riders do not have access to a vehicle. The average number of vehicles per household was less than 1 in 2022 (0.90), with 43% saying no vehicles were available to their household. In 2019, the average number of vehicles per household was 1.25, with 30% saying no vehicles were available to their household.

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE - ALL RESPONDENTS	40,191	72,610	7,008	8,477	11,019
None	43%	30%	44%	34%	41%
One	34%	29%	33%	34%	31%
Two	17%	30%	16%	21%	19%
Three to Four	6%	10%	7%	11%	7%
Five or more	<1%	1%	1%	-	1%
<b>Average Number of Vehicles</b>	<b>0.90</b>	<b>1.25</b>	<b>0.90</b>	<b>1.11</b>	<b>1.00</b>

### Household Size

INCLUDING YOU, HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?

The average household size among respondents is about three people.

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE - ALL RESPONDENTS	40,191	72,610	7,008	8,477	11,019
One (just you)	24%	17%	18%	21%	22%
Two	20%	18%	17%	15%	16%
Three to Four	32%	40%	35%	38%	33%
Five or more	25%	25%	31%	26%	29%
<b>Average Number of People/HH</b>	<b>3.31</b>	<b>3.37</b>	<b>3.54</b>	<b>3.33</b>	<b>3.51</b>

### Workers in Household

INCLUDING YOU, HOW MANY ADULTS (AGE 16 AND OLDER) ARE EMPLOYED FULL OR PART TIME AND LIVE IN YOUR HOUSEHOLD?

The average respondent has two adults working in their household.

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE - ALL RESPONDENTS	40,191	72,610	7,008	8,477	11,019
None	12%	12%	8%	15%	9%
One (just you)	29%	19%	26%	24%	27%
Two	26%	31%	28%	24%	27%
Three to Four	25%	35%	28%	30%	26%
Five or more	8%	4%	11%	7%	12%
<b>Average Number of workers/HH</b>	<b>2.15</b>	<b>2.16</b>	<b>2.38</b>	<b>2.11</b>	<b>2.40</b>

## Age

AGE (BASED ON ASKED QUESTION, WHAT YEAR WERE YOU BORN?)

In 2022, the average respondent is about 42 years old. This is slightly older than in 2019 (39 years).

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE - ALL RESPONDENTS	40,191	72,610	7,008	8,477	11,019
Under 18	6%	7%	7%	7%	7%
18-24	17%	22%	12%	21%	15%
25-34	19%	16%	19%	16%	22%
35-44	15%	18%	14%	10%	18%
45-55	12%	14%	19%	10%	11%
55-64	17%	11%	14%	19%	16%
65 or older	14%	11%	15%	16%	11%
<b>Average Age (In Years)</b>	<b>42.01</b>	<b>38.99</b>	<b>43.29</b>	<b>42.42</b>	<b>40.68</b>

## Household Income

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR TOTAL ANNUAL HOUSEHOLD INCOME IN 2016 BEFORE TAXES?

The average respondent makes about \$46,600 per year. This is a decrease from 2019 when respondents made an average of \$57,700 per year.

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE - ALL RESPONDENTS	40,191	72,610	7,008	8,477	11,019
Below \$10,000 [\$5,000]	11%	13%	8%	16%	15%
\$10,000 to \$24,999 [\$17,499.5]	28%	16%	30%	23%	27%
\$25,000 to \$34,999 [\$29,999.5]	16%	12%	26%	18%	16%
\$35,000 to \$49,999 [\$42,499.5]	13%	12%	17%	14%	11%
\$50,000 to \$74,999 [\$62,499.5]	15%	16%	11%	10%	12%
\$75,000 to \$99,999 [\$87,499.5]	8%	15%	5%	7%	8%
\$100,000 to \$149,999 [\$124,999.5]	7%	12%	2%	9%	9%
\$150,000 or more [\$200,000]	3%	4%	2%	3%	3%
<b>Average Income (\$1,000)</b>	<b>\$46.6</b>	<b>\$57.7</b>	<b>\$38.2</b>	<b>\$46.6</b>	<b>\$46.8</b>

Race/Ethnicity

In 2022, half of respondents (51%) are of Hispanic, Latino, or Spanish origin. This is a slight decrease compared with 2019, when 60% said they were of Hispanic, Latino, or Spanish origin.

ARE YOU OF HISPANIC, LATINO, OR SPANISH ORIGIN?

	2022	2019	2022		
	TOTAL	TOTAL	WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE - ALL RESPONDENTS	40,191	72,610	7,008	8,477	11,019
Yes	51%	60%	40%	54%	54%
No	49%	40%	60%	46%	46%

[RACE/ETHNICITY] ARE YOU . . . (MULTIPLE RESPONSES ACCEPTED)

In 2022, riders were more likely to indicate they were Hispanic or Asian, and less likely to indicate they were Caucasian or Native Hawaiian/Pacific Islander, when compared to 2019.

	2022	2019	2022		
	TOTAL	TOTAL	WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE - ALL RESPONDENTS	40,191	72,610	7,008	8,477	11,019
Hispanic	43%	33%	58%	41%	43%
Asian	31%	26%	20%	29%	34%
White/Caucasian	18%	26%	14%	22%	17%
Black/African American	6%	6%	5%	6%	3%
Native Hawaiian/Pacific Islander	4%	12%	4%	4%	2%
American Indian/Alaska Native	2%	1%	2%	1%	2%
Mixed (Unspecified)	<1%	<1%	1%	<1%	1%



### Primary Household Language

WHAT LANGUAGE DO YOU PRIMARILY SPEAK IN YOUR HOUSEHOLD?

SamTrans riders are more likely to speak Spanish in their household (26% in 2019 vs 37% in 2022) and less likely to speak English in their household (60% in 2019 vs 47% in 2022).

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE - ALL RESPONDENTS <sup>^</sup>	40,191	72,610	7,008	8,477	11,019
English	47%	60%	35%	47%	42%
Spanish	37%	26%	53%	34%	36%
Tagalog	7%	7%	5%	11%	9%
Chinese	5%	3%	4%	5%	5%
Vietnamese	1%	-	1%	-	0%
Burmese	1%	1%	-	<1%	3%
Russian	1%	<1%	0%	-	0%

### English Proficiency

HOW WELL DO YOU SPEAK ENGLISH?

Those who speak English very well decreased from 45% in 2019 to 25% in 2022. Those who say they do not speak English at all rose from 7% in 2019 to 29% in 2022.

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- RESPONDENTS WHO PRIMARILY SPEAK A LANGUAGE OTHER THAN ENGLISH IN THEIR HOUSEHOLD	21,342	27,891	4,272	4,456	6,343
Very well	25%	45%	16%	31%	22%
Well	26%	16%	22%	22%	27%
Not well	20%	32%	22%	23%	18%
Not at all	29%	7%	40%	24%	33%

<sup>^</sup> Responses shown were cited by 1% or greater of respondents overall. See cross-tabulated tables for complete list.

Gender

By observation or asked

	2022 TOTAL	2019 TOTAL	2022 WEEKDAY		
			<u>Before 10AM</u>	<u>Midday</u>	<u>After 3PM</u>
BASE - ALL RESPONDENTS^	40,191	72,610	7,008	8,477	11,019
Male	50%	50%	48%	42%	50%
Female	50%	50%	52%	58%	49%
Other/Non-Binary	<1%	<1%	-	1%	1%

# J. MONITORING PROGRAM

## SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in the Federal Transit Administration’s (FTA) Circular 4702.1B SamTrans must establish and monitor its performance using quantitative Service Standards and qualitative Service Policies. The service standards contained here are used to develop and maintain efficient and effective fixed-route transit service.

All data used for service monitoring in this section was taken over a one-month period from August 8 to September 4, 2022 to reflect the system network after the implementation of the first phase of changes approved through SamTrans’ Comprehensive Operational Analysis, *Reimagine SamTrans*, on August 7, 2022.

## CENSUS TRACT CATEGORIZATION

To begin SamTrans’ transit service monitoring, minority and low-income census tracts were identified for use in conducting both types of analyses using 2019 American Community Survey (ACS) five-year estimates.

Minority tracts are those with a higher percentage of non-white residents than the county average of 60.8 percent. “Non-white” was defined as all racial and ethnic census groups except non-Hispanic White.

Low-income tracts are defined as those where a greater percent of the population have a household income under 200 percent of the federal poverty level than the county average. In San Mateo County, 16.7 percent of the population meets this criterion. The percentage was derived by dividing the number of people within all census tracts in the county with incomes below 200 percent of the federal poverty level by the total county population.

## ROUTE CLASSIFICATION

Exhibit J.1 displays the six types of routes that SamTrans services.

- **Frequent:** Routes connecting people to places that can support higher levels of service – often areas of higher population or employment density with demand seven days a week. Ideal frequency is 15-minute or better, seven days a week, from early morning to late evening.
- **Local:** Routes connecting neighborhoods, downtowns, and major destinations and typically with 30-minute or better frequency, seven days a week, from morning to evening.
- **Community:** Routes providing service to less densely populated areas that are considered a lifeline to the greater transit network and the community with hourly service seven days a week, from morning to evening.
- **Express & Limited:** Routes providing limited-stop service to or from major destinations and that are typically longer in length. Express routes often travel on higher-speed corridors making few or no intermediate stops, cover more distance, and may operate only during peak times on weekdays.
- **School-Oriented:** Routes operating with very few trips a day (typically two) and that are scheduled to align with school schedules and school bell times.

- **Owl:** Routes operating overnight after regular transit service has ended.

**Exhibit J.1: Routes by Category**

Category	Routes
Frequent	120, 130, 296, ECR
Local	110, 122, 141, 250, 278, 281
Community	112, 117, 121, 138, 142, 251, 260, 270, 280, 294, 295
Express & Limited	292, 397, 398, FCX
School-oriented	10, 12, 14, 18, 19, 24, 25, 28, 29, 30, 35, 37, 40, 41, 42, 46, 49, 50, 51, 53, 53P, 54, 56, 57, 58, 59, 60, 61, 62, 67, 68, 72, 73, 78, 79, 81, 82, 83, 85, 86, 87, 88
Owl	296 Owl, ECR Owl

These route categories are determined from SamTrans’ Service Policy Framework adopted in March 2022. SamTrans used the 2019 ACS five-year estimates of census data tracts to define minority and low-income routes. Given the diverse population of San Mateo, the federal definition of minority routes rendered all routes as minority; therefore, SamTrans defined minority routes instead as any routes where more than half of the revenue miles served minority census tracts as defined above.

Use of route classification facilitates analysis of service levels in minority and low-income communities as compared to non-minority and non-low-income communities, respectively. Minority and low-income routes are those where at least 50 percent of the predominant route alignment is within a minority or low-income tract as previously defined. The route classifications listed below in Exhibit J.2 show SamTrans’ system network after the August 2022 implementation of *Reimagine SamTrans*.

**Exhibit J.2: Routes by Classification**

Route	Service Category	Minority Route Classification	Low-income Route Classification
10	School-Oriented	Non-Minority	Non-Low-Income
12	School-Oriented	Minority	Non-Low-Income
14	School-Oriented	Non-Minority	Non-Low-Income
18	School-Oriented	Non-Minority	Non-Low-Income
19	School-Oriented	Non-Minority	Non-Low-Income
24	School-Oriented	Minority	Non-Low-Income
25	School-Oriented	Minority	Low-Income
28	School-Oriented	Minority	Non-Low-Income
29	School-Oriented	Non-Minority	Non-Low-Income
30	School-Oriented	Minority	Low-Income
35	School-Oriented	Minority	Low-Income
37	School-Oriented	Minority	Non-Low-Income
40	School-Oriented	Minority	Non-Low-Income
41	School-Oriented	Minority	Low-Income
42	School-Oriented	Minority	Non-Low-Income
46	School-Oriented	Non-Minority	Non-Low-Income
49	School-Oriented	Minority	Low-Income
50	School-Oriented	Minority	Non-Low-Income
51	School-Oriented	Minority	Non-Low-Income
53	School-Oriented	Non-Minority	Low-Income
53P	School-Oriented	Non-Minority	Non-Low-Income
54	School-Oriented	Minority	Non-Low-Income
56	School-Oriented	Non-Minority	Non-Low-Income
57	School-Oriented	Minority	Non-Low-Income
58	School-Oriented	Non-Minority	Non-Low-Income
59	School-Oriented	Minority	Non-Low-Income
60	School-Oriented	Non-Minority	Non-Low-Income
61	School-Oriented	Non-Minority	Non-Low-Income
62	School-Oriented	Non-Minority	Non-Low-Income
67	School-Oriented	Non-Minority	Non-Low-Income
68	School-Oriented	Non-Minority	Non-Low-Income
72	School-Oriented	Non-Minority	Non-Low-Income
73	School-Oriented	Non-Minority	Non-Low-Income
78	School-Oriented	Non-Minority	Non-Low-Income
79	School-Oriented	Minority	Low-Income
81	School-Oriented	Minority	Low-Income
82	School-Oriented	Non-Minority	Non-Low-Income

Route	Service Category	Minority Route Classification	Low-income Route Classification
83	School-Oriented	Non-Minority	Non-Low-Income
85	School-Oriented	Non-Minority	Non-Low-Income
86	School-Oriented	Non-Minority	Non-Low-Income
87	School-Oriented	Non-Minority	Non-Low-Income
88	School-Oriented	Non-Minority	Non-Low-Income
110	Local	Non-Minority	Non-Low-Income
112	Community	Minority	Non-Low-Income
117	Community	Non-Minority	Non-Low-Income
118	Community	Non-Minority	Non-Low-Income
120	Frequent	Minority	Low-Income
121	Community	Minority	Low-Income
122	Local	Minority	Non-Low-Income
130	Frequent	Minority	Non-Low-Income
130B	Frequent	Minority	Low-Income
138	Community	Minority	Low-Income
141	Local	Minority	Low-Income
142	Community	Minority	Low-Income
250	Local	Minority	Non-Low-Income
251	Community	Non-Minority	Non-Low-Income
260	Community	Non-Minority	Non-Low-Income
270	Community	Minority	Low-Income
278	Local	Non-Minority	Non-Low-Income
280	Community	Minority	Non-Low-Income
281	Local	Non-Minority	Non-Low-Income
292	Express & Limited	Non-Minority	Non-Low-Income
294	Community	Non-Minority	Low-Income
295	Community	Non-Minority	Non-Low-Income
296	Frequent	Non-Minority	Non-Low-Income
296 OWL	Owl	Non-Minority	Non-Low-Income
397	Express & Limited	Non-Minority	Non-Low-Income
398	Express & Limited	Non-Minority	Non-Low-Income
ECR	Frequent	Non-Minority	Non-Low-Income
ECR OWL	Owl	Minority	Non-Low-Income
FCX	Express & Limited	Non-Minority	Non-Low-Income

## VEHICLE LOAD

*Standard:*

Vehicle Load Factor is defined by FTA Circular 4702.1B as “the ratio of passengers to the total number of seats on a vehicle.” For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. The SamTrans vehicle load standards are calculated by dividing the number of passengers in a bus between stops by the seated capacity of the vehicle typically assigned to that category. Vehicle Load Factor is monitored regularly to ensure customer comfort and safety and determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. The Vehicle Load Factor standards below are taken from SamTrans’ Service Policy Framework.

**Exhibit J.3: Vehicle Load Factor Standards**

Category	Maximum Load
Frequent	1.5
Local	1.5
Community	1.5
Express & Limited	1.0
School-Oriented	1.5
Owl	1.0

*Finding:*

Across all SamTrans routes, regardless of the demographics served (e.g., minority, non-minority, low-income or non-low-income), vehicle load factor standards were met. **All** SamTrans route categories and their respective routes were far below the maximum vehicle load standard, with the highest vehicle loads coming from the Frequent routes (0.74) and the lowest vehicle loads coming from the Owl routes (0.15).

**Exhibit J.4: Actual Average Vehicle Load**

Category	Average
Frequent	0.74
Local	0.32
Community	0.19
Express & Limited	0.58
School-Oriented	0.40
Owl	0.15

## VEHICLE HEADWAY

*Standard:*

Vehicle headway is defined by FTA Circular 4702.1B as “the amount of time between two vehicles traveling in the same direction on a given line or combination of lines.” The SamTrans vehicle headway standards are calculated by determining the average length of time between buses on each route during peak and off-peak times. SamTrans' Peak hours are 7:00 to 9:00 a.m. and 4:00 p.m. to 6:00 p.m., intervals during which ridership tends to be highest. Off-peak hours are any times that are not within the peak hour ranges.

**Exhibit J.5: Vehicle Headway Standards**

Category	Headway
Frequent	15 minutes
Local	30 minutes
Community	60 minutes
Express & Limited	Limited trips
School-Oriented	Limited trips
Owl	Varied

*Finding:*

Across all SamTrans routes, regardless of the demographics served (e.g., minority, non-minority, low-income or non-low-income), vehicle headway standards were met. The highest average headway was 15 minutes for the Frequent routes. The lowest average headway was 64.5 minutes for the Express & Limited routes.

**Exhibit J.6: Actual Headways by Route Category**

Category	Maximum Headway	Off-Peak Headway	Average Headway
Frequent	15 minutes	30 minutes	17.5 minutes
Local	30 minutes	60 minutes	32.5 minutes
Community	60 minutes	60 minutes	60 minutes
Express & Limited	60 minutes	60 minutes	64.5 minutes
School-Oriented	Limited trips	Limited trips	Limited trips
Owl	30 minutes	60 minutes	53 minutes

**Exhibit J.7: Average Headways by Route Classification**

Classification	Average Headway
Minority	50 minutes
Non-Minority	43.5 minutes
Low-Income	54.5 minutes
Non-Low-Income	44 minutes

**ON-TIME PERFORMANCE**

*Standard:*

On-time performance is defined by FTA Circular 4702.1B as “a measure of runs completed as scheduled.” A bus is considered late if it departs its scheduled time point five or more minutes later than the scheduled time. A bus is considered early if it departs from a scheduled time point at any time prior to the scheduled departure time. It is SamTrans’ goal to be on-time at least 85 percent of the time.

*Finding:*



On average, none of the route categories met on-time performance standards. Many factors contributed to the poor on-time performance, such as recent implementation of Phase 1 of *Reimagine SamTrans* and increased traffic levels from offices and schools reopening after extended full or partial closures in response to the Covid-19 pandemic.

Of all the route categories, the Express and Limited routes, which operate less frequently between San Francisco and the Peninsula, had the lowest percentage of routes meeting on-time performance standards. Community routes had the highest average on-time performance.

While the lack of on-time performance across all route categories is not favorable for any transit agency, it is important to note that SamTrans does not favor any particular city or region within its service area; SamTrans’ on-time performance is equitably distributed across all route categories and types, and without regard to the demographics served (e.g., minority, non-minority, low-income or non-low-income). The analysis indicates that routes characterized as minority or low-income performed slightly better (e.g., closer to the 85% standard) on an average basis.

**Exhibit J.8: Average On-Time Performance by Route Category**

Category	Average On-Time Performance
Frequent	70 percent
Local	76 percent
Community	78 percent
Express & Limited	67 percent
School-Oriented	75 percent
Owl	76 percent

**Exhibit J.9: Percentage of Routes Meeting Standard by Route Classification**

Classification	Average On-Time Performance
Minority	78 percent
Non-Minority	72 percent
Low-Income	79 percent
Non-Low-Income	74 percent

## SERVICE AVAILABILITY

Service availability/transit access is defined by FTA Circular 4702.1B as “a general measure of the distribution of routes within a transit provider’s service area.” SamTrans’ goal is to ensure that 70 percent of county residents live within walking distance (or one quarter mile) of a bus stop. Exhibit J.13 below illustrates our finding that SamTrans’ standard is being met, generally with greater service availability in minority and low-income areas.

Exhibit J.10: SamTrans Service Area and Walking Distances

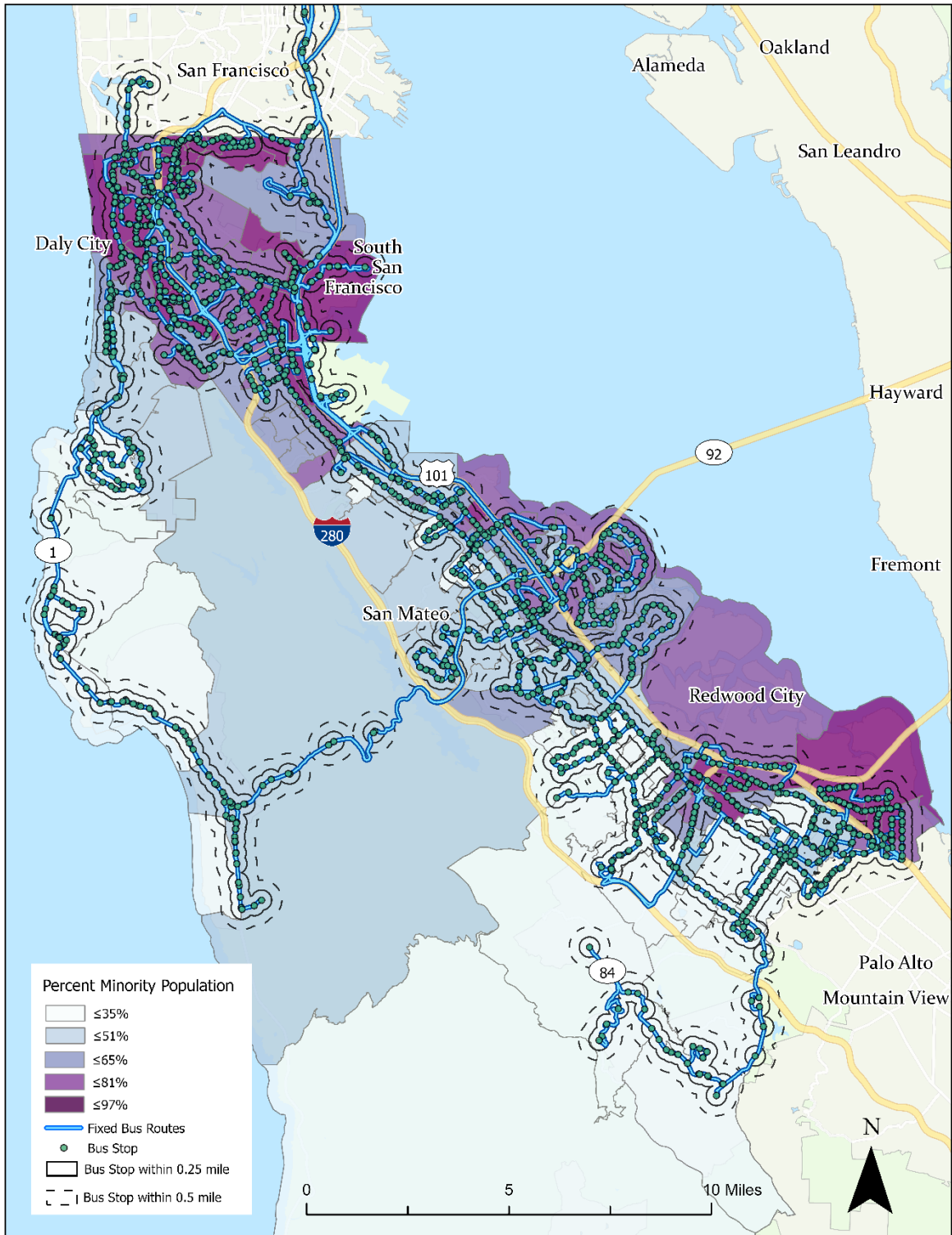


Exhibit J.11: San Mateo County Minority Populations & SamTrans Fixed-Bus Routes

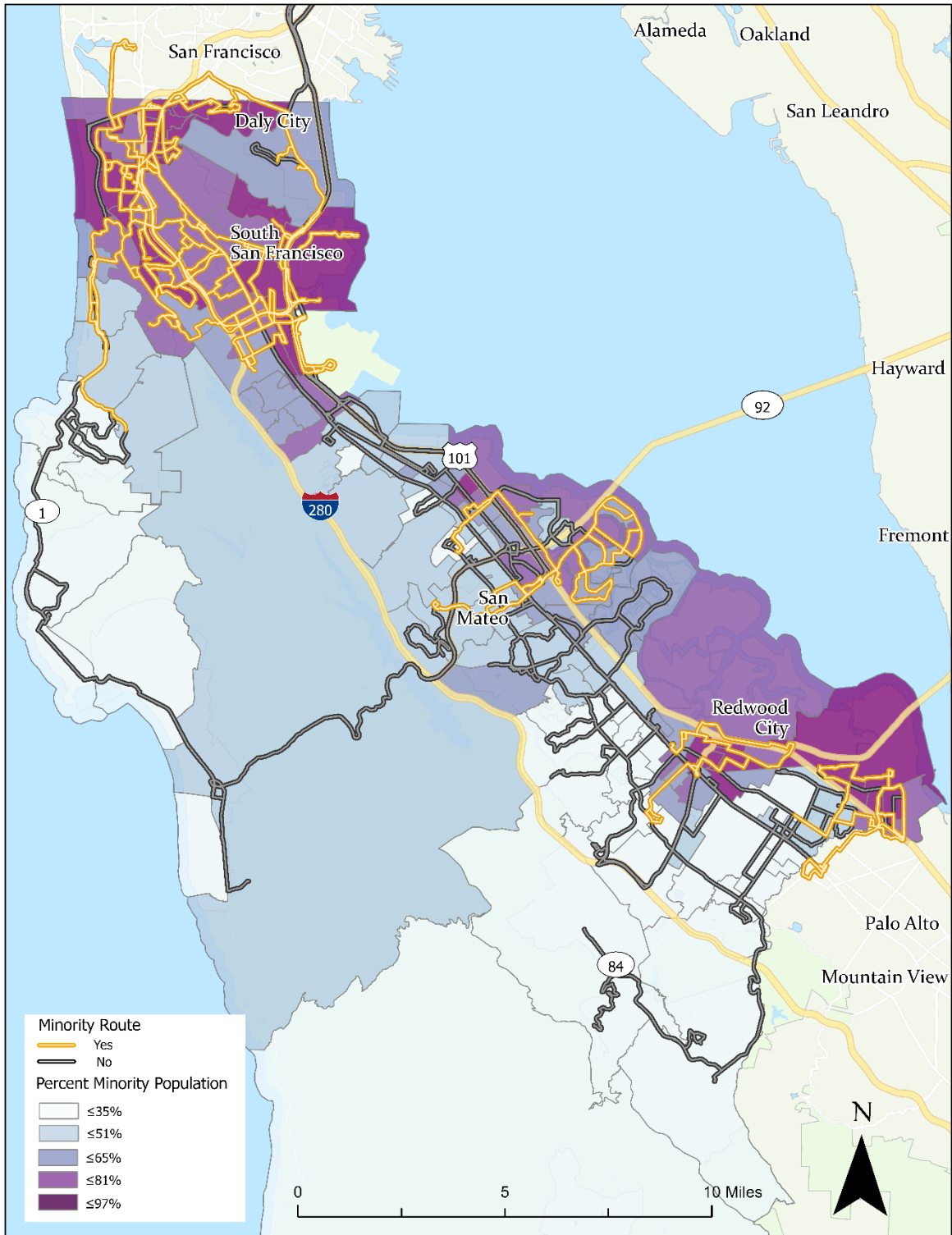
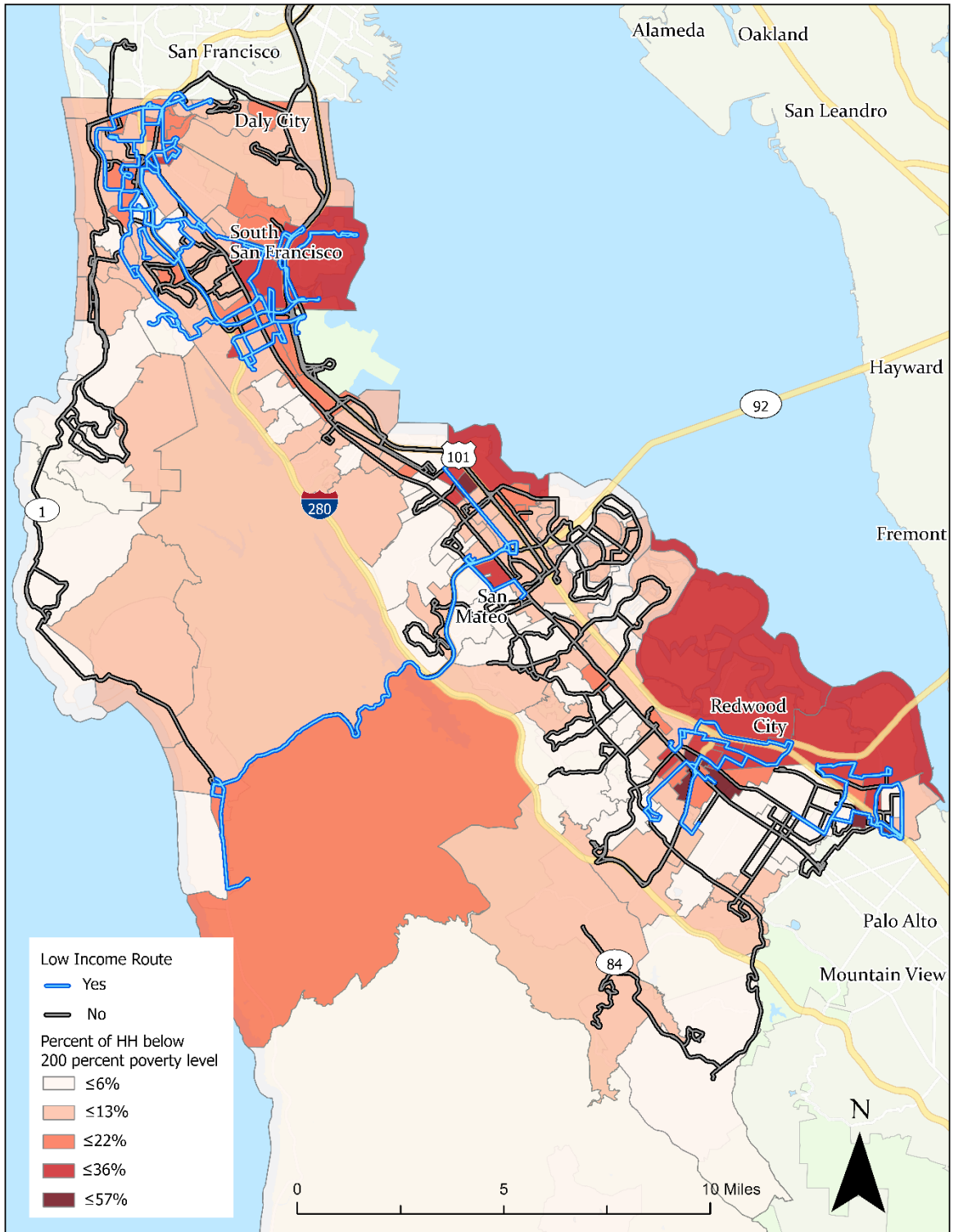


Exhibit J.12: San Mateo County Low-Income Populations & SamTrans Fixed-Bus Routes



## SYSTEMWIDE SERVICE POLICIES

### VEHICLE ASSIGNMENT

Vehicle assignment is defined by FTA Circular 4702.1B as “the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider’s system.” SamTrans’ policy is depot specific. SamTrans currently has four types of buses in its fleet: 29-foot transit coaches, 35-foot low-floor transit coaches, 40-foot transit coaches, and 60-foot articulated coaches.

Operations distributes coaches based on the specific needs of the route. The main considerations are the length of the bus to account for rider capacity and the geography of the route. For example, if the bus needs to make a tighter turn, it will use a 29-foot or 35-foot bus. Standard routes use 40-foot buses, and higher ridership routes may call for using a 60-foot articulated bus. Given SamTrans’ strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.

To meet the California Air Resources Board’s (CARB) Innovative Clean Transit rule, SamTrans has committed to purchase zero-emissions buses (ZEB) in all future bus procurements. SamTrans has procured 37 battery electric buses (BEB) and 10 fuel cell electric buses (FCEB). The first of the BEBs are expected for delivery in November 2022 and the first of the FCEBs are expected to be delivered in June 2023. The new ZEBs will be assigned to ensure that they are distributed equitably among the communities SamTrans serves. The entire fleet of SamTrans buses is equipped with cellular modems and routers that provide wireless cellular connectivity for onboard systems, including passenger Wi-Fi. SamTrans has also begun to provide additional passenger amenities, including USB charging ports, which was initially equipped on the fifty-five 2019 60-foot articulated buses.

### TRANSIT AMENITIES

Transit amenities are defined by FTA Circular 4702.1B as “items of comfort, convenience, and safety that are available to the general riding public.” These include bus shelters, bus stop benches, and trash receptacles. Transit amenities are distributed on a systemwide basis and are determined by factors such as ridership, individual requests, staff recommendations, and vendor preference.

SamTrans previously used a minimum ridership metric of 200 passengers boarding at a stop per day to determine whether to install transit amenities, but this criterion was adjusted to a minimum of 100 passengers due to decreased ridership patterns following the onset of the Covid-19 pandemic in 2020.

Going forward, SamTrans will give greater consideration and emphasis to other equity factors in addition to ridership to determine the distribution of amenities at bus stops, which may include analysis of land use, heat impact, street lighting, and pedestrian street features.

### BUS SHELTERS

*Standard:*

District policy states that shelters are considered for installation based on the following criteria:

- Stops where at least 100 passengers board each day.
- 75 percent of shelters shall be in census tracts on routes associated within urbanized areas.
- Distribution of shelters countywide should match the distribution of minority census tracts.
- Locations for shelters with advertisements are chosen by the vendor based on the visibility and traffic.

District policy also states that all bus shelters shall include trash receptacles and that all stops with shelters and benches be cleaned and the trash receptacles emptied at least once each week.

*Finding:*

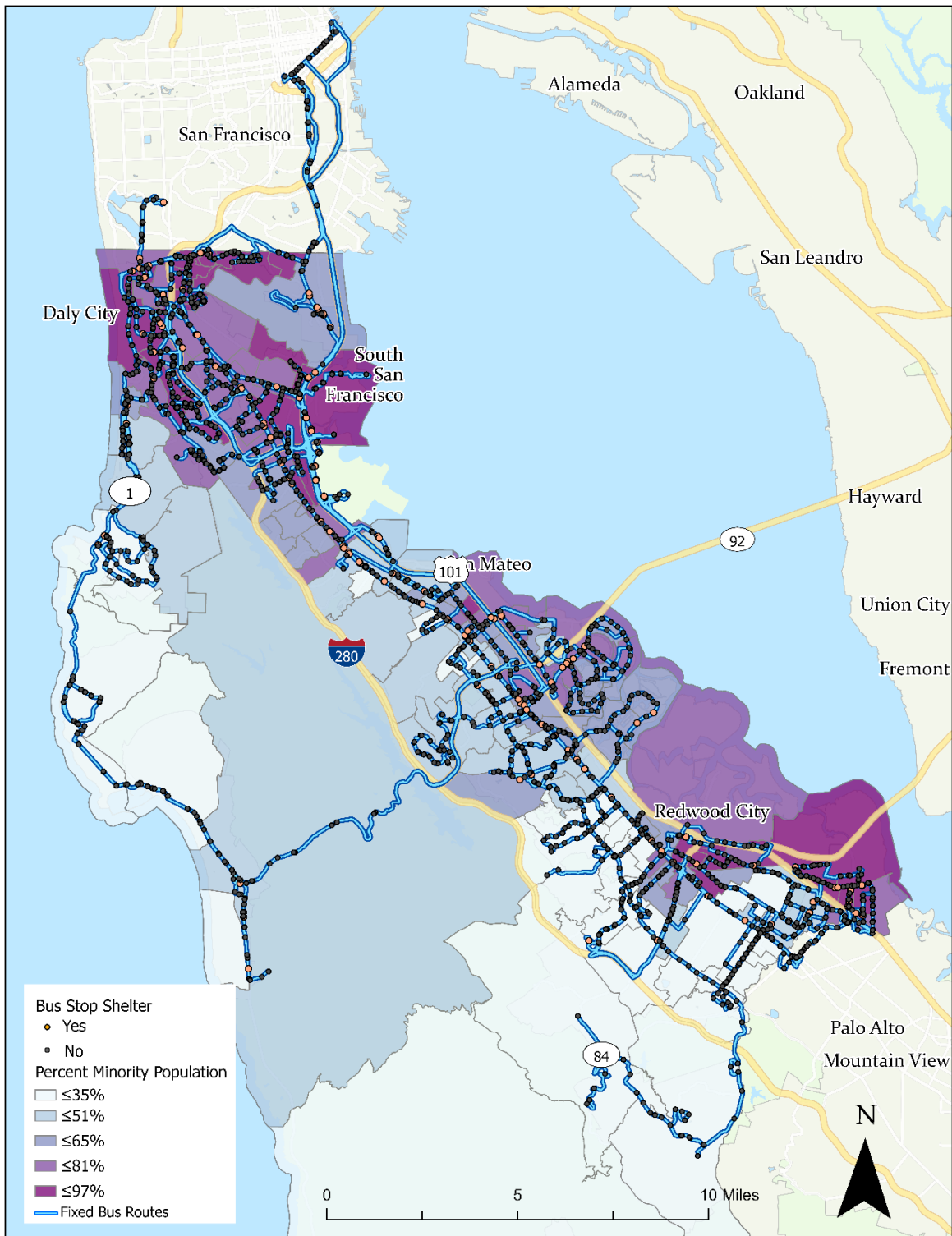
Nearly every SamTrans stop with at least 100 passengers boarding daily includes a shelter, including those installed by SamTrans and by local cities. The distribution of shelters countywide matches the distribution of shelters in minority census tracts.

**Exhibit J.13: Bus Stops with Daily Passenger Count and Shelters**

Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Shelter
Daly City BART – Bay 1	Minority	Low-Income	750	Yes
Serramonte Shopping Ctr – Bay 3	Minority	Low-Income	356	Yes
Palo Alto Transit Ctr – Bay 9	Non-Minority	Non-Low-Income	329	Yes
Redwood City Caltrain – Lane A	Minority	Low-Income	313	Yes
Serramonte Shopping Ctr – Bay 2	Minority	Low-Income	287	Yes
Serramonte Shopping Ctr – Bay 5	Minority	Low-Income	280	Yes
Daly City BART – Bay 4	Minority	Low-Income	278	Yes
El Camino Real & Hillside Blvd	Minority	Non-Low-Income	240	Yes
Southgate Ave & Westmoor Ave	Minority	Low-Income	232	No
Colma BART – Bay 6	Minority	Low-Income	229	Yes
Mission St & Goethe St	Minority	Low-Income	223	Yes
John Daly Blvd & Mission St	Minority	Low-Income	220	Yes
Redwood City Caltrain – Lane B	Minority	Low-Income	212	Yes
San Bruno BART – Bay 8 Outer Busway	Minority	Low-Income	203	Yes
Colma BART – Bay 5	Minority	Low-Income	196	Yes
Lake Merced Blvd & Southgate Ave	Minority	Low-Income	190	Yes
19 <sup>th</sup> Ave & Winston Dr	Minority	Low-Income	185	Yes
Southgate Ave & Lake Merced Blvd	Minority	Low-Income	182	Yes
El Camino Real & Ralston Ave	Non-Minority	Non-Low-Income	180	No
Airport Blvd & Linden Ave	Minority	Low-Income	177	Yes
John Daly Blvd & Park Plaza Dr	Minority	Low-Income	171	Yes
Lake Merced Blvd & John Daly Blvd	Minority	Low-Income	154	No
San Bruno BART – Bay 5	Minority	Low-Income	147	Yes
South SF BART – Bay 3 Westside Busway	Minority	Low-Income	135	Yes
W Hillside Blvd & Edison St – Bay 6	Minority	Low-Income	132	No

Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Shelter
El Camino Real & San Carlos Ave	Non-Minority	Non-Low-Income	130	Yes
Linda Mar Park N Ride	Non-Minority	Non-Low-Income	128	Yes
Grand Ave & Maple Ave	Minority	Low-Income	125	No
Saint Francis Blvd & Southgate Ave	Minority	Low-Income	123	No
El Camino Real & 2 <sup>nd</sup> Ave	Minority	Low-Income	122	Yes
Ralston Ave & Tahoe Dr	Non-Minority	Non-Low-Income	120	No
Skyline College Transit Ctr	Minority	Non-Low-Income	119	Yes
SFO Airport Terminal A – Lower Level	Minority	Low-Income	116	Yes
Redwood City Caltrain – Lane C	Minority	Low-Income	112	Yes
SFO Airport Terminal 3 – Lower Level	Minority	Low-Income	109	Yes
CSM Transit Ctr	Non-Minority	Non-Low-Income	106	Yes
El Camino Real & Murchison Dr	Minority	Low-Income	106	Yes
El Camino Real & Sneath Ln	Minority	Low-Income	105	Yes
El Camino Real & 4 <sup>th</sup> Ave	Non-Minority	Low-Income	104	No
SFO Airport Terminal G – Lower Level	Minority	Low-Income	100	Yes

Exhibit J.14: Distribution of Shelters for Minority Populations





## BUS STOP BENCHES

### Standard:

Benches are considered for installation based on the following criteria:

- Stops where at least 100 passengers board each day.
- Distribution of benches countywide should match the distribution of minority census tracts.

District policy states that stops with benches shall be cleaned at least once each week.

### Finding:

Nearly every SamTrans stop with at least 100 passengers boarding daily includes benches. The distribution of benches countywide matches the distribution of benches in minority census tracts.

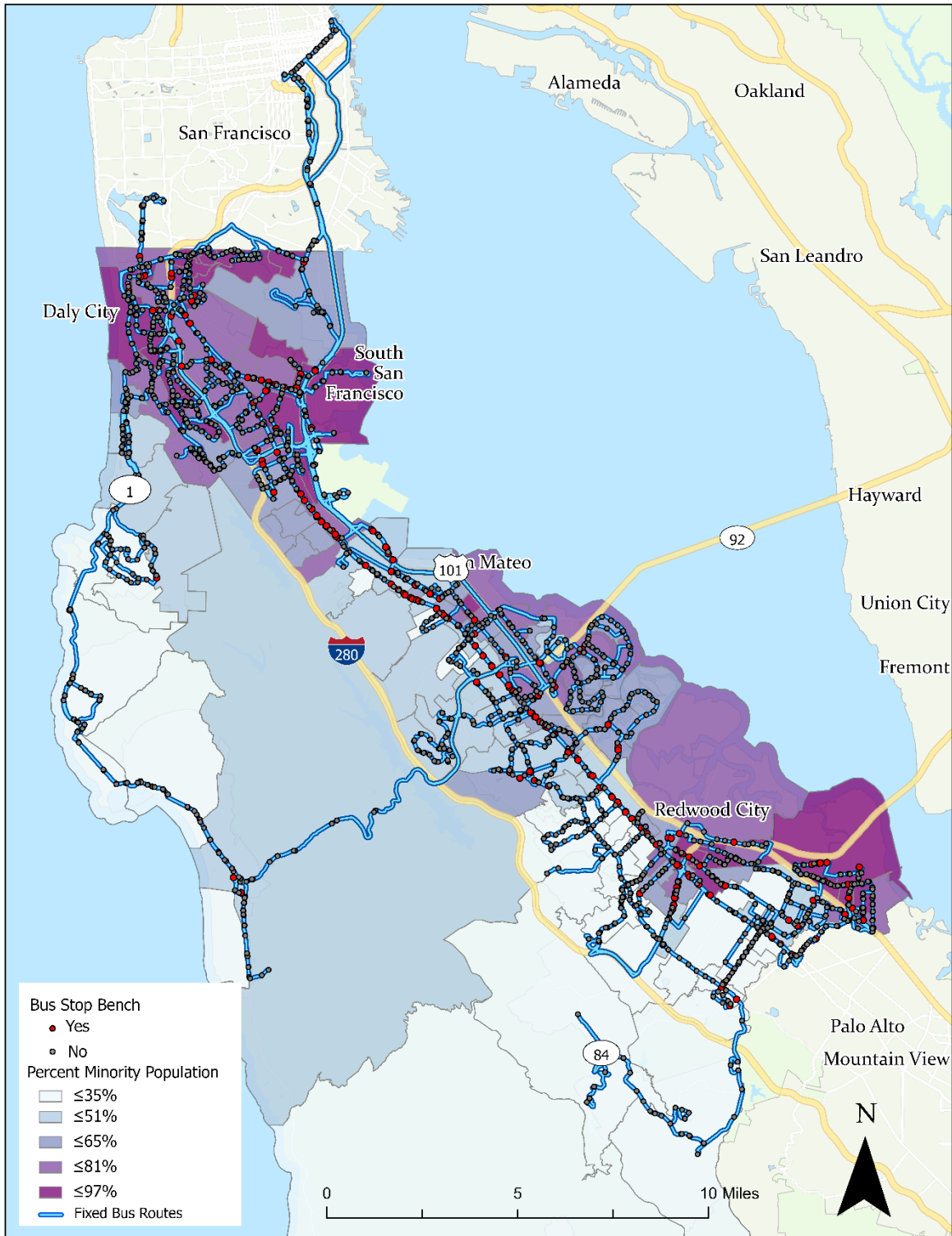
**Exhibit J.15: Bus Stops with Daily Passenger Count and Benches**

Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Bench
Daly City BART – Bay 1	Minority	Low-Income	750	Yes
Serramonte Shopping Ctr – Bay 3	Minority	Low-Income	356	Yes
Palo Alto Transit Ctr – Bay 9	Non-Minority	Non-Low-Income	329	Yes
Redwood City Caltrain – Lane A	Minority	Low-Income	313	Yes
Serramonte Shopping Ctr – Bay 2	Minority	Low-Income	287	Yes
Serramonte Shopping Ctr – Bay 5	Minority	Low-Income	280	Yes
Daly City BART – Bay 4	Minority	Low-Income	278	Yes
El Camino Real & Hillsdale Blvd	Minority	Non-Low-Income	240	Yes
Southgate Ave & Westmoor Ave	Minority	Low-Income	232	No
Colma BART – Bay 6	Minority	Low-Income	229	Yes
Mission St & Goethe St	Minority	Low-Income	223	Yes
John Daly Blvd & Mission St	Minority	Low-Income	220	Yes
Redwood City Caltrain – Lane B	Minority	Low-Income	212	Yes
San Bruno BART – Bay 8 Outer Busway	Minority	Low-Income	203	Yes
Colma BART – Bay 5	Minority	Low-Income	196	Yes
Lake Merced Blvd & Southgate Ave	Minority	Low-Income	190	Yes
19 <sup>th</sup> Ave & Winston Dr	Minority	Low-Income	185	Yes
Southgate Ave & Lake Merced Blvd	Minority	Low-Income	182	Yes
El Camino Real & Ralston Ave	Non-Minority	Non-Low-Income	180	No
Airport Blvd & Linden Ave	Minority	Low-Income	177	Yes
John Daly Blvd & Park Plaza Dr	Minority	Low-Income	171	Yes
Lake Merced Blvd & John Daly Blvd	Minority	Low-Income	154	Yes
San Bruno BART – Bay 5	Minority	Low-Income	147	Yes
South SF BART – Bay 3 Westside Busway	Minority	Low-Income	135	Yes
W Hillsdale Blvd & Edison St – Bay 6	Minority	Low-Income	132	Yes
El Camino Real & San Carlos Ave	Non-Minority	Non-Low-Income	130	Yes
Linda Mar Park N Ride	Non-Minority	Non-Low-Income	128	Yes

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Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Bench
Grand Ave & Maple Ave	Minority	Low-Income	125	Yes
Saint Francis Blvd & Southgate Ave	Minority	Low-Income	123	No
El Camino Real & 2 <sup>nd</sup> Ave	Minority	Low-Income	122	Yes
Ralston Ave & Tahoe Dr	Non-Minority	Non-Low-Income	120	No
Skyline College Transit Ctr	Minority	Non-Low-Income	119	Yes
SFO Airport Terminal A – Lower Level	Minority	Low-Income	116	Yes
Redwood City Caltrain – Lane C	Minority	Low-Income	112	Yes
SFO Airport Terminal 3 – Lower Level	Minority	Low-Income	109	Yes
CSM Transit Ctr	Non-Minority	Non-Low-Income	106	Yes
El Camino Real & Murchison Dr	Minority	Low-Income	106	Yes
El Camino Real & Sneath Ln	Minority	Low-Income	105	Yes
El Camino Real & 4 <sup>th</sup> Ave	Non-Minority	Low-Income	104	Yes
SFO Airport Terminal G – Lower Level	Minority	Low-Income	100	Yes

Exhibit J.16: Distribution of Benches for Minority Populations



## TRASH RECEPTACLES

### Standard:

Trash receptacles are considered for installation based on the following criteria:

- Stops where at least 100 passengers board each day.
- Distribution of trash receptacles countywide should match the distribution of minority census tracts.

District policy states that trash receptacles shall be emptied at least once each week.

### Finding:

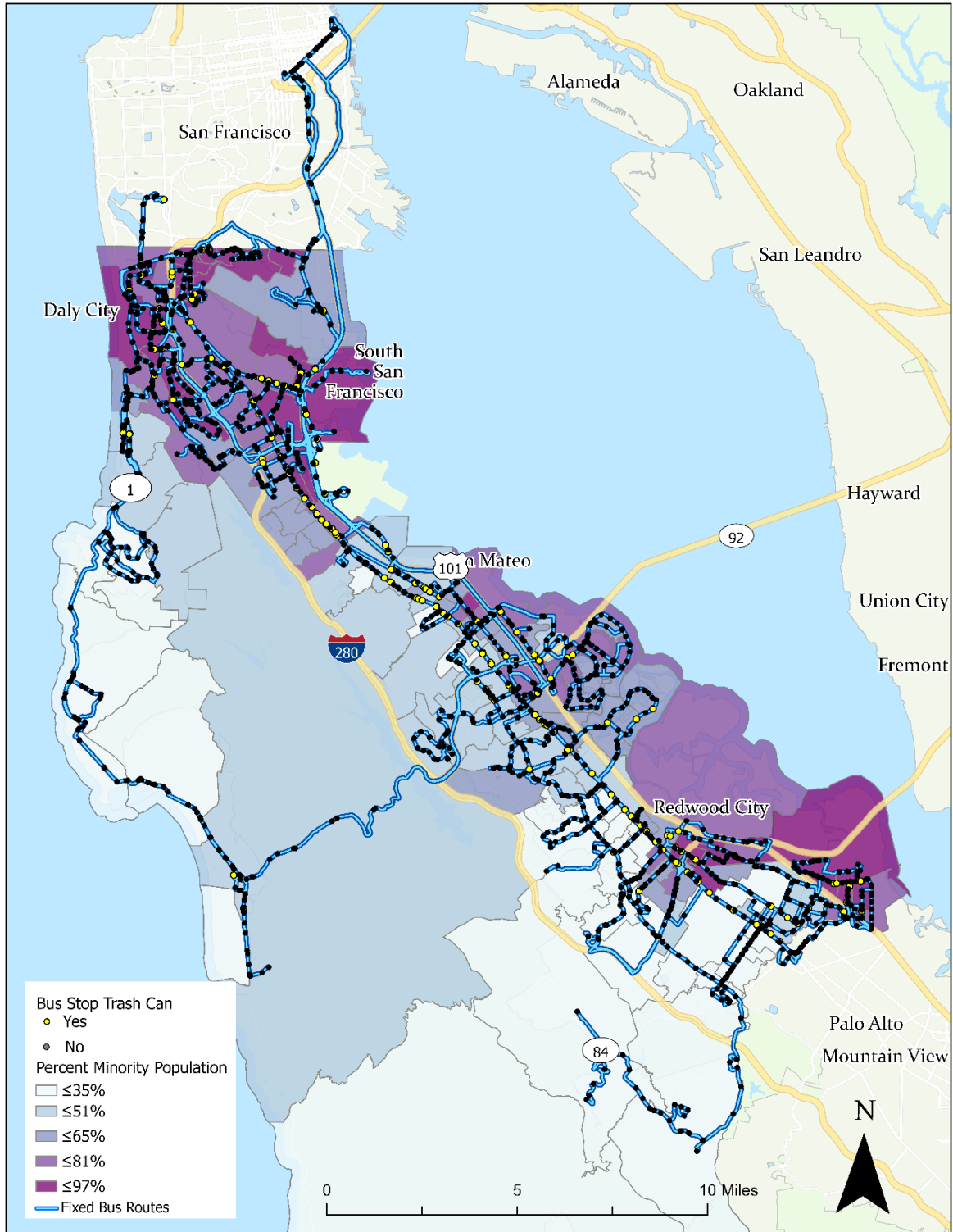
Nearly every SamTrans stop with at least 100 passengers boarding daily includes trash receptacles. The distribution of trash receptacles countywide matches the distribution of trash receptacles in minority census tracts.

**Exhibit J.17: Bus Stops with Daily Passenger Count and Trash Receptacles**

Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Trash Receptacle
Daly City BART – Bay 1	Minority	Low-Income	750	Yes
Serramonte Shopping Ctr – Bay 3	Minority	Low-Income	356	Yes
Palo Alto Transit Ctr – Bay 9	Non-Minority	Non-Low-Income	329	Yes
Redwood City Caltrain – Lane A	Minority	Low-Income	313	Yes
Serramonte Shopping Ctr – Bay 2	Minority	Low-Income	287	Yes
Serramonte Shopping Ctr – Bay 5	Minority	Low-Income	280	Yes
Daly City BART – Bay 4	Minority	Low-Income	278	Yes
El Camino Real & Hillsdale Blvd	Minority	Non-Low-Income	240	Yes
Southgate Ave & Westmoor Ave	Minority	Low-Income	232	No
Colma BART – Bay 6	Minority	Low-Income	229	Yes
Mission St & Goethe St	Minority	Low-Income	223	Yes
John Daly Blvd & Mission St	Minority	Low-Income	220	No
Redwood City Caltrain – Lane B	Minority	Low-Income	212	Yes
San Bruno BART – Bay 8 Outer Busway	Minority	Low-Income	203	Yes
Colma BART – Bay 5	Minority	Low-Income	196	Yes
Lake Merced Blvd & Southgate Ave	Minority	Low-Income	190	Yes
19 <sup>th</sup> Ave & Winston Dr	Minority	Low-Income	185	Yes
Southgate Ave & Lake Merced Blvd	Minority	Low-Income	182	No
El Camino Real & Ralston Ave	Non-Minority	Non-Low-Income	180	No
Airport Blvd & Linden Ave	Minority	Low-Income	177	Yes
John Daly Blvd & Park Plaza Dr	Minority	Low-Income	171	Yes
Lake Merced Blvd & John Daly Blvd	Minority	Low-Income	154	Yes
San Bruno BART – Bay 5	Minority	Low-Income	147	Yes
South SF BART – Bay 3 Westside Busway	Minority	Low-Income	135	Yes

Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Trash Receptacle
W Hillsdale Blvd & Edison St – Bay 6	Minority	Low-Income	132	Yes
El Camino Real & San Carlos Ave	Non-Minority	Non-Low-Income	130	Yes
Linda Mar Park N Ride	Non-Minority	Non-Low-Income	128	Yes
Grand Ave & Maple Ave	Minority	Low-Income	125	Yes
Saint Francis Blvd & Southgate Ave	Minority	Low-Income	123	No
El Camino Real & 2 <sup>nd</sup> Ave	Minority	Low-Income	122	Yes
Ralston Ave & Tahoe Dr	Non-Minority	Non-Low-Income	120	No
Skyline College Transit Ctr	Minority	Non-Low-Income	119	Yes
SFO Airport Terminal A – Lower Level	Minority	Low-Income	116	Yes
Redwood City Caltrain – Lane C	Minority	Low-Income	112	Yes
SFO Airport Terminal 3 – Lower Level	Minority	Low-Income	109	Yes
CSM Transit Ctr	Non-Minority	Non-Low-Income	106	No
El Camino Real & Murchison Dr	Minority	Low-Income	106	Yes
El Camino Real & Sneath Ln	Minority	Low-Income	105	Yes
El Camino Real & 4 <sup>th</sup> Ave	Non-Minority	Low-Income	104	Yes
SFO Airport Terminal G – Lower Level	Minority	Low-Income	100	Yes

Exhibit J.18: Distribution of Trash Receptacles for Minority Populations



## **NEXT BUS ARRIVAL SIGNAGE**

Electronic signage informing passengers of the predicted arrival of the next bus for a given route can significantly improve the experience for customers. The District's policy with respect to electronic bus arrival signage is to install signage at locations meeting the following criteria:

- The location is a multimodal transit center.
- The location is served by multiple SamTrans routes.
- Ridership is high at the location.
- Funding is available for installation/maintenance (e.g., from partner agencies).
- Installation is coordinated with other applicable agencies.

Currently, SamTrans provides next bus arrival signage at six transit centers in San Mateo County that align with the factors above. While currently there is not an expansion plan, options are being explored to bring more information to customers through innovative messaging systems.

## K. POLICY DEVELOPMENT OUTREACH

Federal Transit Administration's (FTA) Circular requires each large public transportation provider's governing board to approve five standards and policies:

- System-wide Service Standards
- System-wide Service Policies
- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

The first two policies define service standards and policies to be used when determining whether service and facilities are distributed equitably to minority and non-minority routes and facilities. The third policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the last two policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population.

Transit agencies must seek public input before Board action on the latter three policies. Staff developed draft standards and policies, and received public input through four community meetings throughout the county. Comments were also made through the mail, telephone, and the dedicated e-mail address of TitleVI@samtrans.com.

The community meetings were held:

- Tuesday, Feb. 12, 6:30 p.m. to 8 p.m. Pacifica Sharp Park Library  
104 Hilton Way, Pacifica
- Tuesday, Feb. 19, 6:30 p.m. to 8 p.m. War Memorial Activity Room  
6655 Mission St., Daly City
- Thursday, Feb. 21, 10:00 a.m. to 11:30 a.m.  
SamTrans Offices  
1250 San Carlos Ave., San Carlos
- Monday, Feb. 25, 6:30 p.m. to 8 p.m.  
Lewis and Joan Platt East Palo Alto Family YMCA  
550 Bell St., East Palo Alto

A total of 15 members of the public participated in the meetings, providing valuable comments for staff. Upon receipt of the input from meeting attendees, staff revised the proposals for its standards and policies and submitted them for Board approval. They were approved March 13, 2013.



# L. TITLE VI EQUITY ANALYSES

## EXECUTIVE SUMMARY

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The San Mateo County Transit District (SamTrans), which operates fixed-route bus service in San Mateo County, has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin. SamTrans must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law.

In the past three years, SamTrans has conducted four equity analyses:

1. Title VI Fare Equity Analysis: Clipper START Means Based Fare Pilot Program, November 2020
2. Title VI Fare Equity Analysis: Way2GoPass, August 2021
3. Title VI Service Equity Analysis: Reimagine SamTrans: March 2022
4. Title VI Fare Equity Analysis: Youth Unlimited Program, July 2022





Title VI  
Equity Analysis  
Means Based Fare  
Taxi Subsidy Pilot Program Update  
November 2020

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**SamTrans**  
**Title VI Equity Analysis: Means Based Fare**  
**Pilot and Taxi Subsidy Pilot**

■ **SUMMARY**

In August 2020, the Metropolitan Transit Commission (MTC) opened its Means Based Fare Pilot Program, known as Clipper START, to a second round of agency applicants. By participating in the program, the San Mateo County Transit District (SamTrans) will provide an approximately 50% discount on One Way Adult Fares and One Way Express Adult Fares for eligible low-income riders. Eligible riders will receive a free Clipper START card to be use on designated Bay Area public transit systems. In order for SamTrans to participate in the in the regional Means-Based Fare Pilot Program, SamTrans must make several changes to its Fare Structure.<sup>1</sup>

In the same month, SamTrans launched its Taxi Pilot Subsidy program. SamTrans submitted a preliminary Title VI Service Equity Analysis of the program in August 2019. Previously, each taxi ride fare had a \$20.00 maximum subsidy. If a rider travelled over \$20.00, the rider would be responsible for the remaining amount. SamTrans is amending the subsidy to shift the burden to the agency by requiring the rider only pay a \$5.00 flat rate without a capped fare. This updated definition must also be reflected in the Fare Structure.

These changes to the Fare Structure are being considered as part of a single board action that will be heard in November 2020. Both of these pilot programs align with the SamTrans Fare Policy to encourage ridership growth for low-income passengers as they reduce barriers to public transportation service.

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. SamTrans has committed to the Title VI objectives set forth in the Federal Transit Administration (FTA) Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

As a federal grant recipient, SamTrans is required to maintain and provide to the FTA information on SamTrans's compliance with the FTA's Title VI regulations. At a minimum, SamTrans must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Additionally, SamTrans must ensure compliance by evaluating service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including disparate impacts on minority populations and/or disproportionate burdens on low-income populations. The indices of discrimination that could be monitored for disparate impacts include fare structures that could consistently cause minority-group riders to bear a higher fare burden than the overall riding public.

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<sup>1</sup> The Fare Structure is the legal document that outlines the specific fares for the SamTrans bus system.

The Means Based Fare Program consists of a new fare product that will be implemented in January 2021. This assessment analyzes the proposed product and any potential impacts on minority and low-income passengers. It includes public outreach including materials provided for Limited English proficient populations and public comments. The Taxi Pilot Subsidy Program section contains updated language and updated Census data to the previous August 2019 Title VI Equity Analysis.

## ■ BACKGROUND

### SAMTRANS OVERVIEW

SamTrans provides fixed route bus service, as well as complementary ADA and non-ADA paratransit and shuttle services in San Mateo County, California. The 446-mile area also includes routes to San Francisco and Palo Alto. With its diverse service area, SamTrans contains both dense urban and suburban landscape with residents from an array of different backgrounds. Prior to COVID-19, SamTrans operated approximately 78 routes throughout San Mateo County and San Francisco Count. **Attachment 1** is a copy of the SamTrans Service Map. **Attachment 2** contains combined minority demographic maps where the minority population is broken out by block group using US Census 2017 American Community Survey (ACS) Data. Minority census tracts are defined as those in which the minority population exceeds the system-wide minority average of 50%. **Attachment 2** also contains low-income demographic maps where the service area’s low-income population is broken out by block group using ACS data. Low-income block groups are defined under SamTrans's 2019 Title VI Program as those in which more than 10% of households have incomes under \$25,000.

## ■ FARE PROPOSAL

### CURRENT FARES

SamTrans fares are based on one-way trips regardless of the distance. A matrix of SamTrans’s existing fare chart is included as **Attachment 4**. SamTrans customers pay fares with cash, a mobile app (SamTrans Mobile App), a Clipper® card, tickets, a monthly pass, or a day pass. SamTrans fixed-route service includes discounted fares for seniors, customers with disabilities, and Medicare cardholders; these are categorized as “Eligible Discount.” Youth riders (those between the ages of 5 and 18) also receive the same discounted fares. None of the proposed adjustments relate to paratransit fares.



## PROPOSED FARES

This Fare Equity Analysis analyzes the following proposed fare changes:

1. **Add the Means Based Fare discount at a 50% for eligible low-income riders on Adult One Way Fares and Adult One Way Express Fares.** Upon MTC and SamTrans Board approval, SamTrans will participate in the Means Based Fare Pilot Program beginning in January 2021. The product will be added to the Fare Structure upon Pilot implementation. Staff proposes the following language under Section II (B) of the Fare Structure:

**“Means-Based Fare Pilot Program**

*The Regional Means-Based Fare Pilot Program (Clipper START Pilot Program), administered by the Metropolitan Transportation Commission, will run for 12 months beginning January 2021.*

*The Means-Based Fare is available only to participants who apply, are accepted and enroll in the Pilot Program. Participation is limited to adults aged 19 through 64, who are current residents in one of the nine San Francisco Bay Area counties, and who have an annual household income level at or below 200 percent of the Federal Poverty Level. Once the Pilot Program launches, information about the application process will be posted on SamTrans’ website at [www.samtrans.com](http://www.samtrans.com).”*

2. **Updated service definition and subsidy amount Taxi Subsidy Pilot Program to the Fare Structure.** This program was added to the fare structure in August 2019, with customer pricing determined based on a maximum fare subsidy of \$20. However, due to stipulations of documentation related to the grant funding for the program, the pricing must be adjusted so that the rider's fare, instead, is capped at \$5.

In **Table 1** below, an updated Fare Table reflects the changes of the addition of the Means Based Fare and the change of the Taxi Pilot Subsidy program. These programs allow for increased equitable access to public transportation within San Mateo County. Each of these programs provide an overall benefit to the community, with only costs to SamTrans. As there are no additional costs to riders, alternatives were not considered in this analysis. Given the pilot period for both fare products, any “drawbacks” will be evaluated before permanently implementing the discount where alternatives may be present.

Table 1: Current and Proposed Fare Table Change

Fixed-route Service

Product	Payment Options	Category	Current	Eff. 8/18/19	Eff. 1/1/2020	Current Eff. 7/1/2020
Local One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app, Ticket/Token	Adult			\$2.25	
		Youth/Eligible Discount			\$1.10	
	Clipper	Adult			\$2.05	
		Youth/Eligible Discount/ Adult Means-based			\$1.00	
	Transfers from Other Agencies (Clipper)^	Adult/Youth/ Eligible Discount/ Adult Means-based			One free transfer	
Local Day Pass	Cash, Mobile app	Adult	<del>\$5.50</del>		\$4.50	
		Youth/Eligible Discount	<del>\$2.75</del>		\$2.00	
Local Monthly Pass	Clipper, Limited Paper Ticket	Adult			\$65.60	
		Youth/Eligible Discount			\$27.00	
<del>Out of San Francisco/ Express One-way</del>	<del>Cash, Mobile app</del>	<del>Adult</del>	<del>\$4.00</del>		<del>Discontinued</del>	
		<del>Youth/Eligible Discount</del>	<del>\$1.10</del>			
	<del>Clipper</del>	<del>Adult</del>	<del>\$3.60</del>			
		<del>Youth/Eligible Discount</del>	<del>\$1.00</del>			
	<del>Transfer upgrade from Day Pass</del>	<del>Adult</del>	<del>\$1.75</del>			
		<del>Youth/Eligible Discount</del>	<del>\$0.00</del>			
<del>Transfer upgrade from Local Monthly Pass and from Other Agencies (Clipper)^</del>	<del>Adult</del>	<del>\$1.55</del>				
	<del>Youth/Eligible Discount</del>	<del>\$0.00</del>				
<del>Out of San Francisco/ Express Monthly Pass</del>	<del>Clipper</del>	<del>Adult</del>	<del>\$96.00</del>			
		<del>Youth/Eligible Discount</del>				
Express One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app	Adult			\$4.50	
		Youth/Eligible Discount			\$2.25	
	Clipper	Adult			\$4.00	
		Youth/Eligible Discount/ Adult Means-based			\$2.00	
	Transfer upgrade from One-way Local (Mobile), Day Pass (Paper/Mobile), Ticket/Token	Adult			\$2.25	
		Youth/Eligible Discount			\$1.00	
	Transfer upgrade from Local Monthly Pass (Clipper), Summer Youth Pass, One-way Local transfer (Clipper)	Adult			\$1.95	
		Youth/Eligible Discount/ Adult Means-based			\$1.00	
	Transfers from Other Agencies (Clipper)^	Adult			\$1.95	
		Youth/Eligible Discount/ Adult Means-based			\$1.00	
Express Monthly Pass	Clipper	Adult			\$130.00	
		Youth/Eligible Discount*				

^ Accepted Inter-agency transfers on Clipper: Caltrain Monthly Pass (2 or more zones), VTA Monthly Pass, Dumbarton Express 31-day Pass and AC Transit 31-day Pass  
 \* Youth and Eligible Discount may purchase the Adult Express Monthly Pass by using an Adult Clipper card or may use a Youth or Eligible Discount Local Monthly Pass and pay an upgrade.

**Demand Response Services**

Paratransit Redi-Wheels/RediCoast One-way (ADA)	Cash, Mobile app	Regular	\$4.25
		Lifeline	\$1.75
	10-Ticket Book available at SamTrans Administrative Office	Regular	\$42.50
		Lifeline	\$17.50
	Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular	\$5.00 per rider
		Lifeline	\$2.25 per rider
Paratransit 5311 Coastside On-demand One-way (non-ADA)	Cash, Mobile app	Regular	\$4.25
		Lifeline	\$1.75
	Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular	\$4.50 per rider
		Lifeline	\$1.75 per rider
Taxi Voucher Subsidy Pilot Program	<del>Taxi bills SamTrans for agency subsidy; Customer pays remaining fare to Taxi</del> Customer pays taxi company using credit card or cash	Eligible Discount	<del>Up to \$20 agency subsidy \$5.00</del>
Microtransit Pilot Program	Same as Local fixed-route	Adult/Youth/ Eligible Discount	Local fixed-route Fare Structure applies

## ■ SAMTRANS TITLE VI POLICIES

The Federal Transit Administration updated its Title VI of the Civil Rights Act of 1964 guidance in October 2012, through FTA Circular 4702.1B. This guidance requires that the governing authority of each federally assisted public transportation provider adopt three policies including:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

SamTrans adopted its policies based on a number of factors, including existing policies already in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. SamTrans published its policies for public review in January 2013 and conducted significant public outreach to solicit input. Following public engagement, SamTrans revised the policy proposals and the Board of Directors adopted the revised policies at the March 13, 2013 meeting. The adopted policies follow and are included in **Attachment 3**.

### **MAJOR SERVICE CHANGE POLICY**

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. An Equity Analysis completed for a major service change must be presented to the Board prior to adoption. A major service change is defined as a reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one-week period.

### **DISPARATE IMPACT POLICY**

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations versus non-minority populations. Per FTA Circular 4702.1B:

*Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin....*

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly...and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact minority populations as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, SamTrans must evaluate demonstrate that a substantial legitimate justification that cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The SamTrans Disparate Impact Threshold, which determines whether the impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment are significant enough to require further analysis, is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

## **DISPROPORTIONATE BURDEN POLICY**

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. Per FTA Circular 4702.1B:

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.*

*At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

The SamTrans Disproportionate Burden Threshold, which determines whether the adverse impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment is significant enough to require mitigation, established at 20% percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

## **PUBLIC ENGAGEMENT FOR POLICY DEVELOPMENT**

FTA Circular C 4702.1B requires transit agencies to seek public input before Board action to adopt the Disparate Impact and Disproportionate Burden policies. Staff received public input through four community meetings throughout the county to further develop the District's Major Service Change, Disparate Impact and Disproportionate Burden policies. Comments were also made through the mail, telephone, and the dedicated e-mail address of TitleVI@samtrans.com. The community meetings were held:

- Tuesday, Feb. 12, 2013 6:30 p.m. to 8 p.m.  
Pacifica Sharp Park Library  
104 Hilton Way, Pacifica
- Tuesday, Feb. 19, 2013 6:30 p.m. to 8 p.m.  
War Memorial Activity Room  
6655 Mission St., Daly City
- Thursday, Feb. 21, 2013 10:00 a.m. to 11:30 a.m.  
SamTrans Offices  
1250 San Carlos Ave., San Carlos
- Monday, Feb. 25, 2013 6:30 p.m. to 8 p.m.  
Lewis and Joan Platt East Palo Alto Family YMCA  
550 Bell St., East Palo Alto

A total of 15 members of the public participated in the meetings, providing valuable comments for staff. Upon receipt of the input from meeting attendees, staff revised the proposals for its standards and policies and submitted them for Board approval. The Board of Directors approved the Policies on March 13, 2013.

More information regarding SamTrans's Title VI policies and standards can be found here: <http://www.SamTrans.com/riderinfo/TitleVI.html>

## ■ EQUITY EVALUATION OF PROPOSED CHANGES - MEANS BASED FARE

In accordance with 49 CFR Section 21.5 (b) (2), 49 CFR Section 21.5 (b) (7) and Appendix C to 49 CFR part 21, grantees must evaluate all non-exempt fare changes to determine whether those changes have a discriminatory impact on minority or low-income populations.

In performing this analysis, SamTrans staff concluded that participating in MTC's Means Based Fare Program **would not have a disparate impact on minority customers, or impose a disproportionate burden on low-income customers based on the SamTran's Policies.**

### FARE EQUITY METHODOLOGY OVERVIEW

Based on FTA Circular 4702.1B, for proposed changes to fares by payment type or fare media, SamTrans should analyze any available information generated from ridership surveys that indicate whether minority and low-income passengers are more likely to use the payment types subject to the proposed change and the associated fare changes resulting from the change. If the difference in the percentage change experienced between minority riders and non-minority riders is greater than 20%, that would suggest that the fare change would result in disparate impacts on minority populations. Further, if the percentage difference in the change experienced between low-income riders and non-low-income riders is greater than 20%, that would suggest that the fare change would result in a disproportionate burden to low-income populations. A difference of less than 0% (any negative percentage) would indicate that the fare change would benefit those populations more than the others.

The analysis and methodology for this analysis use data from SamTrans' Comprehensive Operational Analysis (Reimagine SamTrans), and the SamTrans 2018 Triennial Survey. While the SamTrans 2018 Triennial Survey has a larger sample size, the Reimagine SamTrans survey provides data on the number of people in each household and income to provide a more accurate picture of low-income ridership.

The methodology developed to analyze the impact of the fare proposals on minority populations compared to non-minority populations and low-income populations compared to non-low-income populations included the following steps:

1. Analyzing the percentage of the proposed fare discount on one-way Clipper fares compared with the breakdown of the system-wide fare payment method.
2. Approximating the threshold for low-income status as those with an annual household income at or below 200 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines in 2019.
3. Defining the term "minority" to mean those who self-identified as any ethnicity other

than “white” alone in the SamTrans 2018 Triennial Survey and Reimagine SamTrans Survey.

4. Using Reimagine SamTrans data and current and proposed changes to the Fare Structure to determine if the proposed fare changes will have a disparate impact or disproportionate burden on minority or low-income populations, respectively, based on the agency’s associated policies.

## **COVID 19**

In March 2020, the COVID-19 pandemic caused many counties to issue Shelter In Place (SIP) orders to prevent the spread of the COVID-19, and many riders to cease their use of public transportation. These changes reduced the ridership on SamTrans by over 75% percent. At the time of writing this analysis, ridership has yet to return to pre-COVID levels. As a result, the data used for this analysis may not reflect ridership changes caused by COVID-19.

## **POTENTIAL ADVERSE EFFECTS**

Typically, adverse effects associated with a fare change relate to the cost increase of a transit trip, fare or fare media. The Means Based Fare Program will provide discounts to eligible riders with little or no impact on other ridership. Accordingly, this analysis does not anticipate any potential adverse effects to current or potential riders. Rather, the expansion of new fare product would create an overall benefit for the ridership by offering a reduced fare for eligible low-income populations.

## **DATA USE AND ANALYSIS**

For purposes of examining the fare payment behavior, the following data was used:

- The Reimagine SamTrans Survey contains ridership demographics that include ethnicity, race, income, and household size. This cross section of income and household data provides a more accurate profile of low-income SamTrans riders. The Reimagine SamTrans Survey has a sample size of 2,998, including weekday peak, off-peak, and weekend riders. Fieldwork for the Reimagine SamTrans Survey was conducted during Fall 2019.
- The SamTrans 2018 Triennial Survey contains information on customers’ riding behavior including fare usage, ethnicity, income, and other fare related information. While this is the most comprehensive information on demographics and fare payment characteristics of SamTrans riders, it does not collect data on household income and the number of individuals in each household. The fieldwork for the 2018 Customer Survey was conducted in October and November 2018. A total of 4,229 surveys were completed by SamTrans riders. Given the size and scope of the 2018 SamTrans system- wide onboard customer survey (4,229 total respondents with a margin of error of +/- 1.34 percent at a confidence level of 95 percent), the data generally can be used to develop cross-tabulations to conduct in-depth analysis regarding the potential impact of the proposal



on minority and low-income populations.

- For both the SamTrans Triennial Survey and the Reimagine SamTrans Survey, minority includes riders who are Asian, Pacific Islander, Middle Eastern, Hispanic (any race), Black/African American, American Indian/Alaskan Native, and Other (including multi-racial). Non-minority is defined as white. Both surveys break down Asian into Filipino, Chinese, Vietnamese and Indian/Pakistani. This question is not mandatory. However, multiple answers were accepted for this question.
- For the analysis using Reimagine SamTrans Survey, a rider is defined as low-income if the rider's household income is 200% of the federal poverty level. This is used to account for the region's higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income combinations that comprise "low-income" are as follows:

**HHS 2019 Poverty Guidelines**

<b>LOW INCOME</b>	
<b>Household Size</b>	<b>Household Income</b>
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

For example, a household of two or more persons with an income of \$33,000 would be considered low-income and meet the income requirements of the Clipper START program. Using Reimagine Data allows a more accurate estimation of potential eligible riders for the Clipper START program as compared to the Triennial Data which only defines low-income as an individual that reports an income of less than 25K.

**Data Assumptions:**

- Even though the Reimagine SamTrans data is a robust set, some passengers preferred not to reveal either their ethnicity, income, or household size. Based on the unavailable data, the useable data set includes those who responded to all three questions.
- Similarly, the 2018 Triennial Survey analysis the useable data includes those who responded to both the income question and ethnicity question.
- Ridership for FCX, a fare product comparison among minority and non-minority ridership, was not included in the fare equity analysis due to lack of data.

## ANALYSIS METHODOLOGY

The Fare Equity Analysis uses an FTA-approved methodology to assess the effects of a fare change. This Fare Equity Analysis methodology for fare changes assess whether protected riders are disproportionately more likely to use the affected fare type or media. This analysis assesses whether protected riders are disproportionately more likely to use the affected fare type or media, and if such effects are adverse. In accordance with the Disparate Impact Policy and Disproportionate Burden Policy, impacts will be considered disproportionate when the difference between the affected fare types' protected ridership share and the overall system's protected ridership share is greater than 20%.

## FARE EQUITY ANALYSIS FINDINGS

### Disproportionate Burden Analysis

This analysis examines the impacts of the fare change on low-income riders using both Reimagine SamTrans data.

*Table 2: Low-Income Ridership*

	Low-Income	Non Low-Income	Total	Sample Size
All Riders	23.7%	76.3%	100%	1546
Clipper START Riders	100%	0%	100%	1546
<b><i>Difference from all Riders</i></b>	-76.3%	76.3%	--	--

Every low-income rider is eligible to get the free Clipper card and receive the new benefit of the discount on each SamTrans trip. The dataset indicates that low-income riders will receive 100% of the benefit from the Clipper START fare product. This exceeds the share of low-income riders in the SamTrans system as a whole. **As a result, the introduction of this new benefit would not place a disproportionate burden on SamTrans low-income riders.**

### Disparate Impact Analysis

This analysis examines the impacts of the fare change on minority riders using both Reimagine SamTrans data and 2018 Triennial Survey data.

**Table 3** shows the Reimagine SamTrans Survey data for potential Clipper START riders who identify as minority:

Table 3: Minority Clipper START Users vs. Non-Minority Clipper START Users – Reimagine SamTrans

	Minority	Non-Minority		Sample Size
All Riders	47.5%	52.5%	100%	1956
Clipper START Riders	67.8%	32.2%	100%	361
<b><i>Difference from all Riders</i></b>	<b>-20.3%</b>	<b>20.3%</b>	--	--

Using the Reimagine dataset, minority riders will experience more of the benefits of the Clipper START program. **As minority low-income riders would more likely to benefit of the discount on each trip, the discounted fare would not result in a disparate impact on minority riders.**

## ALTERNATIVE TRANSIT MODE FARE TYPES

This section analyzes alternative transit modes and fare payment media available for riders who could be affected by the implementation of the Clipper START program and a demographic profile of SamTrans fare payment type from the 2018 Triennial Survey. The 2018 Triennial Survey defines a rider as low-income if the respondent reported a household income below \$25,000. The survey did not collect information on household size. The 2018 Triennial Survey was done before the Express Fare was implemented and therefore, is not included in the product comparison.

The following tables provide comparisons of fare media usage by ridership characteristics. **Table 4** compares Minority vs. Non-Minority ridership and **Table 5** compares Low-Income with Non-Low-Income ridership.

Table 4

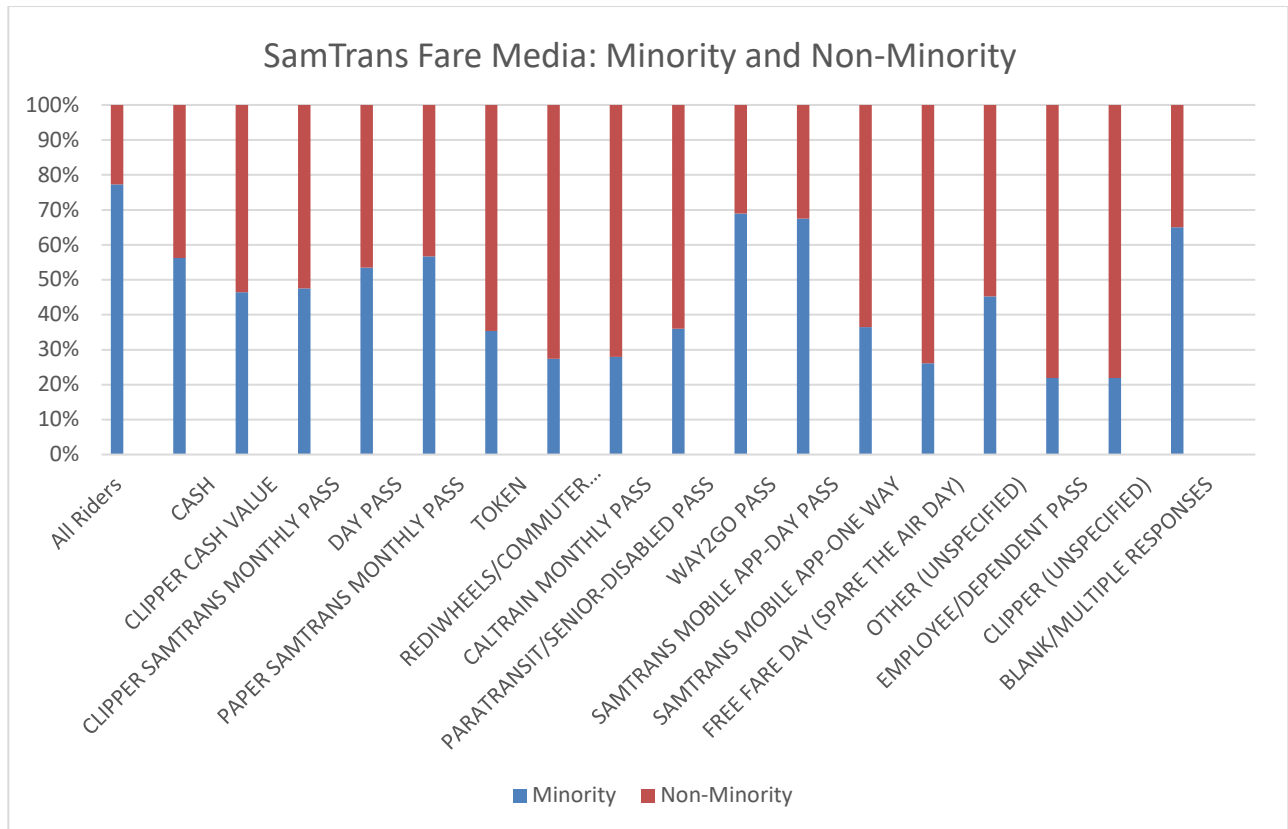
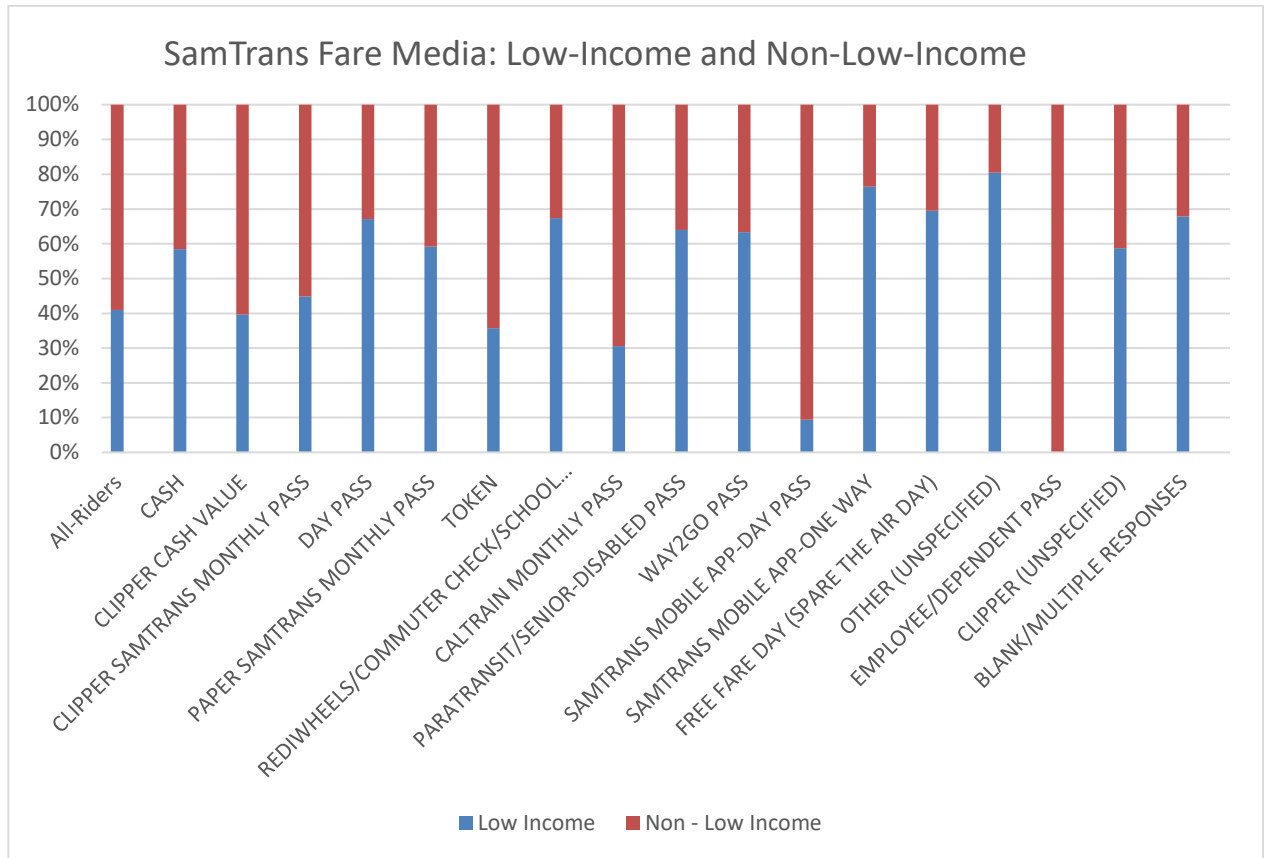


Table 5



SamTrans operates a bus system and paratransit service that serves San Mateo County and parts of San Francisco. There are two major operators in the SamTrans service area that provide parallel service to some parts of the SamTrans system. Currently, both of these providers are also part of the MTC Means Based Pilot Clipper START Program.

- Caltrain: Commuter rail with Service from Gilroy in the South Bay to downtown San Francisco (50% discount)
- San Francisco Muni: Bus and light rail operator serving the City and County of San Francisco (50% discount)

**Table 6** below compares SamTrans fares and fares of other transit operators providing service in parts of the SamTrans service area. An agency has a choice to participate in the Means Based Fare Pilot at either a 20% discount or 50% discount. When comparing discount benefits to SamTrans riders, a 50% discount would provide a greater benefit to the overall ridership than a 20% discount. In October 2020, the SamTrans Board directed staff to participate in the Means Based Pilot at the 50% discount to improve access to transit to low-income transit dependent riders.

In comparing the other operators' fares to SamTrans, Adult One Way Fares of the other operators are higher than SamTrans' Minimum Fare. Applying the same 50% discount as Caltrain and San Francisco Muni, SamTrans would be the lowest.

Table 6: Agency Comparison of Means Based Fare Program

Agency	Current Local Minimum Clipper Fare	Monthly Pass	Proposed Low Income Clipper Fare	Low Income Discount
SamTrans	\$2.05	\$65.60	\$1.00	50%
Express SamTrans	\$4.00	\$130.00	\$2.00	50%
Caltrain	\$3.75	\$96.00	\$1.87	50%
San Francisco Muni	\$2.50	\$81.00	\$1.25	50%

## ■ PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

### **DISSEMINATION OF INFORMATION, INCLUDING TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS**

FTA Circular 4702.1B requires transit agencies to seek public input before Board approval for Major Service Changes or Fare Changes. The SamTrans's public participation process offers early and continuous opportunities for the public (including minorities and people with low incomes) to be involved in the identification of potential impacts of proposed transportation decisions. Efforts to involve minority and low-income populations include both comprehensive measures and measures targeted at overcoming language and other barriers that prevent such populations from effective participation in decision-making.

Samtrans's public information campaign to announce the public meeting and solicit input began on August 31, 2020 with the creation of websites in English, Chinese, and Spanish. This campaign focused receiving input on whether SamTrans should join the MTC Clipper START Program prior to the November Board Hearing.

SamTran's public participation process included measures to disseminate information on the proposed service changes to Limited English Proficient (LEP) persons, as well as at public hearings and meetings. The SamTrans Customer Service Center offers foreign language translation service via in-house translators or the Language Line.

Comprehensive measures employed by the SamTrans included placing public notices for the Virtual Town Hall on the SamTrans website (**Attachment 5**), in SamTrans news releases (**Attachment 6**), as social media posts on Facebook and Twitter (**Attachment 7**), as repetitive messages on the bus scroll that ran every 15 minutes from September 14, 2020 to October 5, 2020 and in presentations to and discussions at Public Meetings. Information, including the public notices, recording of the virtual public meeting and presentation were posted to a dedicated SamTrans website.

It is important to note that should SamTrans join the MTC Clipper START program, additional communication materials on how to join the program will be provided by MTC. Another outreach strategy will be developed that aligns with the MTC Clipper START communication strategy. This includes measures taken to overcome linguistic, institutional, and cultural barriers that may prevent minority and low-income populations from participating in the program.

Staff also established multiple ways for customers and the public to provide their input: at the community meetings by directing participants to an online comment form in English with Translations in Spanish and Chinese (see **Attachment 8**), through the postal service (by mail), by telephone call to the Customer Service Center's general number or one for those with hearing impairments, through the unique e-mail address [changes@SamTrans.com](mailto:changes@SamTrans.com) and via an online comment form on the dedicated webpage.

## **PUBLIC OUTREACH**

As part of the SamTrans staff's efforts to disseminate and collect feedback, e-mails were sent directly to community-based organizations. Due to the COVID-19 pandemic, in person outreach and public meetings were not convened. A total of 111 community-based organizations were reached. The list can be found in **Attachment 9**.

A Virtual Town Hall was held on Tuesday, September 29, 2020 at 5:30 pm via Zoom and Facebook Live. Staff presented information about the Means Based Fare Pilot and SamTrans anticipated participation. There were seven total attendees. A copy of the presentation can be found in **Attachment 10**. The presentation was reposted on SamTrans Facebook page and the designated SamTrans Means Based Fare Pilot Program website.

Translation and Interpretation services were offered in advance of the Town Hall. No requests were received.



## **PUBLIC COMMENTS**

### **Summary of Comments**

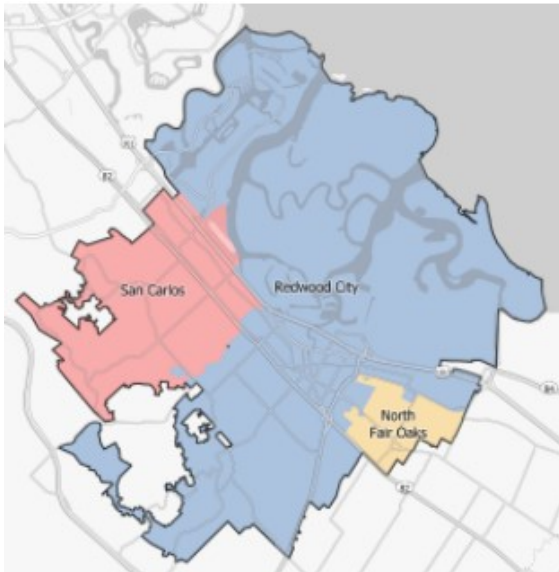
As of October 16, 2020, SamTrans received a total of nine comments from the various forms of outreach. Many of the comments were provided in person through the virtual Public Meeting (**Attachment 11**) or during the October SamTrans Board meeting (**Attachment 12**). One comment was received via the online comment form (**Attachment 13**). All comments received are in support of SamTrans participating in the Means Based Fare program. Two comments received at the October SamTrans Board Hearing stressed the importance of offering a 50% discount to eligible individuals.

Web page online comment forms were removed on 10/16/2020 in preparation for the November Board Meeting.

## ■ RIDE NOW TAXI CAB PILOT PRELIMINARY SERVICE TITLE VI ANALYSIS UPDATE

### OVERVIEW

SamTrans received a grant from the FTA to initiate subsidized same-day taxi services for seniors and persons with disabilities in a geo-fenced pilot area. The pilot service launched in August 2020. The Ride Now Taxi Cab Pilot Program offers same-day, curb-to-curb, taxi and accessible taxi service at a reduced rate in the program area, which is currently defined as Redwood City, San Carlos, and the unincorporated community of North Fair Oaks. It is available to adults age 65 or older and persons with a disability, including existing SamTrans Redi-Wheels customers. Originally scheduled for April 2020, the launch was delayed due to the COVID-19 pandemic. The FTA 5310 grant is administered by Caltrans through April 2021. Evaluation of the pilot program will begin at the end of January 2021. Per the FTA Circular 4702.18, a Title VI Equity Analysis is not required until the promotional fare reduction exceeds six months. After completion of the evaluation in February, should staff propose to make the program permanent beyond the grant expiration, a comprehensive Title VI Analysis will be completed.



Each applicant is allowed eight one-way trips or four round-trips per month after their application is approved. Applications are available in English, Spanish and Chinese. As of October, there have been 14 rides with the average trip at 2.4 miles. Currently, ridership data reflecting minority or non-minority status is unavailable. A dedicated website can be found at [https://www.samtrans.com/Planning/Planning\\_and\\_Research/ridenow.html](https://www.samtrans.com/Planning/Planning_and_Research/ridenow.html).

## PROPOSED CHANGE

In the preliminary Title VI Analysis submitted in August 2019 (**Attachment 14**), an analysis was approved that provided for a subsidy of up to \$20.00 from SamTrans for taxi voucher program rides. The customer was responsible for any remaining amounts over \$20.00. Given the grant restriction, this update proposes the following:

1. Changing the product name from the “Taxi Voucher Pilot Program” to the “Taxi Subsidy Pilot Program. This title change will be reflected in the Fare Structure under the Eligible Discount Category.
2. The customer will now pay a flat rate of \$5.00. SamTrans will no longer provide the subsidy, but will cover the remaining cost of the taxi trip in accordance with the cost agreement with the taxi company.

Under these new changes, the customer will pay either a lesser fare or the same amount, dependent on trip length. Due to the small sample size of trips taken, and the variable effect of the change based on the length of the trip, there is insufficient data to determine whether this change is a net benefit or burden for riders. By providing customers a low flat fee up front, this better supports low-income passengers who may be unable to cover additional costs. To better support populations that are most reliant on public transportation, this change aligns with SamTrans plan to improved equitable options for its ridership. The changes does not change a person’s eligibility for the program and the program service area.

## ■ UPDATED PRELIMINARY ANALYSIS OF TAXI SUBSIDY PILOT PROGRAM

While ridership data is typically the appropriate dataset for fare change analyses, this preliminary analysis relies on population data due to the fact that this is a new service and ridership data is unavailable. Using Remix, 2018 American Community Survey data was analyzed to create an updated demographic profile for the service area.<sup>2</sup> Table 7 below shows that there are still slightly more minorities than non-minorities. However, compared to the 2017 data, there has been an increase of Low-Income populations by 11%. Overall, San Mateo County has a minority population of 60% and a low-income population of 18%. At this time, no conclusion can be drawn on the impacts of low-income or minority communities due to lack of ridership data demographics. Should the Taxi Cab Pilot be added as a permanent

<sup>2</sup> The same definitions used for Minority and Low-Income as the Means Based Fare Program Analysis were used in this analysis.

service, ridership demographics will be analyzed to assess whether there are any disparate or disproportionate impacts.

**Table 7: Taxi Voucher Pilot Program Demographic Profile: Ethnicity and Minority**

Population			Households		
		Pct.			Pct.
Total	128,000		Total	44,500	
Minority	69,120	54%	Low-Income	10,235	23%
Non-Minority	58,880	46%	Non-Low-Income	34,265	77%

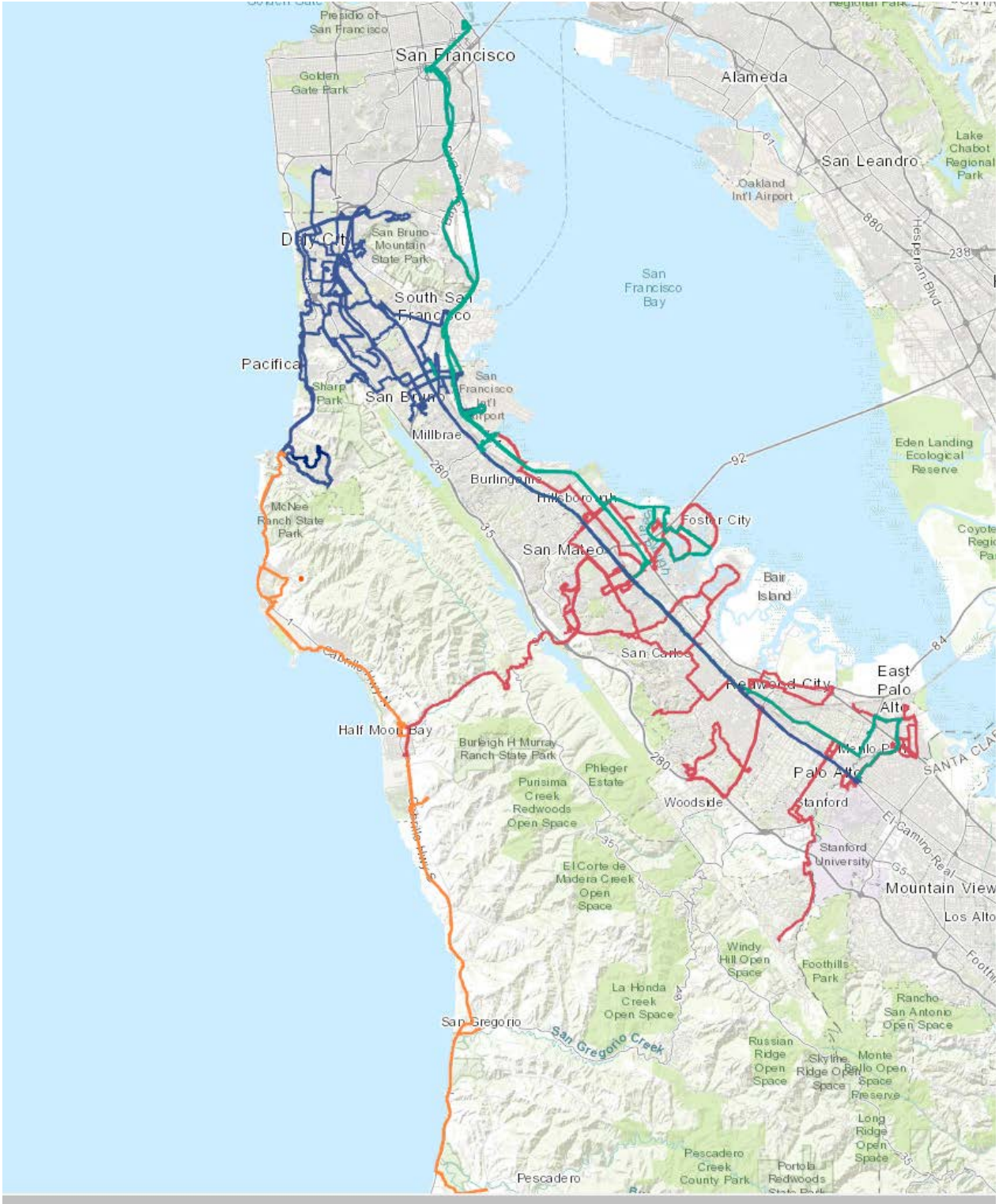
In terms of persons with disabilities and persons over the age of 65, the numbers are nearly identical to last year’s analysis. For context, San Mateo County, 9% of the population has a disability and 15% of the population is over the age of 65%.

**Table 8: Taxi Voucher Pilot Program Demographic Profile - Disabilities and Age**

Disability Status			Age		
		Pct.			Pct.
Total	128,000		Total	128,000	
With Disabilities	8,960	7%	Over 65	16,640	13%
No Disabilities	119,040	93%	Under 65	111,378	87%

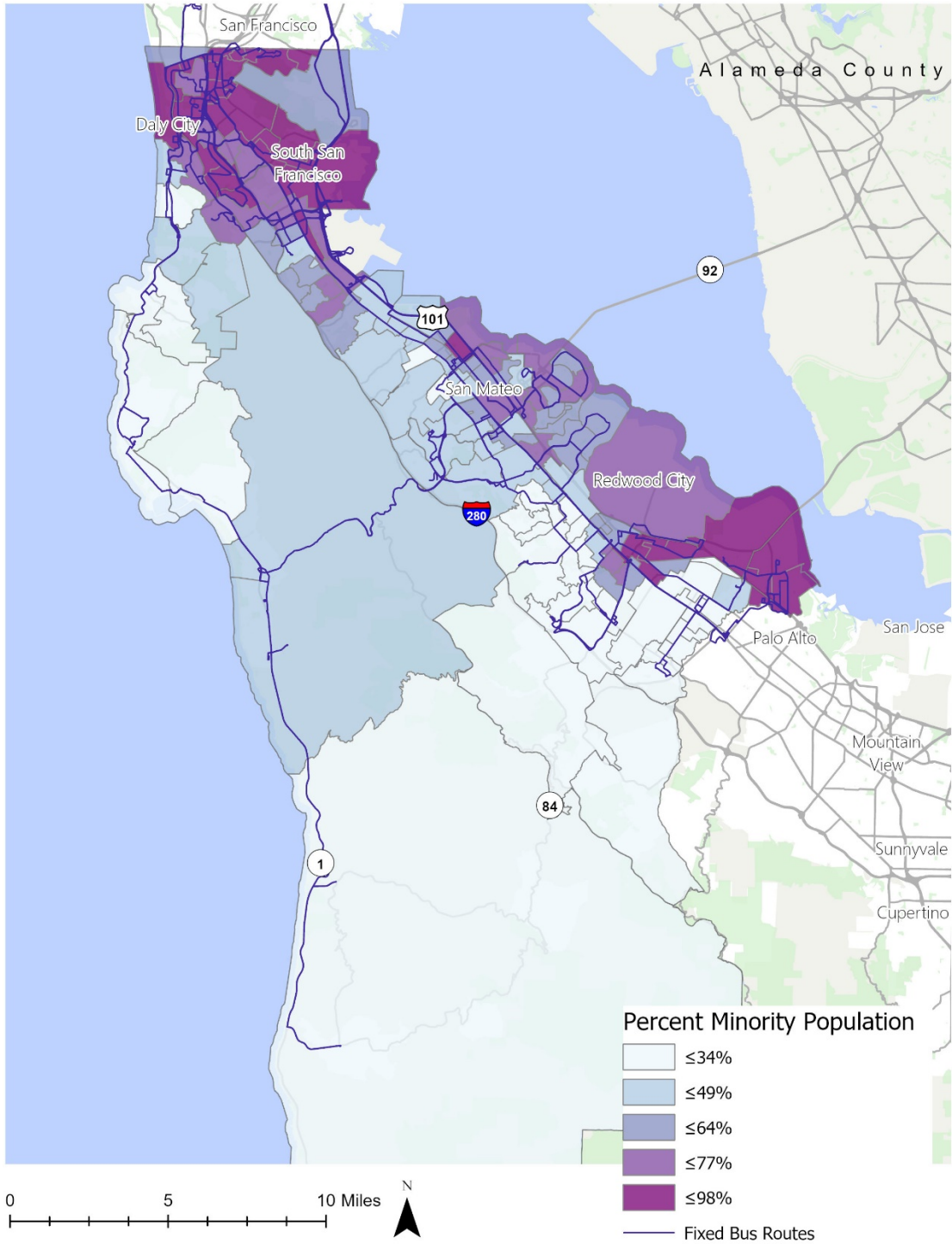
# **ATTACHMENT 1 – SAMTRANS SYSTEM MAP**

# SamTrans System Map



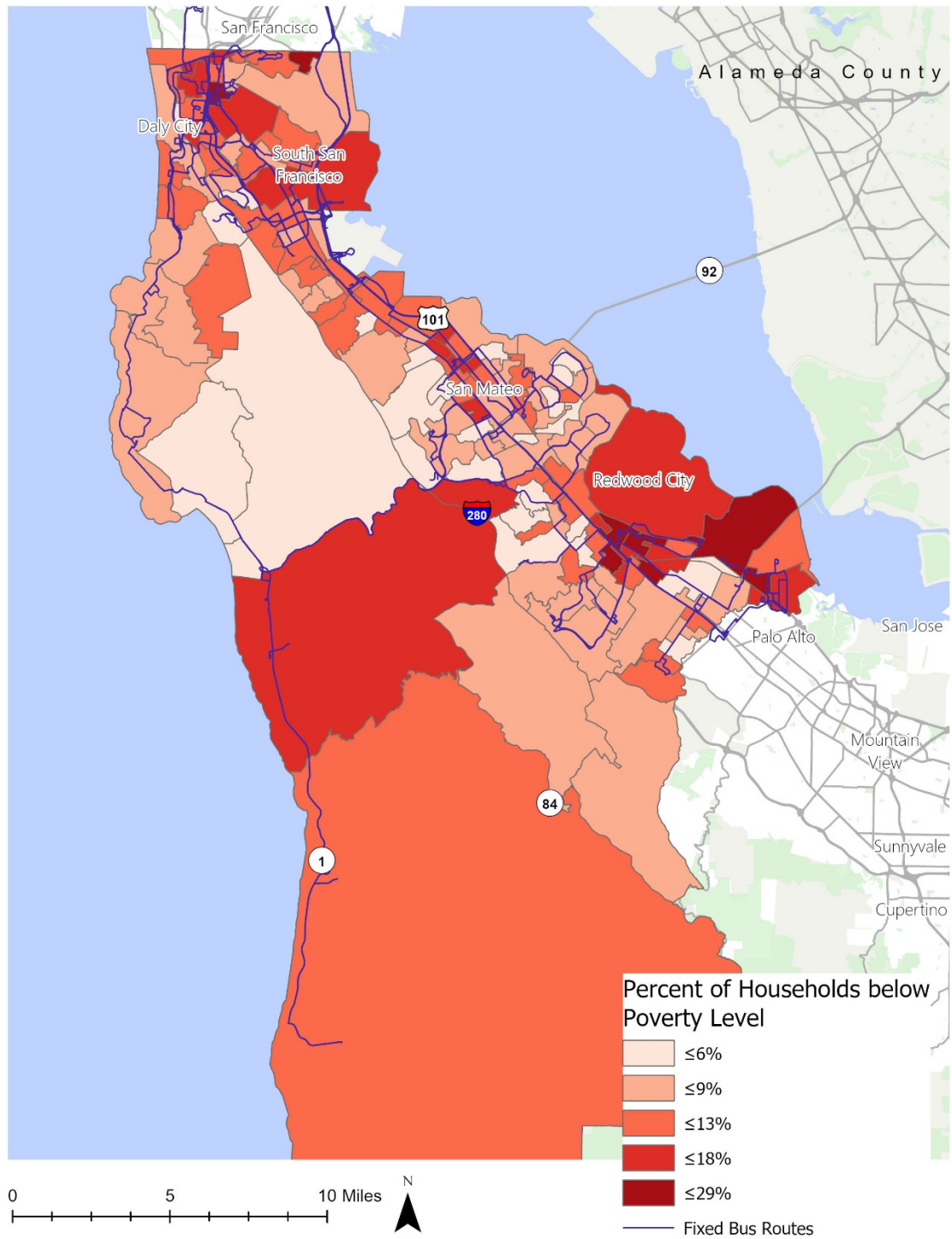
# **ATTACHMENT 2 – SERVICE AREA DEMOGRAPHICS: MAPS BY COUNTY**

**Minority Populations by Census Tract**





**Households below Poverty Level by Census Tract**



**ATTACHMENT 3 –  
BOARD APPROVAL OF DISPARATE IMPACT AND  
DISPROPORTIONATE BURDEN POLICIES**

RESOLUTION NO. 2013-09

BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT  
STATE OF CALIFORNIA

\* \* \*

**ADOPTION OF SYSTEM-WIDE SERVICE STANDARDS AND POLICIES, DEFINITION OF "MAJOR SERVICE CHANGE," AND DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

**WHEREAS**, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

**WHEREAS**, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

**WHEREAS**, as set forth in the above-referenced Circular, the Board of Directors is required to adopt System-Wide Service Standards and Policies to guide the equitable distribution of SamTrans programs and services; and

**WHEREAS**, the San Mateo County Transit District (District) is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

**WHEREAS**, over the past two months, District staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

**WHEREAS**, the General Manager/CEO recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of SamTrans' programs and services to ensure they are provided equitably, without discrimination based on race, color or national origin.

**NOW, THEREFORE, BE IT RESOLVED** the Board of Directors of the San Mateo County Transit District hereby approves the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies.

Regularly passed and adopted this 13<sup>th</sup> day of March, 2013 by the following vote:

AYES: DEAL, GEE, GUILBAULT, HARRIS, KERSTEEN-TUCKER,  
LLOYD, MATSUMOTO, TISSIER, GROOM

NOES: NONE

ABSENT: NONE

Carole Groom  
Chair, San Mateo County Transit District

ATTEST:

Shantia Martinez  
District Secretary

## STAFF REPORT ATTACHMENT

### SAMTRANS TITLE VI STANDARDS AND POLICIES

Federal Title VI requirements of the Civil Rights Act of 1964 were recently updated by the Federal Transit Administration (FTA) and now require each large public transportation provider's governing board to approve five standards and policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- System-wide Service Standards
- System-wide Service Policies

Staff has developed draft standards and policies and included them within this document for Board review.

The first policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population. The last two policies define service standards and policies to be used when determining whether service and amenities are distributed equitably to minority and non-minority routes and facilities.

The Major Service Change Policy, Disparate Impact Policy, and Disproportionate Impact Policy are currently going through public review via a series of four public meetings held throughout the county. Information about the Title VI process, complaint procedures, and the proposed standards and policies are available via the SamTrans website as well by calling the customer service phone number or emailing a dedicated email address.

These policies are in draft form and will be revised based on input from the public and the Board. They will be brought back as final proposals for approval by the Board at the March 13 meeting.

## PART 1

### MAJOR SERVICE CHANGE POLICY

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the San Mateo County Transit District Board of Directors for its consideration and included in the SamTrans Title VI Program with a record of action taken by the Board.

A major service change is defined as:

A reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one-week period.

The following service changes are exempted:

- Changes to a service on a route with fewer than 10 total trips in a typical service day are not considered "major" unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- SamTrans-operated transit service that is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops.

## PART 2

### DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations. Per FTA Circular 4702.1B:

*Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...*

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, SamTrans must evaluate whether there is an alternative that has a more equitable impact. Otherwise, SamTrans must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

## PART 3

### DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations.... The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission.... At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare[/service] change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare[/service] changes.*

The SamTrans Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.



## PART 4

### SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1B SamTrans must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by SamTrans for other purposes.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

For the purposes of defining service standards and policies for SamTrans fixed-route service, the agency has split its system into four route categories:

- Coastal: Routes serving the coastal community – from Half Moon Bay to Pacifica, excluding those routes which link Pacifica to Daly City.
- Community: Infrequent, community-specific routes which do not operate during off-peak hours.
- Local: Routes designed to carry passengers between major passenger hubs, employment centers, and residential neighborhoods.
- Multi-city: Routes serving multiple cities, including some offering express or late-night service.
- Mainline: Long-distance routes serving significant portions of the county, generally at higher frequency.

The categories were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. The following chart illustrates which routes belong to each category:

**Exhibit 1: Routes by Category**

Category	Routes
Coastal	14, 16, 17, 294
Community	24, 35, 36, 38, 43, 46, 53, 54, 55, 58, 72, 73, 83, 85
Local	110, 112, 118, 120, 121, 122, 123, 130, 132, 133, 140, 141, 250, 251, 260, 262, 270, 271, 274, 280, 281
Multi-City	295, 296, 297, 359, 397, KX
Mainline	292, 390, 391, ECR

SamTrans also defines service standards differently for peak and off-peak service. "Off-peak" refers to weekday midday and evening service, as well as Saturday, Sunday, and Holiday service.

## A. VEHICLE LOAD

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

*Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed-route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.*

SamTrans calculates Vehicle Load Factor by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route. Vehicle Load Factor is monitored regularly to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. Vehicle Load Factor standards are presented in the exhibit below.

**Exhibit 2: Vehicle Load Factor Standards**

Category	Peak	Off-Peak
Coastal	1.25	1.00
Community	1.50	N/A
Local	1.25	1.00
Multi-City	1.25	1.00
Mainline	1.50	1.25

## B. VEHICLE HEADWAY

Vehicle headway is described as follows by FTA Circular 4702.1B:

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

destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.

SamTrans calculates headway by determining the average length of time between buses on each route during peak and off-peak times. In the event a route regularly exceeds Vehicle Load Factor standards, SamTrans will evaluate whether frequency on that route should be adjusted within the confines of existing or expected funding levels. Vehicle headway standards are presented in the exhibit below.

**Exhibit 3: Vehicle Headway Standards**

Category	Peak	Off-Peak
Coastal	90 minutes	90 minutes
Community	60 minutes	N/A
Local	60 minutes	60 Minutes
Multi-City	60 minutes	60 Minutes
Mainline	30 minutes	60 minutes

### C. ON-TIME PERFORMANCE

On-time performance is described as follows by FTA Circular 4702.1B:

*On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and*

measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window.

A bus is determined to be late if it departs its scheduled "time point" five or more minutes later than the published time. Buses are considered early if they depart from a published time point at any time prior to the scheduled departure. It is SamTrans' goal to be on-time at least 85 percent of the time. On-time performance is tracked and published on a weekly basis and also included within monthly performance reports to the SamTrans Board of Directors. Bus Transportation staff also regularly monitors on-time performance and counsels operators who consistently fail to meet on-time performance standards that are within their control. Discussions with bus operators are also used to identify vehicle scheduling issues which are corrected through service changes three times annually. On-time performance standards are presented in the exhibit below.

**Exhibit 4: On-Time Performance Standards**

Category	Peak	Off-Peak
Coastal	85 percent	85 percent
Community	85 percent	N/A
Local	85 percent	85 percent
Multi-City	85 percent	85 percent
Mainline	85 percent	85 percent

## **D. SERVICE AVAILABILITY**

Service availability/transit access is described as follows by FTA Circular 4702.1B:

*Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.*

SamTrans' goal is to ensure 70 percent of county residents live within walking distance (i.e., one quarter mile) of a bus stop. SamTrans service is particularly strong in communities with significant minority and low-income populations. Transit access is determined by mapping all active bus stops within the system and then calculating the population (based on 2010 Census data) within one-quarter mile radii of those stops. This information is then compared to the total county population.

## PART 5

### SYSTEMWIDE SERVICE POLICIES

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. Transit providers also may opt to set policies for additional indicators. The following system-wide policies differ from service standards in that they are not necessarily based on meeting a quantitative threshold, but rather qualitative evaluation results:

- A. Vehicle Assignment
- B. Transit Amenities

#### A. VEHICLE ASSIGNMENT

Vehicle assignment is described as follows by FTA Circular 4702.1B:

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

SamTrans' policy with respect to vehicle assignment is depot-specific. SamTrans currently has four general types of buses in the fleet, all of which are maintained to the same strict standards (whether by the District or its contract operator):

- 29-foot transit coaches
- 35-foot low-floor transit coaches
- 40-foot transit coaches
- 60-foot articulated coaches

All buses have the same level of amenities available to riders. Coaches are distributed among the various depots according to the number of operator runs assigned to each depot. The specific type of vehicle is then chosen by the operator based on the demands of the specific schedules he/she will be operating that day (i.e., shorter buses

are used on routes with tighter turning motions, articulated coaches are used on routes with higher ridership). All 29-foot buses are assigned to Route 17, which operates along the coast and generally has lower ridership and features difficult turning motions at certain points along the route. SamTrans is expecting delivery of new diesel-hybrid coaches in the next several years. Those new buses will be assigned in such a manner to ensure they are distributed equitably among the communities SamTrans serves.

In short, buses are not assigned to specific communities within San Mateo County based on vehicle age or size but rather to serve specific routes that call for them based on the needs of that route. Many of the routes and runs serve multiple communities with diverse populations. Given SamTrans' strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.

## **B. TRANSIT AMENITIES**

Transit amenities is described as follows by FTA Circular 4702.1B:

*Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed-route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This...is not intended to impact funding decisions for transit amenities. Rather, this...applies after a transit provider has decided to fund an amenity.*

Transit amenities are distributed on a system-wide basis. Transit amenities include shelters, benches, trash receptacles, and park-and-ride facilities. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference (in the case of shelters which feature advertisements).

### **Bus Shelters**

District policy states that shelters are considered for installation based on the following criteria:

- Stops where more than 200 passengers board each day.
- 75 percent of shelters shall be located in Census Tracts on routes associated within urbanized areas.
- Distribution of shelters county-wide should match the distribution of minority Census tracts.
- Locations for shelters with advertisements are chosen by the vendor based on the visibility and traffic.

District policy also states that all bus shelters shall include trash receptacles and that all stops with shelters and benches be cleaned and have their trash receptacles emptied at least once each week.

### **Bus Stop Benches**

Benches are considered for installation based on the following criteria:

- Stops where more than 200 passengers board each day.
- Distribution of benches county-wide should match the distribution of minority Census tracts.

District policy states that stops with benches shall be cleaned at least once each week.

### **Trash Receptacles**

Trash receptacles are considered for installation based on the following criteria:

- Stops where over 200 passengers board each day.
- Distribution of trash receptacles county-wide should match the distribution of minority Census tracts.

District policy states that trash receptacles shall be emptied at least one each week.

### **Next Bus Arrival Signage**

Electronic signage informing passengers of the predicted arrival of the next bus for a given route can significantly improve the experience for customers. The District's policy with respect to electronic bus arrival signage is to install signage at locations meeting the following criteria:

- The location is a multi-modal transit center.
- The location is served by multiple SamTrans routes.
- Ridership is high at the location.
- Funding is available for installation/maintenance (e.g. from partner agencies).
- Installation is coordinated with other applicable agencies.

If and when SamTrans is in a position to introduce a comprehensive, system-wide electronic signage program, new policies will be developed to ensure equitable siting.





# **ATTACHMENT 4 – EXISTING FARE CHART AND FARE STRUCTURE**

# Existing Fare Chart

	Local Fare				Express Fare		
	Cash or Mobile#	Clipper#	Day Pass (Cash or Mobile)	Monthly Pass (Clipper)	Cash or Mobile#	Clipper#	Monthly Pass (Clipper)
<b>Adult</b> (Age 19 through 64)	\$2.25	\$2.05	\$4.50	\$65.60	\$4.50	\$4.00	\$130.00
<b>Youth*</b> (Age 18 & younger)							
<b>Eligible Discount**</b> (Senior / Disabled / Medicare cardholder)	\$1.10	\$1.00	\$2.00	\$27.00	\$2.25	\$2.00	N/A

Local fares are paid on all routes that are not mentioned in the above fare chart.

# FY2020 FARE STRUCTURE

Adopted – May 26, 1976  
 Revised – August 7, 2019  
 Effective – August 18, 2019

## SAN MATEO COUNTY TRANSIT DISTRICT STATE OF CALIFORNIA

\*\*\*

### FARE STRUCTURE

#### I. FARE PRICES

##### Fixed-route Service

Product	Payment Options	Category	Current	Eff. 8/18/19	Eff. 1/1/2020	Eff. 7/1/2020
Local One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app, Ticket/Token	Adult		\$2.25		
		Youth/Eligible Discount		\$1.10		
	Clipper	Adult		\$2.05		
		Youth/Eligible Discount		\$1.00		
	Transfers from Other Agencies (Clipper)^	Adult/Youth/Eligible Discount		One free transfer		
Local Day Pass	Cash, Mobile app	Adult	\$5.50		\$4.50	
		Youth/Eligible Discount	\$2.75		\$2.00	
Local Monthly Pass	Clipper, Limited Paper Ticket	Adult		\$65.60		
		Youth/Eligible Discount		\$27.00		
Out of San Francisco/ Express One-way	Cash, Mobile app	Adult	\$4.00		Discontinued	
		Youth/Eligible Discount	\$1.10			
	Clipper	Adult	\$3.60			
		Youth/Eligible Discount	\$1.00			
	Transfer upgrade from Day Pass	Adult	\$1.75			
		Youth/Eligible Discount	\$0.00			
	Transfer upgrade from Local Monthly Pass and from Other Agencies (Clipper)^	Adult	\$1.55			
Youth/Eligible Discount		\$0.00				
Out of San Francisco/ Express Monthly Pass	Clipper	Adult	\$96.00			
		Youth/Eligible Discount				
Express One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app	Adult			\$4.50	
		Youth/Eligible Discount			\$2.25	
	Clipper	Adult			\$4.00	
		Youth/Eligible Discount			\$2.00	
	Transfer upgrade from One-way Local (Mobile), Day Pass (Paper/Mobile), Ticket/Token	Adult			\$2.25	
		Youth/Eligible Discount			\$1.00	
	Transfer upgrade from Local Monthly Pass (Clipper), Summer Youth Pass, One-way Local transfer (Clipper)	Adult			\$1.95	
		Youth/Eligible Discount			\$1.00	
	Transfers from Other Agencies (Clipper)^	Adult			\$1.95	
		Youth/Eligible Discount			\$1.00	
Express Monthly Pass	Clipper	Adult			\$130.00	
		Youth/Eligible Discount*				

^ Accepted Inter-agency transfers on Clipper: Caltrain Monthly Pass (2 or more zones), VTA Monthly Pass, Dumbarton Express 31-day Pass and AC Transit 31-day Pass  
 \* Youth and Eligible Discount may purchase the Adult Express Monthly Pass by using an Adult Clipper card or may use a Youth or Eligible Discount Local Monthly Pass and pay an upgrade.

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**Other Products**

Product	Payment Options	Category	Current	Eff. 8/18/19	Eff. 1/1/2020	Eff. 7/1/2020
Local One-way 10 Tokens <sup>#</sup>	SamTrans Sales Outlets	Adult	\$18.00		\$22.50	Discontinued
		Youth	\$10.00		\$11.00	
Local One-way 10-Ticket Book <sup>#</sup>	SamTrans Sales Outlets	Adult				\$22.50
		Youth				\$11.00
		Eligible Discount	\$10.00			\$11.00
Local One-way 50-Ticket Book	SamTrans Administrative Office	Adult	\$112.50			Discontinued
Discounted Youth Local Monthly Pass	Limited Paper Pass thru School Lunch Program	Youth			\$22.00	
Summer Youth Pass	Mobile app, www.samtrans.com, SamTrans Administrative Office	Youth			\$40.00	
Way2Go Pass	SamTrans Administrative Office	Minimum of 100 passes			\$125 per rider (\$12,500 minimum)	
Group Travel: minimum of 25 riders	SamTrans Administrative Office	Adult/Youth/ Eligible Discount		20% discount		Discontinued

**Demand Response Services**

Paratransit Redi-Wheels/RediCoast One-way (ADA)	Cash, Mobile app	Regular		\$4.25
		Lifeline		\$1.75
	10-Ticket Book available at SamTrans Administrative Office	Regular		\$42.50
		Lifeline		\$17.50
Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular		\$5.00 per rider	
	Lifeline		\$2.25 per rider	
Paratransit 5311 Coastside On-demand One-way (non-ADA)	Cash, Mobile app	Regular		\$4.25
		Lifeline		\$1.75
	Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular		\$4.50 per rider
		Lifeline		\$1.75 per rider
Taxi Voucher Pilot Program	Taxi bills SamTrans for agency subsidy; Customer pays remaining fare to Taxi	Eligible Discount		Up to \$20 agency subsidy
Microtransit Pilot Program	Same as Local fixed-route	Adult/Youth/ Eligible Discount		Local fixed-route Fare Structure applies

**Parking**

Daily Parking at Colma Park and Ride	Cash, credit/debit card		\$3.00
Monthly Parking at Colma Park and Ride	www.samtrans.com, SamTrans Administrative Office		\$63.00

<sup>#</sup> Tokens will be replaced with Tickets by July 1, 2020

**II. FIXED-ROUTE SERVICE FARE TYPES & CATEGORIES**

**A. Fare Types:**

- Local One-way (with Transfers).** Available through Clipper®, the SamTrans mobile app, cash, Token or Ticket. Valid on Local service. Effective January 1, 2020, for customers using Clipper or SamTrans mobile app: includes free transfers on SamTrans Local service for 120 minutes.
- Local Day Pass.** Available through the SamTrans mobile app or cash. When purchased on-board, bus operator issues through the farebox. Valid on Local service from the time of activation at the farebox until 2:00 a.m. the next day. Through December 31, 2019: Youth and Eligible Discount Local Day Passes also can be used for Out of San Francisco and Express services for no additional charge.

3. **Local Monthly Pass.** Available through Clipper and limited paper passes distributed through Social Services agencies and schools. Valid on Local service from 12:01 a.m. on the first day of the month for which issued until 2:00 a.m. on the first day of the following month. Through December 31, 2019: Youth and Eligible Discount Local Monthly Passes also can be used for Out of San Francisco and Express services for no additional charge.
4. **Out of San Francisco One-way.** Available through Clipper, SamTrans mobile app or cash. Effective January 1, 2020, Out of San Francisco fare types will be discontinued.
5. **Out of San Francisco Monthly Pass.** Available through Clipper for Adult fare category. Through December 31, 2019: Youth and Eligible Discount Local Monthly Passes can be used for Out of San Francisco services at no additional charge. Effective January 1, 2020, Out of San Francisco fare types will be discontinued.
6. **Out of San Francisco One-way Upgrade.** Available through Clipper or cash for Adult upgrading fares with Local Monthly Pass. Effective January 1, 2020, Out of San Francisco fare types will be discontinued.
7. **Summer Youth Pass.** Available through the SamTrans mobile app or advance purchase at SamTrans Administrative Office. Valid for Local and Out of San Francisco service during June, July and August. Effective January 1, 2020, Youth will pay upgrade when riding Express service.
8. **Discount Youth Local Monthly Pass.** Available through public school districts to qualified low-income students as identified through the school lunch program. Valid on Local and Out of San Francisco service. Effective January 1, 2020, Youth will pay an upgrade when riding Express service.
9. **Express One-way.** Through December 31, 2019, Out of San Francisco rules apply. Effective January 1, 2020, available through Clipper, SamTrans mobile app or cash. Customers using Clipper or SamTrans mobile app: includes free transfers for 120 minutes valid on Express and Local SamTrans services.
10. **Express Monthly Pass.** Through December 31, 2019, Out of San Francisco rules apply. Effective January 1, 2020, available through Clipper only for Adult. Youth and Eligible Discount may use a Local Day Pass, Local Monthly Pass or Summer Youth Pass for Express service with payment of an Express Service Upgrade. Youth and Eligible Discount also may choose to purchase an Express Monthly Pass on an Adult Clipper card.
11. **Express Service Upgrade.** Effective January 1, 2020, to pay for the difference between Local and Express fares. For use with: (i) 120-minute Local service transfers (Clipper and SamTrans mobile app); (ii) Tokens and Tickets; (iii) Local Day Passes; (iv) Local Monthly Passes; (v) Summer Youth Passes.

12. **Way2Go Pass.** Annual pass sold to (i) housing complexes for distribution to and use by all residents aged 5 years and older, and (ii) businesses for employees working more than 20 hours per week. Valid within the calendar year for which issued on Local, Out of San Francisco and Express service. Minimum participation cost based on 100 participants.

**B. Fare Categories:**

1. **Adult.** Applies to passengers aged nineteen (19) through sixty-four (64).
2. **Eligible Discount.** Available to passengers aged sixty-five (65) or older, or who possess a Regional Transit Connection (RTC) Discount Card, a Medicare Card, a current Disabled Person Placard Identification Card issued by the Department of Motor Vehicles, or a valid transit discount card issued by another California transit agency which is equivalent to the RTC Discount Card. Passengers carrying an RTC Discount Card marked with an attendant symbol may have a personal care attendant travel with them at the Eligible Discount fare.
3. **Youth.** Available to passengers who are eighteen (18) years old or younger. Up to two children aged four (4) years or younger may travel free with each Adult or Eligible Discount fare-paying passenger. Additional children are subject to the Youth fare.
4. **Waived Fares.** Local, Out of San Francisco and Express Bus fares are waived for the following categories of passengers with proper identification or fare media:
  - a. **Peace Officers.** Uniformed and non-uniformed, sworn peace officers showing proper identification.
  - b. **Military Personnel.** Active military personnel in uniform showing proper identification.
  - c. **Employees/Retirees.** San Mateo County Transit District employees, qualified retirees, spouses, domestic partners and dependent children under the age of eighteen (18) showing their employee identification or family transportation pass.
  - d. **Board of Directors and Citizens Advisory Committee Members.** Board of Directors and Citizens Advisory Committee members showing their District identification.
  - e. **ADA Paratransit-eligible Passengers.** Passengers certified for Redi-Wheels and RediCoast (ADA) paratransit, and their personal care attendants, showing valid Redi-Wheels or RediCoast identification cards.

**III. ADA AND NON-ADA PARATRANSIT FARE TYPES & CATEGORIES**

ADA Paratransit Redi-Wheels and RediCoast, and non-ADA Paratransit 5311 Coastside Demand Response services require advanced reservations; service area restrictions apply.

**A. ADA Paratransit: Redi-Wheels and RediCoast**

1. **Regular Redi-Wheels and RediCoast.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, and (ii) possess a

valid Redi-Wheels or RediCoast card. Available through the SamTrans mobile app, cash or ticket. Tickets are sold in booklets with 10 rides at SamTrans Administrative Office and via mail.

2. **Lifeline Redi-Wheels and RediCoast.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, (ii) possess a valid Redi-Wheels or RediCoast card, and (iii) receive Supplemental Security Income, San Mateo County General Assistance, or Medi-Cal. Available through the SamTrans mobile app, cash or ticket. Tickets are sold in booklets with 10 rides at SamTrans Administrative Office or via mail.
3. **Service Agency-sponsored Group Trips.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, (ii) possess a valid Redi-Wheels or RediCoast card, and (iii) are participating in group trips sponsored by eligible agencies. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance, or Medi-Cal. Eligible agencies are: Poplar Recare, Rosener House, San Carlos Adult Day Care, Senior Focus, Senior Day Care, South San Francisco Adult Day Care and Coastside Adult Day Health Care. Sponsor is billed by the District after the trip.

**B. Non-ADA Paratransit: 5311 Coastside Demand Response**

1. **Regular and Lifeline 5311 Coastside Demand Response.** For passengers living in the 5311 Coastside Service Area. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi-Cal. Pay with cash or the SamTrans mobile app.
2. **Agency-sponsored Group Trips.** For passengers living in the 5311 Coastside Service Area who are participating in group trips sponsored by Senior Coastside. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi-Cal. Sponsor is billed by the District after the trip.

**IV. FARE PAYMENT**

- A. **Cash Payment.** Cash payments are made by feeding bills or coins into the farebox. Bills up to \$20 (twenty dollars) and coins of one cent, five cents, 10 cents and 25 cents are accepted. No cash change is provided in case of overpayment. Through June 30, 2020, change may be provided in the form of Change Cards issued through the farebox.
- B. **Change Cards.** Change Cards may be used toward the cost of future fixed-route bus rides. Change Cards expire one year from date of issue and no later than March 31, 2021. Effective April 1, 2020, Change Cards will no longer be issued.
- C. **Local One-way Token or Ticket.** Currently available to Adult and Youth as Tokens. Tickets will be issued instead of Tokens no later than July 1, 2020. Available to Eligible Discount as Tickets. Sold only in packages of 10. Each Token or Ticket is



valid for one Local ride. Multiple Tokens or Tickets may be combined for Out of San Francisco or Express service (but no Change Card is provided). Tokens will be accepted on SamTrans buses through June 30, 2021 (after which point only Tickets will be accepted).

**D. Clipper®.** Use of Clipper requires customers to “tag” the card at the Card Interface Device on-board buses. The Clipper card is a transit fare payment card issued and administered by the Metropolitan Transportation Commission (MTC) that is valid for use on all major public transit services throughout the San Francisco Bay Area. There may be fees associated with the use of a Clipper card. Such fees, if any, will be set by the MTC. Clipper customers will have an approximate 10 percent discount over One-way cash fares.

**E. Mobile Ticketing Application Pilot Program.** Customers may purchase via the SamTrans Mobile App: (i) Local, Out of San Francisco and Express One-way; (ii) Local Day Pass; (iii) Express Upgrade; (iv) Paratransit Redi-Wheels/RediCoast One-way (ADA); and (v) Paratransit 5311 Coastside Demand Responsive One-way (non-ADA). Credit and debit cards are accepted.

**F. Inter-agency Transfers**

Transfers from certain transit systems to SamTrans will receive one Local fare credit; available only on Clipper. Effective January 1, 2020, Upgrade will be charged for Express service.

- AC Transit 31-day Ticket = Local Fare Credit within two hours of tagging Clipper on home system
- Caltrain Monthly Pass, two or more zones = Local Fare Credit
- DB (Dumbarton Express) 31-day Ticket = Local Fare Credit within two hours of tagging Clipper on home system
- Santa Clara Valley Transportation Authority Monthly Pass = Local Fare Credit within two hours of tagging Clipper on home system

**G. Special Promotional Fares.** From time to time, the General Manager/CEO may authorize the establishment of special and promotional fares.

**H. Rules and Regulations.** All Passes, Tokens and Tickets are subject to District regulations as may be adopted from time to time. Misuse of a Pass, Token or Ticket or violation of the laws governing behavior on transit vehicles makes such Pass, Token or Ticket subject to revocation. Passes must be kept in the possession of the rider at all times. Assigned Passes may not be transferred to another individual.

Passes, Tokens, Tickets and Change Cards are not subject to refund or replacement.

The individual ride value of a Pass shall be valid for any route that has a fare for the specified ride value or less. The single-ride value of a Pass may be applied to the fare for any route with a higher individual ride value by paying the difference in cash, Tokens, Tickets or Change Cards. Fixed-route fare media are not valid on Paratransit service.

District staff is empowered to add means of fare media distribution (e.g. website) without amendment of this document.

**V. SERVICE CLASSIFICATIONS**

**A. Local Service**

Transit routes of an intra-community or inter-community nature that operate primarily on local and arterial streets are classified as Local service. Local routes provide service at each established bus stop.

**B. Out of San Francisco Service**

Out of San Francisco service includes Routes 292, 397 and 398 starting at the Transbay Terminal area. Local fare applies to southbound Routes 292 and 397 for boardings south of Sunnydale Avenue/Bayshore Boulevard, and Local fare also applies to southbound Route 398 for boardings south of San Francisco. Effective January 1, 2020, Out of San Francisco fares will be eliminated and Routes 292, 397 and 398 will be considered Local service.

**C. Express Service**

Express service includes specialized routes of an inter-community nature that operate a significant portion of the route length along freeways without intermediate stops.

**D. ADA and non-ADA Paratransit Service**

1. **ADA Paratransit.** Service known as Redi-Wheels and RediCoast operates for certified passengers with disabilities traveling in the San Mateo County Transit District service area. Advance reservations are required, and certain qualifying and service area restrictions apply.

The Redi-Wheels service area includes the bayside of San Mateo County, portions of the City of Palo Alto north of Embarcadero Road, and the City of San Francisco in the Stonestown area and the Bayshore Corridor.

The RediCoast service area includes Montara, Moss Beach, El Granada, Princeton, Half Moon Bay, San Gregorio, La Honda, and Pescadero, with limited service to the bayside, San Francisco and Palo Alto.

Redi-Wheels and RediCoast customers are able to transfer to other paratransit providers in San Mateo County, San Francisco, Santa Clara County, and the East Bay at specified locations.

2. **Non-ADA Paratransit.** Service known as 5311 Coastside Demand Responsive service is available to customers living in Montara, Moss Beach, El Granada, Princeton, Half Moon Bay, San Gregorio, La Honda, and Pescadero, with limited service to the bayside of San Mateo County, portions of San Francisco and Palo Alto. Advance reservations are required, and certain qualifying and service area restrictions apply.

E. **Microtransit On-demand Pilot Program Service**

Microtransit is a demand-responsive service model offering flexible routing of transit vehicles to serve one or multiple trip requests within a defined service area. Passengers wishing to use microtransit may request a ride using a mobile app or by phone. The service is facilitated by a cloud-based platform that receives trip requests and dynamically routes the transit vehicle to serve the customers. Local fares apply.

F. **Taxi Voucher Pilot Program**

The on-demand taxi subsidy pilot program offers same-day, curbside-to-curb taxi and accessible taxi service at a reduced rate in the program area. The service is provided for adults aged 65 or older, and people with disabilities as defined in the program policies. The pilot program is scheduled to launch in 2020.

VI. **PARKING**

A. **Fees**


Parking is provided for a fee at the Colma Park and Ride lot on a per-day or monthly basis. Daily parking fees are payable at the parking payment machine. Monthly parking passes can be purchased at the SamTrans Administrative Offices or via [www.samtrans.com](http://www.samtrans.com). The General Manager/CEO may authorize the sale of "reserved" parking permits for a fee of up to \$105.00 per month.

B. **Restrictions**

The use of San Mateo County Transit District parking facilities shall be in accordance with District's Vehicle Parking Regulations and other rules.

**ATTACHMENT 5 –  
SAMTRANS DEDICATED WEBPAGE**

<http://www.SamTrans.com/Fares/SamTransFareChanges.html>



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> samtrans.com > Fares > Means Based Fare Pilot Program

## Means Based Fare Pilot Program

汉语
Español

SamTrans is exploring the feasibility of joining [Clipper START](#), the Metropolitan Transportation Commission's (MTC) means-based fares pilot program. The agency is analyzing the program's benefits and impacts in terms of ridership, farebox recovery and customer experience.

Clipper START uses the [Clipper](#) transit fare payment system to discount the cost of one-way rides for adults (ages 19-64) whose household incomes are no more than twice the federal poverty level (for example, \$52,400 for a family of four). Clipper START participants will receive discounted fares on participating transit services around the Bay Area.

If approved by the SamTrans Board of Directors, the Clipper START pilot program would allow adult SamTrans riders who are lower-income to receive fare discounts of 20-50% off the adult single ride fare. The program would be evaluated for possible continuation throughout the 12-month pilot period.

For most Bay Area households, transportation is the third-biggest monthly expense — trailing only the cost of housing and food. Clipper START could be a critical program for many families, particularly in the current economic climate.

Visit [www.clipperstartcard.com](http://www.clipperstartcard.com) for information on program eligibility and how to apply.

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**GET INVOLVED/LEARN MORE**

As SamTrans explores joining the Clipper START pilot program, we're looking for your feedback!

- Virtual Town Hall:** On Tuesday, September 29, SamTrans staff hosted a Virtual Town hall to get public feedback about a potential means-based fare discount for SamTrans rides. If you missed the Town Hall, you can watch a [video here](#). You can also [click here to view a PDF copy of the Town Hall presentation](#).
- Board of Directors Meeting:** Staff will present findings and recommendations to the SamTrans Board of Directors at their October 7, 2020 meeting, held virtually via Zoom. The public may view the presentation and provide public comment at that meeting.

**JOIN THE CONVERSATION**

We also welcome your feedback and thoughts via our Electronic Comment Form. Join the conversation and make your voice heard!

Comments may also be submitted by calling SamTrans Customer Service at 1-800-660-4287 or by emailing [changes@samtrans.com](mailto:changes@samtrans.com).

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About SamTrans

> samtrans.com > Fares > Means Based Fare Pilot Program > 基于经济状况的票价试点计划

Text Size

## 基于经济状况的票价试点计划

English
Español

SamTrans正在探索加入Clipper START的可行性。Clipper START是大都会运输委员会（MTC）基于经济状况的票价试点计划。该机构正在从载客量、票价成本回收和客户体验等方面分析该计划的优点和影响。

Clipper START通过Clipper公交票价支付系统，为家庭收入不超过联邦贫困水平两倍（例如四口之家的收入为52400美元）的成人（19-64岁）降低单程票价。Clipper START参与者在使用湾区参与该计划的公交服务时将获得折扣票价。

如果获得SamTrans董事会的批准，Clipper START试点计划将为SamTrans的低收入成人乘客提供20%-50%的成人单程票折扣。在持续12个月的试点期内，该计划将会受到评估，以明确其继续执行的可能性。

对于大多数湾区家庭而言，交通是每月第三大支出，仅次于住房和食物开支。Clipper START计划可能对于许多家庭都极为重要，尤其是在当前的经济形势下。

访问[www.clipperstartcard.com](http://www.clipperstartcard.com)了解有关计划资格的信息。

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**现在参与/了解详情**

SamTrans正在探索加入Clipper START试点计划，我们期待您的反馈！

- 虚拟全员大会：**9月29日（周二）下午5:30，我们将举行虚拟全员大会，让您有机会就可能执行的基于经济状况的票价折扣分享您的想法。公众可以通过点击Zoom (<https://samtrans.zoom.us/j/94699047126>) 或拨打877-853-5257（免费电话）远程参会，会议ID：946 99047126。我们将按需提供翻译服务。如果您需要翻译，请提前72小时通知我们。
- 董事会会议：**2020年10月7日，员工将在Zoom召开SamTrans董事会会议上介绍调查结果和建议。公众可在该会议上查看演示文稿并发表意见。

**参与对话**

我们也欢迎您通过“电子意见表”给予您的反馈和想法。请参与对话，让我们听到您的声音！

您也可以拨打1-800-660-4287致电SamTrans客服或通过发送电子邮件至[changes@samtrans.com](mailto:changes@samtrans.com)来提交意见。

Page 1 of 1 Submit

您的家庭邮政编码是什么？

您或您家庭中的某人是否有资格获得Clipper START吗？  是  否  不确定

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> samtrans.com > Fares > Means Based Fare Pilot Program > Programa piloto de tarifas basadas en recursos familiares

Text Size

## Programa piloto de tarifas basadas en recursos familiares

[汉语](#)
[English](#)

SamTrans está explorando la posibilidad de unirse a [Clipper START](#), el programa piloto de tarifas basadas en los ingresos familiares de la Comisión de Transporte Metropolitano (MTC por sus siglas en inglés). La agencia está analizando los beneficios e impactos del programa en términos del número de viajeros, retornos de cajas de boletos y experiencia de los usuarios.

El programa Clipper START utiliza el sistema de pagos de tarifas de tránsito [Clipper](#) que descuenta el costo de los viajes de una sola ida para los adultos de 19 a 64 años, en cuyos hogares los ingresos no son más de dos veces superiores al nivel de pobreza federal (por ejemplo, \$52,400 para una familia de cuatro). Los participantes de Clipper START recibirán tarifas con descuento en los servicios de tránsito participantes en toda la Bahía.

Si la Junta de Directores de SamTrans aprueba esta iniciativa, el programa piloto de Clipper START permitiría a los pasajeros adultos de SamTrans de bajos ingresos recibir descuentos de 20% a 50% sobre el costo de las tarifas de viaje individual para adultos. Se evaluaría la continuidad del programa durante el periodo piloto de 12 meses.

Para la mayoría de hogares de la Bahía, el costo del transporte es el tercer gasto más importante en sus presupuestos familiares, después del costo de vivienda y alimentos. Clipper START podría convertirse en un programa crítico para muchas familias, en especial bajo las circunstancias económicas que están experimentando actualmente.

Visite [www.clipperstartcard.com](http://www.clipperstartcard.com) para obtener información sobre los requisitos para poder participar en el programa.

### PARTICIPE Y CONOZCA MÁS

Mientras SamTrans se encarga de explorar la posibilidad de unirse al programa piloto de Clipper START, ¡esperamos recibir sus comentarios!

- **Sesión comunal por vía virtual:** El martes, 29 de setiembre a las 5:30 p. m., se realizará una sesión comunal por Internet (virtual) en la que la comunidad tendrá la oportunidad de compartir sus ideas sobre el posible descuento para adquirir tarifas de transporte basadas en los ingresos familiares. El público puede participar de forma remota a través de la plataforma de Zoom en <https://samtrans.zoom.us/j/94699047126> o por teléfono llamando al 877-853-5257 (línea gratuita), e ingresando al Webinar con el número de registro: 946 9904 7126. Se proporcionarán servicios de traducción a solicitud. Por favor, infórmenos si tiene necesidad de un traductor por lo menos con 72 horas de anticipación.
- **Sesión de la Junta de Directores:** El personal presentará los hallazgos y recomendaciones ante la Junta de Directores durante la sesión del 7 de octubre de 2020, a realizarse por Internet, vía Zoom. El público puede revisar la presentación y presentar sus comentarios en la reunión.

### PARTICIPE EN LA CONVERSACIÓN

Si lo desea, también puede presentar sus comentarios e ideas a través de nuestro Formulario electrónico de comentarios. ¡Participe en la conversación y deje que se escuche su voz!

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### QUICK ROUTES



### SOCIAL



**ATTACHMENT 6 –  
NOTICE OF VIRTUAL TOWN HALL:  
SAMTRANS NEWS RELEASE**



## SamTrans Explores Clipper START Feasibility

September 16, 2020

In the coming months, SamTrans will consider the agency’s potential participation in [Clipper START](#), the Metropolitan Transportation Commission’s (MTC) means-based fares pilot program. A taskforce is analyzing the program’s benefits and impacts in terms of ridership, farebox recovery, customer experience, and regional coordination.

Staff is scheduled to present findings and recommendations to the SamTrans Board of Directors at their October 7 meeting. If approved, Clipper START would allow qualifying SamTrans riders who are lower-income to receive fare discounts of 20% to 50% off the adult single ride fare. Staff will monitor the program’s performance metrics throughout the 12-month pilot period to determine its long-term feasibility.

SamTrans invites the public to provide input through a web-based [comment form](#) and an upcoming [virtual town hall](#):

### **SamTrans Clipper START Virtual Town Hall**

Tuesday, September 29, at 5:30PM

Join by Zoom: <https://samtrans.zoom.us/j/94699047126>

Join by phone: +1 877-853-5257, Webinar ID: 946 9904 7126

Members of the public may also comment on the proposed means-based fares discount program by calling SamTrans Customer Service at 1-800-660-4287.

Clipper START uses the [Clipper](#) transit fare payment system to discount the cost of one-way rides for adults (ages 19-64) whose household incomes are no more than twice the federal poverty level (for example, \$52,400 for a family of four). Clipper START participants receive discounted fares on participating transit services.

For most Bay Area households, transportation is the third-biggest monthly expense — trailing only the cost of housing and food. Clipper START could be a critical program for many families, particularly in the current economic climate.

Visit [www.clipperstartcard.com](http://www.clipperstartcard.com) for information on program eligibility and how to apply.

###

*About SamTrans: SamTrans operates 70 routes throughout San Mateo County. Funded in part by a half-cent sales tax, the San Mateo County Transit District also provides administrative support for Caltrain and the San Mateo County Transportation Authority. SamTrans has provided bus service to San Mateo County customers since 1976.*

Follow SamTrans on [Facebook](#) and [Twitter](#).

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

# **ATTACHMENT 7 – NOTICE OF VIRTUAL TOWN HALL: SOCIAL MEDIA**

# TWITTER POSTS

**Home**  
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**More**

**SamTrans** 6,130 Tweets Follow

Do you think [#SamTrans](#) should join Clipper Start? Leave us a comment with your opinion.

Clipper START is a program that would allow qualifying SamTrans riders to receive fare discounts up to 20%-50% off the adult single ride fare.

Learn more here: [bit.ly/3mGmbe7](https://bit.ly/3mGmbe7)

1 retweet 2 likes

**SamTrans** @SamTrans · Sep 23

**Home**  
**Explore**  
**Notifications**  
**Messages**  
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Show this thread

**SamTrans** @SamTrans · Sep 28

As SamTrans explores joining the Clipper START pilot program, we're looking for your feedback!

There will be a Virtual Town Hall tomorrow at 5:30PM to learn more.

Zoom: [samtrans.zoom.us/j/94699047126](https://samtrans.zoom.us/j/94699047126) or call 877 853 5257 ID: 946 9904 7126.

2 replies 7 retweets 5 likes

**SamTrans** @SamTrans · Sep 29

Thank you for everyone who attended, please feel free to leave your opinions about the program or any other questions you may have your input is important.

- [#SamTrans](#)

**What's happening**

UCSF Benioff SF @UCSFChildrens Follow  
Promoted

David Burruto @SMCPolitical Follow

Emily Beach @EmilyBeach650 Follow

Show more

US elections · 1 hour ago

**Dr. Fauci says his words were taken 'out of context' in a new Trump ad touting COVID-19 response**

Trending with [Fauci](#)

**#JamieMovie**

See the film in theaters 2/26!

Promoted by Everybody's Talking About Jamie

Arts & culture · Trending

**KACEY**

9,008 Tweets



Home

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Tweet

Thread



Don't forget to stay tuned! TODAY at 5:30 PM

As SamTrans explores joining the Clipper START pilot program, we're looking for your feedback!

There will be a Virtual Town Hall tomorrow at 5:30PM to learn more.

Zoom: samtrans.zoom.us/j/94699047126 or call 877 853 5257 ID: 946 9904 7126.

Show this thread












4:06 PM · Sep 29, 2020 · Twitter for iPhone



Caltrain Replying to @SamTrans The town hall has begun



# TWITTER POSTS: SPANISH

- 
  -  Home
  -  Explore
  -  Notifications 20+
  -  Messages 1
  -  Bookmarks
  -  Lists
  -  Profile
  -  More
- [Tweet](#)

←

**SamTrans**   
6,130 Tweets

Follow



**SamTrans**  @SamTrans · Sep 21

¿Qué es Clipper START?

Clipper START permitiría que pasajeros aprobados de #SamTrans reciban descuentos en su tarifa, de hasta un 20%- 50% de descuento en la tarifa de viaje individual para adultos.

Obtenga más información aquí: [bit.ly/3mGmbe7](https://bit.ly/3mGmbe7)










**SamTrans**  @SamTrans · Sep 18

Vamos a platicar. Como les ha ayudado #SamTrans, o el tránsito público, para mejorar su vida?




 2
 3


# FACEBOOK POSTS

6:00 AM - 3:00 PM

Transportation Service

**Suggest Edits**

Is this category correct?

Rideshare Service

Yes    Unsure    No

**Photos** [See All](#)

**Videos** [See All](#)

SamTrans Means-Based Fares / Clipper START Pilot Program

**SamTrans** ✓  
September 25 at 12:52 PM · 🌐

Do you think #SamTrans should join Clipper Start? Leave us a comment with your opinion.

Clipper START is a program that would allow qualifying SamTrans riders to receive fare discounts up to 20%-50% off the adult single ride fare.

Learn more here: <http://bit.ly/3mGmbe7>

3    1 Comment    1 Share

Like    Comment    Share

Most Relevant ▾

Write a comment...


**Chris Fung**  
Yes, implement it!!  
Like · Reply · 2w

Facebook search bar: Search Facebook

Navigation icons: Home, Video, Marketplace, Groups, Events

SamTran Profile: Call Now, Like, Message

**Photos** See All



**Videos** See All

SamTran Means-Based Fares / Clipper START Pilot Program  
Virtual Public Meeting  
September 29, 2020  
23:44

As SamTran explores joining the Clipper...  
7  
214 Views · a week ago

**Page Transparency** See All

Facebook is showing information to help you better understand the purpose of a Page. See actions taken by the people who manage and post content.

- Page created - September 22, 2011
- Page manager location: United States

**Related Pages**

Caltrain

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**Post 1:** TUE, SEP 29  
Clipper Start and SamTran  
Other  
Interested  
3  
Like Comment Share  
Write a comment...

**Post 2:** SamTran  
September 29 at 4:12 PM · 🌐  
Don't forget to stay tuned today! As SamTran explores joining the Clipper START pilot program, we're looking for your feedback!  
The Virtual Town Hall will start at 5:30PM to learn more.  
Zoom: samtrans.zoom.us/j/94699047126 or call 877 853 5257 ID: 946 9904 7126.  
4  
Like Comment Share  
Write a comment...

# **ATTACHMENT 8 – COMMENT FORMS (ENGLISH, SPANISH, and CHINESE)**



Page 1 of 1 Submit

What is your home zip code?

Do you or someone in your household qualify for Clipper Start?  Yes  No  I'm not sure

Would you agree or disagree with SamTrans joining the Clipper START program?  Agree  Disagree

Do you have any other comments on SamTrans joining the Clipper START program?

If you would like be contacted for further information about Clipper START sign up here:

Is there anything else you would like to tell us?

Submit

Select Language ▼  
 Powered by Google Translate

Copyright © 2020 samtrans.com | [privacy policy](#) | [smctd.com](#) | [Social Media](#) [Translation Info](#)

CHINESE COMMENT FORM

您是否赞同SamTrans加入Clipper START 计划?  赞同  不赞同

对于SamTrans 加入Clipper START 的问题, 您有其他意见吗?

如果您希望我们就Clipper START 的更多信息与您取得联系, 请在此注册:

您还有什么想告诉我们的吗?

Submit

Select Language ▼  
 Powered by Google Translate

## SPANISH COMMENT FORM

\*Text matches previous format on web page. Comment pages were removed on 10/16/20 before the capture of the Spanish Comment Form.

¿Cuál es su código postal?

¿Usted o alguna persona de su hogar reúnen los requisitos para utilizar Clipper START? Sí / No / No estoy seguro/a

¿Estaría de acuerdo o No estaría de acuerdo en que SamTrans participe en el programa Clipper START? Estoy de acuerdo / No estoy de acuerdo

¿Tiene usted algún otro comentario acerca de SamTrans uniéndose al programa de Clipper Start?

Si quisiera que nos comuniquemos con usted con información adicional sobre Clipper START, regístrese aquí:

¿Hay alguna otra información que quisiera compartir con nosotros?

# **ATTACHMENT 9 – OUTREACH: COMMUNITY BASED ORGANIZATIONS**

ACCEL San Mateo County	Ravenswood Family Health Center
Ayundando Latinos A Sonar (ALAS)	Renaissance Center Mid-Peninsula
Bay Area Community Health Advisory Council, San Mateo	Safe Harbor Shelter
Bay Area Forward	Samaritan House, San Mateo
Belle Haven Action	SAMCEDA; Peninsula Mobility Group
Chicana Latina Foundation	San Mateo Building and Construction Trades
Chicana Latina Foundation	San Mateo County Central Labor Council
Citizens Environmental Council of Burlingame	San Mateo County Central Labor Council
Clean Coalition	San Mateo County Hispanic Chamber of Commerce
Coastside Clinic	San Mateo County Home For All
Coastside Hope	San Mateo County Immigrant Services Forum
College of San Mateo	San Mateo County Parks Foundation
College Track	San Mateo County Pride Center
College Track East Palo Alto	San Mateo County Union Community Alliance
Commission on Aging	San Mateo County Youth Commission
Commission on Aging Paratransit Coordinating Council	San Mateo Labor Council
Daly City Community Service Center	Senior Coastsiders
Daly City Friendship Center (North County Mental Health)	Seton Medical Center
Daly City Partnership	Shared Housing Program/Human Investment Project 264
Daly City Youth Health Center	Sierra Club, Loma Prieta Chapter
Fair Oaks Community Center	Silicon Valley Community Foundation
Family Crossroads/Shelter Network of San Mateo County	Sitike Counseling Center
Family Health Services	Skyline College
Filipino Bayanihan Resource Center	Skyline College Language and Arts Division
Filipino-American Chamber of Commerce	SMC Health
Friends of Caltrain	SMC Health System - Health Policy & Planning Program
Gatepath	Society of St. Vincent de Paul, San Mateo
Home and Hope	Somos Mayfair
Housing Leadership Council	South San Francisco Community Learning Center
Imagine Menlo	SparkPoint Center at Skyline College
Immigration Institute of the Bay Area	StarVista
Language Pacifica	Sustainable San Mateo County
Latino Collaborative, San Mateo County	Transportation Equity Allied Movement Coalition, San Mateo County (TEAMC)
League of Women Voters - North and Central San Mateo County	Yaseen Foundation
League of Women Voters - South San Mateo County	Youth Leadership Institute
Lesley Senior Communities, San Mateo	Youth United for Community Action (YUCA)

LifeMoves, San Mateo County	Zawaya
Liwanag Kultural Center (Community Center)	Child Care Coord Council
Menlo Oaks District Association	East Palo Alto Senior Center
Menlo SPARK	Ecumenical Hunger Program
Mid Peninsula Boys and Girls Club	Edgewood Center for Childrn and Families - San Mateo
Midcoast Community Council	El Concilio of San Mateo County
MidPen Housing Corporation	EPA CAN DO
Moon Ridge Apartments	Free At Last
NAACP San Mateo County Chapter	Nuestra Casa
Neustra Casa	Job Train
Non-Profit Housing Association of Northern California	Peninsula Volunteers (Meals on Wheels)
Northern Peninsula Food Pantry and Dining Center	Next Step Veterans Resource Center
Northern Peninsula Mandarin School	
One East Palo Alto, East Palo Alto	
Organization of Chinese Americans (Peninsula Chapter of San Mateo)	
Our Second Home	
Pacifica Climate Committee	
Pacifica Resource Center	
Paratransit Coordinating Council	
Parents for Safe Routes	
PARS Equality Center	
Peninsula Conflict Resolution Center	
Peninsula Family Service	
Pillar Ridge Manufactured Housing Community	
Project WeHope	
Puerta (Clinic)	
Puente De La Costa Sur	

# **ATTACHMENT 10 – VIRTUAL TOWN HALL: PRESENTATION**

# SamTrans Means-Based Fares / Clipper START Pilot Program

Virtual Public Meeting  
September 29, 2020



## Meeting Logistics

- All attendees are muted
- Questions/Comments:
  - Type using Q&A Option (at any point)
  - Raise hand
  - On Phone: Press \*9
  - Q&A at the End of Presentation



- Recording of the presentation will be available after the webinar
- Email option for questions/comments: [Changes@samtrans.com](mailto:Changes@samtrans.com)



## Testing...

---

Raise your hand if:

- You live in San Mateo County
- You've ridden SamTrans



3

samTrans

## Clipper START Background

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- Clipper START program, administered by the MTC, offers discount on single-ride fares to eligible low-income adults
- Eligibility based on 200% of the federal poverty household income level and household size
- Pilot program would last 12 months

4

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# Clipper START Program Objectives

- Make transit more affordable for low-income residents
- Move towards a more consistent regional standard for fare discounts
- Develop implementation options that are financial viable and administratively feasible

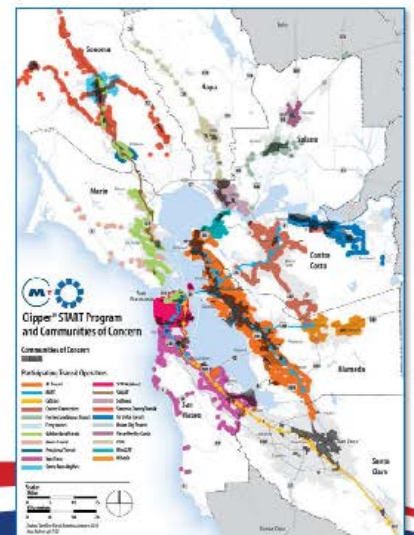


5



# Regional Participation and Timeline

- Four agencies launched July 2020:
  - BART: 20% discount
  - Caltrain, GG Transit/Ferry, SFMTA: 50% discount
- SamTrans would join January 2021
  - Program ends January 2022 (12-month pilot program)



6



# MTC Application Process



7

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# MTC Eligibility Requirements

## Proof of Identity (need one):

- Driver's license
- Passport
- City ID Card
- State ID Card
- Permanent Resident Card
- US Military Card
- Matricula Consular Card

## Proof of Income (need one):

- EBT or Medi-Cal card
- SFMTA Lifeline Pass
- County Benefits Eligibility Letter
- Tax Form



8

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# Program Evaluation

- Evaluation occurs at mid-point and end of pilot program

Awareness & Marketing	Customer Experience	Financial Viability	Administrative Feasibility	Affordability	Access + Mobility
How effective was the program's outreach?	How easy was it to enroll in Clipper START?	How did the program change transit agency revenues? And ridership?	What were the successes and challenges in delivering the Clipper START program?	Did participants' transportation costs decrease due to Clipper START?	Do participants have more access to opportunity because of the discount?
How did people learn about Clipper START?	Was managing and using the card straightforward and effective?	What were agency costs?	What does it take to manage and deliver the program?	How did lower fares impact other aspects of people's lives?	How did people's travel patterns change after enrolling in Clipper START?
How many people applied and enrolled, and what do we know about them?		How was the MTC subsidy spent to cover program participation?	Where does the program fit in the organization?		What were the top travel destinations for participants?  What transit or transportation service did people use?

9

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## Ways to Provide Input

- Tonight's virtual meeting
- **Visit our dedicated webpage with comment form**  
– [samtrans.com/clipperstart](https://samtrans.com/clipperstart)
- Give public comment at the October 7, Board of Directors meeting (via Zoom)
- Email: [changes@samtrans.com](mailto:changes@samtrans.com)
- Call Us: 1-800-660-4287

10

samtrans

## Learn More...

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Best source of program info is: [ClipperStartCard.com](http://ClipperStartCard.com)



## Questions/Comments

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### Questions/Comments:

- Type using Q&A Option
- Raise hand
- On Phone: Press \*9



### More comment options:

- Online: [samtrans.com/clipperstart](https://samtrans.com/clipperstart)
- Email: [Changes@samtrans.com](mailto:Changes@samtrans.com)

12

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## Feedback and Questions

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Should SamTrans join Clipper START?

Do you have any other feedback on Clipper START or other fare programs?

13

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**ATTACHMENT 11 –  
PUBLIC COMMENTS: VIRTUAL TOWN HALL**

**Virtual Town Hall - Comment Tracking Sheet  
SamTrans Clipper Start  
September 29, 2020**

Question or Comment	Public Commenter	Comment	Issue Area	Responder	Response needed during this meeting? IE is it relevant to this meeting?
Question	Mary Berry	Will this affect Student prices?	Fares	Christiane	No; unless they are an over 18 student and qualify for the program
Comment	Paul Hollywood	I think SamTrans joining the program is a great idea!	Joining	Ryan	Thanks for the feedback!
Comment	Benjamin McMullan	Don't live but work in San Mateo County. I take SamTrans often during non-Covid times	N/A	Ryan	Awesome, thanks for joining us!
Question	Jonathan Blakeslee	are there any fare programs focused on non-profit companies in San Mateo COunty?	Fares	Millie	We do have a Way2Go pass for companies and nonprofits to buy passes for employees. Learn more, here <a href="https://www.samtrans.com/fares/faretypes/Way2Go_Program.html">https://www.samtrans.com/fares/faretypes/Way2Go_Program.html</a>
Question	Moto G Power	In regards to the Clipper, can you do more of a description how it will affect the community? Ex: can I use it for bus and a train?	Clipper	Millie	For Clipper start, can use for all the agencies that are participating. Check out <a href="http://Clipperstart.com">Clipperstart.com</a>
Question	Moto G Power	Will they figure out a way for people to apply if they don't have computers? Do they have to an agency? Online?	Clipper	Millie	They do have ways if you don't have a computer, call Clipper Start customer service number to find out ways
Comment	Moto G Power	Response to support: I'm interested and do a lot of work with the community if they can't afford the Clipper card. Bus passes are so expensive.	Joining	Millie	
Comment	Ben McMullan	First time hearing about the program. Sounds like a terrific program and will behoove (sp) people that work in San Mateo and commuting. I look forward about reading more about the program and taking it from there. Initially it sound terrific and well needed.	Joining	Millie	Thanks Ben

**ATTACHMENT 12 –  
PUBLIC COMMENTS: OCTOBER BOARD MEETING**



Adina Levin, Friends of Caltrain – Transit Justice Coalition (in San Mateo County) and Seamless Bay Area

Encourage the board to support the Clipper Start Mean Based Program at the 50% level. As staff mentioned, 20% does not give riders that affordability benefit and that is the goal of the program. In terms of the financial commitment, while this is pilot and the agency can assess effectiveness, improving the affordability for people with those need is one of the things we work really hard to pass Measure W for. That money was what we were striving was for - improve affordability of the system and frequency and reliability of transit. Please support the goals that we got Measure W for... and looking into the evaluation and beyond, the issue of the Monthly pass how and looking at a monthly accumulator fare or cap fare.

Eduardo “Lalo” Gonzalez of Youth Leadership also Team C

Here to support SamTrans participation in Means Base Fare Program at 50% level. I think this will be extremely helpful for transit riders. We know that transit patterns may be low due to schools being in person and some people working from home . But as we are connecting with young people and families, there are those who rely on public transportation to get around, run their errands, and get to their essential job duties. In addition, I also hope there is intentional outreach to residents to make sure people are able to take advantage of this opportunity and that outreach is done in different languages to support in the enrolling of this program.

Sandra Lang

Work with Team C and really support and urge the Directors to support and join at a 50% discount. Although more has been said before to warrant on why we should do this, there is an increasing impact on disadvantaged populations in this county. I think we’re going to unfortunately probably see that as times goes on. I see an advantage as I listen to the presentation which was very informative, we will probably see a usage increase that could offset financial considerations at going at 50%. The benefit will outweigh everything. Probably more than anything else. Thank you...

Stuart Highland

Organizing Director with Housing Leadership Council. Our goal is to make sure that everyone that lives and works in San Mate has an affordable and comfortable home. We feel that to really help folks that are living in affordable homes, it’s important to have a robust public transportation service, and this goal, the Clipper Start Program, could not have come for a more crucial time for a lot of our essential workers who are living in affordable homes. As they return to work, it’s going to be a long way back before they are economically solvent and strong. This plan is helpful at a critical time. Our board has endorsed measure RR and we realize sales tax is an easy way to pass a great big public benefit, but weighs heavily on those with lower incomes.

Clipper START equalizes and mitigate that effect as we encourage people to vote on RR.

Support at 50% rate as staff suggested

# **ATTACHMENT 13 – PUBLIC COMMENTS: EMAILS**

# Means Based Fare Pilot Program (response)

## Survey Information

Site:	SamTrans
Page Title:	Means Based Fare Pilot Program
URL:	<a href="https://www.samtrans.com/fares/clipperstart.html">https://www.samtrans.com/fares/clipperstart.html</a>
Submission Time/Date:	10/2/2020 10:21:19 AM

## Survey Response

What is your home zip code?	94015
Do you or someone in your household qualify for Clipper Start?	<input type="text" value="Yes"/>
Would you agree or disagree with SamTrans joining the Clipper START program?	<input type="text" value="Agree"/>
Do you have any other comments on SamTrans joining the Clipper START program?	
If you would like be contacted for further information about Clipper START sign up here:	650 676 0721
Is there anything else you would like to tell us?	

# **ATTACHMENT 14 – PRELIMINARY 2019 TITLE VI ANALYSIS OF TAXI CAB SUBSIDY PROGRAM**

# Taxi Voucher Pilot Preliminary Service Equity Analysis

SamTrans received a grant from the FTA to initiate subsidized same-day taxi services for seniors and persons with disabilities in a geo-fenced pilot area. The pilot service will launch in 2020. As this pilot has not yet started operating, staff used the current planned service area to determine the demographic profile of potential riders. Ethnicity and household income data were drawn from the 2017 American Community Survey 5-year Estimates, which is the most current available.

## Summary and Preliminary Analysis of Taxi-Voucher Pilot Program

The On-Demand Taxi Voucher Program would offer same-day, curb-to-curb taxi and accessible taxi service at a reduced rate in the program area, which is currently defined as Redwood City, San Carlos, and the unincorporated community of North Fair Oaks. It would be available to adults age 65 or older, and people with disabilities. The pilot has not yet launched but would be in effect for one year. At the end of the pilot period, staff would evaluate the program and determine whether to implement it on a permanent basis and/or to implement it in a different geographic area. If such a decision is contemplated, a service equity analysis would be conducted within 12 months of launch of the pilot program.

**Table 1: Taxi Voucher Pilot Program Demographic Profile - Disabilities and Age**

Disability Status			Age		
		Pct.			Pct.
Total	128,690		Total	128,690	
With Disabilities	9,416	7%	Over 65	15,523	12%
No Disabilities	119,274	93%	Under 65	113,167	88%

Source: SamTrans, 2017 American Community Survey 5-Year Estimates

Within the Taxi Voucher Pilot Program service area, approximately seven percent of the population has a disability, and 12% of the population is over the age of 65 (Table 14). This represents the number of people who would be eligible for the service. For context, in San Mateo County, eight percent of the population has a disability, and 14% of the population is over the age of 65.

**Table 2: Taxi Voucher Pilot Program Demographic Profile: Ethnicity and Minority**

Population			Households		
		Pct.			Pct.
Total	128,690		Total	44,132	
Minority	68,206	53%	Low Income	5,146	12%
Non-Minority	57,882	47%	Non-Low Income	38,986	88%

Source: SamTrans, 2017 American Community Survey 5-Year Estimates

Table 15, above, shows that while there are slightly more minorities than non-minorities in the service area, there are substantially more people without low-incomes (88%) than with low-incomes (12%). The service area for this pilot is based on historical use of taxis to supplement some ADA trips. As stated above, should staff propose to make the program permanent, the District will use data collected during the pilot to conduct a complete Service Equity Analysis and consider potential mitigations to improve equity moving forward.

**ATTACHMENT 15 – NOVEMBER 2020 BOARD  
APPROVAL OF TITLE VI EQUITY ANALYSIS AND  
STAFF REPORT**

**RESOLUTION NO. 2020 – 46**

**BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT  
STATE OF CALIFORNIA**

**\* \* \***

**AUTHORIZING PARTICIPATION IN THE  
CLIPPER START REGIONAL MEANS-BASED FARE PILOT PROGRAM, APPROVING THE  
ASSOCIATED TITLE VI ANALYSIS, MAKING FINDINGS UNDER THE CALIFORNIA  
ENVIRONMENTAL QUALITY ACT, AND UPDATING THE FARE STRUCTURE**

**WHEREAS**, pursuant to Resolution No. 1982-27, dated April 28, 1982, the Board of Directors (Board) of the San Mateo County Transit District (District) adopted a Codified Tariff (currently known as the "Fare Structure") to outline the classifications, costs and regulations of SamTrans services and fare media; and

**WHEREAS**, the Board has the authority to modify the Fare Structure in order to change fares and implement policy or administrative changes to SamTrans service; and

**WHEREAS**, pursuant to Resolution No. 2019-4, the Board adopted the SamTrans Fare Policy (Fare Policy), which establishes high-level guidelines for staff and the Board to consider when modifying fares; and

**WHEREAS**, the District last took action to modify the Fare Structure on August 7, 2019; and

**WHEREAS**, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to Government Code Section 66500 *et seq.*; and

**WHEREAS**, transit affordability has been highlighted as a regional issue in MTC's Coordinated Plan, Plan Bay Area and other plans; and

**WHEREAS**, MTC has established the regional framework for a Regional Means-Based Transit Fare Pilot Program, currently known as the Clipper START Pilot, to improve transit affordability and access to opportunity for eligible low-income residents; and

**WHEREAS**, MTC has adopted a regional framework for the Clipper START Pilot, with participating operators, funding guidelines, and program conditions, pursuant to MTC Resolution No. 4320, Revised, to guide implementation of the Clipper START Pilot Program for an 18-month period spanning Fiscal Year 2020-21 and Fiscal Year 2021-22; and

**WHEREAS**, MTC used the process and criteria set forth in Attachment A of Resolution No. 4439 to program funds appropriated in the Coronavirus Aid, Relief, and Economic Security (CARES) Act for the expansion of Clipper START Pilot to operators (Cohort 2) beyond the four operators as established in Resolution No. 4420 (Cohort 1); and

**WHEREAS**, the District can participate in the Clipper START Pilot as part of Cohort 2 from January 2021 to January 2022 by adopting the following fare reductions for Clipper START card holders: 1) a \$1.05 discount off of Local One-way Clipper Card Fares; 2) a free transfer to a Local One-way ride from other agencies participating in Clipper; 3) a \$2.00 discount off of Express One-way Clipper Card Fares; 4) a \$0.95 discount on transfers to an Express One-way ride from a local monthly pass; and 5) a \$0.95 discount on transfers to an Express One-way ride from other agencies participating in Clipper; and

**WHEREAS**, under Title VI of the Civil Rights Act of 1964 and its implementing regulations, including Federal Transit Administration Circular C 4702.1 B, the District is required to perform a Title VI Fare Equity Analysis in conjunction with certain proposed



fare changes to assess whether they will result in disparate impacts or disproportionate burdens on minority or low-income populations, respectively; and

**WHEREAS**, on March 13, 2013, by Resolution No. 2013-99, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare or major service changes are deemed to have disparate impacts or disproportionate burdens on minority or low-income populations; and

**WHEREAS**, staff has prepared and presented to the Board a Title VI Equity Analysis that assesses the potential effects of the proposed fare changes necessary to participate in the Clipper START Pilot, concluding that changes to the Fare Structure would result in no disparate impacts on minority passengers or disproportionate burdens on low-income passengers; and

**WHEREAS**, MTC will reimburse participating operators in the Clipper START Pilot based on actual trips taken, and MTC will take programming action to establish the maximum amount of \$761,276 for trips made on SamTrans over the pilot period; and

**WHEREAS**, there is no legal impediment to the District making the funding request; and

**WHEREAS**, there is no pending or threatened litigation which might in any way adversely affect the ability of the District to deliver the proposed project(s) for which funds are being requested; and

**WHEREAS**, the District agrees to meet project delivery and obligation deadlines, comply with funding conditions placed on the receipt of funds allocated to the Clipper START Pilot, and satisfy all other conditions set forth in MTC Resolution No. 4320, Revised, and MTC Resolution No. 4439; and

**WHEREAS**, in August 2020, the District began operating a Taxi Subsidy Pilot Program for riders who are disabled and/or age 65 or older whereby the District would pay up to \$20 of the rider's taxi fare within San Carlos, Redwood City and North Fair Oaks, and the rider would be responsible for the remainder; and

**WHEREAS**, amending the fare structure for the Taxi Subsidy Pilot Program so that riders will pay up to \$5 per ride and the District will pay the remainder of the fare, if any, will provide more access to riders who need to take longer trips; and

**WHEREAS**, staff recommends amending the Fare Structure to remove several fare products and rules included in the previous version of the Fare Structure that have since expired; and

**WHEREAS**, staff has determined that the proposed revisions to the Fare Structure to implement the Clipper START Pilot, amend the fare for the Taxi Subsidy Pilot Program, and remove expired fares are consistent with the District's Fare Policy; and

**WHEREAS**, staff recommends that the Board of Directors approve the Title VI Equity Analysis for the Clipper START Pilot; authorize participation in the Clipper START Pilot; amend the fare for the Taxi Subsidy Pilot Program; amend the Fare Structure to implement the actions described in these recitals; and authorize the General Manager/CEO, or designee, to take all actions necessary to implement this Resolution.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the San Mateo County Transit District hereby:

1. Finds that the recitals stated above are true and correct;
2. Approves the District's participation in Clipper START Pilot;

3. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the Clipper START Fare Changes will not have a disparate impact on minority populations or a disproportionate burden on low-income populations;
4. Approves the Title VI Equity Analysis associated with the actions included in this Resolution;
5. Approves the updated Fare Structure, attached as Attachment A and incorporated herein by this reference;
6. Requests that MTC provide to the District all program funds available under its Clipper START Pilot Program, in the amounts requested and for which the District is eligible;
7. Directs the General Manager/CEO, or designee, to forward a copy of this Resolution, and such other information as may be required, to MTC and such other agencies as may be appropriate;
8. Authorizes the General Manager/CEO, or designee, to execute all applications and agreements with MTC necessary to obtain funds for the Clipper START Pilot for the District;
9. Authorizes the General Manager/CEO, or designee, to take any other actions necessary to implement this Resolution; and
10. Finds that all actions detailed in this Resolution are exempt from review under the California Environmental Quality Act (Public Resources Code Section 21000 *et seq.*) pursuant to the "common sense" exemption (14 Cal. Code of Regulations § 15061(b)(3)) because there is no possibility that the Resolution will have a significant effect on the environment, and that they comply with

all applicable requirements of the National Environmental Policy Act, (42 U.S.C, Section 4-1 *et seq.*) and the applicable regulations thereunder.

Regularly passed and adopted this 4<sup>th</sup> day of November, 2020 by the following vote:

AYES: Collins, Fraser, Guilbault, Pine, Powell, Ratto, Stone, Matsumoto


NOES: None

ABSENT: Groom



Chair, San Mateo County Transit District

ATTEST:



District Secretary

**SAN MATEO COUNTY TRANSIT DISTRICT  
STAFF REPORT**

TO: Planning, Development and Sustainability Committee

THROUGH: Jim Hartnett  
General Manager/CEO

FROM: April Chan  
Chief Officer, Planning, Grants and the Transportation Authority

SUBJECT: **AUTHORIZE PARTICIPATION IN THE CLIPPER START REGIONAL MEANS-BASED FARE PILOT PROGRAM, APPROVE THE ASSOCIATED TITLE VI ANALYSIS, MAKE FINDINGS UNDER THE CALIFORNIA ENVIRONMENTAL QUALITY ACT, AND UPDATE THE FARE STRUCTURE**

**ACTION**

Staff recommends the Board approve the following:

- 1) Authorize participation in the Metropolitan Transportation Commission's (MTC) Clipper START regional means-based fare pilot program (Clipper START Pilot Program) at a 50 percent discount level as further described below;
- 2) Amend the Taxi Subsidy Pilot Program to establish a flat fare of \$5;
- 3) Approve the associated Title VI analysis;
- 4) Update the fare structure to reflect the associated fare changes, and make other minor revisions, as further discussed below;
- 5) Find that all actions detailed herein are exempt from review under the California Environmental Quality Act (Public Resources Code Section 21000 et seq.) pursuant to the "common sense" exemption (14 Cal. Code of Regulations § 15061(b)(3)) because there is no possibility of a significant effect on the environment; and
- 6) Authorize the General Manager/CEO, or designee, to execute agreements and take any other actions necessary to implement these actions.

**SIGNIFICANCE**

*Clipper START Pilot Program*

At the October 7, 2020 Board of Directors (Board) meeting, staff presented the proposal to join MTC's Clipper START Pilot Program. Based on the feedback received at the meeting, the San Mateo County Transit District (District) will join the program at a 50 percent discount level for the 12-month duration of the Pilot Program.

If the Board takes action to join Clipper START and authorizes the General Manager/CEO to execute the Clipper START program agreement, the Pilot Program will take effect on SamTrans in January 2021 and last for 12 months. MTC conducts

eligibility screenings and issues Clipper START cards to eligible adults aged 19 through 64 who are residents in one of the nine San Francisco Bay Area counties and who have an annual household income level at or below 200 percent of the Federal Poverty Level. Eligible SamTrans riders using their Clipper START cards will receive: 1) a \$1.05 discount off of Local One-way Clipper Card Fares; 2) a free transfer to a Local One-way ride from other agencies participating in Clipper; 3) a \$2.00 discount off of Express One-way Clipper Card Fares; 4) a \$0.95 discount on transfers to an Express One-way ride from a local monthly pass; and 5) a \$0.95 discount on transfers to an Express One-way ride from other agencies participating in Clipper. These are the same benefits offered to Youth and Eligible Discount riders.

#### *Update the Fare Structure*

Proposed updates of the Fare Structure include addition of the Clipper START program as well as the following:

- *Taxi Subsidy Pilot Program.* Staff recommends the Board update the Fare Structure to reflect the revised fare of the Ride Now Taxi Subsidy Pilot Program. This program offers discounts on taxi rides to persons with disabilities, and persons age 65 or older, within a geographically-limited area. Previously, the program offered a subsidy of up to \$20 per ride, with the rider responsible for the remaining fare. This update removes the \$20 cap on the subsidy paid by District, and clarifies that the rider pays a \$5 flat rate per trip.
- *Removal of Outdated Information.* The current Fare Structure reflects the Board authorized changes on August 7, 2019, which are currently in effect. Staff proposes to remove references to several fare products and rules that have expired.

#### *Title VI Equity Analysis*

Prior to adoption of the proposed Clipper START fare, Federal Transit Administration Circular 4702.1B and District policies require that the Board review and consider approval of the Title VI fare equity analysis of potential impacts to minority and low-income riders. In summary, the analysis demonstrates that the proposed changes, as discussed above, will not have a disparate impact or disproportionate burden on minority or low-income passengers, respectively. The Title VI report for this analysis is available for review at <https://www.samtrans.com/riderinformation/TitleVI.html>.

#### **BUDGET IMPACT**

Staff estimate there would be a revenue loss if the District participates in the Clipper START Pilot Program. At this time, staff estimates the total annual revenue loss would be approximately \$450,000 to \$1,300,000 over the 12-month period. However, the actual revenue loss will be determined by the share of eligible users that enroll in the program and the share of new fares generated by increased trips made by existing passengers and new passengers who are incentivized to ride.

The estimated revenue loss accounts for MTC's reimbursement of the first 10% of the discount and estimated induced demand from the discounted price. These figures are also based on ridership and fare revenue collected prior to the COVID-19 pandemic

and as a result, are likely to be higher than figures seen during the pilot period of calendar year 2021.

For the Taxi Subsidy Pilot Program, staff does not anticipate any budget impact since the cost of the program is fully funded by grant sources.

**BACKGROUND**

The MTC has implemented a Clipper START Pilot Program that offers a single-ride fare discount to eligible low-income adults for travel on participating Bay Area transit agencies. The Clipper START Pilot Program allows adults whose annual earnings are up to 200 percent of the federal poverty level to qualify for fare discounts. For the second cohort of agencies to join, the Pilot Program will run for 12 months and be implemented through a Clipper card discount coupon on the existing Clipper system.

The Ride Now Taxi Subsidy Pilot Program offers a subsidized taxi service for seniors and people with disabilities, including existing SamTrans Redi-Wheels customers. Taxi trips subsidized through this program must start and end within San Carlos, Redwood City, and North Fair Oaks and riders pay a \$5.00 flat rate per one-way trip. The pilot launched in August 2020 and is funded by the FTA Section 5310 Grant Program through April 2021.

Prepared by: Millie Tolleson, Principal Planner

650-622-7815

**RESOLUTION NO. 2020 – 46**

**BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT  
STATE OF CALIFORNIA**

\* \* \*

**AUTHORIZING PARTICIPATION IN THE  
CLIPPER START REGIONAL MEANS-BASED FARE PILOT PROGRAM, APPROVING THE  
ASSOCIATED TITLE VI ANALYSIS, MAKING FINDINGS UNDER THE CALIFORNIA  
ENVIRONMENTAL QUALITY ACT, AND UPDATING THE FARE STRUCTURE**

**WHEREAS**, pursuant to Resolution No. 1982-27, dated April 28, 1982, the Board of Directors (Board) of the San Mateo County Transit District (District) adopted a Codified Tariff (currently known as the "Fare Structure") to outline the classifications, costs and regulations of SamTrans services and fare media; and

**WHEREAS**, the Board has the authority to modify the Fare Structure in order to change fares and implement policy or administrative changes to SamTrans service; and

**WHEREAS**, pursuant to Resolution No. 2019-4, the Board adopted the SamTrans Fare Policy (Fare Policy), which establishes high-level guidelines for staff and the Board to consider when modifying fares; and

**WHEREAS**, the District last took action to modify the Fare Structure on August 7, 2019; and

**WHEREAS**, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to Government Code Section 66500 *et seq.*; and

**WHEREAS**, transit affordability has been highlighted as a regional issue in MTC's Coordinated Plan, Plan Bay Area and other plans; and



**WHEREAS**, MTC has established the regional framework for a Regional Means-Based Transit Fare Pilot Program, currently known as the Clipper START Pilot, to improve transit affordability and access to opportunity for eligible low-income residents; and

**WHEREAS**, MTC has adopted a regional framework for the Clipper START Pilot, with participating operators, funding guidelines, and program conditions, pursuant to MTC Resolution No. 4320, Revised, to guide implementation of the Clipper START Pilot Program for an 18-month period spanning Fiscal Year 2020-21 and Fiscal Year 2021-22; and

**WHEREAS**, MTC used the process and criteria set forth in Attachment A of Resolution No. 4439 to program funds appropriated in the Coronavirus Aid, Relief, and Economic Security (CARES) Act for the expansion of Clipper START Pilot to operators (Cohort 2) beyond the four operators as established in Resolution No. 4420 (Cohort 1); and

**WHEREAS**, the District can participate in the Clipper START Pilot as part of Cohort 2 from January 2021 to January 2022 by adopting the following fare reductions for Clipper START card holders: 1) a \$1.05 discount off of Local One-way Clipper Card Fares; 2) a free transfer to a Local One-way ride from other agencies participating in Clipper; 3) a \$2.00 discount off of Express One-way Clipper Card Fares; 4) a \$0.95 discount on transfers to an Express One-way ride from a local monthly pass; and 5) a \$0.95 discount on transfers to an Express One-way ride from other agencies participating in Clipper; and

**WHEREAS**, under Title VI of the Civil Rights Act of 1964 and its implementing regulations, including Federal Transit Administration Circular C 4702.1 B, the District is required to perform a Title VI Fare Equity Analysis in conjunction with certain proposed

fare changes to assess whether they will result in disparate impacts or disproportionate burdens on minority or low-income populations, respectively; and

**WHEREAS**, on March 13, 2013, by Resolution No. 2013-99, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare or major service changes are deemed to have disparate impacts or disproportionate burdens on minority or low-income populations; and

**WHEREAS**, staff has prepared and presented to the Board a Title VI Equity Analysis that assesses the potential effects of the proposed fare changes necessary to participate in the Clipper START Pilot, concluding that changes to the Fare Structure would result in no disparate impacts on minority passengers or disproportionate burdens on low-income passengers; and

**WHEREAS**, MTC will reimburse participating operators in the Clipper START Pilot based on actual trips taken, and MTC will take programming action to establish the maximum amount of \$761,276 for trips made on SamTrans over the pilot period; and

**WHEREAS**, there is no legal impediment to the District making the funding request; and

**WHEREAS**, there is no pending or threatened litigation which might in any way adversely affect the ability of the District to deliver the proposed project(s) for which funds are being requested; and

**WHEREAS**, the District agrees to meet project delivery and obligation deadlines, comply with funding conditions placed on the receipt of funds allocated to the Clipper START Pilot, and satisfy all other conditions set forth in MTC Resolution No. 4320, Revised, and MTC Resolution No. 4439; and

**WHEREAS**, in August 2020, the District began operating a Taxi Subsidy Pilot Program for riders who are disabled and/or age 65 or older whereby the District would pay up to \$20 of the rider's taxi fare within San Carlos, Redwood City and North Fair Oaks, and the rider would be responsible for the remainder; and

**WHEREAS**, amending the fare structure for the Taxi Subsidy Pilot Program so that riders will pay up to \$5 per ride and the District will pay the remainder of the fare, if any, will provide more access to riders who need to take longer trips; and

**WHEREAS**, staff recommends amending the Fare Structure to remove several fare products and rules included in the previous version of the Fare Structure that have since expired; and

**WHEREAS**, staff has determined that the proposed revisions to the Fare Structure to implement the Clipper START Pilot, amend the fare for the Taxi Subsidy Pilot Program, and remove expired fares are consistent with the District's Fare Policy; and

**WHEREAS**, staff recommends that the Board of Directors approve the Title VI Equity Analysis for the Clipper START Pilot; authorize participation in the Clipper START Pilot; amend the fare for the Taxi Subsidy Pilot Program; amend the Fare Structure to implement the actions described in these recitals; and authorize the General Manager/CEO, or designee, to take all actions necessary to implement this Resolution.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the San Mateo County Transit District hereby:

1. Finds that the recitals stated above are true and correct;
2. Approves the District's participation in Clipper START Pilot;

3. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the Clipper START Fare Changes will not have a disparate impact on minority populations or a disproportionate burden on low-income populations;
4. Approves the Title VI Equity Analysis associated with the actions included in this Resolution;
5. Approves the updated Fare Structure, attached as Attachment A and incorporated herein by this reference;
6. Requests that MTC provide to the District all program funds available under its Clipper START Pilot Program, in the amounts requested and for which the District is eligible;
7. Directs the General Manager/CEO, or designee, to forward a copy of this Resolution, and such other information as may be required, to MTC and such other agencies as may be appropriate;
8. Authorizes the General Manager/CEO, or designee, to execute all applications and agreements with MTC necessary to obtain funds for the Clipper START Pilot for the District;
9. Authorizes the General Manager/CEO, or designee, to take any other actions necessary to implement this Resolution; and
10. Finds that all actions detailed in this Resolution are exempt from review under the California Environmental Quality Act (Public Resources Code Section 21000 *et seq.*) pursuant to the "common sense" exemption (14 Cal. Code of Regulations § 15061(b)(3)) because there is no possibility that the Resolution will have a significant effect on the environment, and that they comply with

all applicable requirements of the National Environmental Policy Act, (42 U.S.C, Section 4-1 *et seq.*) and the applicable regulations thereunder.

Regularly passed and adopted this 4<sup>th</sup> day of November, 2020 by the following vote:

AYES: Collins, Fraser, Guilbault, Pine, Powell, Ratto, Stone, Matsumoto


NOES: None

ABSENT: Groom



Chair, San Mateo County Transit District

ATTEST:



District Secretary



Title VI  
Equity Analysis  
Way2Go Program Update  
July 2021

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FIGURE 1: RIDERSHIP MINORITY STATUS

FIGURE 2: RIDERSHIP INCOME STATUS

FIGURE 3: FARE PAYMENT METHOD BY RIDERSHIP GROUP

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ATTACHMENT 1: SAMTRANS SYSTEM MAP

ATTACHMENT 2: SAMTRANS BOARD APPROVAL OF DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES

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# SamTrans

## Title VI Equity Analysis: Way2Go Program Update

### ■ SUMMARY

In September 2020, the San Mateo County Transit District (“District”) initiated the SamTrans Way2Go Pass Program Study (Study). Established in 2007, the SamTrans Way2Go Pass program allows residential complexes and businesses (“participants”) to purchase annual unlimited-ride bus passes for all eligible residents or employees (“users”). The Study has proposed changes to the program structure in order to meet the following goals:

- Increase participation in the Way2Go Pass program and overall bus ridership
- Ensure the program pricing structures are equitable for partners and financially-sustainable for the District
- Improve the efficiency and effectiveness of Way2Go Pass implementation and administration

Throughout the Study, Staff engaged and received guidance from stakeholders, including non-profit housing developers, educational institutions, San Mateo County businesses, and peer transit agencies. Based on this input as well as technical and financial analysis, the following changes are proposed to the Way2Go Pass program:

1. Add an additional category for educational institutions, which would allow colleges and K-12 schools to participate in the program
2. Adjust the per-pass price, making the program more affordable and better aligned with the bulk pass programs of peer agencies and the goals of increasing participation
3. Reduce the contract minimum in order to be more inclusive of smaller businesses, housing complexes, and other eligible groups

In order for the District to update the Way2Go program, it must make several changes to its Fare Structure.<sup>1</sup> These changes to the Fare Structure are being considered as part of a single board action that will be heard in August 2021. The changes to the Way2Go Pass Program align with the SamTrans Fare Policy to encourage ridership growth by keeping SamTrans affordable and simple to use.

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The District has committed to the Title VI objectives set forth in the Federal Transit Administration (FTA) Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

---

<sup>1</sup> The Fare Structure is the legal document that outlines the specific fares for the SamTrans bus system.

As a federal grant recipient, the District is required to maintain and provide to the FTA information on District compliance with the FTA's Title VI regulations. At a minimum, the District must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Additionally, SamTrans must ensure compliance by evaluating service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including disparate impacts on minority populations and/or disproportionate burdens on low-income populations. The indices of discrimination that could be monitored for disparate impacts include fare structures that could consistently cause minority-group riders to bear a higher fare burden than the overall riding public.

The changes to the Way2Go Pass program include changes to per-pass pricing and contract minimums that would go into effect in 2022. The program would also be expanded to include educational institutions. This assessment analyzes proposed changes to the Way2Go Pass fare product and any potential impacts on minority and low-income passengers. The analysis, contained in this report, found that the proposed changes do not result in a disparate impact on minority passengers nor a disproportionate burden on low-income passengers.

## ■ BACKGROUND

### SAMTRANS OVERVIEW

The District provides SamTrans fixed-route bus service, as well as complementary ADA and non-ADA paratransit and shuttle services in San Mateo County, California. The 446-mile area also includes routes to San Francisco and Palo Alto. The District's diverse service area contains both dense urban and suburban landscape with residents from an array of different backgrounds. Prior to COVID-19, SamTrans operated approximately 78 routes throughout San Mateo County and San Francisco County. **Attachment 1** is a copy of the SamTrans Service Map.

Established in 2007, the Way2Go Pass program allows residential complexes and businesses (“participants”) to purchase annual unlimited-ride bus passes for all eligible residents or employees (“users”). Way2Go Passes are loaded onto Clipper® regional fare payment cards and are valid for a single calendar year for use on Local and Express services. There are currently three non-profit residential properties participating in the program. The Way2Go Pass program generated \$48,625 in 2018, \$67,334 in 2019, and \$62,000 in 2020, for a total of \$177,959 over the past three years. In Fiscal Year 2019, the Way2Go Pass generated approximately 0.5% of the agency's farebox revenue.

## ■ FARE PROPOSAL

### CURRENT FARES

At present, Way2Go Pass program participants must purchase a pass for all eligible users, as defined below:

- Residential complexes: All residents age five years old and older are considered “Way2Go Users.”
- Business: All staff working more than 20 hours per week, excluding temporary employees, interns, contractors and consultants, are considered “Way2Go Users.”

The 2021 Way2Go agreement specifies that employees of residential complexes and temporary employees or contractors of businesses are not eligible for the program.

The annual cost of Way2Go Passes is \$125 per resident or employee (i.e., per user) with a contract minimum of \$12,500, which equates to 100 passes. The cost is prorated if the participant joins the program or adds a user for less than a full year. The initial sign-up fee is paid upfront prior to the Way2Go Pass start date.

### PROPOSED FARES

This Fare Equity Analysis analyzes the following proposed fare changes:

1. Add an additional category for educational institutions, which would allow colleges and K-12 schools to participate in the program
2. Adjust the per-pass price, making the program more affordable and better aligned with the bulk pass programs of peer agencies and the goals of increasing participation
3. Reduce the contract minimum, in order to be more inclusive of smaller businesses, housing complexes, and other eligible groups

The proposed pricing changes are reflected in **Table 1**.

*Table 1: Current and Proposed Way2Go Pass Pricing and Contract Minimum*

	Pricing Category (Annual Price per Pass)			Contract Minimum
	Residential Complex	Educational Institution	Employer	
<b>Current</b>	\$125	Not Eligible	\$125	\$12,500
<b>Proposed</b>	\$40	\$35 per semester*	\$75	\$2,500

\*Semesters would be designed to cover the full calendar year (e.g., January through July, and August through December)

**Attachment 3** reflects the proposed changes to the SamTrans Fare Structure.

## ■ SAMTRANS TITLE VI POLICIES

The Federal Transit Administration updated its Title VI of the Civil Rights Act of 1964 guidance in October 2012, through FTA Circular 4702.1B. This guidance requires that the governing authority of each federally assisted public transportation provider adopt three policies including:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

The District adopted its policies based on a number of factors, including existing policies already in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. The District published its policies for public review in January 2013 and conducted significant public outreach to solicit input. Following public engagement, the District revised the policy proposals and the Board of Directors adopted the revised policies at its March 13, 2013 meeting. The adopted policies follow and are included in **Attachment 2**.

### **MAJOR SERVICE CHANGE POLICY**

All major increases or decreases in transit service are subject to a Title VI Equity Analysis, which must be completed and presented for Board consideration prior to Board approval of the subject service change. A major service change is defined as a reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one-week period. Certain changes, such as temporary changes lasting less than 12 months, are exempt.

### **DISPARATE IMPACT POLICY**

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations versus non-minority populations. Per FTA Circular 4702.1B:

*Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin....*

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be*

*applied uniformly...and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, the District must analyze how the proposed action would impact minority populations as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, the District must evaluate and demonstrate a substantial legitimate justification that cannot otherwise be accomplished, and that the proposed change is the least discriminatory alternative.

The District's Disparate Impact Threshold, which determines whether the impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment are significant enough to require further analysis, is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

## **DISPROPORTIONATE BURDEN POLICY**

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. Per FTA Circular 4702.1B:

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.*

*At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

The District's Disproportionate Burden Threshold, which determines whether the adverse impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment is significant enough to require mitigation is established at 20% percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the

same impacts borne by non-low-income populations.

## **PUBLIC ENGAGEMENT FOR POLICY DEVELOPMENT**

FTA Circular C 4702.1B requires transit agencies to seek public input before Board action to adopt the Disparate Impact and Disproportionate Burden policies. Staff received public input through four community meetings throughout the county to further develop the District's Major Service Change, Disparate Impact and Disproportionate Burden policies. Comments were also made through the mail, telephone, and the dedicated e-mail address of TitleVI@samtrans.com.

The community meetings were held:

- Tuesday, Feb. 12, 2013 6:30 p.m. to 8 p.m.  
Pacifica Sharp Park Library  
104 Hilton Way, Pacifica
- Tuesday, Feb. 19, 2013 6:30 p.m. to 8 p.m.  
War Memorial Activity Room  
6655 Mission St., Daly City
- Thursday, Feb. 21, 2013 10:00 a.m. to 11:30 a.m.  
SamTrans Offices  
1250 San Carlos Ave., San Carlos
- Monday, Feb. 25, 2013 6:30 p.m. to 8 p.m.  
Lewis and Joan Platt East Palo Alto Family YMCA  
550 Bell St., East Palo Alto

A total of 15 members of the public participated in the meetings, providing valuable comments for staff. Upon receipt of the input from meeting attendees, staff revised the proposals for its standards and policies and submitted them for Board approval. The Board of Directors approved the Policies on March 13, 2013.

More information regarding the District's Title VI policies and standards can be found here: <http://www.SamTrans.com/riderinfo/TitleVI.html>

## **■ EQUITY EVALUATION OF PROPOSED CHANGES**

In accordance with 49 CFR Section 21.5 (b) (2), 49 CFR Section 21.5 (b) (7) and Appendix C to 49 CFR part 21, grantees must evaluate all non-exempt fare changes to determine whether those changes have a discriminatory impact on minority or low-income populations.

In performing this analysis, it is concluded that the proposed Way2Go Pass program pricing change **would not have a disparate impact on minority customers nor impose a**

**disproportionate burden on low-income customers based on the District's Policies.**

## **FARE EQUITY METHODOLOGY OVERVIEW**

Based on FTA Circular 4702.1B, for proposed changes to fares by payment type or fare media, the District should analyze any available information generated from ridership surveys that indicate whether minority and low-income passengers are more likely to use the payment types subject to the proposed change and the associated fare changes resulting from the change. If the difference in the percentage change experienced between minority riders and non-minority riders is greater than 20%, that would suggest that the fare change would result in disparate impacts on minority populations. If the percentage difference in the change experienced between low-income riders and non-low-income riders is greater than 20%, that would suggest that the fare change would result in a disproportionate burden to low-income populations. A difference of less than 0% (any negative percentage) would indicate that the fare change would benefit those populations more than the others.

This particular Fare Equity Analysis does not follow the District's typical fare equity analysis template because the subject fare product is paid for by purchasers who are not the end users, and generally, if a developer, university, or employer pays the entire pass price for their residents, students, or employees, no analysis is required. District staff reviewed previous institutional pass analyses from peer agencies including AC Transit, VTA and Sacramento Regional Transit as possible guides to conduct this type of analysis. Further, the Way2Go Pass currently only has three residential properties participating and does not have any employer participants, and the proposed fare changes would introduce a new educational pass option. As result, limited data on current and potential users are available to conduct the analysis, so alternative data sources were used as appropriate.

The analysis and methodology for this analysis use data from the SamTrans 2019 Origin-Destination Survey from Fall 2019, the 2020 Way2Go User Survey, and the American Community Survey (ACS) 5-Year for 2015-2019.

The methodology developed to analyze the impact of the fare proposal on minority populations compared to non-minority populations and low-income populations compared to non-low-income populations included the following steps:

1. Defining the term “minority” to mean those who self-identified as any ethnicity other than “white” alone or indicated that they are of Hispanic, Latino, or Spanish origin. Non-minority is defined as White/Caucasian and not of Hispanic, Latino, or Spanish origin.

2. Approximating the threshold for low-income status as those with an annual household income at or below 200 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines.<sup>2</sup>
3. Analyzing the average fare paid by current and potential users before and after the proposed fare changes and the percentage change.
4. Using survey data and current fares and proposed change to the Fare Structure to determine if the proposed fare change will have a disparate impact or disproportionate burden on minority or low-income populations, respectively, based on the agency's associated policies.

## **COVID-19**

In March 2020, the COVID-19 pandemic caused many counties, including San Mateo County, to issue Shelter In Place (SIP) orders to prevent the spread of the COVID-19, and many riders to cease their use of public transportation. These changes reduced ridership on SamTrans by over 75% percent. At the time of writing this analysis, ridership has yet to return to pre-COVID levels. As a result, the data used for this analysis may not reflect ridership changes caused by COVID-19.

## **POTENTIAL ADVERSE EFFECTS**

Typically, adverse effects associated with a fare change relate to the cost increase of a transit trip, fare or fare media. The residential pass and educational pass pricing would result in a decrease in average fare. Accordingly, this analysis does not anticipate any potential adverse effects to current or potential users of these programs. Rather, the residential and educational passes would create an overall benefit for the users of these programs.

## **DATA USE AND ANALYSIS**

For purposes of examining fare payment behavior, the following data were used:

- The SamTrans 2019 Origin-Destination Survey contains ridership demographics that include ethnicity, race, income, and household size. The Survey has a sample size of 1,242, including weekday peak, off-peak, and weekend riders. Fieldwork for the SamTrans 2019 Origin-Destination Survey was conducted during Fall 2019. The collection of survey data in Spring 2020 has been postponed due to the COVID-19 pandemic. The data used in this analysis are weighted to overall monthly ridership since a sample size sufficient to weight by time period has not yet been collected.
- For the SamTrans 2019 Origin-Destination Survey, respondents were asked to

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<sup>2</sup> The employer pass analysis defines an individual as low-income if the individual's annual household income was at or below or 150 percent of the poverty level due to limitations of the data available from 2019 ACS, 5-Year.



indicate whether they are of Hispanic, Latino, or Spanish origin in addition to their ethnicity. "Minority" included riders who are Asian, Native Hawaiian/Pacific Islander, Middle Eastern, Hispanic, Black/African American, American Indian/Alaskan Native, and Other (including multi-racial). "Non-minority" was defined as White/Caucasian and not of Hispanic, Latino, or Spanish origin.

- The 2020 Way2Go User Survey has a sample size of 216 surveys. Individuals were required to complete this survey prior to obtaining a pass.
- For the 2020 Way2Go User Survey, "minority" included riders who are Asian, Native Hawaiian or Other Pacific Islander, Hispanic/Latino, Black/African American, American Indian or Alaskan Native, and Other. "Non-minority" was defined as White/Caucasian.
- For the analysis using the SamTrans 2019 Origin-Destination Survey, a rider was defined as "low-income" if the rider's household income was reported as 200% or less of the federal poverty level to account for the region's higher cost of living when compared to other regions. This level is approximated by considering both the household size; 2018 household income combinations that comprise "low-income" are as follows:

**HHS 2018 Poverty Guidelines**

<b>LOW INCOME</b>	
<b>Household Size</b>	<b>Household Income</b>
1+	Under \$25K
2+	Under \$35K
3+	Under \$50K
4+	Under \$75K
5+	Under \$75K
6+	Under \$75K
7+	Under \$100K
8+	Under \$100K

For example, a household of two or more persons with an income of \$33,000 would be considered low-income.

- The residential pass analysis uses the 2020 Way2Go User Survey. A Way2Go User was defined as "low-income" if the individual's household income was reported as 200% or less of the federal poverty level. This level was approximated by considering both the household size, and household income combinations that comprise "low-income" are as follows:

### HHS 2019 Poverty Guidelines

LOW INCOME	
Household Size	Household Income
1+	Under \$25K
2+	Under \$40K
3+	Under \$50K
4+	Under \$75K
5+	Under \$75K
6+	Under \$75K
7+	Under \$100K
8+	Under \$100K

- The employer pass analysis uses data from 2019 ACS, 5-Year, *Table S0804: Means of Transportation to Work by Selected Characteristics for Workplace Geography*. An individual is defined as low-income in this data set if the individual’s household income is 150% or less of the poverty level. This level is defined by the United States Census Bureau following the Office of Management and Budget’s Directive 14. Table S0804 does not provide data on individuals with household income of 200% of the poverty level.
- For calculating the average fare paid by potential users of the educational and employer pass programs, Fiscal Year (FY) 2019 farebox ridership data as well as monthly pass and transfer data from the SamTrans 2018 Triennial Survey were used to determine usage rates for the different fare payment methods available to full fare riders. These usage rates were applied to fare levels for the fare payment methods effective January 2020 to determine average fare per boarding.

#### Data Assumptions:

- Even though the SamTrans 2019 Origin-Destination Survey data is a robust set, some passengers preferred not to reveal their ethnicity, income and/or household size. Based on the unavailable data, the useable data set includes those who responded to the applicable questions to categorize respondent as minority and low-income status.

### RIDERSHIP DEMOGRAPHICS OVERVIEW

To support the Fare Equity analysis, we performed cross-tabulations of the survey data to develop a breakdown of fare payment by minority and low-income riders, versus non-minority and non-low-income riders, as shown in the figures and tables below.

#### System-wide SamTrans Ridership Demographics

**Figures 1 and 2** provide a system-wide overview on ethnicity and income based on the SamTrans 2019 Origin-Destination Survey. For SamTrans, “minority” riders are actually the

“majority” of SamTrans ridership.

Figure 1: Ridership Minority Status

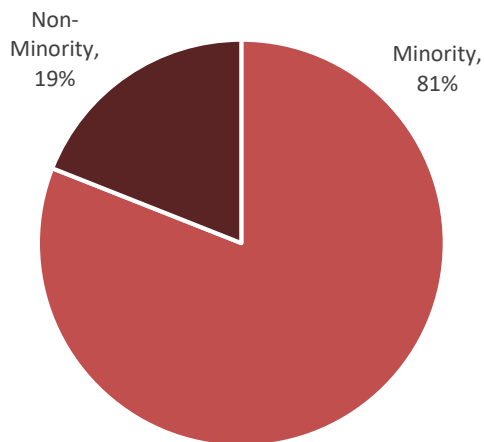
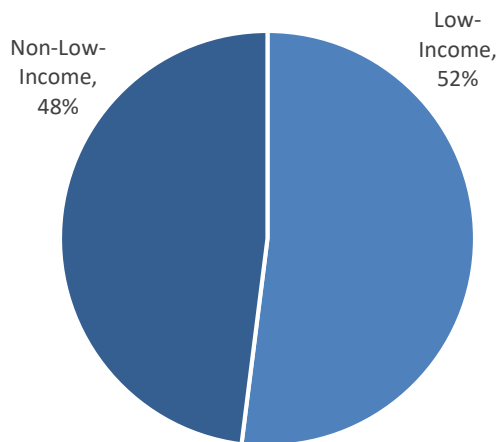


Figure 2: Ridership Income Status



Source: SamTrans 2019 Origin-Destination Survey, Fall 2019

We also reviewed the relationship between fare payment methods and ethnicity and income as we recognize that various fare changes may impact some protected groups more than others. **Table 2** and **Figure 3** present the fare payment method by minority and income status, while **Table 3** presents the percentage of minority and low-income ridership by fare payment method. While minority and non-minority riders have similar distribution among fare payment methods, low-income riders are more likely to use cash and less likely to use a monthly pass compared to non-low-income riders.

It should be noted that for less commonly used fare payment methods (e.g., Full Fare - Caltrain Monthly Pass (2+ zones) and Full Fare - Way2Go Pass) there were limited survey responses on the SamTrans 2019 Origin-Destination Survey. As such, when analyzing the demographics of these fare payment methods, there may be no survey responses for certain populations and fare payment methods (e.g., there were no non-minority respondents using a Way2Go Pass). This may skew the distribution of each ridership group by fare payment method in **Table 2** and the split between protected and non-protected populations by fare payment method in **Table 3**.

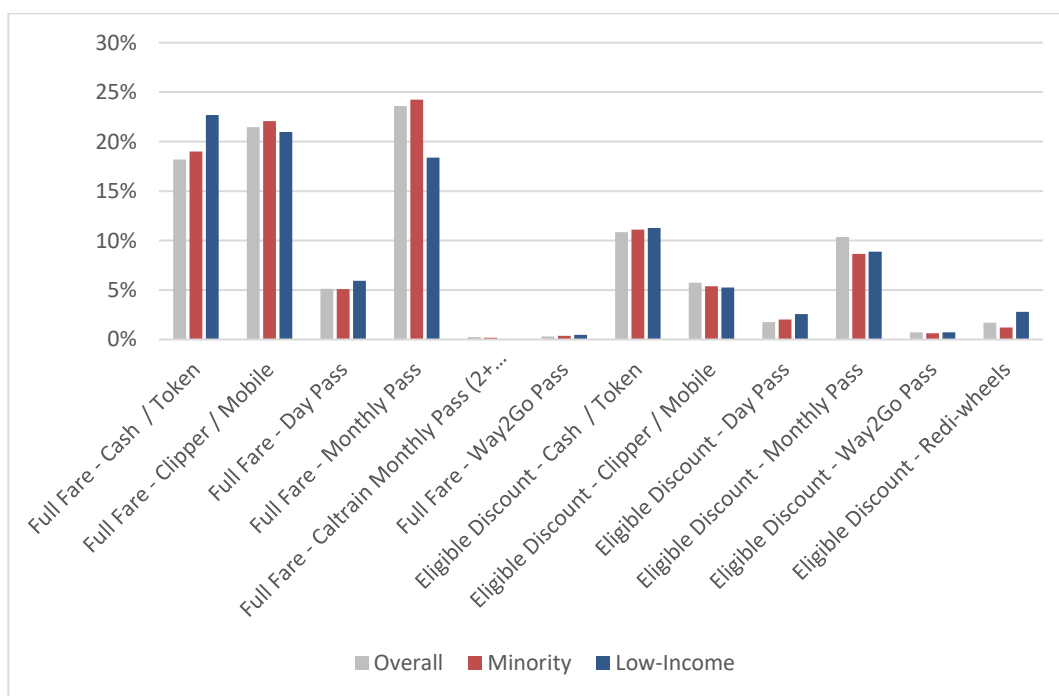
Table 2: Fare Payment Method by Ridership Group

Fare Payment Method	Overall	Minority	Non-Minority	Low-Income	Non-Low-Income
Full Fare - Cash / Token	18%	19%	16%	23%	17%
Full Fare - Clipper / Mobile	21%	22%	19%	21%	28%
Full Fare - Day Pass	5%	5%	6%	6%	5%
Full Fare - Monthly Pass	24%	24%	20%	18%	29%
Full Fare - Caltrain Monthly Pass (2+ zones)	0.2%	0.2%	0.4%	n/a	0.6%
Full Fare - Way2Go Pass	0.3%	0.4%	n/a	0.5%	n/a
Eligible Discount - Cash / Token	11%	11%	10%	11%	7%
Eligible Discount - Clipper / Mobile	6%	5%	7%	5%	5%
Eligible Discount - Day Pass	2%	2%	1%	3%	1%
Eligible Discount - Monthly Pass	10%	9%	18%	9%	7%
Eligible Discount - Way2Go Pass	1%	1%	1%	1%	1%
Eligible Discount - Redi-Wheels	2%	1%	3%	3%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Source: SamTrans 2019 Origin-Destination Survey, Fall 2019

Note: n/a – no survey responses

Figure 3: Fare Payment Method by Ridership Group



Source: SamTrans 2019 Origin-Destination Survey, Fall 2019

*Table 3: Minority and Income Status by Fare Payment Method*

Fare Payment Method	Minority	Non-Minority	Total	Low-Income	Non-Low-Income	Total
Full Fare - Cash / Token	84%	16%	100%	59%	41%	100%
Full Fare - Clipper / Mobile	84%	16%	100%	45%	55%	100%
Full Fare - Day Pass	80%	20%	100%	56%	44%	100%
Full Fare - Monthly Pass	84%	16%	100%	40%	60%	100%
Full Fare - Caltrain Monthly Pass (2+ zones)	67%	33%	100%	n/a	100%	100%
Full Fare - Way2Go Pass	100%	n/a	100%	100%	n/a	100%
Eligible Discount - Cash / Token	83%	17%	100%	64%	36%	100%
Eligible Discount - Clipper / Mobile	78%	22%	100%	55%	45%	100%
Eligible Discount - Day Pass	94%	6%	100%	76%	24%	100%
Eligible Discount - Monthly Pass	68%	32%	100%	58%	42%	100%
Eligible Discount - Way2Go Pass	69%	31%	100%	56%	44%	100%
Eligible Discount - Redi-Wheels	62%	38%	100%	80%	20%	100%
<b>Overall</b>	<b>81%</b>	<b>19%</b>	<b>100%</b>	<b>52%</b>	<b>48%</b>	<b>100%</b>

Source: SamTrans 2019 Origin-Destination Survey, fall 2019

Note: n/a – no survey responses

For each of the three Way2Go Pass categories, we also explored the demographics of current users (Way2Go Users participating in the program through residential complexes) and potential users (those who will be eligible for the pass through educational institutions and employers), comparing these to systemwide ridership demographics, as shown in **Table 4**. These demographics were important in considering the pricing of the programs. Users who could access the pass through residential complexes are more likely to be minority and have low incomes than the systemwide SamTrans ridership. The demographics of potential users who could access the pass through educational institutions are projected to be very similar to the systemwide SamTrans ridership with a slightly higher proportion of users being having low incomes. The demographics of those who could access the pass through their employers are projected to be very different than the systemwide SamTrans ridership. Potential users of the pass through employers are expected to be more likely to be non-minority and non-low income than systemwide SamTrans ridership.

*Table 4: Projected Demographics of Way2Go Pass Program Categories*

Population	Minority	Non-Minority	Low-Income	Non-Low-Income
Residential Complex Pass Users	96%	4%	82%	18%
Educational Institution Pass Users	83%	17%	57%	43%
Employee Pass Users	61%	39%	6%	94%
<b>Systemwide SamTrans Ridership</b>	<b>81%</b>	<b>19%</b>	<b>52%</b>	<b>48%</b>

Sources: 1) Residential Complex-Provided Pass – 2020 Way2Go User Survey; 2) Educational Institution-Provided Pass – SamTrans 2019 Origin-Destination Survey, Fall 2019 (full fare riders on routes serving campuses); 3) Employer-Provided Pass – 2019 ACS, 5-Year, *Table S0804: Means of Transportation to Work by Selected Characteristics for Workplace Geography*; 4) Systemwide SamTrans Ridership – SamTrans 2019 Origin-Destination Survey, Fall 2019.

For the pass acquired from residential complexes, the demographics from the 2020 Way2Go User Survey were used instead of the SamTrans 2019 Origin-Destination Survey due to the larger sample size. The 2020 Way2Go User Survey had a sample size of 221 potential users compared to the 2019 Origin-Destination Survey with a sample size of 12. Individuals are required to complete this survey prior to obtaining a pass. While only approximately two-thirds of respondents provided the necessary demographic information (e.g., ethnicity, household size, and income), there were still 140 records with sufficient information to determine minority status and 124 records with sufficient information to determine low-income status.

For the pass available through educational institutions, the demographics of potential users were estimated based on the demographics of full fare riders on routes serving San Francisco State University (route 122) and the three San Mateo County Community College District (SMCCCD) campuses, including Skyline College located in San Bruno (routes 121, 140), College of San Mateo in San Mateo (routes 250, 260, 294), and Cañada College in Redwood City (routes 274, 275, 278). The proportion of the student body that is “White, non-Hispanic” generally aligns with the rider survey data for the routes serving the campuses. Minority status data is available for these student bodies, but not income status. For San Francisco State University, 15% of undergraduates indicated they identify as “White, non-Hispanic” in academic year 2020-2021. For SMCCCD, 17% of the fall cohorts for 2015-2019 indicated they identify as “White.”

In 2019, according to the United States Bureau of Labor Statistics, there were more than 21,000 employer establishments in San Mateo County. More than half had fewer than five employees. Given the uncertainty of which employers would participate in the Way2Go Pass option with the revised pricing, demographics of employees in San Mateo County were used. Data on demographics of employees working in San Mateo County are available from 2019 ACS, 5-Year, *Table S0804: Means of Transportation to Work by Selected Characteristics for Workplace Geography*. As noted previously, the definition of "low-income" varies slightly from how low-income was defined for surveys administered by the District, which apply HHS poverty guidelines. Table S0804 provides information on individuals with household income under 150% of the poverty level while the SamTrans rider survey defines "low income" as individuals with household incomes under 200% of the poverty level.

## **ANALYSIS METHODOLOGY**

This Fare Equity Analysis assesses how minority and low-income (protected) vs. non-protected current and potential users would be affected by the proposed fare changes by comparing the average fare before and after the proposed fare changes, and the percentage changes, within each category of potential pass users: those acquiring it from residential complexes, educational institutions and employers. In accordance with the District's Disparate Impact Policy and Disproportionate Burden Policy, impacts are considered disparate or disproportionate when the differences are greater than 20%. Due to inconsistencies across the potential Way2Go Pass participants, each of the categories of

potential pass users are analyzed separately, rather than cumulatively.

### Average Fare

This Fare Equity Analysis estimates the average fare paid (or received by SamTrans) before and after the proposed fare changes for potential users. Due to impacts of COVID-19 on ridership, pre-COVID average fare data were used. In addition, average fares were adjusted to reflect fare changes that went into effect in January 2020.

Using historical data, the average fare for before the proposed fare changes is calculated for:

- Average fare per boarding for Way2Go Pass users (revenue per user of the residential pass)
- Average fare per boarding for SamTrans full fare riders (average fare paid by potential users of the educational and employer passes)

For users of the pass program receiving passes through residential complexes, the analysis uses the average fare for the Way2Go Pass program to approximate the average fare per boarding before the proposed fare changes. The average fare per boarding was calculated by using an average of the total annual contract values for calendar year 2018 and 2019 and the ridership from FY 2019 (July 2018 through June 2019).

For the users of the pass programs receiving passes through educational institutions and employers, the average fare paid before introduction of the program, and proposed fare changes, most aligns with the fare paid by full fare riders. The average fare per boarding for full fare riders was developed using FY 2019 farebox ridership and estimated monthly pass usage and transfer data from the SamTrans 2018 Triennial Survey. Adjustments to the average fare for full fare SamTrans riders were made to reflect the fare changes implemented in January 2020 that affected full fare riders including the introduction of free transfers for Clipper and Mobile Ticketing users, decrease in day pass price from \$5.50 to \$4.50, and transition from out of SF fares to Express fares (\$4.00 to \$4.50 for cash fare and the corresponding increases in Clipper, day pass/transfer upgrade, and monthly pass pricing). The estimated average fare per boarding by full fare payment method is shown in **Table 5. Attachment 4** includes comparison of the average fare by full fare payment method to average fare for Way2Go Pass and systemwide average.

*Table 5: Average Fare by Full Fare Payment Method*

Full Fare Payment Method	Avg. Fare
Local - Cash / Token	\$2.25
Local - Clipper / Mobile	\$1.52
Local - Day Pass	\$1.44
Local - Monthly Pass	\$0.90
Express - Cash / Token	\$4.50
Express - Clipper / Mobile	\$2.97
Express - Monthly Pass	\$1.78
<b>Full Fare Average</b>	<b>\$1.51</b>

The average fare per boarding for SamTrans full fare riders is assumed to vary for minority, non-minority, low-income, and non-low-income riders based on distribution of ridership among fare payment methods. To create a weighted average fare for each population, the analysis applied the average fare by fare payment method to the distribution of full fare riders for a specific population among the available subset of fare payment methods for full fare riders, see **Table 2**.

The estimated average fare for before the proposed fare changes is shown in **Table 6**.

*Table 6: Average Fare before Proposed Fare Changes*

Population – Baseline Average Fare	Minority	Non-Minority	Low-Income	Non-Low-Income
Residential Complex Users of Way2Go Pass	\$3.64			
Passengers Using Passes through Educational Institutions & Employers - Full Fare	\$1.52	\$1.51	\$1.59	\$1.48

The projected average fares after the proposed fare changes were calculated based on the proposed pass pricing and the projected average number of boardings per user as shown in **Table 7**. Given the proposed Way2Go Pass contract minimum, the projected average fares are assumed to be based on the pass price and not the contract minimum. In the baseline average fare, one of the participants had fewer than 100 residents and paid the contract minimum rather than per pass. With the proposed contract minimum, the cost based on number of users would exceed the contract minimum for this participant (and consequently this participant as well as other residential pass participants would experience a contract price decrease due to the decrease in pass price).



*Table 7: Average Fare by Pass Program Category after Proposed Fare Changes*

Pass Program	Pass Price	Boardings per User	Average Fare
Residential Complex	\$40/year	40.8	<b>\$0.98</b>
Educational Institution	\$35/semester	29.6	<b>\$1.18</b>
Employer	\$75/year	48.0	<b>\$1.56</b>

The projected average number of boardings per pass obtained through residential complexes was based on actuals from February 2020 extrapolated for an entire year. For the passes acquired through educational institutions, the projected average number of boardings was estimated based on a two-week long Try Transit pilot program in 2019 for students of the San Mateo County Community College District. For the passes obtained through employers, the projected average number of boardings was based on findings from peer agencies’ employer pass programs and literature review.

### **FARE EQUITY ANALYSIS FINDINGS**

The following analyzes whether the proposed fare changes would result in a Disparate Impact or Disproportionate Burden for any of the three categories of pass users. Based on the differences in proposed pass price and average fare, each category is analyzed separately. Sufficient data is not available on how different populations will use their passes to assume different average fares for protected and non-protected pass users, nor to combine the data across the three categories of users. Residential complexes are the only type of organization currently participating of the Way2Go pass program, and therefore the average fare is based on actual usage. Usage assumptions for the other categories are based on previous pilot programs and peer agency review, as described below. The difference in usage assumptions is why the three categories cannot be analyzed as one.

#### **Users Accessing Way2Go Pass Through Residential Complexes**

For those accessing the pass through residential complexes, the average fare per boarding is expected to decrease 73% as shown in **Table 8**. The average fare and unit change amounts shown below are the same for both protected and non-protected users. As noted in Table 4, the demographics of these pass users are more likely to be minority and low-income than the system-wide SamTrans ridership.

*Table 8: Residential Complexes: Pass Program Average Fare Analysis*

	Average Fare		Unit Change	
	Before	After	\$	%
Way2GoPass-Residential Complexes (Protected and non-protected users)	\$3.64	\$0.98	<b>-\$2.66</b>	<b>-73%</b>

The decrease in pass price brings the average fare for the residential pass more in-line with the average fare for SamTrans motorbus of \$1.38 in FY 2019. Given that participants pay for all residents five years old and older, and that all three current participants are affordable housing properties, it is reasonable that the average fare under the proposed fare changes is lower than the systemwide average fare. The lower average fare also reflects the use of Clipper START pilot program, which launched in January 2021. This program allows low-income residents to purchase One Way Clipper fares at 50% discount. As more riders utilize the Clipper START pilot program, it's likely the systemwide average fare for SamTrans will decrease, which will better align with the decreased average fare for the Way2Go residential pass.

Based on the analysis, all users are uniformly impacted and experience a benefit, as such the difference in how protected and unprotected populations are impacted is 0%. **Thus, it is concluded that the changes to Way2Go Pass program pricing for residential complexes would not have a disparate impact on minority users or impose a disproportionate burden on low-income users based on the District's Title VI Policies.**

**Users Accessing Way2Go Pass Through Educational Institutions**

For those accessing the pass through educational institutions, the average fare per boarding is expected to decrease between 20% and 26% as shown in Table 9. As noted in Table 4, the demographics of potential pass users accessing the pass through educational institutions are projected to be very similar to the system wide SamTrans ridership with a slightly higher proportion of users having low incomes.

*Table 9: Educational Institutions: Pass Program Average Fare Analysis*

	Average Fare		Unit Change		% Difference between Protected and Non-Protected
	Before	After	\$	%	
Minority User	\$1.52	\$1.18	-\$0.34	-22%	0%
Non-Minority User	\$1.51	\$1.18	-\$0.33	-22%	
Low-Income User	\$1.59	\$1.18	-\$0.41	-26%	-6%
Non-Low-Income User	\$1.48	\$1.18	-\$0.30	-20%	

While minority and non-minority users accessing the pass through educational institutions would experience a similar decrease in average fare under an expanded Way2Go Pass program, low-income users would experience a greater decrease in average fare than non-low-income users. **Thus, it is concluded that the educational pass program pricing would not have a disparate impact on minority users nor impose a disproportionate burden on low-income users based on the District's Title VI Policies.**

**Users Accessing Way2Go Pass Through Employers**

For those acquiring passes from their employers, the average fare per boarding is expected to remain relatively the same with the proposed fare changes as shown in Table 10. Minority and non-minority users are both expected to experience a 3% increase in average fare. Low-income users are expected to experience a slight decrease of 2% while non-low-income users are expected to experience a slight increase of 5%. As noted in Table 4, the demographics of potential employer pass users are projected to be very different than the system wide SamTrans ridership. Potential users of an employer-provided pass are expected to be more likely to be non-minority and non-low income than system wide SamTrans ridership.

*Table 10: Employer/ees: Pass Program Average Fare Analysis*

	Average Fare		Unit Change		% Difference between Protected and Non-Protected
	Before	After	\$	%	
Minority User	\$1.52	\$1.56	+\$0.04	+3%	0%
Non-Minority User	\$1.51	\$1.56	+\$0.05	+3%	
Low-Income User	\$1.59	\$1.56	-\$0.03	-2%	-7%
Non-Low-Income User	\$1.48	\$1.56	+\$0.08	+5%	

While minority and non-minority users would both experience a 3% increase in average fare, low-income users would experience a decrease of 2% in average fare while non-low-income users would experience an increase of 5%. **Thus, it is concluded that the changes to pass program pricing for employer-provided passes would not have a disparate impact on minority users nor impose a disproportionate burden on low-income users based on the District's Title VI Policies.**

## ■ PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

Throughout the study and development of the proposed fare changes, Staff engaged and received guidance from stakeholders, including Mid-Pen Housing and other non-profit developers, educational institutions, San Mateo County businesses, and peer transit agencies. A list of organizations that participated in a stakeholder survey and follow-up surveys are included in **Attachment 5**.

This pass is not available for public purchase. Only Bay Area institutions are/are proposed to be eligible to purchase this pass as a benefit to their residents, employees, or students. Therefore, outreach was targeted towards institutional stakeholders as directed in SamTrans Public Participation Plan. Upon approval of the new pricing, District staff will develop a campaign to inform stakeholders and their constituents of the benefits and procedures. As per the District's Language Access Plan, this campaign would include materials in Spanish, Chinese, and other identified stakeholder languages.

### **Stakeholder Survey**

The stakeholder survey was distributed to determine the needs and desires in a bulk pass program, and how the Way2Go Pass program can be changed or improved to better fit the needs of both current and potential future stakeholders. Stakeholders surveyed included employers, educational institutions, and residential properties.

The stakeholder survey was distributed online via Survey Monkey in November 2020. District staff reached out to twenty stakeholders, some of which shared with their constituents/members and networks. **Attachment 5** summarizes the stakeholders that responded to the survey. The stakeholder survey received complete responses from eight stakeholders.

### **Follow-up Conversations**

Staff reached out to the stakeholders that completed the survey to see if they were available for a follow-up conversation. Out of the eight stakeholders that completed the survey, six were available. Staff had follow-up discussions with MidPen Housing, Eden Housing, San Mateo Community College District, Stanford University, Stanford Health Care, and Google. After the draft pricing structure was created, staff met with five of the six stakeholders, from the initial follow-up discussions, to gain additional feedback. Those five stakeholders included MidPen Housing, Eden Housing, San Mateo Community College District, Stanford University, and Stanford Health Care.

### **District Board of Directors**

Staff presented the proposed changes to the Way2Go Pass program via a PowerPoint presentation at the District's July 2021 Board of Directors meeting. Several comments were made by the directors about decreasing or eliminating the minimum contract amount. Based on the feedback received, staff will bring back final recommendations for Board action at the August 2021 Board meeting. The Board meetings are open to the public and anyone is able to make a public comment. Representatives from MidPen Housing and Eden Housing both made comments in support of the proposed Way2Go Pass changes at the July meeting.

### **Previous Engagement Efforts - SMCCCD Try Transit Program**

In 2019, District staff conducted a two-week free pass program for San Mateo County Community College District (SMCCCD) students called the SMCCCD Try Transit pass program. Try Transit passes were valid for the period August 14-31. Passes were distributed on-site at each of the three community colleges campuses during Welcome Week activities (August 14 and 15), as well as on additional days the following week (August 19 and 20). Over four days, about 1,700 passes were distributed.

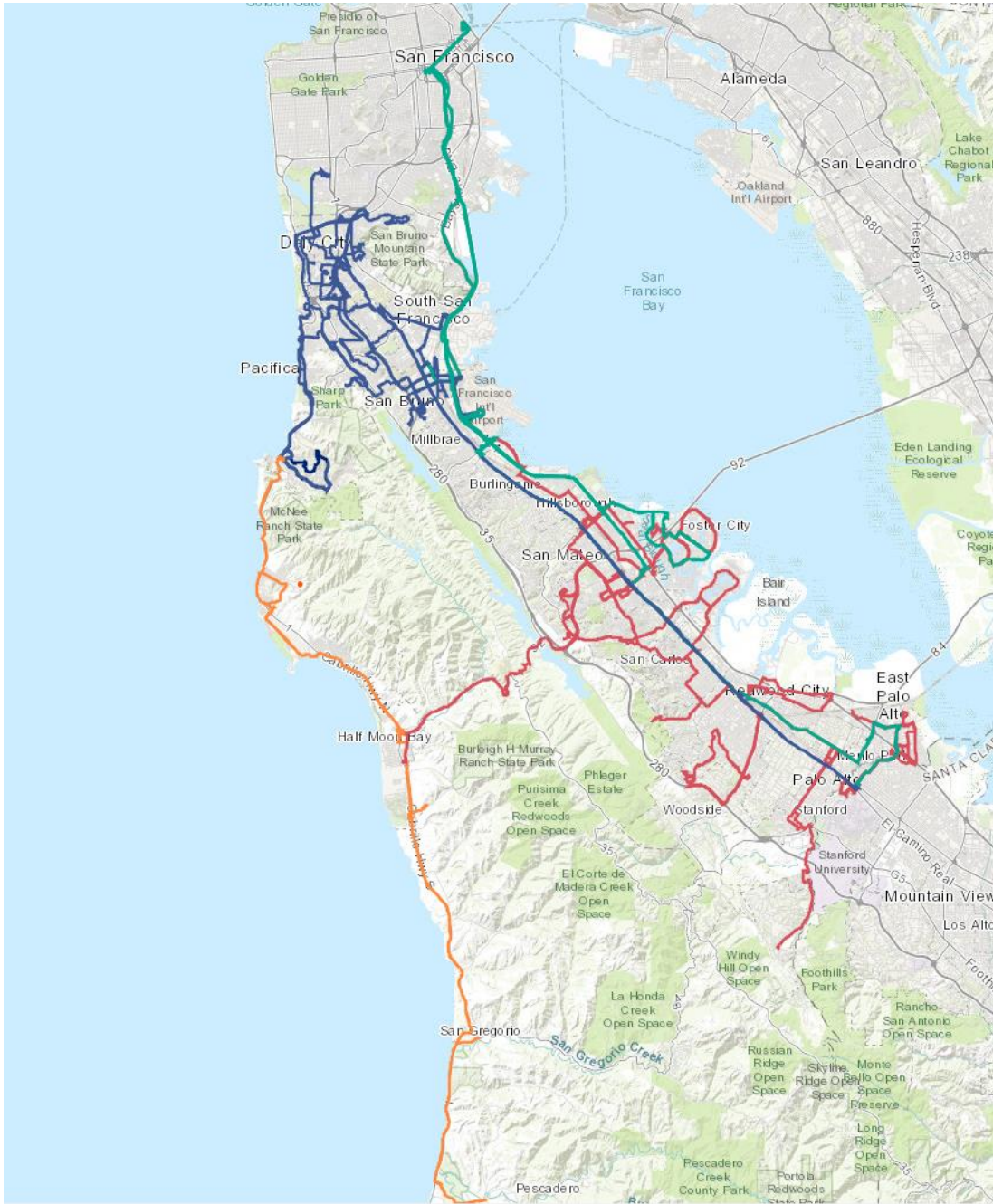
Staff developed a pre-pilot survey that participants were required to complete in order to receive a Try Transit pass, as well as a post-pilot survey that was distributed electronically via participant e-mail addresses collected in the pre-pilot survey. Both surveys were

designed to gather qualitative data including trip-making patterns and habit information to supplement the pass usage data provided by the program's mag stripe cards. The post-pilot survey provides the most relevant results to inform the expansion of the Way2Go Pass to educational institutions.

The post-pilot survey was distributed to the 1,652 people who received passes and shared their e-mail addresses in the pre-pilot survey. Of respondents to the post-pilot survey, 92 percent said they used their Try Transit pass, while 8 percent did not use the pass. Of the 92 percent who used their pass, 22 percent were trying SamTrans for the first time.

When asked if they would be interested in an unlimited pass for the entire school year, 97 percent said yes. And when asked a follow-up question about whether they would be willing to add a mandatory transportation fee of less than \$20 per semester to fund the pass, respondents were receptive if the pass was coupled with improvements to the service provided to the community college campuses. The top requests were more frequent buses and buses that took less time to make the trip. However, "yes, if" responses generated selections at just over 50 percent and the post-pilot survey as a whole represents only a very small sample of the student population.

# ATTACHMENT 1 – SAMTRANS SYSTEM MAP (Effective August 16, 2020)



# ATTACHMENT 2 – BOARD APPROVAL OF DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES

RESOLUTION NO. 2013-09

BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT  
STATE OF CALIFORNIA

\*\*\*

**ADOPTION OF SYSTEM-WIDE SERVICE STANDARDS AND POLICIES, DEFINITION OF "MAJOR SERVICE CHANGE," AND DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES  
REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

**WHEREAS**, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

**WHEREAS**, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

**WHEREAS**, as set forth in the above-referenced Circular, the Board of Directors is required to adopt System-Wide Service Standards and Policies to guide the equitable distribution of SamTrans programs and services; and

**WHEREAS**, the San Mateo County Transit District (District) is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

**WHEREAS**, over the past two months, District staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

**WHEREAS**, the General Manager/CEO recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of SamTrans' programs and services to ensure they are provided equitably, without discrimination based on race, color or national origin.

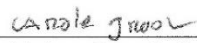
**NOW, THEREFORE, BE IT RESOLVED** the Board of Directors of the San Mateo County Transit District hereby approves the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies.

Regularly passed and adopted this 13<sup>th</sup> day of March, 2013 by the following vote:

AYES: DEAL, GEE, GUILBAULT, HARRIS, KERSTEEN-TUCKER,  
LLOYD, MATSUMOTO, TISSIER, GROOM

NOES: NONE

ABSENT: NONE

  
\_\_\_\_\_  
Chair, San Mateo County Transit District

ATTEST:

  
\_\_\_\_\_  
District Secretary



## STAFF REPORT ATTACHMENT

### SAMTRANS TITLE VI STANDARDS AND POLICIES

Federal Title VI requirements of the Civil Rights Act of 1964 were recently updated by the Federal Transit Administration (FTA) and now require each large public transportation provider's governing board to approve five standards and policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- System-wide Service Standards
- System-wide Service Policies

Staff has developed draft standards and policies and included them within this document for Board review.

The first policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population. The last two policies define service standards and policies to be used when determining whether service and amenities are distributed equitably to minority and non-minority routes and facilities.

The Major Service Change Policy, Disparate Impact Policy, and Disproportionate Impact Policy are currently going through public review via a series of four public meetings held throughout the county. Information about the Title VI process, complaint procedures, and the proposed standards and policies are available via the SamTrans website as well by calling the customer service phone number or emailing a dedicated email address.

These policies are in draft form and will be revised based on input from the public and the Board. They will be brought back as final proposals for approval by the Board at the March 13 meeting.

## PART 1

### MAJOR SERVICE CHANGE POLICY

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the San Mateo County Transit District Board of Directors for its consideration and included in the SamTrans Title VI Program with a record of action taken by the Board.

A major service change is defined as:

A reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one-week period.

The following service changes are exempted:

- Changes to a service on a route with fewer than 10 total trips in a typical service day are not considered "major" unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- SamTrans-operated transit service that is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops.

## PART 2

### DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations. Per FTA Circular 4702.1B:

*Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...*

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, SamTrans must evaluate whether there is an alternative that has a more equitable impact. Otherwise, SamTrans must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

## PART 3

### DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations.... The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission.... At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare[/service] change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare[/service] changes.*

The SamTrans Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

## PART 4

### SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1B SamTrans must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by SamTrans for other purposes.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

For the purposes of defining service standards and policies for SamTrans fixed-route service, the agency has split its system into four route categories:

- Coastal: Routes serving the coastal community – from Half Moon Bay to Pacifica, excluding those routes which link Pacifica to Daly City.
- Community: Infrequent, community-specific routes which do not operate during off-peak hours.
- Local: Routes designed to carry passengers between major passenger hubs, employment centers, and residential neighborhoods.
- Multi-city: Routes serving multiple cities, including some offering express or late-night service.
- Mainline: Long-distance routes serving significant portions of the county, generally at higher frequency.

The categories were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. The following chart illustrates which routes belong to each category:

**Exhibit 1: Routes by Category**

Category	Routes
Coastal	14, 16, 17, 294
Community	24, 35, 36, 38, 43, 46, 53, 54, 55, 58, 72, 73, 83, 85
Local	110, 112, 118, 120, 121, 122, 123, 130, 132, 133, 140, 141, 250, 251, 260, 262, 270, 271, 274, 280, 281
Multi-City	295, 296, 297, 359, 397, KX
Mainline	292, 390, 391, ECR

SamTrans also defines service standards differently for peak and off-peak service. "Off-peak" refers to weekday midday and evening service, as well as Saturday, Sunday, and Holiday service.

## A. VEHICLE LOAD

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

*Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed-route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.*

SamTrans calculates Vehicle Load Factor by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route. Vehicle Load Factor is monitored regularly to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. Vehicle Load Factor standards are presented in the exhibit below.

**Exhibit 2: Vehicle Load Factor Standards**

Category	Peak	Off-Peak
Coastal	1.25	1.00
Community	1.50	N/A
Local	1.25	1.00
Multi-City	1.25	1.00
Mainline	1.50	1.25

## B. VEHICLE HEADWAY

Vehicle headway is described as follows by FTA Circular 4702.1B:

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

destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.

SamTrans calculates headway by determining the average length of time between buses on each route during peak and off-peak times. In the event a route regularly exceeds Vehicle Load Factor standards, SamTrans will evaluate whether frequency on that route should be adjusted within the confines of existing or expected funding levels. Vehicle headway standards are presented in the exhibit below.

**Exhibit 3: Vehicle Headway Standards**

Category	Peak	Off-Peak
Coastal	90 minutes	90 minutes
Community	60 minutes	N/A
Local	60 minutes	60 Minutes
Multi-City	60 minutes	60 Minutes
Mainline	30 minutes	60 minutes

## C. ON-TIME PERFORMANCE

On-time performance is described as follows by FTA Circular 4702.1B:

*On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and*

measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window.

A bus is determined to be late if it departs its scheduled "time point" five or more minutes later than the published time. Buses are considered early if they depart from a published time point at any time prior to the scheduled departure. It is SamTrans' goal to be on-time at least 85 percent of the time. On-time performance is tracked and published on a weekly basis and also included within monthly performance reports to the SamTrans Board of Directors. Bus Transportation staff also regularly monitors on-time performance and counsels operators who consistently fail to meet on-time performance standards that are within their control. Discussions with bus operators are also used to identify vehicle scheduling issues which are corrected through service changes three times annually. On-time performance standards are presented in the exhibit below.

**Exhibit 4: On-Time Performance Standards**

Category	Peak	Off-Peak
Coastal	85 percent	85 percent
Community	85 percent	N/A
Local	85 percent	85 percent
Multi-City	85 percent	85 percent
Mainline	85 percent	85 percent

## D. SERVICE AVAILABILITY

Service availability/transit access is described as follows by FTA Circular 4702.1B:

*Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.*



SamTrans' goal is to ensure 70 percent of county residents live within walking distance (i.e., one quarter mile) of a bus stop. SamTrans service is particularly strong in communities with significant minority and low-income populations. Transit access is determined by mapping all active bus stops within the system and then calculating the population (based on 2010 Census data) within one-quarter mile radii of those stops. This information is then compared to the total county population.

## PART 5

### SYSTEMWIDE SERVICE POLICIES

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. Transit providers also may opt to set policies for additional indicators. The following system-wide policies differ from service standards in that they are not necessarily based on meeting a quantitative threshold, but rather qualitative evaluation results:

- A. Vehicle Assignment
- B. Transit Amenities

#### A. VEHICLE ASSIGNMENT

Vehicle assignment is described as follows by FTA Circular 4702.1B:

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

SamTrans' policy with respect to vehicle assignment is depot-specific. SamTrans currently has four general types of buses in the fleet, all of which are maintained to the same strict standards (whether by the District or its contract operator):

- 29-foot transit coaches
- 35-foot low-floor transit coaches
- 40-foot transit coaches
- 60-foot articulated coaches

All buses have the same level of amenities available to riders. Coaches are distributed among the various depots according to the number of operator runs assigned to each depot. The specific type of vehicle is then chosen by the operator based on the demands of the specific schedules he/she will be operating that day (i.e., shorter buses

are used on routes with tighter turning motions, articulated coaches are used on routes with higher ridership). All 29-foot buses are assigned to Route 17, which operates along the coast and generally has lower ridership and features difficult turning motions at certain points along the route. SamTrans is expecting delivery of new diesel-hybrid coaches in the next several years. Those new buses will be assigned in such a manner to ensure they are distributed equitably among the communities SamTrans serves.

In short, buses are not assigned to specific communities within San Mateo County based on vehicle age or size but rather to serve specific routes that call for them based on the needs of that route. Many of the routes and runs serve multiple communities with diverse populations. Given SamTrans' strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.

## **B. TRANSIT AMENITIES**

Transit amenities is described as follows by FTA Circular 4702.1B:

*Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed-route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This...is not intended to impact funding decisions for transit amenities. Rather, this...applies after a transit provider has decided to fund an amenity.*

Transit amenities are distributed on a system-wide basis. Transit amenities include shelters, benches, trash receptacles, and park-and-ride facilities. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference (in the case of shelters which feature advertisements).

### **Bus Shelters**

District policy states that shelters are considered for installation based on the following criteria:

- Stops where more than 200 passengers board each day.
- 75 percent of shelters shall be located in Census Tracts on routes associated within urbanized areas.
- Distribution of shelters county-wide should match the distribution of minority Census tracts.
- Locations for shelters with advertisements are chosen by the vendor based on the visibility and traffic.

District policy also states that all bus shelters shall include trash receptacles and that all stops with shelters and benches be cleaned and have their trash receptacles emptied at least once each week.

### **Bus Stop Benches**

Benches are considered for installation based on the following criteria:

- Stops where more than 200 passengers board each day.
- Distribution of benches county-wide should match the distribution of minority Census tracts.

District policy states that stops with benches shall be cleaned at least once each week.

### **Trash Receptacles**

Trash receptacles are considered for installation based on the following criteria:

- Stops where over 200 passengers board each day.
- Distribution of trash receptacles county-wide should match the distribution of minority Census tracts.

District policy states that trash receptacles shall be emptied at least one each week.

### **Next Bus Arrival Signage**

Electronic signage informing passengers of the predicted arrival of the next bus for a given route can significantly improve the experience for customers. The District's policy with respect to electronic bus arrival signage is to install signage at locations meeting the following criteria:

- The location is a multi-modal transit center.
- The location is served by multiple SamTrans routes.
- Ridership is high at the location.
- Funding is available for installation/maintenance (e.g. from partner agencies).
- Installation is coordinated with other applicable agencies.

If and when SamTrans is in a position to introduce a comprehensive, system-wide electronic signage program, new policies will be developed to ensure equitable siting.

# ATTACHMENT 3 – EXISTING FARE CHART AND PROPOSED FARE STRUCTURE

## Existing Fare Chart

	Local Fare				Express Fare		
	Cash or Mobile#	Clipper#	Day Pass (Cash or Mobile)	Monthly Pass (Clipper)	Cash or Mobile#	Clipper#	Monthly Pass (Clipper)
<b>Adult</b> (Age 19 through 64)	\$2.25	\$2.05	\$4.50	\$65.60	\$4.50	\$4.00	\$130.00
<b>Youth*</b> (Age 18 & younger)							
<b>Eligible Discount**</b> (Senior / Disabled / Medicare cardholder)	\$1.10	\$1.00	\$2.00	\$27.00	\$2.25	\$2.00	N/A

Local fares are paid on all routes that are not mentioned in the above fare chart.

# Proposed Fare Structure - August 2021

Adopted – May 26, 1976  
 Revised – ~~November~~ August 4, 2021<sup>0</sup>  
 Effective – ~~November~~ August 4, 2021<sup>0</sup>

**SAN MATEO COUNTY TRANSIT DISTRICT**  
**STATE OF CALIFORNIA**  
 \* \* \*  
**FARE STRUCTURE**

**I. FARE PRICES**

**Fixed-route Service**

Product	Payment Options	Category	Current
Local One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app, Ticket/Token	Adult	\$2.25
		Youth/Eligible Discount	\$1.10
	Clipper	Adult	\$2.05
		Youth/Eligible Discount/ Adult Means-based	\$1.00
	Transfers from Other Agencies (Clipper) <sup>^</sup>	Adult/Youth/ Eligible Discount/ Adult Means-based	One free transfer
	Local Day Pass	Cash, Mobile app	Adult
Youth/Eligible Discount			\$2.00
Local Monthly Pass	Clipper, Limited Paper Ticket	Adult	\$65.60
		Youth/Eligible Discount	\$27.00
Express One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app	Adult	\$4.50
		Youth/Eligible Discount	\$2.25
	Clipper	Adult	\$4.00
		Youth/Eligible Discount/ Adult Means-based	\$2.00
	Transfer upgrade from One-way Local (Mobile), Day Pass (Paper/Mobile), Ticket/Token	Adult	\$2.25
		Youth/Eligible Discount	\$1.00
	Transfer upgrade from Local Monthly Pass (Clipper), Summer Youth Pass, One-way Local transfer (Clipper)	Adult	\$1.95
		Youth/Eligible Discount/ Adult Means-based	\$1.00
	Transfers from Other Agencies (Clipper) <sup>^</sup>	Adult	\$1.95
		Youth/Eligible Discount/ Adult Means-based	\$1.00
Express Monthly Pass	Clipper	Adult	\$130.00
		Youth/Eligible Discount*	

<sup>^</sup> Accepted Inter-agency transfers on Clipper: Caltrain Monthly Pass (2 or more zones), VTA Monthly Pass, Dumbarton Express 31-day Pass and AC Transit 31-day Pass

\* Youth and Eligible Discount may purchase the Adult Express Monthly Pass by using an Adult Clipper card or may use a Youth or Eligible Discount Local Monthly Pass and pay an upgrade.

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Other Products

Product	Payment Options	Category	Current
Local One-way 10-Ticket Book	SamTrans Sales Outlets	Adult	\$22.50
		Youth	\$11.00
		Eligible Discount	\$11.00
Discounted Youth Local Monthly Pass	Limited Paper Pass thru School Lunch Program	Youth	\$22.00
Summer Youth Pass	Mobile app, www.samtrans.com, SamTrans Administrative Office	Youth	\$40.00
Way2Go Pass	Pursuant to agreement with SamTrans Administrative Office	Minimum of 100 passes Educational Institution	\$125 per rider 35 per semester / \$70 per year (\$2,500 annual minimum)
		Employer	\$75 per year (\$2,500 annual minimum)
		Residential Complex	\$40 per year (\$2,500 annual minimum)

Demand Response Services

Paratransit Redi-Wheels/RediCoast One-way (ADA)	Cash, Mobile app	Regular	\$4.25	
		Lifeline	\$1.75	
	10-Ticket Book available at SamTrans Administrative Office	Regular	\$42.50	
		Lifeline	\$17.50	
	Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular	\$5.00 per rider	
		Lifeline	\$2.25 per rider	
Paratransit 5311 Coastside On- demand One-way (non-ADA)	Cash, Mobile app	Regular	\$4.25	
		Lifeline	\$1.75	
	Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular	\$4.50 per rider	
		Lifeline	\$1.75 per rider	
	Taxi Subsidy- Pilot Program	Customer pays taxi company using credit card or cash	Eligible Discount	\$5.00
	Microtransit Pilot Program	Same as Local fixed-route	Adult/Youth/ Eligible Discount	Local fixed-route Fare Structure applies

Parking

Daily Parking at Colma Park and Ride	Cash, credit/debit card	\$3.00
Monthly Parking at Colma Park and Ride	www.samtrans.com, SamTrans Administrative Office	\$63.00

II. **FIXED-ROUTE SERVICE FARE TYPES & CATEGORIES**

A. **Fare Types:**

1. **Local One-way (with Transfers).** Available through Clipper®, the SamTrans mobile app, cash, Token or Ticket. Valid on Local service. Effective January 1, 2020, for customers using Clipper or SamTrans mobile app: includes free transfers on SamTrans Local service for 120 minutes.

2. **Local Day Pass.** Available through the SamTrans mobile app or cash. When purchased on-board, bus operator issues through the farebox. Valid on Local service from the time of activation at the farebox until 2:00 a.m. the next day.
3. **Local Monthly Pass.** Available through Clipper and limited paper passes distributed through Social Services agencies and schools. Valid on Local service from 12:01 a.m. on the first day of the month for which issued until 2:00 a.m. on the first day of the following month.
4. **Summer Youth Pass.** Available through the SamTrans mobile app or advance purchase at SamTrans Administrative Office. Valid for Local service during June, July and August. Effective January 1, 2020, Youth will pay upgrade when riding Express service.
5. **Discount Youth Local Monthly Pass.** Available through public school districts to qualified low-income students as identified through the school lunch program. Valid on Local service. Effective January 1, 2020, Youth will pay an upgrade when riding Express service.
6. **Express One-way.** Available through Clipper, SamTrans mobile app or cash. Customers using Clipper or SamTrans mobile app: includes free transfers for 120 minutes valid on Express and Local SamTrans services.
7. **Express Monthly Pass.** Available through Clipper only for Adult. Youth and Eligible Discount may use a Local Day Pass, Local Monthly Pass or Summer Youth Pass for Express service with payment of an Express Service Upgrade. Youth and Eligible Discount also may choose to purchase an Express Monthly Pass on an Adult Clipper card.
8. **Express Service Upgrade.** To pay for the difference between Local and Express fares. For use with: (i) 120-minute Local service transfers (Clipper and SamTrans mobile app); (ii) Tokens and Tickets; (iii) Local Day Passes; (iv) Local Monthly Passes; (v) Summer Youth Passes.
9. **Way2Go Pass.** ~~Annual pass sold to (i) housing complexes for distribution to and use by all residents aged 5 years and older, and (ii) businesses for employees working more than 20 hours per week. Valid within the calendar year for which issued on Local, Out of San Francisco and Express service. Minimum participation cost based on 100 participants. Unlimited-ride pass available to educational institutions, employers, and residential complexes ("Organizations") for use on all SamTrans service within the calendar year or semester issued. Organizations must purchase for all eligible participants, defined as:~~
  - a. ~~Educational Institutions: all full-time students, or other eligible sub-groups subject to SamTrans approval (e.g., designated low-income student groups)~~
  - b. ~~Employers: all full-time employees, or other eligible sub-groups subject to SamTrans approval (e.g., employees who live in San Mateo County)~~
  - c. ~~Residential complexes: all residents age 5 years or older~~



**B. Fare Categories:**

1. **Adult.** Applies to passengers aged nineteen (19) through sixty-four (64).
2. **Eligible Discount.** Available to passengers aged sixty-five (65) or older, or who possess a Regional Transit Connection (RTC) Discount Card, a Medicare Card, a current Disabled Person Placard Identification Card issued by the Department of Motor Vehicles, or a valid transit discount card issued by another California transit agency which is equivalent to the RTC Discount Card. Passengers carrying an RTC Discount Card marked with an attendant symbol may have a personal care attendant travel with them at the Eligible Discount fare.
3. **Youth.** Available to passengers who are eighteen (18) years old or younger. Up to two children aged four (4) years or younger may travel free with each Adult or Eligible Discount fare-paying passenger. Additional children are subject to the Youth fare.
4. **Means-based Fare Pilot Program.** ~~The SamTrans' participation in the~~ Regional Means-Based Fare Pilot Program (Clipper START Pilot Program), administered by the Metropolitan Transportation Commission, ~~will run for 12 months beginning~~ began in January 2021 ~~and will run through June 2023.~~

The Means-Based Fare is available only to participants who apply, are accepted and enroll in the Pilot Program. Participation is limited to adults aged 19 through 64, who are current residents in one of the nine San Francisco Bay Area counties, and who have an annual household income level at or below 200 percent of the Federal Poverty Level. ~~Once the Pilot Program launches,~~ information about the application process ~~will be posted~~ is posted on SamTrans' website at [www.samtrans.com](http://www.samtrans.com).

5. **Waived Fares.** Local, Out of San Francisco and Express Bus fares are waived for the following categories of passengers with proper identification or fare media:
  - a. **Peace Officers.** Uniformed and non-uniformed, sworn peace officers showing proper identification.
  - b. **Military Personnel.** Active military personnel in uniform showing proper identification.
  - c. **Employees/Retirees.** San Mateo County Transit District employees, qualified retirees, spouses, domestic partners and dependent children under the age of eighteen (18) showing their employee identification or family transportation pass.
  - d. **Board of Directors and Citizens Advisory Committee Members.** Board of Directors and Citizens Advisory Committee members showing their District identification.
  - e. **ADA Paratransit-eligible Passengers.** Passengers certified for Redi-Wheels and RediCoast (ADA) paratransit, and their personal care attendants, showing valid Redi-Wheels or RediCoast identification cards.

**III. ADA AND NON-ADA PARATRANSIT FARE TYPES & CATEGORIES**

ADA Paratransit Redi-Wheels and RediCoast, and non-ADA Paratransit 5311 Coastside Demand Response services require advanced reservations; service area restrictions apply.

**A. ADA Paratransit: Redi-Wheels and RediCoast**

1. **Regular Redi-Wheels and RediCoast.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, and (ii) possess a valid Redi-Wheels or RediCoast card. Available through the SamTrans mobile app, cash or ticket. Tickets are sold in booklets with 10 rides at SamTrans Administrative Office and via mail.
2. **Lifeline Redi-Wheels and RediCoast.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, (ii) possess a valid Redi-Wheels or RediCoast card, and (iii) receive Supplemental Security Income, San Mateo County General Assistance, or Medi-Cal. Available through the SamTrans mobile app, cash or ticket. Tickets are sold in booklets with 10 rides at SamTrans Administrative Office or via mail.
3. **Service Agency-sponsored Group Trips.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, (ii) possess a valid Redi-Wheels or RediCoast card, and (iii) are participating in group trips sponsored by eligible agencies. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance, or Medi-Cal. Eligible agencies are: Poplar Recare, Rosener House, San Carlos Adult Day Care, Senior Focus, Senior Day Care, South San Francisco Adult Day Care and Coastside Adult Day Health Care. Sponsor is billed by the District after the trip.

**B. Non-ADA Paratransit: 5311 Coastside Demand Response**

1. **Regular and Lifeline 5311 Coastside Demand Response.** For passengers living in the 5311 Coastside Service Area. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi-Cal. Pay with cash or the SamTrans mobile app.
2. **Agency-sponsored Group Trips.** For passengers living in the 5311 Coastside Service Area who are participating in group trips sponsored by Senior Coastside. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi-Cal. Sponsor is billed by the District after the trip.

**IV. FARE PAYMENT**

- A. **Cash Payment.** Cash payments are made by feeding bills or coins into the farebox. Bills up to \$20 (twenty dollars) and coins of one cent, five cents, 10 cents and 25 cents are accepted. No cash change is provided in case of overpayment. Through June 30, 2020, change may be provided in the form of Change Cards issued through the farebox.
- B. **Change Cards.** Change Cards may be used toward the cost of future fixed-route bus rides. Change Cards expire one year from date of issue and no later than June 30, 2021. Effective July 1, 2020, Change Cards will no longer be issued.

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- C. **Local One-way Token or Ticket.** Available to Adult and Youth as Tokens through June 30, 2020, and as Tickets effective July 1, 2020. Available to Eligible Discount as Tickets. Sold only in packages of 10. Each Token or Ticket is valid for one Local ride. Multiple Tokens or Tickets may be combined for Out of San Francisco or Express service (but no Change Card is provided). Tokens will be accepted on SamTrans buses through June 30, 2021 (after which point only Tickets will be accepted).
- D. **Clipper®.** Use of Clipper requires customers to “tag” the card at the Card Interface Device on-board buses. The Clipper card is a transit fare payment card issued and administered by the Metropolitan Transportation Commission (MTC) that is valid for use on all major public transit services throughout the San Francisco Bay Area. There may be fees associated with the use of a Clipper card. Such fees, if any, will be set by the MTC. Clipper customers will have an approximate 10 percent discount over One-way cash fares.
- E. **Mobile Ticketing Application Pilot Program.** Customers may purchase via the SamTrans Mobile App: (i) Local, Out of San Francisco and Express One-way; (ii) Local Day Pass; (iii) Express Upgrade; (iv) Paratransit Redi-Wheels/RediCoast One-way (ADA); and (v) Paratransit 5311 Coastside Demand Responsive One-way (non-ADA). Credit and debit cards are accepted.
- F. **Inter-agency Transfers**  
Transfers from certain transit systems to SamTrans will receive one Local fare credit; available only on Clipper. Effective January 1, 2020, Upgrade will be charged for Express service.

AC Transit 31-day Ticket	Local Fare Credit within two hours of tagging Clipper on home system
Caltrain Monthly Pass, two or more zones	Local Fare Credit
DB (Dumbarton Express) 31-day Ticket	Local Fare Credit within two hours of tagging Clipper on home system
Santa Clara Valley Transportation Authority	Local Fare Credit within two hours of tagging Clipper on home system

- G. **Institutional Agreements.** The General Manager/CEO may enter into agreements with public and private institutions (including other public transit agencies) through which SamTrans is reimbursed for bus trips taken by defined groups of riders, provided the reimbursement rate is an existing price in the SamTrans Fare Structure.
- H. **Special Promotional Fares.** From time to time, the General Manager/CEO may authorize the establishment of special and promotional fares.

- I. **Rules and Regulations.** All Passes, Tokens and Tickets are subject to District regulations as may be adopted from time to time. Misuse of a Pass, Token or Ticket or violation of the laws governing behavior on transit vehicles makes such Pass, Token or Ticket subject to revocation. Passes must be kept in the possession of the rider at all times. Assigned Passes may not be transferred to another individual.

Passes, Tokens, Tickets and Change Cards are not subject to refund or replacement.

The individual ride value of a Pass shall be valid for any route that has a fare for the specified ride value or less. The single-ride value of a Pass may be applied to the fare for any route with a higher individual ride value by paying the difference in cash, Tokens, Tickets or Change Cards. Fixed-route fare media are not valid on Paratransit service. District staff is empowered to add means of fare media distribution (e.g. website) without amendment of this document.

V. **SERVICE CLASSIFICATIONS**

A. **Local Service**

Transit routes of an intra-community or inter-community nature that operate primarily on local and arterial streets are classified as Local service. Local routes provide service at each established bus stop.

B. **Express Service**

Express service includes specialized routes of an inter-community nature that operate a significant portion of the route length along freeways without intermediate stops.

C. **ADA and non-ADA Paratransit Service**

1. **ADA Paratransit.** Service known as Redi-Wheels and RediCoast operates for certified passengers with disabilities traveling in the San Mateo County Transit District service area. Advance reservations are required, and certain qualifying and service area restrictions apply.

The Redi-Wheels service area includes the bayside of San Mateo County, portions of the City of Palo Alto north of Embarcadero Road, and the City of San Francisco in the Stonestown area and the Bayshore Corridor.

The RediCoast service area includes Montara, Moss Beach, El Granada, Princeton, Half Moon Bay, San Gregorio, La Honda, and Pescadero, with limited service to the bayside, San Francisco and Palo Alto.

Redi-Wheels and RediCoast customers are able to transfer to other paratransit providers in San Mateo County, San Francisco, Santa Clara County, and the East Bay at specified locations.

2. **Non-ADA Paratransit.** Service known as 5311 Coastside Demand  
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Responsive service is available to customers living in Montara, Moss Beach, El Granada, Princeton, Half Moon Bay, San Gregorio, La Honda, and Pescadero, with limited service to the bayside of San Mateo County, portions of San Francisco and Palo Alto. Advance reservations are required, and certain qualifying and service area restrictions apply.

D. **Microtransit On-demand Pilot Program Service**

Microtransit is a demand-responsive service model offering flexible routing of transit vehicles to serve one or multiple trip requests within a defined service area. Passengers wishing to use microtransit may request a ride using a mobile app or by phone. The service is facilitated by a cloud-based platform that receives trip requests and dynamically routes the transit vehicle to serve the customers. Local fares apply.

F. **Taxi Subsidy Pilot Program**

~~The on-demand taxi subsidy pilot program offers same-day, curb-to-curb taxi and accessible taxi service at a reduced rate in the program area. The service is provided for adults aged 65 or older, and people with disabilities as defined in the program policies. The pilot program launched in August 2020 and is expected to run through April 30, 2021.~~

VI. **PARKING**

A. **Fees**

Parking is provided for a fee at the Colma Park and Ride lot on a per-day or monthly basis. Daily parking fees are payable at the parking payment machine. Monthly parking passes can be purchased at the SamTrans Administrative Offices or via [www.samtrans.com](http://www.samtrans.com). The General Manager/CEO may authorize the sale of "reserved" parking permits for a fee of up to \$105.00 per month.

B. **Restrictions**

The use of San Mateo County Transit District parking facilities shall be in accordance with District's Vehicle Parking Regulations and other rules.

## ATTACHMENT 4 – AVERAGE FARE BY PAYMENT METHOD

### *Estimated Average Fare by Payment Method*

<b>Full Fare Rider</b>	<b>Avg Fare</b>
Local - Cash / Token	\$2.25
Local - Clipper / Mobile	\$1.52
Local - Day Pass	\$1.44
Local - Monthly Pass	\$0.90
Express - Cash / Token	\$4.50
Express - Clipper / Mobile	\$2.97
Express - Monthly Pass	\$1.78
<b>Average for Full Fare</b>	<b>\$1.51</b>
<b>Way2Go Pass</b>	<b>Avg Fare</b>
Way2Go Pass – FY2019 Estimated	\$3.64
<b>Systemwide</b>	<b>Avg Fare</b>
Systemwide FY 2019 Actuals	\$1.38

# ATTACHMENT 5 – STAKEHOLDER ENGAGEMENT: LIST OF ORGANIZATIONS SURVEYED & INTERVIEWED

## Stakeholder Survey

A stakeholder survey was distributed to determine the needs and desires in a bulk pass program, and how the Way2Go pass program can be changed or improved to better fit the needs of stakeholders, both current participants and potential future participants. Stakeholders included employers, educational institutions, and real estate/residential developers.

A link to the survey was sent out to representatives of the following organizations:

Organization that received survey	Sector	Survey Completed?	Notes
Mid-Pen Housing	Residential/Real Estate Developer	Y	
Eden Housing	Residential/Real Estate Developer	Y	
Housing Leadership Council	Residential/Real Estate Developer		
HIP Housing	Residential/Real Estate Developer		
CA Apartment Association	Residential/Real Estate Developer		They posted to their website <a href="https://caanet.org/samtrans-invites-landlords-to-take-survey-on-bulk-pass-program/">https://caanet.org/samtrans-invites-landlords-to-take-survey-on-bulk-pass-program/</a>
EPA Can Do	Residential/Real Estate Developer		
Lesley Senior Communities	Residential/Real Estate Developer		
Mercy Housing	Residential/Real Estate Developer		
BRIDGE Housing	Residential/Real Estate Developer		
Sares Regis Group	Residential/Real Estate Developer	Y	
San Mateo Community College District	Educational institution	Y	

Stanford University	Employer/ Educational Institution	Y	
Stanford Health Care	Employer	Y	
Kaiser	Employer		
Google	Employer	Y	
Facebook	Employer		
San Francisco Airport	Employer		
San Mateo County Economic Development Association (SAMCEDA)	Employer		They distributed survey to their members via email
Linkedin	Employer	Y	
Costco	Employer		

The stakeholder survey received complete responses from eight stakeholders.

### **Stakeholder Follow-Up Interviews**

Follow-up interviews were conducted with six of the organizations that completed the survey:

- San Mateo County Community College District (SMCCCD)
- Stanford University
- Google
- Stanford Health Care
- Eden Housing
- MidPen Housing

### **Findings**

The feedback received on the Way2Go Pass program is summarized below. Overall, stakeholders appeared captivated and interested in working with SamTrans to devise a new Way2Go Pass program that is more responsive to their needs.

- Flexibility is key. Each stakeholder is different and has unique needs. Structuring a flexible program that can accommodate these diverse needs will help to reduce barriers to program participation.
- Compared with other programs these agencies do or have participated in, the per pass cost is very high and can box out nonprofit housing developers and others working with limited budgets. Developing pricing structures that allow for lower per pass costs would open the program up to more participants.
- The current participants only participate in the Way2Go Pass program because it is a TDM requirement for them. Working to get this requirement in to more developments would help to increase participation.
- Overall, stakeholders responded positively to tiered pricing structures, and appreciated the flexibility to only enroll a portion of their employees/residents/students. They noted that post-



billing options were interesting, but many stakeholders noted that they prefer to have price certainty so the cost can be worked into annual budgets.

- Many employees/students/residents do not both live and work in San Mateo County. Purchasing passes for the percentage of people who live in SamTrans service area would be beneficial, or providing a larger regional pass that involves multiple transit agencies.
- Multiple stakeholders noted that access to a data dashboard would be very useful so they can make data-driven decisions regarding program participation. This data can also help to justify continued use of the program.
- Improvements should be coupled with high-quality, convenient transit service.

Overall, the stakeholders identified three key factors that would encourage program participation: affordability, flexibility, and connectivity. To address these factors, the proposed changes reduce the price of the pass and allow for flexibility in terms of how organizations define their pool of eligible participants. To address connectivity, SamTrans will continue to engage stakeholders in Reimagine SamTrans to design a bus network that meets their needs.

# ATTACHMENT 6 – PUBLIC COMMENTS RECEIVED

## SamTrans July Board Meeting, Comments on Way2Go Pass

### **Molly Naber– Assoc. Director of Development, MidPen Housing**

Mid-Pen is 5-year-old non-profit affordable housing provider and developer based in Foster City and we operate 110 Communities throughout the Bay Area. San Mateo is one of the core properties where we have 34 homes in operation and provide 1600 homes for more than 3200 individuals. Our San Mateo Pipeline for new development includes 10 properties and over 1500 homes

We currently provide Way2Go Passes at 3 out of our 34 existing San Mateo County Properties and we anticipate providing passes at an equivalent of 3 of our 10 new developments. In our experience providing the Way2Go Passes, we found that some of our residents are super users such as school age residences. Some of our residents do not use the passes at all. We are very supportive of the proposed changes in the structure of the Way2GoPass Program to reduce the minimum per property and per resident cost and we view the benefits as following: The lower cost will allow us to consider an added resident amenity for our existing properties with a fixed budget we evaluate on a project by project basis in collaboration with our asset management and property management partners, and the lower cost will also allow us to consider the program as an added resident amenity for new developments. Currently, we are only underwriting the program where it's mandated by finance resources or local jurisdictions. The lower cost will be makes it very appealing and more feasible to expand to other Mid Pen communities where we view the Way2Go Pass as a useful tool to minimize vehicle use, parking demand and promoting sustainable transit

Thank you.

### **Hayden Miller**

Good Afternoon, my name is Hayden Miller

SamTrans has really great job with ClipperSTART promotion. I ride a lot of the Bay Area Transit agencies and none of them have come close to what SamTrans has done...really great program being promoted and grow with extension of pilot program.

Excited for Way2Go Program. Had not heard of it before today and sounds like a great way to get more people in transit and hope to more support and great programs. Hope you will support.

**From:** Weijia Song <[Weijia.Song@edenhousing.org](mailto:Weijia.Song@edenhousing.org)>  
**Sent:** Wednesday, July 7, 2021 2:55 PM  
**To:** Public Comment <[PublicComment@samtrans.com](mailto:PublicComment@samtrans.com)>  
**Subject:** SamTrans Board of Directors Meeting 7/7/2021 - Public Comment Submission

You don't often get email from [weijia.song@edenhousing.org](mailto:weijia.song@edenhousing.org). [Learn why this is important](#)

**ATTENTION:** This email came from an external source. Do not open attachments or click on links from unknown senders.

Hello,

I am writing to provide public comment on 9.C.3 and 13.A - proposed changes to the SamTrans Way-2-Go Program in the case I am not able to make my comment orally at the board meeting today.

"Good Afternoon, my name is Weijia Song a Senior project developer at Eden Housing. On behalf of Eden, one of the oldest non-profit affordable housing developers operating in California, I would like to voice our support of the proposed fare program changes to the Way2Go Program. In 2019 Eden partnered with SamTrans and the City of East Palo Alto and secured a 20M grant from State HCD to fund the construction of new affordable housing units at Light Tree Apartments as well as a plethora of transit improvements throughout San Mateo County. We committed as part of the grant to provide transit passes to all residents, the proposed changes to the way to go program would allow Eden to continue these passes beyond the lifetime of the grant. We all know the importance and need to build more affordable and supportive housing in California, being able to partner with Samtrans and provide low-income families with housing in tandem with access to high quality transit helps connect residents with employment and education opportunities across the peninsula that will create more sustainable communities. Thank you to the Samtrans staff who developed the comprehensive changes to the Way2Go Program and hope that the board will support the changes proposed today."

Thank you,  
Weijia



**Weijia Song**  
**Senior Project Developer**  
22645 Grand Street Hayward, CA 94541  
**Office** 510-247-8176 | **Cell** 415-670-9655  
[Weijia.Song@edenhousing.org](mailto:Weijia.Song@edenhousing.org) | [edenhousing.org](http://edenhousing.org)

**Eden Housing creates and sustains high-quality affordable housing communities that advance equity and opportunity for all.**

**RESOLUTION NO. 2021 – 36**

**BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT  
STATE OF CALIFORNIA**

\* \* \*

**APPROVING WAY2GO PASS CHANGES, APPROVING THE  
ASSOCIATED TITLE VI ANALYSIS, AUTHORIZING EXTENSION OF THE  
CLIPPER START REGIONAL MEANS-BASED FARE PILOT PROGRAM,  
AND UPDATING THE FARE STRUCTURE**

**WHEREAS**, pursuant to Resolution No. 1982-27, dated April 28, 1982, the Board of Directors (Board) of the San Mateo County Transit District (District) adopted a Codified Tariff (currently known as the "Fare Structure") to outline the classifications, costs and regulations of SamTrans services and fare media; and

**WHEREAS**, the Board has the authority to modify the Fare Structure in order to change fares and implement policy or administrative changes to SamTrans service; and

**WHEREAS**, pursuant to Resolution No. 2019-4, the Board adopted the SamTrans Fare Policy (Fare Policy), which establishes high-level guidelines for staff and the Board to consider when modifying fares; and

**WHEREAS**, the District last took action to modify the Fare Structure on November 4, 2020; and

**WHEREAS**, established in 2007, the SamTrans Way2Go Pass program, a product on the regional Clipper® Card, allows residential complexes and businesses to purchase annual unlimited-ride bus passes for all eligible residents or employees; and

**WHEREAS**, staff recommends the following changes to the Way2Go Pass program: 1) Add an additional category for educational institutions, priced at \$35 per semester or \$70 per year, to allow colleges and K-12 schools to participate in the program; 2) Reduce the per-pass price from \$125 to \$40 for residential complexes and

\$125 to \$75 for employers, to make the program more affordable and better aligned with the bulk pass programs of peer agencies and the goals of increasing participation; and 3) Reduce the contract minimum from \$12,500 to \$2,500 to be more inclusive of smaller businesses, housing complexes, and other eligible groups; and

**WHEREAS**, under Title VI of the Civil Rights Act of 1964 and its implementing regulations, including Federal Transit Administration Circular C 4702.1 B, the District is required to perform a Title VI Fare Equity Analysis in conjunction with certain proposed fare changes to assess whether they will result in disparate impacts or disproportionate burdens on minority or low-income populations, respectively; and

**WHEREAS**, on March 13, 2013, by Resolution No. 2013-99, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare or major service changes are deemed to have disparate impacts or disproportionate burdens on minority or low-income populations; and

**WHEREAS**, staff has prepared a Title VI Equity Analysis that assesses the potential effects of the proposed fare changes to the Way2Go Pass program, concluding that changes to the Fare Structure would result in no disparate impacts on minority passengers nor disproportionate burdens on low-income passengers; and

**WHEREAS**, the District is currently a participating agency in the Metropolitan Transportation Commission (MTC)'s means-based fare pilot program, Clipper START, which is set to conclude in January 2022; and

**WHEREAS**, MTC recently approved an extension of the Clipper START pilot program for an additional 18 months, to end in June 2023, and is seeking continued participation from bus operators; and

**WHEREAS**, staff recommends the District participate in the extended Clipper START pilot program and continue to provide a 50 percent discount on one-way adult fares to those who qualify for the program; and

**WHEREAS**, staff recommends amending the Fare Structure to allow SamTrans to enter into agreements with public or private institutions (including other public transit agencies) through which SamTrans is reimbursed for bus trips taken by defined groups of riders, provided the reimbursement rate is an existing price in the SamTrans Fare Structure; and

**WHEREAS**, staff recommends amending the Fare Structure to remove several fare products and rules included in the previous version of the Fare Structure that have since expired; and

**WHEREAS**, staff has determined that the proposed revisions to the Fare Structure to update the Way2Go Pass fare, extend the Clipper START Pilot, and remove expired fares are consistent with the District's Fare Policy; and

**WHEREAS**, staff recommends that the Board of Directors approve the Title VI Equity Analysis for the Way2Go Pass changes; extend participation in the Clipper START Pilot; and amend the Fare Structure to implement the actions described in these recitals; and authorize the Acting General Manager/CEO, or designee, to take all actions necessary to implement this Resolution.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the San Mateo County Transit District hereby:

1. Finds that the recitals stated above are true and correct;
2. Approves changes to the Way2Go Pass program as set forth above;

3. Approves the extension of the Clipper START pilot program for an additional 18 months, to end in June 2023;
4. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the Way2Go Pass Fare Changes will not have a disparate impact on minority populations nor a disproportionate burden on low-income populations;
5. Approves the Title VI Equity Analysis associated with the Way2Go Pass program fare changes included in this Resolution;
6. Approves the updated Fare Structure, attached as Attachment A and incorporated herein by this reference; and
7. Authorizes the General Manager/CEO, or designee, to take any other actions necessary to implement this Resolution.

Regularly passed and adopted this 4<sup>th</sup> day of August, 2021 by the following vote:

AYES: Gee, Groom, Guilbault, Medina, Pine, Powell, Ratto


NOES: None

ABSENT: Fraser, Stone



\_\_\_\_\_  
Vice Chair, San Mateo County Transit District

ATTEST:



\_\_\_\_\_  
District Secretary

**SAN MATEO COUNTY TRANSIT DISTRICT  
 STATE OF CALIFORNIA**

\*\*\*

**FARE STRUCTURE**

**I. FARE PRICES**

**Fixed-route Service**

Product	Payment Options	Category	Current
Local One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app, Ticket/Token	Adult	\$2.25
		Youth/Eligible Discount	\$1.10
	Clipper	Adult	\$2.05
		Youth/Eligible Discount/ Adult Means-based	\$1.00
Transfers from Other Agencies (Clipper)^	Adult/Youth/ Eligible Discount/ Adult Means-based	One free transfer	
Local Day Pass	Cash, Mobile app	Adult	\$4.50
		Youth/Eligible Discount	\$2.00
Local Monthly Pass	Clipper, Limited Paper Ticket	Adult	\$65.60
		Youth/Eligible Discount	\$27.00
Express One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app	Adult	\$4.50
		Youth/Eligible Discount	\$2.25
	Clipper	Adult	\$4.00
		Youth/Eligible Discount/ Adult Means-based	\$2.00
	Transfer upgrade from One-way Local (Mobile), Day Pass (Paper/Mobile), Ticket/Token	Adult	\$2.25
		Youth/Eligible Discount	\$1.00
	Transfer upgrade from Local Monthly Pass (Clipper), Summer Youth Pass, One-way Local transfer (Clipper)	Adult	\$1.95
		Youth/Eligible Discount/ Adult Means-based	\$1.00
	Transfers from Other Agencies (Clipper)^	Adult	\$1.95
		Youth/Eligible Discount/ Adult Means-based	\$1.00
Express Monthly Pass	Clipper	Adult	\$130.00
		Youth/Eligible Discount*	

^ Accepted Inter-agency transfers on Clipper: Caltrain Monthly Pass (2 or more zones), VTA Monthly Pass, Dumbarton Express 31-day Pass and AC Transit 31-day Pass

\* Youth and Eligible Discount may purchase the Adult Express Monthly Pass by using an Adult Clipper card or may use a Youth or Eligible Discount Local Monthly Pass and pay an upgrade.



**Other Products**

Product	Payment Options	Category	Current
Local One-way 10-Ticket Book	SamTrans Sales Outlets	Adult	\$22.50
		Youth	\$11.00
		Eligible Discount	\$11.00
Discounted Youth Local Monthly Pass	Limited Paper Pass thru School Lunch Program	Youth	\$22.00
Summer Youth Pass	Mobile app, www.samtrans.com, SamTrans Administrative Office	Youth	\$40.00
Way2Go Pass	Pursuant to agreement with SamTrans Administrative Office	Educational Institution	\$35 per semester / \$70 per year (\$2,500 annual minimum)
		Employer	\$75 per year (\$2,500 annual minimum)
		Residential Complex	\$40 per year (\$2,500 annual minimum)

**Demand Response Services**

Paratransit Redi-Wheels/RediCoast One-way (ADA)	Cash, Mobile app	Regular	\$4.25
		Lifeline	\$1.75
	10-Ticket Book available at SamTrans Administrative Office	Regular	\$42.50
		Lifeline	\$17.50
	Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular	\$5.00 per rider
		Lifeline	\$2.25 per rider
Paratransit 5311 Coastside On- demand One-way (non-ADA)	Cash, Mobile app	Regular	\$4.25
		Lifeline	\$1.75
	Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular	\$4.50 per rider
		Lifeline	\$1.75 per rider
Microtransit Pilot Program	Same as Local fixed-route	Adult/Youth/ Eligible Discount	Local fixed-route Fare Structure applies

**Parking**

Daily Parking at Colma Park and Ride	Cash, credit/debit card	\$3.00
Monthly Parking at Colma Park and Ride	www.samtrans.com, SamTrans Administrative Office	\$63.00

**II. FIXED-ROUTE SERVICE FARE TYPES & CATEGORIES**

**A. Fare Types:**

- Local One-way (with Transfers).** Available through Clipper®, the SamTrans mobile app, cash, Token or Ticket. Valid on Local service. Effective January 1, 2020, for customers using Clipper or SamTrans mobile app: includes free transfers on SamTrans Local service for 120 minutes.

2. **Local Day Pass.** Available through the SamTrans mobile app or cash. When purchased on-board, bus operator issues through the farebox. Valid on Local service from the time of activation at the farebox until 2:00 a.m. the next day.
3. **Local Monthly Pass.** Available through Clipper and limited paper passes distributed through Social Services agencies and schools. Valid on Local service from 12:01 a.m. on the first day of the month for which issued until 2:00 a.m. on the first day of the following month.
4. **Summer Youth Pass.** Available through the SamTrans mobile app or advance purchase at SamTrans Administrative Office. Valid for Local service during June, July and August. Effective January 1, 2020, Youth will pay upgrade when riding Express service.
5. **Discount Youth Local Monthly Pass.** Available through public school districts to qualified low-income students as identified through the school lunch program. Valid on Local service. Effective January 1, 2020, Youth will pay an upgrade when riding Express service.
6. **Express One-way.** Available through Clipper, SamTrans mobile app or cash. Customers using Clipper or SamTrans mobile app: includes free transfers for 120 minutes valid on Express and Local SamTrans services.
7. **Express Monthly Pass.** Available through Clipper only for Adult. Youth and Eligible Discount may use a Local Day Pass, Local Monthly Pass or Summer Youth Pass for Express service with payment of an Express Service Upgrade. Youth and Eligible Discount also may choose to purchase an Express Monthly Pass on an Adult Clipper card.
8. **Express Service Upgrade.** To pay for the difference between Local and Express fares. For use with: (i) 120-minute Local service transfers (Clipper and SamTrans mobile app); (ii) Tokens and Tickets; (iii) Local Day Passes; (iv) Local Monthly Passes; (v) Summer Youth Passes.
9. **Way2Go Pass.** Unlimited-ride pass available to educational institutions, employers, and residential complexes ("Organizations") for use on all SamTrans service within the calendar year or semester issued. Organizations must purchase for all eligible participants, defined as:
  - a. Educational Institutions: all full-time students, or other eligible sub-groups subject to SamTrans approval (e.g., designated low-income student groups)
  - b. Employers: all full-time employees, or other eligible sub-groups subject to SamTrans approval (e.g., employees who live in San Mateo County)
  - c. Residential complexes: all residents age 5 years or older

## B. Fare Categories:

1. **Adult.** Applies to passengers aged nineteen (19) through sixty-four (64).
2. **Eligible Discount.** Available to passengers aged sixty-five (65) or older, or who possess a Regional Transit Connection (RTC) Discount Card, a Medicare Card, a current Disabled Person Placard Identification Card issued by the Department of Motor Vehicles, or a valid transit discount card issued by another California transit agency which is equivalent to the RTC Discount Card. Passengers carrying an RTC Discount Card marked with an attendant symbol may have a personal care attendant travel with them at the Eligible Discount fare.
3. **Youth.** Available to passengers who are eighteen (18) years old or younger. Up to two children aged four (4) years or younger may travel free with each Adult or Eligible Discount fare-paying passenger. Additional children are subject to the Youth fare.
4. **Means-based Fare Pilot Program.** SamTrans' participation in the Regional Means-Based Fare Pilot Program (Clipper START Pilot Program), administered by the Metropolitan Transportation Commission, began in January 2021 and will run through June 2023.

The Means-Based Fare is available only to participants who apply, are accepted and enroll in the Pilot Program. Participation is limited to adults aged 19 through 64, who are current residents in one of the nine San Francisco Bay Area counties, and who have an annual household income level at or below 200 percent of the Federal Poverty Level. Information about the application process is posted on SamTrans' website at [www.samtrans.com](http://www.samtrans.com).

5. **Waived Fares.** Local, Out of San Francisco and Express Bus fares are waived for the following categories of passengers with proper identification or fare media:
  - a. **Peace Officers.** Uniformed and non-uniformed, sworn peace officers showing proper identification.
  - b. **Military Personnel.** Active military personnel in uniform showing proper identification.
  - c. **Employees/Retirees.** San Mateo County Transit District employees, qualified retirees, spouses, domestic partners and dependent children under the age of eighteen (18) showing their employee identification or family transportation pass.
  - d. **Board of Directors and Citizens Advisory Committee Members.** Board of Directors and Citizens Advisory Committee members showing their District identification.
  - e. **ADA Paratransit-eligible Passengers.** Passengers certified for Redi-Wheels and RediCoast (ADA) paratransit, and their personal care attendants, showing valid Redi-Wheels or RediCoast identification cards.

### III. ADA AND NON-ADA PARATRANSIT FARE TYPES & CATEGORIES

ADA Paratransit Redi-Wheels and RediCoast, and non-ADA Paratransit 5311 Coastside Demand Response services require advanced reservations; service area restrictions apply.

#### A. ADA Paratransit: Redi-Wheels and RediCoast

1. **Regular Redi-Wheels and RediCoast.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, and (ii) possess a valid Redi-Wheels or RediCoast card. Available through the SamTrans mobile app, cash or ticket. Tickets are sold in booklets with 10 rides at SamTrans Administrative Office and via mail.
2. **Lifeline Redi-Wheels and RediCoast.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, (ii) possess a valid Redi-Wheels or RediCoast card, and (iii) receive Supplemental Security Income, San Mateo County General Assistance, or Medi-Cal. Available through the SamTrans mobile app, cash or ticket. Tickets are sold in booklets with 10 rides at SamTrans Administrative Office or via mail.
3. **Service Agency-sponsored Group Trips.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, (ii) possess a valid Redi-Wheels or RediCoast card, and (iii) are participating in group trips sponsored by eligible agencies. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance, or Medi-Cal. Eligible agencies are: Poplar Recare, Rosener House, San Carlos Adult Day Care, Senior Focus, Senior Day Care, South San Francisco Adult Day Care and Coastside Adult Day Health Care. Sponsor is billed by the District after the trip.

#### B. Non-ADA Paratransit: 5311 Coastside Demand Response

1. **Regular and Lifeline 5311 Coastside Demand Response.** For passengers living in the 5311 Coastside Service Area. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi-Cal. Pay with cash or the SamTrans mobile app.
2. **Agency-sponsored Group Trips.** For passengers living in the 5311 Coastside Service Area who are participating in group trips sponsored by Senior Coastsiders. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi-Cal. Sponsor is billed by the District after the trip.

### IV. FARE PAYMENT

- A. **Cash Payment.** Cash payments are made by feeding bills or coins into the farebox. Bills up to \$20 (twenty dollars) and coins of one cent, five cents, 10 cents and 25 cents are accepted. No cash change is provided in case of overpayment. Through June 30, 2020, change may be provided in the form of Change Cards issued through the farebox.

- B. Change Cards.** Change Cards may be used toward the cost of future fixed-route bus rides. Change Cards expire one year from date of issue and no later than June 30, 2021. Effective July 1, 2020, Change Cards will no longer be issued.
- C. Local One-way Token or Ticket.** Available to Adult and Youth as Tokens through June 30, 2020, and as Tickets effective July 1, 2020. Available to Eligible Discount as Tickets. Sold only in packages of 10. Each Token or Ticket is valid for one Local ride. Multiple Tokens or Tickets may be combined for Out of San Francisco or Express service (but no Change Card is provided). Tokens will be accepted on SamTrans buses through June 30, 2021 (after which point only Tickets will be accepted).
- D. Clipper®.** Use of Clipper requires customers to “tag” the card at the Card Interface Device on-board buses. The Clipper card is a transit fare payment card issued and administered by the Metropolitan Transportation Commission (MTC) that is valid for use on all major public transit services throughout the San Francisco Bay Area. There may be fees associated with the use of a Clipper card. Such fees, if any, will be set by the MTC. Clipper customers will have an approximate 10 percent discount over One-way cash fares.
- E. Mobile Ticketing Application Pilot Program.** Customers may purchase via the SamTrans Mobile App: (i) Local, Out of San Francisco and Express One-way; (ii) Local Day Pass; (iii) Express Upgrade; (iv) Paratransit Redi-Wheels/RediCoast One-way (ADA); and (v) Paratransit 5311 Coastside Demand Responsive One-way (non-ADA). Credit and debit cards are accepted.
- F. Inter-agency Transfers**  
Transfers from certain transit systems to SamTrans will receive one Local fare credit; available only on Clipper. Effective January 1, 2020, Upgrade will be charged for Express service.

AC Transit 31-day Ticket	Local Fare Credit within two hours of tagging Clipper on home system
Caltrain Monthly Pass, two or more zones	Local Fare Credit
DB (Dumbarton Express) 31-day Ticket	Local Fare Credit within two hours of tagging Clipper on home system
Santa Clara Valley Transportation Authority	Local Fare Credit within two hours of tagging Clipper on home system

- G. Institutional Agreements.** The General Manager/CEO may enter into agreements with public and private institutions (including other public transit agencies) through which SamTrans is reimbursed for bus trips taken by defined groups of riders, provided the reimbursement rate is an existing price in the SamTrans Fare Structure.

- H. **Special Promotional Fares.** From time to time, the General Manager/CEO may authorize the establishment of special and promotional fares.
- I. **Rules and Regulations.** All Passes, Tokens and Tickets are subject to District regulations as may be adopted from time to time. Misuse of a Pass, Token or Ticket or violation of the laws governing behavior on transit vehicles makes such Pass, Token or Ticket subject to revocation. Passes must be kept in the possession of the rider at all times. Assigned Passes may not be transferred to another individual.

Passes, Tokens, Tickets and Change Cards are not subject to refund or replacement.

The individual ride value of a Pass shall be valid for any route that has a fare for the specified ride value or less. The single-ride value of a Pass may be applied to the fare for any route with a higher individual ride value by paying the difference in cash, Tokens, Tickets or Change Cards. Fixed-route fare media are not valid on Paratransit service. District staff is empowered to add means of fare media distribution (e.g. website) without amendment of this document.

## V. **SERVICE CLASSIFICATIONS**

### A. **Local Service**

Transit routes of an intra-community or inter-community nature that operate primarily on local and arterial streets are classified as Local service. Local routes provide service at each established bus stop.

### B. **Express Service**

Express service includes specialized routes of an inter-community nature that operate a significant portion of the route length along freeways without intermediate stops.

### C. **ADA and non-ADA Paratransit Service**

1. **ADA Paratransit.** Service known as Redi-Wheels and RediCoast operates for certified passengers with disabilities traveling in the San Mateo County Transit District service area. Advance reservations are required, and certain qualifying and service area restrictions apply.

The Redi-Wheels service area includes the bayside of San Mateo County, portions of the City of Palo Alto north of Embarcadero Road, and the City of San Francisco in the Stonestown area and the Bayshore Corridor.

The RediCoast service area includes Montara, Moss Beach, El Granada, Princeton, Half Moon Bay, San Gregorio, La Honda, and Pescadero, with limited service to the bayside, San Francisco and Palo Alto.

Redi-Wheels and RediCoast customers are able to transfer to other paratransit providers in San Mateo County, San Francisco, Santa Clara County, and the East Bay at specified locations.

2. **Non-ADA Paratransit.** Service known as 5311 Coastside Demand Responsive service is available to customers living in Montara, Moss Beach, El Granada, Princeton, Half Moon Bay, San Gregorio, La Honda, and Pescadero, with limited service to the bayside of San Mateo County, portions of San Francisco and Palo Alto. Advance reservations are required, and certain qualifying and service area restrictions apply.

**D. Microtransit On-demand Program Service**

Microtransit is a demand-responsive service model offering flexible routing of transit vehicles to serve one or multiple trip requests within a defined service area. Passengers wishing to use microtransit may request a ride using a mobile app or by phone. The service is facilitated by a cloud-based platform that receives trip requests and dynamically routes the transit vehicle to serve the customers. Local fares apply.

**VI. PARKING**

**A. Fees**

Parking is provided for a fee at the Colma Park and Ride lot on a per-day or monthly basis. Daily parking fees are payable at the parking payment machine. Monthly parking passes can be purchased at the SamTrans Administrative Offices or via [www.samtrans.com](http://www.samtrans.com). The General Manager/CEO may authorize the sale of "reserved" parking permits for a fee of up to \$105.00 per month.

**B. Restrictions**

The use of San Mateo County Transit District parking facilities shall be in accordance with District's Vehicle Parking Regulations and other rules.

# **Reimagine SamTrans Title VI Report**

**February 2022**



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# 1 EXECUTIVE SUMMARY

The San Mateo County Transit District (SamTrans) is the public transit provider for San Mateo County, operating SamTrans fixed-route, demand-response bus transit service, and paratransit.

In July 2019, the District launched *Reimagine SamTrans*, a comprehensive operational analysis (COA), to analyze the existing bus network in San Mateo County and provide a suite of route changes to better serve its ridership and community. The District partnered with linguistically and racially-diverse communities to obtain significant public input in developing a recommended network. The changes are considered Major Service Changes under District Title VI policies, and the District is required to present and obtain approval from the District Board of Directors of a Title VI Service Equity Analysis in connection with adoption of the proposed service changes.

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The District has committed to the Title VI objectives set forth in the Federal Transit Administration (FTA) Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

As a federal grant recipient, the District is required to maintain and provide to the FTA information on SamTrans's compliance with the FTA's Title VI regulations. At a minimum, the District must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Additionally, the District must ensure compliance by evaluating service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including disparate impacts on minority populations and/or disproportionate burdens on low-income populations. The indices of discrimination that could be monitored for disparate impacts include the consistent removal or reduction of service in minority communities compared to the overall riding public.

The objective of the Reimagine SamTrans Title VI analysis is to analyze the effects of the proposed suite of route changes on minority and low-income populations, and to establish whether the suite of changes causes disparate impact to minority populations or disproportionate burden to low-income populations in the service area.

The following analysis was conducted based on the SamTrans 2019 Title VI Program and concludes that the recommended new network will **not result in disparate impact to minority populations or disproportionate burden to low-income populations.**

## 2 INTRODUCTION AND BACKGROUND

### SAMTRANS OVERVIEW

The District provides SamTrans fixed-route bus service, as well as complementary ADA and non-ADA paratransit (known as Redi-Wheels and RediCoast) and shuttle services in San Mateo County, California. The 446-mile area also includes routes to San Francisco and Palo Alto. With its diverse service area, the District contains both dense urban and suburban landscape with residents from an array of different backgrounds. Prior to COVID-19, SamTrans operated approximately 78 routes throughout San Mateo County and San Francisco County. **Attachment 1** is a copy of the SamTrans Service Map. **Attachment 2** contains combined minority demographic maps where the minority population is broken out by block group using US Census 2017 American Community Survey (ACS) Data. Minority census tracts are defined as those in which the minority population exceeds the system-wide minority average of 50%. **Attachment 2** also contains low-income demographic maps where the service area's low-income population is broken out by census tract using ACS data. Low-income census tracts are defined under SamTrans's 2019 Title VI Program as those in which more than 10% of households have incomes under \$25,000.

### PROJECT OVERVIEW

*Reimagine SamTrans* is a comprehensive operational analysis (COA) project to evaluate and refresh the entire SamTrans bus system. *Reimagine SamTrans* was undertaken in order to study and ensure the SamTrans bus system as a whole meets the current needs of SamTrans riders and the evolving needs of the broader public in San Mateo County. The project launched in July 2019, undertaking existing conditions analysis, market research, development of three network alternatives, and refinement of one final recommended network, as well as three rounds of public outreach.

*Reimagine SamTrans* established three project goals:

- Improve the experience for existing SamTrans customers
- Grow new and more frequent ridership on SamTrans
- Build SamTrans' efficiency and effectiveness as a mobility provider

### Description of Proposed Service Changes

The final recommendations included in the *Reimagine SamTrans* COA include a suite of changes to many routes throughout the SamTrans bus system, including:

- **More frequent service.** Routes ECR, 130, and 296 will have service every 15 minutes throughout the day, seven days a week. Routes 17, 110, 118, 121, 250, 281, and 294 will have more frequent service than today.

- **Faster service.** Routes with deviations that were not well-utilized are being removed to make the service more direct for riders. This includes Routes 110, 121, 250, 280, 294, and 296. New Route 124 will provide direct service between Daly City BART and Skyline College.
- **Later service at night.** Routes 275 and 276 will have later weekday service. Routes 121, 130, and 281 will have later weekend service.
- **Extension to major destinations.** Existing routes that will be modified to serve additional major destinations include Route 281 to Stanford, Route 141 to Skyline College, and Route 130 to Oyster Point.
- **Route elimination:** Route 398 will be eliminated. Some of the route’s connections will be provided by new Route EPX, which will serve East Palo Alto, Redwood City, SFO Airport, and San Bruno BART, with limited service to downtown San Francisco.
- **Route consolidations:** The functions of routes 274, 275, and 278 will be combined and provided by a new consistent route 278. Ten school-oriented routes will be consolidated into five routes, preserving the majority of each route’s coverage while being more efficient.

The following tables outline the recommended changes to each route.

**Figure 1 Changes to local (non-school-oriented) bus service**

Route	Route End Points	Description of Change
ECR	Daly City BART - Palo Alto Transit Center	Remove loop to Sickles Ave and Fluornoy Street. Move forward with bus stop consolidation/balancing effort. Increase weekend frequency to 15-minute headways.
17	Linda Mar; Miramontes/Moonridge	Remove deviations to Sunshine Valley Road, Canada Cove, Pescadero. Increase weekend frequency to 60-minute headways.
38	Safe Harbor	No changes.
110	Linda Mar Park & Ride - Daly City BART	Extend route into Linda Mar neighborhood. Remove deviation on Longview Drive. Pull out school-oriented trips with separate route number. Increase frequency weekdays and weekends to 30-minute headways.
112	Sharp Park - Colma BART	Terminate route at Sharp Park in Pacifica. Pull out school-oriented trips as separate route number.
118	Linda Mar Park & Ride - Daly City BART	Remove service on route to Colma BART station. Increased number of trips during peak on weekdays to 30-minute headways.
120	Brunswick / Templeton - Colma BART	Increase evening weekend frequency to 30-minute headways.

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Route	Route End Points	Description of Change
121	Pope / Bellevue - Skyline College	Remove deviation to Colma BART. Increase weekend frequency to 30-minute headways and operate later on weekends.
124 (New)	Skyline College Limited	New route between Daly City BART, Serramonte Center, Skyline College.
122	SSF BART Colma BART - Stonestown / SF State	No changes.
130	Daly City BART - Oyster Point Ferry or Airport / Linden	Split service between two endpoints in SSF: Oyster Point Ferry and Airport/Linden. Increase frequency on weekends to 15-minute headways. Operate later evening service on weekends
140	SFO Airtrain - Manor / Palmetto	Delete route (portions replaced by routes 141 and 142)
141	Airport / Linden - Skyline College	Extend route to San Bruno and Skyline College from South San Francisco. Pull out school-oriented trips as separate route number. Operate later evening service all days.
142 (New)	Shelter Creek - SFO Air Train	New route between SFO Airtrain, San Bruno BART, San Bruno Senior Center, Shelter Creek.
249 (New)	San Mateo - College of San Mateo	New route between downtown San Mateo and College of San Mateo.
250	5th / El Camino Real - College of San Mateo	Use Hillsdale Blvd between El Camino Real and SR-92 and serve Hillsdale Caltrain Station. Increase peak frequency on weekdays to 15-minute headways and weekend frequency to 30-minute headways.
251	Foster City - Hillsdale Mall	Remove service on Beach Park Blvd, Shell Blvd and Hillsdale Blvd. Pull out school-oriented trips as separate route number Add service on Sundays.
256	Hillsdale Mall - Foster City	Delete route (portions of route covered by route 251).
260	San Carlos Caltrain - Cipriani in Belmont	Remove service east of Bridge Parkway and west of Cipriani Blvd. Add service on Sundays.
270	Redwood City Transit Center	No changes.
276	Redwood City Transit Center - Marsh Road Business Park	Serve east side of Redwood City Caltrain station and end at Marsh Road. Increase weekday frequency to 30-minute headways. Add service on weekends.

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SamTrans

Route	Route End Points	Description of Change
274	Redwood City Transit Center - Canada College	Delete route (portions of route replaced by route 275 and 295).
275	Redwood City Transit Center - Canada College	Adjust route to cover current 278 routing. Increase weekday peak frequency to 20-30 minute headways. Add later evening weekday service. New service on Sundays.
278	Redwood City Transit Center - Canada College (Sat Only)	Delete route (replaced by route 275)
280	Purdue / Fordham - Palo Alto Transit Center	Remove service to Woodland Ave, O'Connor Street, and Stanford Shopping Center. Reduce frequency to every 60-75 minutes.
281	Onetta Harris Center - Stanford Univ Oval	Serve and end route at Stanford University Oval. Increase frequency on weekdays to 20-minute headways and weekends to 30-minute headways.
286	Middlefield / Oak Grove - Sharon Park	Rename to 86.
294	Hillsdale Mall - Main / Poplar	Remove deviation to College of San Mateo, change end point to be Hillsdale Mall area. Increase midday service on weekdays to 60-minute headways.
295	Hillsdale Mall - Redwood City Caltrain	Remove service north of Hillsdale Mall. Route operates on El Camino Real (between San Carlos Ave and Brittan Ave) and Jefferson Ave (between Alameda de las Pulgas and El Camino Real). Add weekend service.
296	Redwood City Transit Center - Palo Alto Transit Center	Increase frequency on weekdays and weekends to 15-minute headways.
292	San Francisco - Hillsdale Mall - SFO	Add service on route to Millbrae Transit Center. Consolidate bus stops in San Francisco.
397	SF - Palo Alto Transit Center - SFO (Limited Overnight)	No changes.
398	SF - Redwood City Transit Center - SFO	Delete route.
EPX (new)	East Palo Alto - Redwood City - SFO - San Bruno BART	New route serving key points between East Palo Alto, Redwood City, SFO and San Bruno BART (with potential for trips into downtown San Francisco).

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SamTrans

Route	Route End Points	Description of Change
FCX	Foster City - Downtown San Francisco	Remove service San Francisco to Foster City in morning and Foster City to San Francisco in afternoon.
SFO	Millbrae Transit Center - SFO	Delete route.
FLX Pacifica	Flexible fixed route in Linda Mar, Pacifica	Delete route (replaced by 110).
EPA On-Demand Zone	Flexible transit service zone in East Palo Alto	New service.
HMB On-Demand Zone	Flexible transit service zone in Half Moon Bay	New service.

### School-Oriented Bus Service

School-oriented routes not listed below have no changes to routing or scheduled span of service in the recommended network.

**Figure 2** Changes in school-oriented bus service

Route Number	Description of Changes	Does this qualify as a Major Service Change? Why/why not?
10	New route number; trips currently operated as route 110	No; existing service will be provided using new route number
12	New route number; trips currently operated as route 112	No; existing service will be provided using new route number
40	New route number; trips currently operated as route 140	No; existing service will be provided using new route number
41	New route number; trips currently operated as route 141	No; existing service will be provided using new route number
42	New route number; trips currently operated as route 141	No; existing service will be provided using new route number
51	New route number; trips currently operated as route 251	No; existing service will be provided using new route number
16	Delete route (portions of route served by new route 49)	Yes; overall coverage lost is greater than 25%. See Chapter 4.
49	New route alignment consolidated with route 16	No; fewer than 10 trips per day
37	New route alignment consolidated with route 39	No; fewer than 10 trips per day

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Route Number	Description of Changes	Does this qualify as a Major Service Change? Why/why not?
39	Delete route (portions of route served by new route 39)	No; coverage lost is less than 25% of route when accounting for consolidation with route 37.
53	New route alignment consolidated with route 55	No; coverage lost is less than 25% of route when accounting for coverage provided by route 55 and ECR.
55	Delete route (portions of route served by new route 53)	No; coverage lost is less than 25% of route when accounting for consolidation with route 53.
61	New route alignment consolidated with route 95	No; fewer than 10 trips per day
95	Delete route (portions of route served by new route 61)	No; coverage lost is less than 25% of route when accounting for coverage provided by route 61 and ECR.
83	New route alignment consolidated with route 84	No; fewer than 10 trips per day
84	Delete route (portions of route served by new route 83)	No; coverage lost is less than 25% of route when accounting for coverage provided by routes 82, 83, 296, and ECR.
80	Delete route	Yes; route elimination. See Chapter 4.
85	Delete morning trip, retain afternoon trip	No; fewer than 10 trips per day
87	Delete morning trip, retain afternoon trip	No; fewer than 10 trips per day

## SAMTRANS TITLE VI POLICIES

The Federal Transit Administration updated its Title VI of the Civil Rights Act of 1964 guidance in October 2012, through FTA Circular 4702.1B. This guidance requires that the governing authority of each federally assisted public transportation provider adopt three policies including:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

The District adopted its policies based on a number of factors, including existing policies already in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. The District published its policies for public review in January 2013 and conducted significant public outreach to solicit input. Following public engagement, The District revised the policy proposals and the Board of Directors adopted the revised policies at the March 13, 2013 meeting. The adopted policies follow and are included in **Attachment 3**.



## Major Service Change Policy

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. An Equity Analysis completed for a major service change must be presented to the Board prior to adoption. A major service change is defined as a reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one-week period.<sup>1</sup>

## Disparate Impact Policy

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations versus non-minority populations. Per FTA Circular 4702.1B:

*Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin....*

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly...and cannot be altered until the next Title VI Program submission.*

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<sup>1</sup> The following service changes are exempted: Changes to a service on a route with fewer than 10 total trips in a typical service day are not considered "major" unless service on that route is eliminated completely on any such day. The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as a mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months. SamTrans-operated transit service that is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops.

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact minority populations as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, SamTrans must evaluate demonstrate that a substantial legitimate justification that cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The SamTrans Disparate Impact Threshold, which determines whether the impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment are significant enough to require further analysis, is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

## Disproportionate Burden Policy

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. Per FTA Circular 4702.1B:

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.*

*At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

The SamTrans Disproportionate Burden Threshold, which determines whether the adverse impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment is significant enough to require mitigation, established at 20% percent based on the cumulative impact of the proposed service and/or fare changes.

This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

## Public Engagement for Policy Development

FTA Circular C 4702.1B requires transit agencies to seek public input before Board action to adopt the Disparate Impact and Disproportionate Burden policies. Staff received public input through four community meetings throughout the county to further develop the District's Major Service Change, Disparate Impact and Disproportionate Burden policies. Comments were also made through the mail, telephone, and the dedicated e-mail address of TitleVI@samtrans.com.

The community meetings were held:

- Tuesday, Feb. 12, 2013 6:30 p.m. to 8 p.m.
  - Pacifica Sharp Park Library
  - 104 Hilton Way, Pacifica
- Tuesday, Feb. 19, 2013 6:30 p.m. to 8 p.m.
  - War Memorial Activity Room
  - 6655 Mission St., Daly City
- Thursday, Feb. 21, 2013 10:00 a.m. to 11:30 a.m.
  - SamTrans Offices
  - 1250 San Carlos Ave., San Carlos
- Monday, Feb. 25, 2013 6:30 p.m. to 8 p.m.
  - Lewis and Joan Platt East Palo Alto Family YMCA
  - 550 Bell St., East Palo Alto

A total of 15 members of the public participated in the meetings, providing valuable comments for staff. Upon receipt of the input from meeting attendees, staff revised the proposals for its standards and policies and submitted them for Board approval. The Board of Directors approved the Policies on March 13, 2013.

More information regarding SamTrans's Title VI policies and standards can be found here: <http://www.SamTrans.com/riderinfo/TitleVI.html>

## 3 METHODS

This chapter describes the methods used in the service equity analysis of the Reimagine SamTrans network redesign. The methods follow FTA guidance and definitions within the SamTrans Title VI Program.

### METHODOLOGY CHOICE

Title VI reports may utilize a variety of different methods for understanding impacts and burdens. The two methods utilized in this analysis best reflect the systemwide impact of the suite of changes included in the *Reimagine SamTrans* recommended network. The analysis methods looked to capture both connectivity and coverage of the recommended network as a whole compared to the existing network.

This project includes changes to many routes in the system to better complement each other and reduce duplication of service; thus, the analysis of individual routes would not accurately reflect the final and combined impact on transit access.

The recommended Reimagine SamTrans network includes multiple examples of consolidation of routes with the goals of:

- Maximizing use of resources, particularly on resource-intensive peak-only service such as school-oriented routes
- Reducing duplication and investing in higher-frequency service on key corridors
- Simplifying route numbering and improving customer legibility

Based on FTA Circular 4702.1B, for proposed changes to service, SamTrans should analyze population data based on the smallest geographic area that reasonably has access to a bus stop.

This analysis uses census tracts instead of census blocks given the large, geographic area being analyzed and the system wide analysis. In addition, census tracts allow better preservation of privacy and confidentiality of the population. This also aligns with the 2019 SamTrans Title VI Program that utilizes census tracts for identifying minority and low-income routes.

Population data was chosen to represent the population served rather than ridership data, as the recommended network aims to serve both existing and new SamTrans riders and focusing on ridership would not sufficiently account for new populations served. In addition, due to the COVID-19 pandemic, ridership trends are in flux, and the results of surveying to establish current demographics of post-pandemic riders is not yet available for use in this analysis.

### METHODS USED

The *Reimagine SamTrans* Title VI analysis utilized two methodologies of analysis, based upon the identification of low-income and minority census tracts:

- Route Classification, which analyzes systemwide service changes in the context of existing route classification identifying SamTrans routes as low-income or minority routes.
- Population Served, which measures the impact of network changes on service area population in low-income and minority communities.

## Census Tract Categorization

To begin, we identified low-income and minority census tracts that we would use for both types of analysis using the 2019 ACS 5-year estimates. To begin, low-income and minority census tracts were identified for use in conducting both types of analysis using 2019 American Community Survey (ACS) five-year estimates.

**Low-income tracts** are defined as those where a greater percent of the population has a household income under 200% of the federal poverty level than the county average. In San Mateo County, 16.7% of the population meets this criteria. Income thresholds based on household size and income are shown in Figure 3. The overall share of countywide population that meets this criteria (16.7%) is derived based on dividing the total county population by the number of people within all census tracts in the county with incomes under 200% of the federal poverty level. The geographic locations of low-income tracts can be seen in dark orange in Figure 3.

**Figure 3 Household Income Thresholds Used to Identify Low-Income Tracts**

Household Size	Federal Poverty Level (2019)	200% of Federal Poverty Level (2019)
1	\$13,011	\$26,022
2	\$16,521	\$33,042
3	\$20,335	\$40,670
4	\$26,172	\$52,344
5	\$31,021	\$62,042
6	\$35,129	\$70,258
7	\$40,016	\$80,032
8	\$44,461	\$88,922
9 or more people	\$52,875	\$105,750

Source: US Census Bureau, <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>

**Minority tracts** are those which have a higher percentage of non-white residents than the county average of 60.8%. "Non-white" was defined as all racial and ethnic census groups except non-Hispanic White. The geographic locations of minority tracts are shown in Figure 5 in dark orange.

Figure 4 Low-Income Tracts

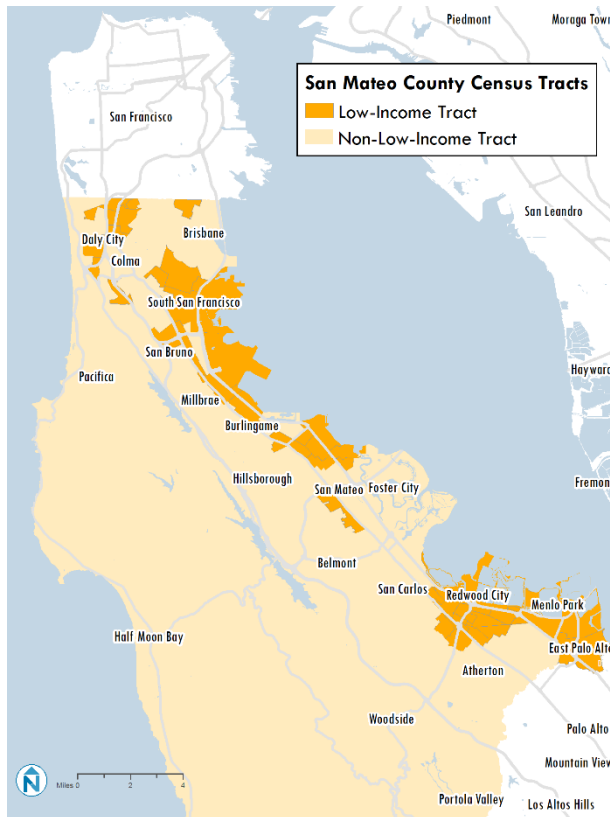
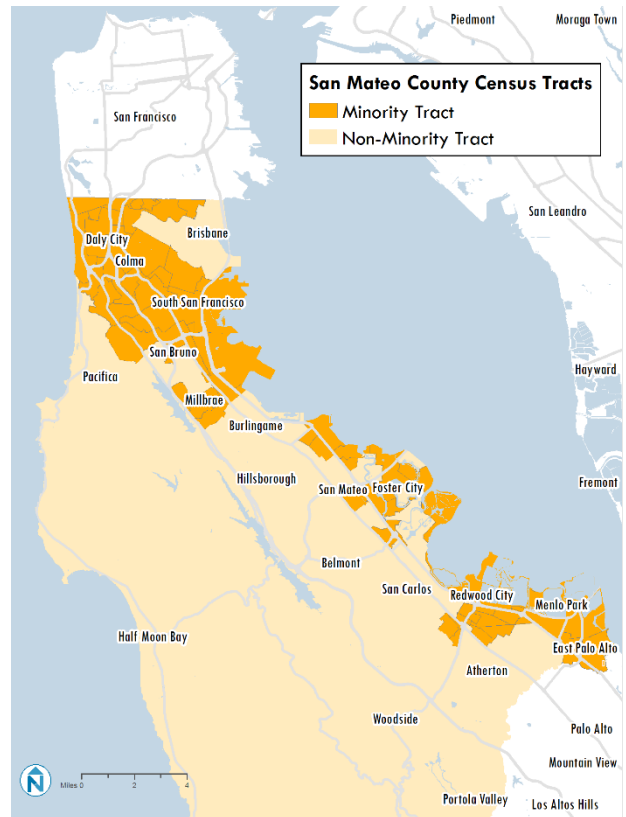


Figure 5 Minority Tracts



## Route Classification

Low-income and minority routes are those where at least 50% of the predominant route pattern alignment is within a low-income or minority tract as defined in the SamTrans Title VI Program using the above derived tract classifications.

To recognize that some routes have higher levels of service, this analysis compared the change in miles, by week, by route between the existing and recommended network to analyze the impact on minority and low-income routes. Weekly route miles include weekday and weekend service.

## Population Served

For the service area population change analysis, a one-quarter mile buffer was placed around the alignments of fixed route bus service in the existing SamTrans network (pre-project) and the recommended new Reimagine SamTrans network to define the service coverage area.<sup>2</sup> One-quarter mile is the industry standard distance for walkable bus access – equivalent to about a 5-minute walk.

For each census tract, the proportion of the tract covered by the service buffer compared to the total tract area was multiplied by the total census tract population. While this does not account for the spatial distribution of population, it gives an estimate of how many people may be within walking distance of at least one route in the alignments. This calculation was completed for both the current and recommended networks, and the difference was taken between the two numbers to find the change in population within a quarter-mile of SamTrans fixed-route service.

This coverage-based methodology analyzes access to one or more SamTrans routes within a quarter-mile walk. Changes in frequency and service span is not analyzed; however, where coverage remains in the SamTrans system, frequency and span is generally being increased or expanded in the recommended new bus network. The Route Classification portion of the analysis includes the service span metric of weekly route miles.<sup>3</sup>

## 4 ANALYSIS

This chapter documents the analytical process and findings from the service equity analysis comparing the existing SamTrans network to the recommended network. The disparate impact and disproportionate burden analyses were conducted using the two methods discussed in the 'Methods' chapter above: route classification and population served. It also documents the conclusion that there is no disparate impact or disproportionate burden caused by the suite of service changes reflected in the recommended network. Both methods of analysis look at a percentage comparison to determine whether a disparate impact or disproportionate burden exist.

In both cases:

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<sup>2</sup> Both analyses were done using the predominant route pattern, "A", and excluding Community Routes that are school-oriented and new proposed demand response service. Certain portions of some routes were excluded from the spatial analysis if they travelled on a highway and had no stops for a significant distance.

<sup>3</sup> Figure 1 and Figure 2 for more detail on service changes.

- If the difference in the percentage change experienced between minority riders and non-minority riders is greater than 20%, that would suggest that the service change would result in disparate impacts on minority populations.
- If the percentage difference in the change experienced between low-income riders and non-low-income riders is greater than 20%, that would suggest that the service change would result in a disproportionate burden to low-income populations.
- A difference of less than 0% (any negative percentage) would indicate that the service change would benefit those populations more than the others.

This chapter also presents the results of separate analyses conducted on the two school-oriented routes proposed for elimination, Route 16 and Route 80, and the proposed on-demand service.

## SYSTEMWIDE IMPACTS

### Route Classification

The route classification analysis focuses on the number and service level of routes in minority and low-income communities as one measure of transit access. The route classifications for both the current and the recommended network were generated for this analysis using ACS 2019 5-year estimates following the methodology dictated in the SamTrans 2019 Title VI Program<sup>4</sup>. Figure 6 lists the classifications for each route in the current network, and Figure 7 lists the recommended network routes and their classifications.

For the purposes of this service equity report, the “recommended network” is defined as all non-school oriented SamTrans routes in the *Reimagine SamTrans* plan. The set of routes included in the “recommended network” is described in Figure 6 and Figure 7.

**Figure 6 Current Network Route Classifications**

Route	Minority Route	Low-Income Route
110 Daly City BART - Linda Mar Park & Ride	Non-Minority	Non-Low-Income
112 Linda Mar Park & Ride - Colma BART	Non-Minority	Non-Low-Income

<sup>4</sup> SamTrans defined minority routes as any routes where more than half of the revenue miles served census tracts with a higher average percentage minority population than the countywide average of 50%. Any routes where more than half of the revenue miles served census tracts with a higher average percentage low-income population than the county wide average of 10 percent were categorized as low-income route. The 2019 Title VI Program defines low-income as any household income under 25K.



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Route	Minority Route	Low-Income Route
118 Linda Mar Park & Ride - Daly City BART	Non-Minority	Non-Low-Income
120 Colma BART - Brunswick / Templeton	Minority Route	Non-Low-Income
121 Lowell / Hanover - Skyline College	Minority Route	Non-Low-Income
122 South SF BART - Stonestown / SF State	Minority Route	Non-Low-Income
130 Daly City BART - Airport / Linden	Minority Route	Low-Income Route
140 Airtrain - West Manor / Palmetto	Minority Route	Non-Low-Income
141 Airport / Linden - Shelter Creek	Minority Route	Low-Income Route
17 Linda Mar Park & Ride - Pescadero	Non-Minority	Non-Low-Income
250 5th / El Camino - College of San Mateo	Non-Minority	Non-Low-Income
251 Foster City - Hillsdale Mall	Minority Route	Non-Low-Income
256 Hillsdale Mall - Foster City	Minority Route	Non-Low-Income
260 San Carlos Caltrain - College of San Mateo	Non-Minority	Non-Low-Income
270 Redwood City Caltrain - Florence / 17th loop	Minority Route	Low-Income Route
274 Redwood City Transit Ctr - Canada College	Non-Minority	Non-Low-Income
275 Redwood City Transit Ctr - Alameda / Woodside	Non-Minority	Non-Low-Income
276 Redwood City Transit Ctr - Florence / 17th	Minority Route	Low-Income Route
278 Woodside / Alameda - Canada College - Saturday Only	Non-Minority	Non-Low-Income
280 Purdue / Fordham - Stanford Mall	Minority Route	Low-Income Route
281 Onetta Harris Ctr - Stanford Mall	Non-Minority	Non-Low-Income
286 Ringwood / Arlington - Monte Rosa / Eastridge	Non-Minority	Non-Low-Income
292 San Francisco - SFO - Hillsdale Mall	Non-Minority	Non-Low-Income
294 SM Med Ctr - Hillsdale - CSM - Half Moon Bay	Non-Minority	Non-Low-Income
295 San Mateo Caltrain - Redwood City Transit Center	Non-Minority	Non-Low-Income
296 Redwood City Transit Center - Bayshore / Donohoe	Non-Minority	Low-Income Route
38 Safe Harbor Shelter	Minority Route	Low-Income Route
397 San Francisco - Palo Alto Transit Ctr	Non-Minority	Non-Low-Income
398 Redwood City Transit Center to SF Transbay Terminal	Minority Route	Low-Income Route
713 SF Transit Center - San Francisco International	Minority Route	Low-Income Route
ECR Daly City BART - Palo Alto Transit Ctr	Non-Minority	Non-Low-Income
FCX Foster City - San Francisco	Non-Minority	Non-Low-Income
SFO - Millbrae	Minority Route	Low-Income Route

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**Figure 7 Recommended Network Route Classifications**

Route	Minority Route	Low-Income Route
110 Daly City BART - Linda Mar Park & Ride	Non-Minority	Non-Low-Income
112- Pacific Manor- Colma BART	Minority Route	Non-Low-Income
118 Linda Mar Park & Ride - Daly City BART	Non-Minority	Non-Low-Income
120 Colma BART - Mission Hill	Minority Route	Non-Low-Income
121 Lowell / Hanover - Skyline College	Minority Route	Non-Low-Income
122 South SF BART - Stonestown / SF State	Minority Route	Non-Low-Income
124 Skyline College Limited	Minority Route	Non-Low-Income
130A Daly City BART - Airport/Linden Ave	Minority Route	Low-Income Route
130B Daly City BART - Oyster Point	Minority Route	Low-Income Route
141 Skyline Coll - Linden Ave	Minority Route	Low-Income Route
142-SFO end Bayhill Shelter Creek - San Bruno SC	Minority Route	Low-Income Route
17 Linda Mar Park & Ride - Pescadero	Non-Minority	Non-Low-Income
249 San Mateo Caltrain to CSM	Non-Minority	Non-Low-Income
250 College of San Mateo - San MateoS	Minority Route	Non-Low-Income
251 NEW Foster City-Hillsdale on-28th & ECR	Minority Route	Non-Low-Income
260 San Carlos Caltrain - Cipriani	Non-Minority	Non-Low-Income
270 Redwood City Transit Center - Florence/17th Loop	Minority Route	Low-Income Route
275 Freeway-Redwood City Transit Center - Canada College	Non-Minority	Non-Low-Income
276 Redwood City Transit Center - Bohannon Dr Loop	Minority Route	Low-Income Route
280 Purdue / Fordham - Palo Alto Transit Station	Minority Route	Low-Income Route
281 Onetta Harris Ctr - Stanford Oval	Non-Minority	Non-Low-Income
292 San Francisco - SFO - Hillsdale Mall	Non-Minority	Non-Low-Income
294 SM Med Ctr - Hillsdale - CSM - Half Moon Bay	Non-Minority	Non-Low-Income
295 Hillsdale Caltrain - Redwood City Transit Center	Non-Minority	Non-Low-Income
296 OWL Redwood City Transit Center - Bayshore / Donohoe	Non-Minority	Non-Low-Income
296 Redwood City Transit Center - Bayshore / Donohoe	Non-Minority	Low-Income Route
38 Safe Harbor Shelter	Minority Route	Low-Income Route
397 San Francisco - Palo Alto Transit Ctr	Non-Minority	Non-Low-Income
713 SF Transit Center - San Francisco International	Minority Route	Low-Income Route
ECR Daly City BART - Palo Alto Transit Ctr	Non-Minority	Non-Low-Income

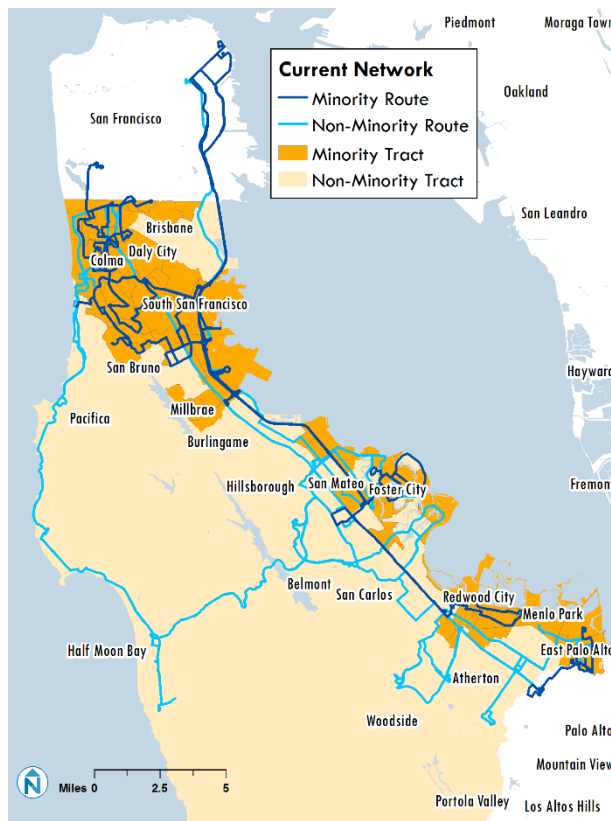
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Route	Minority Route	Low-Income Route
ECR OWL Daly City BART - Palo Alto Transit Ctr	Minority Route	Low-Income Route
EPX EPA-San Bruno BART-San Francisco Express	Minority Route	Low-Income Route
FCX Foster City - San Francisco	Minority Route	Non-Low-Income

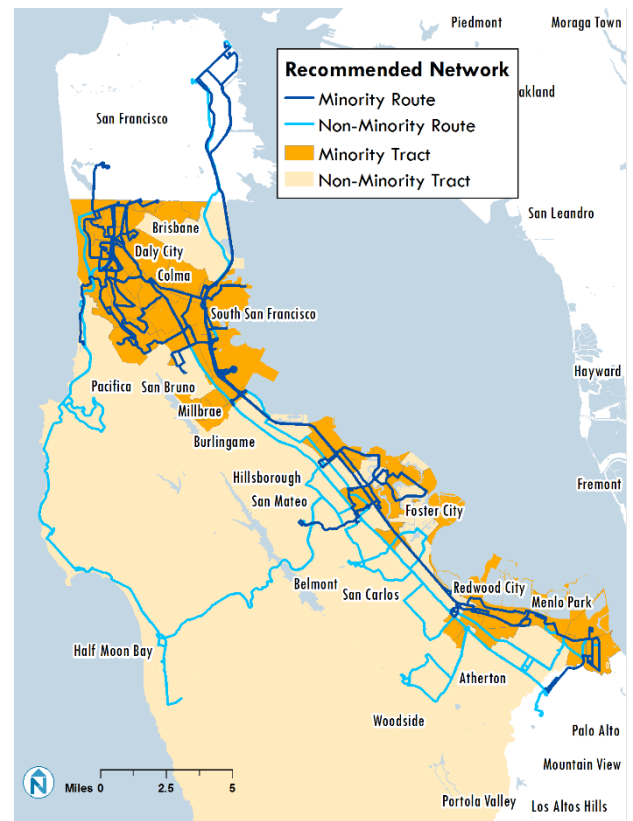
**Disparate Impact**

Disparate impact analysis studies the impact of service changes on minority populations. The maps in Figure 8 and Figure 9 show the existing and recommended networks with minority routes in dark blue and non-minority routes in light blue.

**Figure 8 Current Network minority routes**



**Figure 9 Recommended Network minority routes**



As seen in Figure 10, the number of routes where at least 50% of the alignment is within a minority tract increases by 26.7% in the recommended network. The weekly route miles travelled by minority routes increases by 7.6%. In comparison, the number and distance of routes that serve mainly non-minority tracts decreases by 22.2% and 0.9% respectively. These results represent a significantly beneficial difference in service to minority versus non-minority areas. The difference in number of routes between non-

minority and minority routes is -48.9%, with the negative number representing higher benefits to minority routes; thus, this is not a disparate impact. Similarly, the difference in route miles between non-minority and minority routes is -9%, with the negative number indicating improved service for minority routes and, thus, not a disparate impact.

**Figure 10** Approximate change in service on Minority Routes

Designation	Current Network		Recommended Network		Change	
	Number of Routes	Route Miles	Number of Routes	Route Miles	Number of Routes	Route Miles
Non-Minority	18	79,281	14	78,572	-22.2%	-0.9%
Minority	15	48,333	19	52,026.77	+26.7%	+7.6%
Total	33	127,614	33	130,599	No change	+2.3%
<b>Difference between non-minority and minority routes:</b>					<b>-48.9%</b>	<b>-9%</b>

### Disproportionate Burden

The Disproportionate burden analysis studies the impact of service changes on low-income communities. The maps in Figure 11 and Figure 12 show the existing and recommended networks with low-income routes in dark blue and non-low-income routes in light blue.

Figure 11 Current Network low-income routes

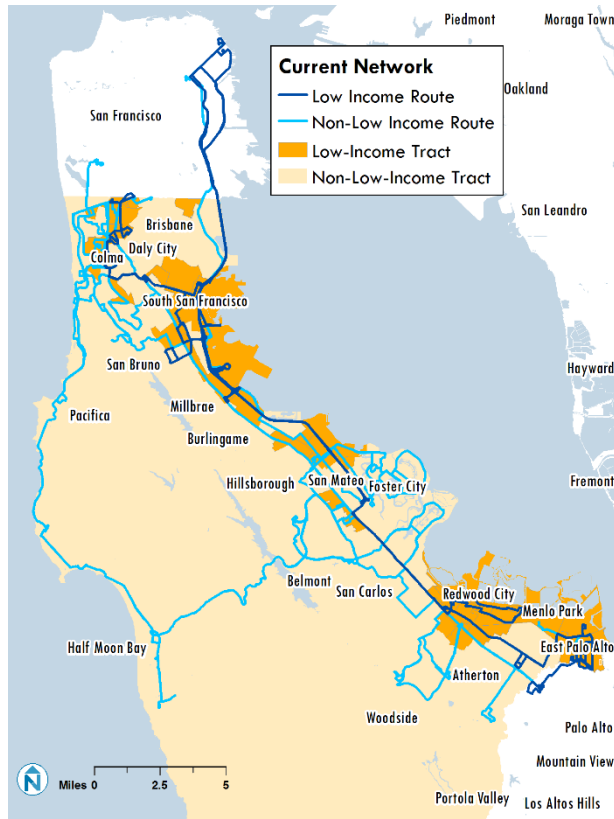
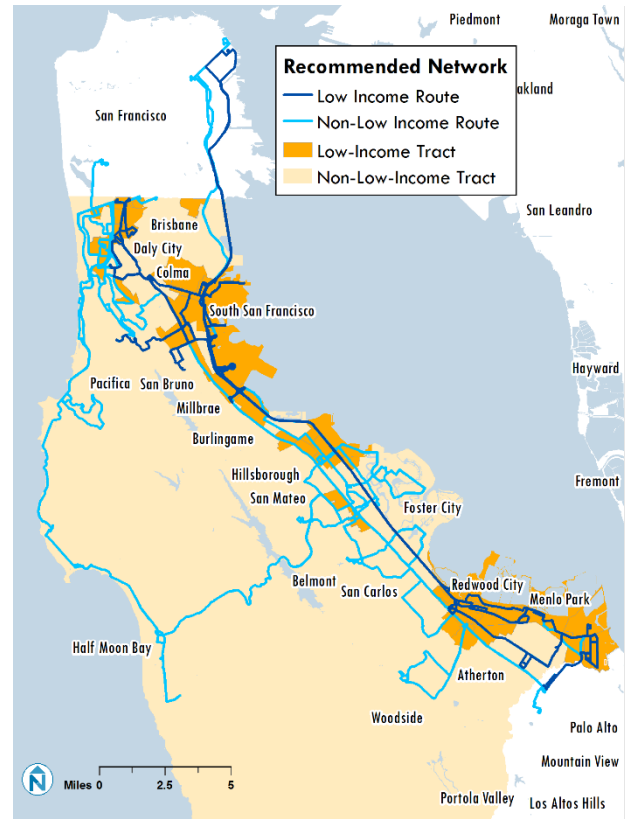


Figure 12 Recommended Network low-income routes



As seen in Figure 13, the number of routes where at least 50% of the alignment is within a low-income tract increases by 20% in the recommended network. The weekly miles covered by routes designated as low-income routes decreases by 2.8%. In comparison, the number of non-low-income routes decreases by 8.7% while weekly route miles increase by 4%. The difference in number of routes between non-low-income and low-income routes is -28.7%, representing relatively less burden for low-income populations rather than a disproportionate burden. The difference in the percent change in weekly route miles between non-low-income and low-income routes is 7%, which does not reach the 20% disproportionate burden threshold.

**Figure 13** Approximate change in service on Low-income Routes

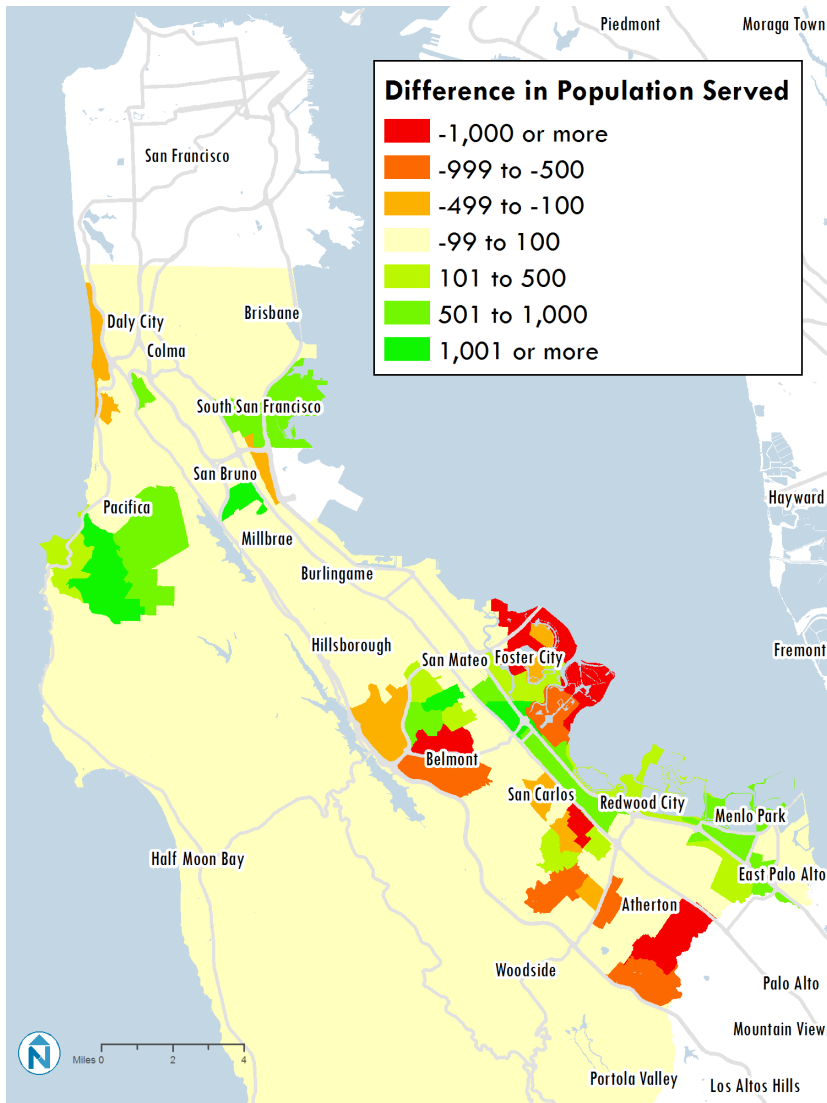
Designation	Current Network		Recommended Network		Change	
	Number of Routes	Weekly Miles	Number of Routes	Weekly Miles	Number of Routes	Weekly Miles
Non-Low-income	23	96,938	21	100,785	-8.7%	+4.0%
Low-income	10	30,677	12	29,814	+20.0%	-2.8%
Total	33	127,614	33	130,599	No change	2.3%
<b>Difference between non-low-income and low-income routes:</b>					<b>-28.7%</b>	<b>7%</b>

### Population Served

The second method of analysis to identify potential disparate impacts or disproportionate burdens considers the population served. For the purposes of this analysis, populations living within one-quarter mile of at least one Sam Trans bus route are considered to be "served" by the fixed-route bus system.

After completing the analysis according to the methodology in the Methods chapter, the overall recommended network serves 2.4% fewer people than the current network. Figure shows the change in population served between the existing and recommended networks for all tracts in San Mateo County.

Figure 14 Change in population served within one-quarter mile, all San Mateo tracts



### Disparate Impact

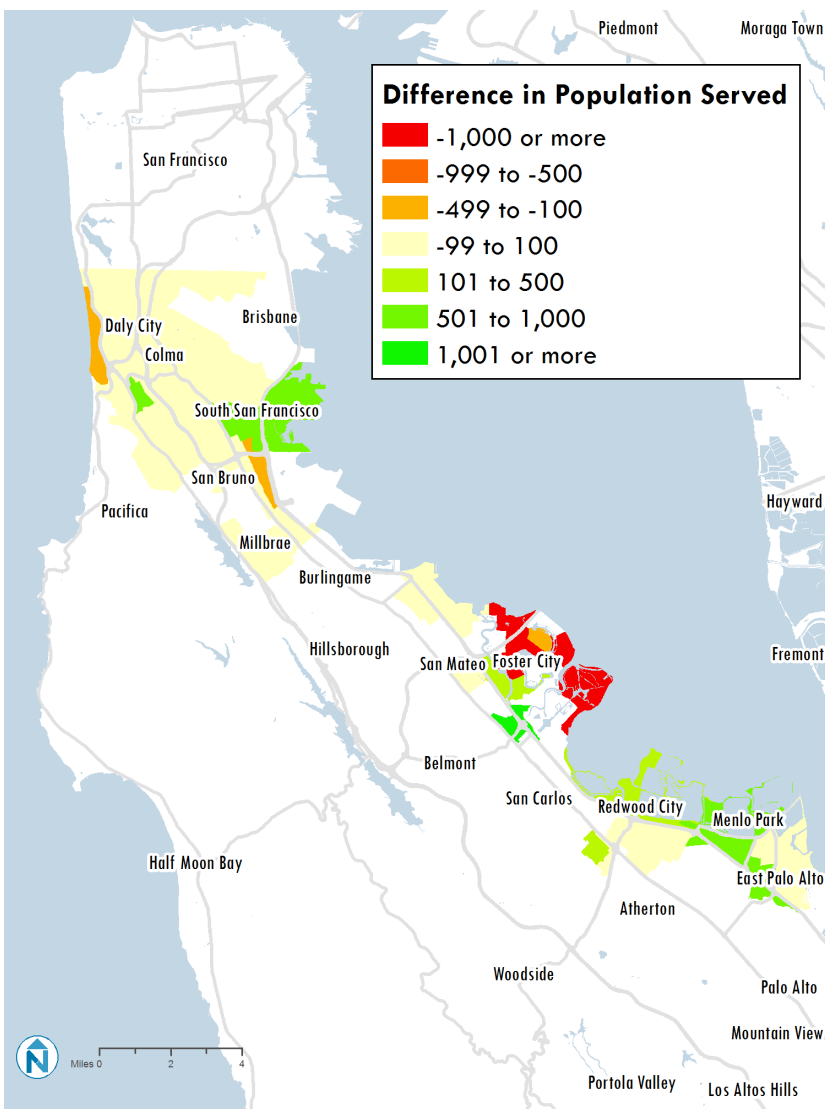
The population served decreases in both minority and non-minority tracts, as seen in Figure . However, this impact does not disparately impact minority populations. The analysis shows a 4% decrease in population served in non-minority tracts, compared to a smaller 1.4% decrease in population served in minority tracts. The difference in impacts on non-minority and minority tract population is -1.4%, which indicates relatively less service loss for minority populations than non-minority populations and, thus no disparate impact. Figure shows the difference in population served for minority tracts only, with most of the decrease in populations served occurring in Foster City and Redwood Shores.

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**Figure 15** Change in population served by minority tract status

Designation	Population Served by Current Network	Population Served in Recommended Network	Difference in Population Served	Percent Change
Non-Minority	199,084	191,089	-7,996	-4.0%
Minority	299,514	295,341	-4,173	-1.4%
Total	498,598	486,429	-12,168	-2.4%
<b>Difference between non-minority and minority population served impacts:</b>				<b>-1.4%</b>

**Figure 16** Change in population served within one-quarter mile, minority tracts only



Although no disparate impact is found, the recommended network does include service coverage options to address the impacts to populations served by school-oriented routes in some communities.



The areas of eastern Foster City and Redwood Shores will continue to be served by school-oriented service (routes 51, 54, 57, 60, and 67) during peak times to align with school bell schedules. As shown in dark blue in Figure 17, multiple school routes in the recommended network will continue to serve areas in Foster City and Redwood Shores.

Figure 3 Network Detail for Minority Tracts (Foster City and Redwood Shores)

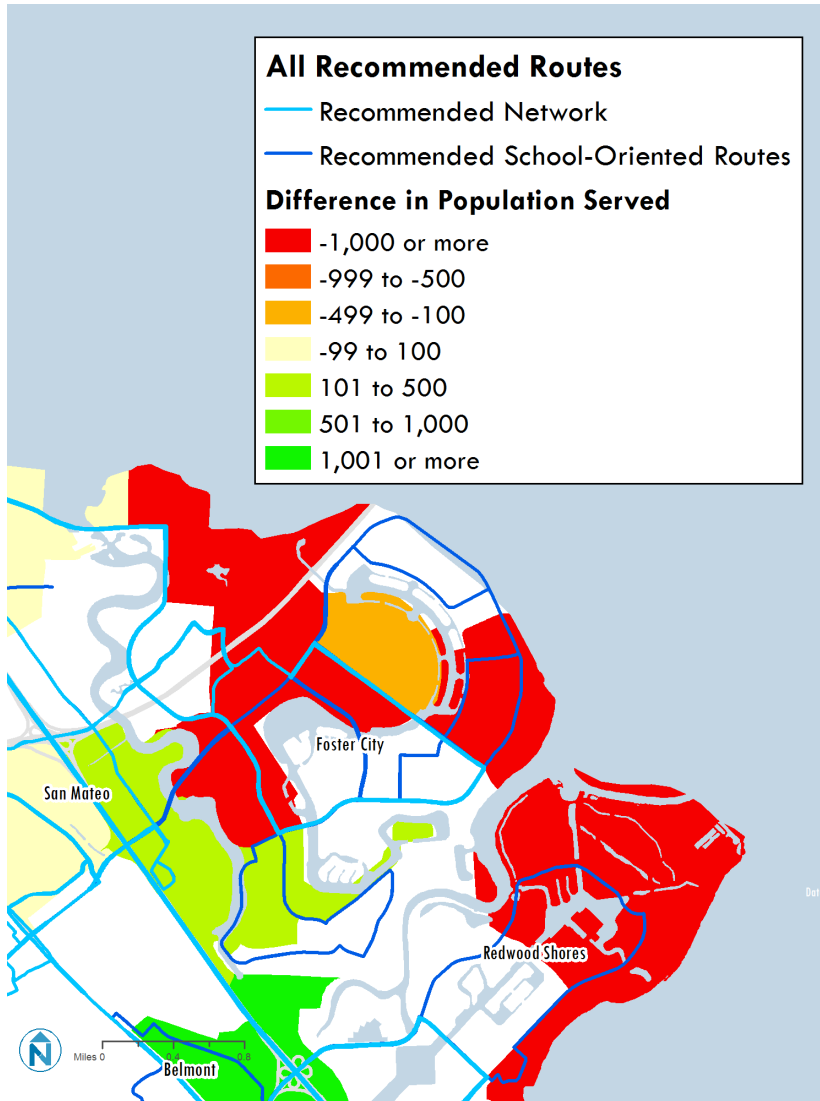
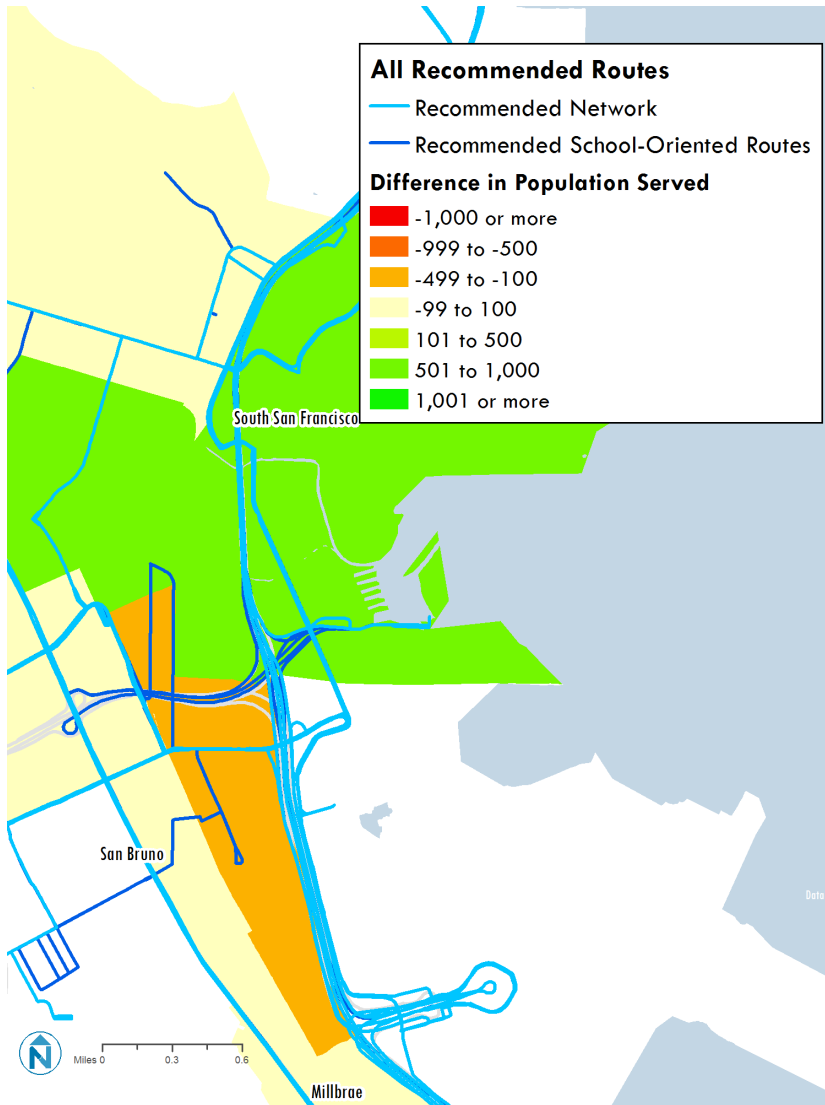


Figure 18 shows the school-oriented routes that serve the San Bruno tract where a loss of population served was identified. New or remaining school-oriented routes are shown in dark blue, while the recommended network of local service is shown in light blue on the map. Routes 41 and 16/49 Combo are shown in dark blue on this map and will continue to provide school-oriented service in this area.

Figure 18 Network Detail for Minority Tracts (San Bruno)



### Disproportionate Burden

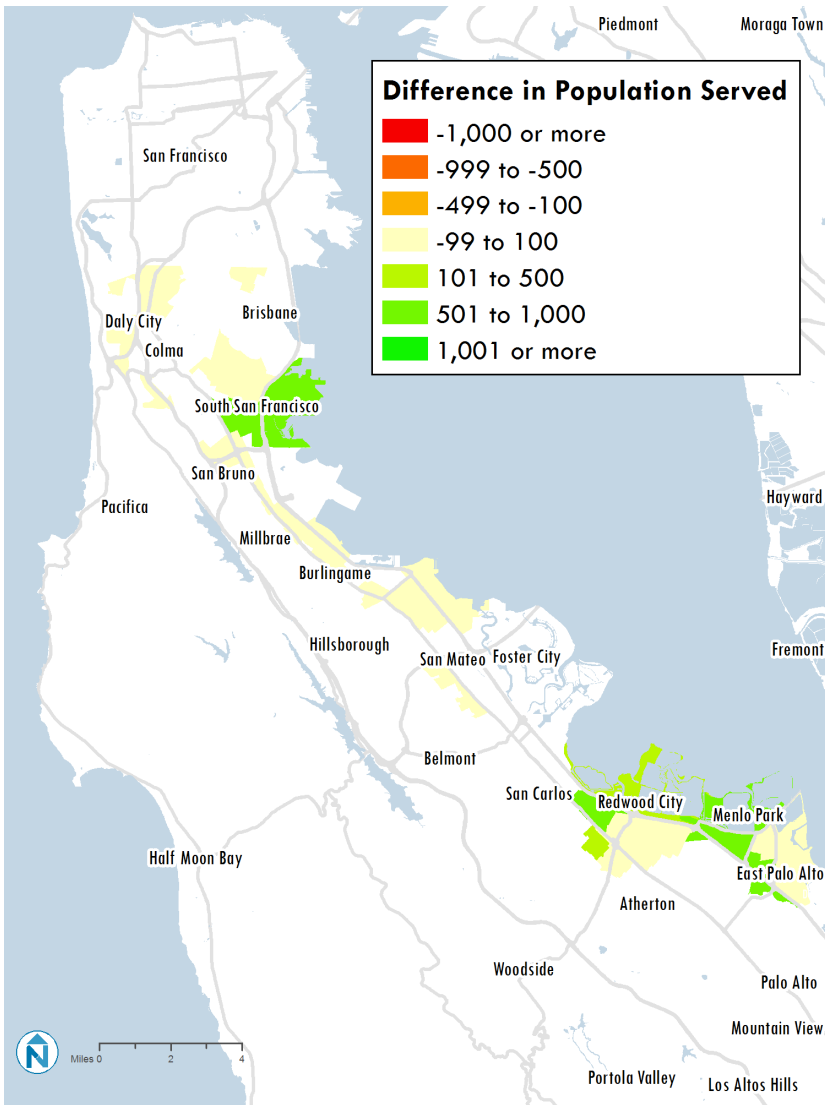
The changes in the recommended network benefit low-income tracts over non-low-income tracts, as shown in Figure 19. The population served in low-income tracts increases by 2%, while the population served for non-low-income tracts decreases by 5.6%. The negative difference of -7.7% between non-low-income and low-income tract population served indicates a relative benefit to low-income populations as opposed to a disproportionate burden. Figure 20 shows where the greatest service increases to low-income populations occur.

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**Figure 19** Change in population served by low-income tract status

Designation	Current Alignment	Recommended Alignment	Difference	Percent Change
Non-Low-income	290,143	273,784	-16,358	-5.6%
Low-Income	208,455	212,645	+4,190	+2.0%
Total	498,598	486,429	-12,168	-2.4%
<b>Difference between non-low-income and low-income population served impacts:</b>				<b>-7.7%</b>

**Figure 20** Change in population served within one-quarter mile, low-income tracts only



## SCHOOL-ORIENTED ROUTE IMPACTS

This section documents the analysis conducted to explore the impacts of eliminating two school-oriented routes: Route 16 and Route 80.

### Population Served

The methodology to determine the impacts of eliminating routes 16 and 80 is a variation of the population-served methods used for the network analysis.

The eliminated routes were overlaid on the recommended network, including the school-oriented routes, and the segments that will not be served by alternative routes in the new network were extracted for analysis. These segments are referred to as "eliminated segments" in this analysis for clarity and consistency, but the entire route has been eliminated. A quarter-mile buffer was created around the eliminated segments, and the population served by those segments was calculated using the population-served methodology described in Chapter 3. This population number is identified as experiencing a loss of service in the recommended network. To identify if the route elimination has a disparate impact or disproportionate burden on a protected class, the percentage of the total loss that occurs in minority or low-income tracts is compared to the percent of the total loss that occurs in non-minority or non-low-income tracts.

The percent change numbers are presented as negative numbers to convey that it is a decrease in population served and for properly identifying disparate impact and disproportionate burden consistent with the previous analyses and SamTrans Title VI policy.

Service span and ridership are not considered in this analysis. All school-oriented routes operate fewer than 10 trips per day, and the population-served analysis likely overestimates the impact of the loss of these routes, but is useful in comparing impacts between minority and non-minority tracts and low-income and non-low-income tracts.

### Route 16

Figure 21 and Figure 22 show the location of Route 16 and its eliminated segments in relation to minority tracts. Figure 21 shows Route 16 in the current SamTrans network in red and Figure 22 shows the current Route 16 alignment in the context of the recommended network highlighting the segments of Route 16 in red that will not be served by any routes in the recommended network.

As seen in Figure 23, 51% of the population that have been served by the eliminated segments is in non-minority tracts, while 49% of the decrease occurs in minority tracts. This difference of -2% is negative and thus not a disparate impact.

Figure 21 Route 16 in Current Network, Minority Tract Status

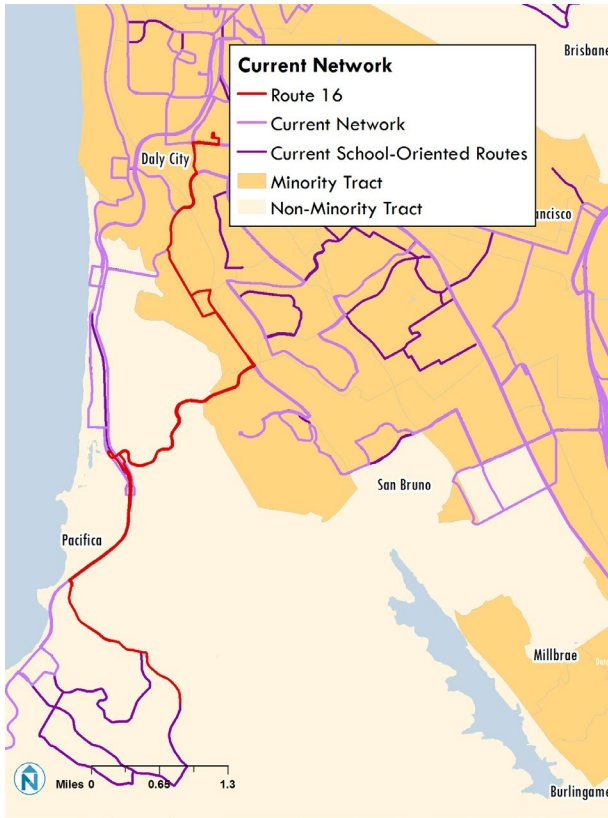


Figure 22 Route 16 Eliminated Segments, Minority Tract Status

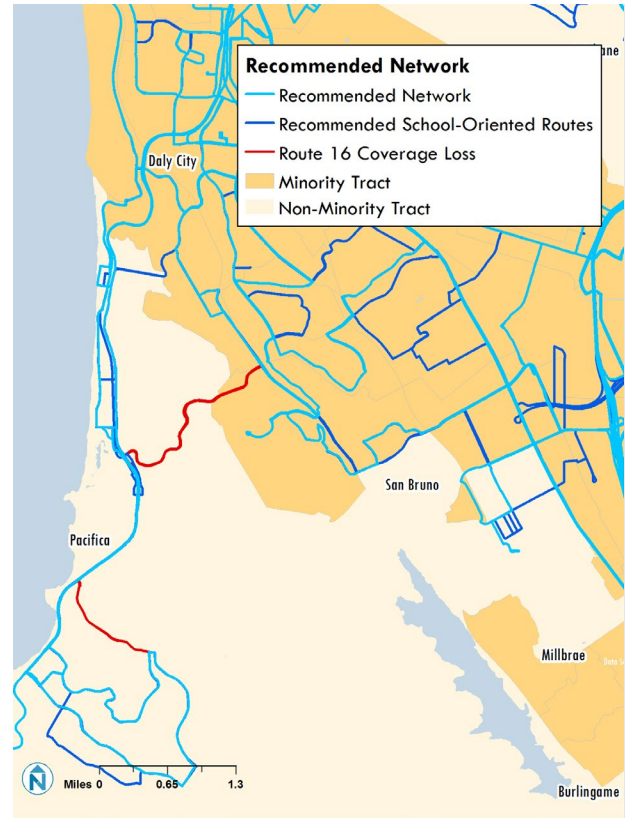


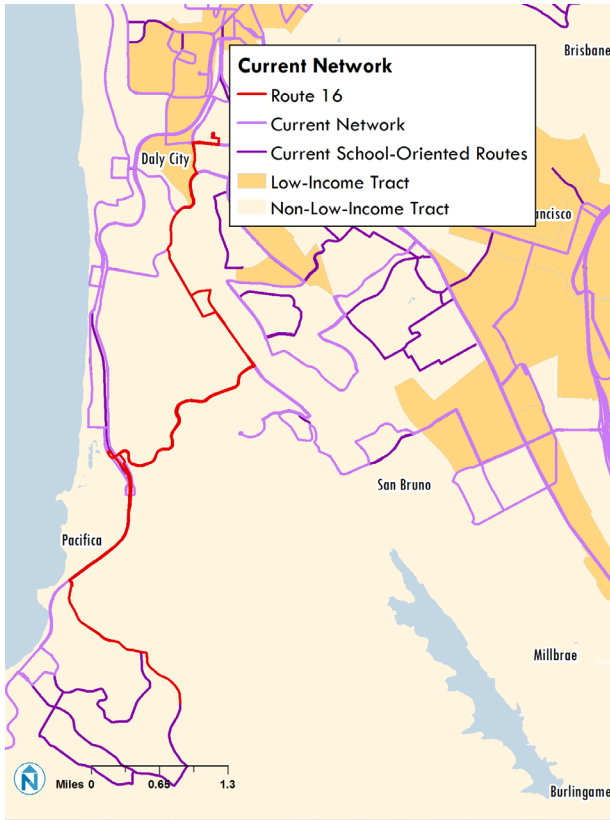
Figure 23 Population within ¼ mile of eliminated segments of Route 16

Designation	Change in Population Served due to Eliminated Segments	Percent of Total Population Losing Service
Non-Minority	-2588	-51%
Minority	-2481	-49%
Total	-5069	n/a
Difference between change in non-minority and minority populations:		-2%

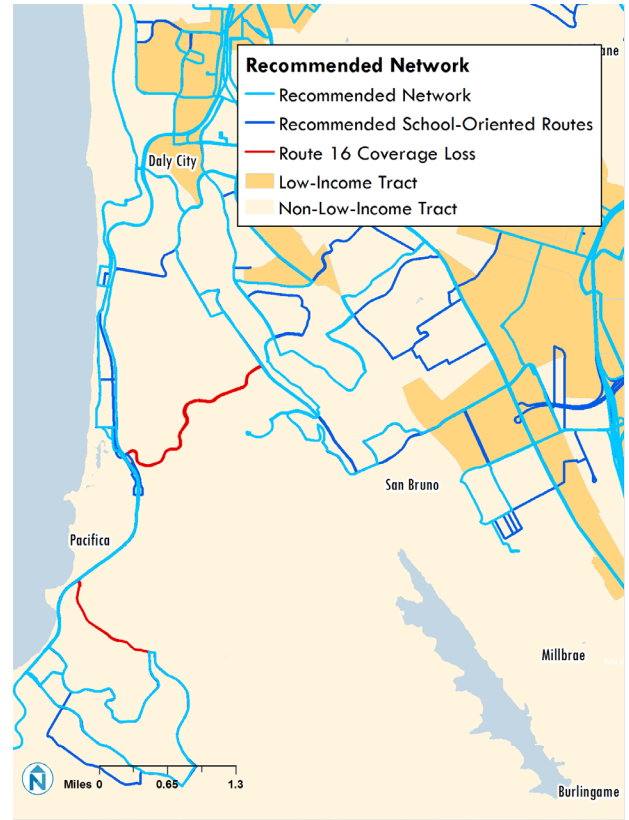
No part of the coverage loss resulting from the elimination of Route 16 occurs in low-income tracts, and therefore does not present a disproportionate burden, as shown in Figure and Figure 25 .

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**Figure 24** Route 16 in Current Network, Low-Income Tract Status



**Figure 25** Route 16 Eliminated Segments, Low-Income Tract Status



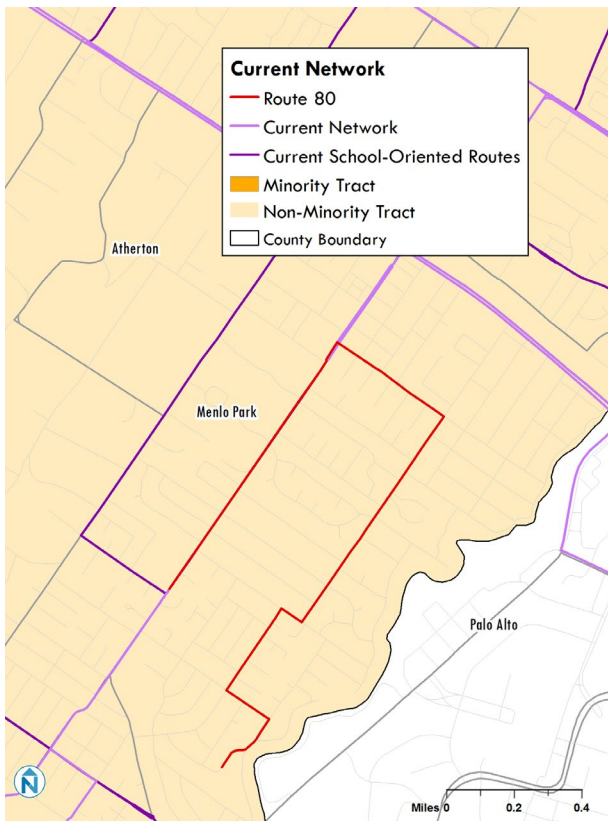
**Figure 26** Population within ¼ mile of eliminated segments of Route 16

Tract Designation	Change in Population Served due to Eliminated Segments	Percent of Total Population Losing Service
Non-Low-Income	-5069	-100%
Low-Income	0	0%
<i>Total</i>	-5069	<i>n/a</i>
<b>Difference between change in non-minority and minority populations:</b>		<b>-100%</b>

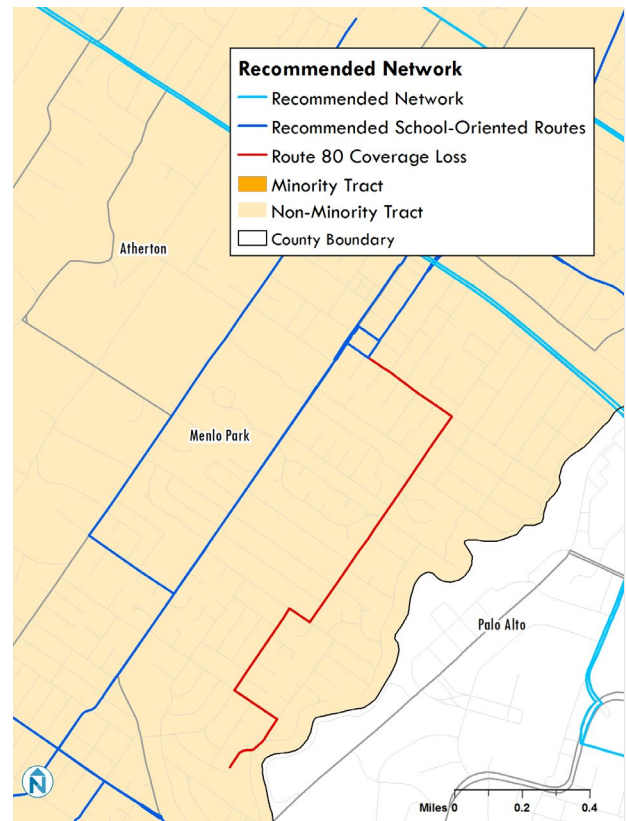
## Route 80

Figure 27 shows Route 80 in the current SamTrans network in red, and Figure 28 shows the current Route 80 alignment in the context of the recommended network, highlighting the segments of Route 80 in red that will not be served by any routes in the recommended network in the context of minority tract status. No part of the coverage loss resulting from the elimination of Route 80 occurs in minority tracts, and thus does not impose a disparate impact on minority populations.

**Figure 27** Route 80 in Current Network, Minority Tract Status



**Figure 28** Route 80 Eliminated Segments, Minority Tract Status



**Figure 29 Population within ¼ mile of eliminated segments of Route 80**

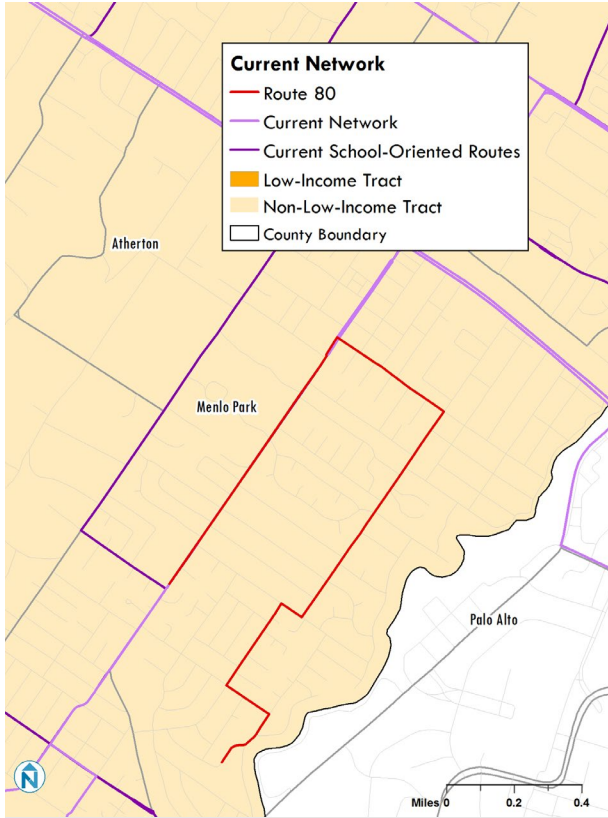
Tract Designation	Change in Population Served due to Eliminated Segments	Percent of Total Population Losing Service
Non-Minority	-6135	-100%
Minority	0	0%
<i>Total</i>	-6135	<i>n/a</i>
<b>Difference between change in non-minority and minority populations:</b>		<b>-100%</b>

Figure shows Route 80 in the current SamTrans network in red, and Figure 31 shows the current Route 80 alignment in the context of the recommended network, highlighting the segments of Route 80 in red that will not be served by any routes in the recommended network in the context of low-income tract status. No part of the coverage loss resulting from the elimination of Route 80 occurs in low-income tracts, and thus does not impose a disproportionate burden on low-income populations.

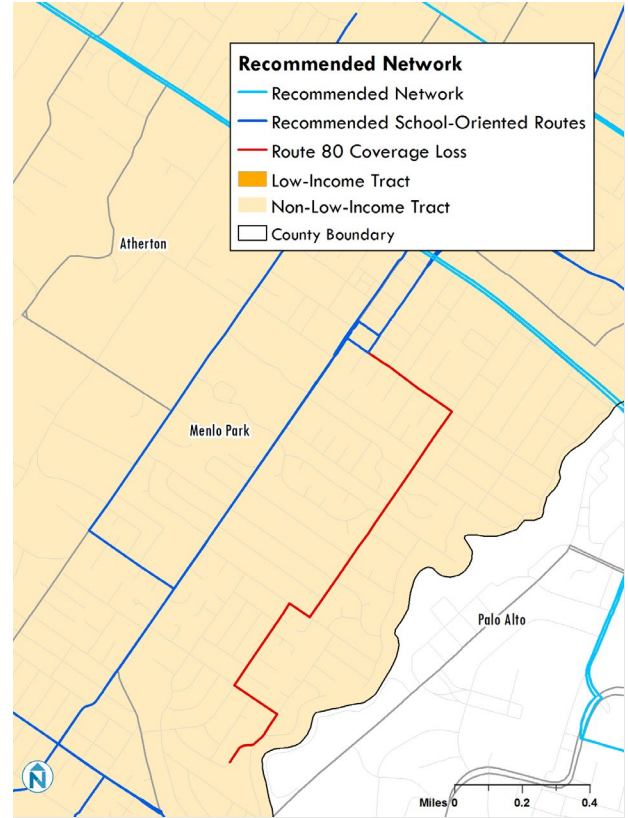


**Reimagine SamTrans Title VI Report**  
SamTrans

**Figure 30** Route 80 in Current Network, Low-Income Tract Status



**Figure 31** Route 80 Eliminated Segments, Low-Income Tract Status



**Figure 32** Population within 1/4 mile of eliminated segments of Route 80

Tract Designation	Change in Population Served due to Eliminated Segments	Percent of Total Population Losing Service
Non-Low-Income	-6135	-100%
Low-Income	0	0%
<i>Total</i>	-6135	<i>n/a</i>
<b>Difference between change in non-minority and minority populations:</b>		<b>-100%</b>

## DEMAND RESPONSE

Two new on-demand zones are recommended in the Reimagine SamTrans Plan. Under FTA Circular 4702.1B, service equity analyses are required for fixed bus routes or when on-demand response is used to replace or reduce fixed-route service. Both on-demand zones contemplated by the proposed service changes are additional services that complement the existing fixed bus route changes analyzed above. No service is being replaced or reduced in these areas.

Both areas show adequate demand and support for this transit investment and, combined with the fixed route service, will increase SamTrans service.

The proposed East Palo Alto On-Demand Zone serves five tracts identified as both low-income and minority. This on-demand zone was identified as a location where the road network and built environment reduce the efficiency of operating traditional transit service, and the introduction of on-demand service is a new benefit to the communities. See Figure 33 and Figure 34.

The Half Moon Bay On-Demand Zone serves four non-minority and non-low-income tracts. This area has long been targeted for alternative service delivery models to traditional transit because of the limited road network along the Coast and the less-dense development patterns, which limits the amount and efficiency of fixed-route transit. See Figure 35 and Figure 36.

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Figure 33 Current East Palo Alto Service

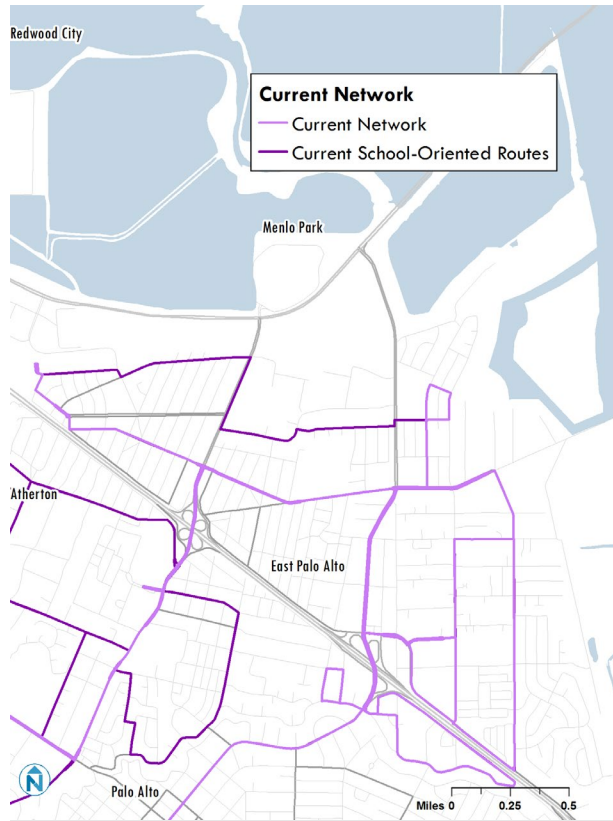


Figure 34 Recommended East Palo Alto Service

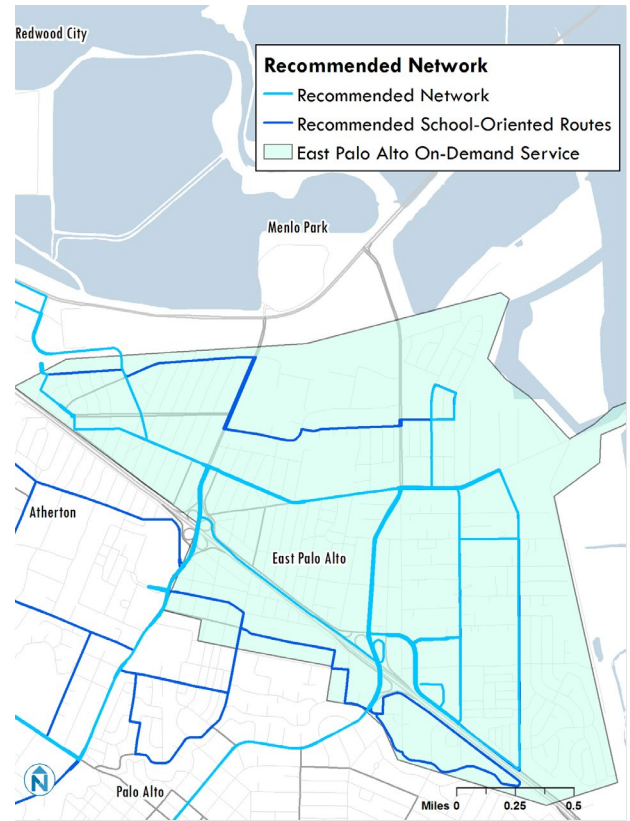


Figure 35 Current Half Moon Bay Service

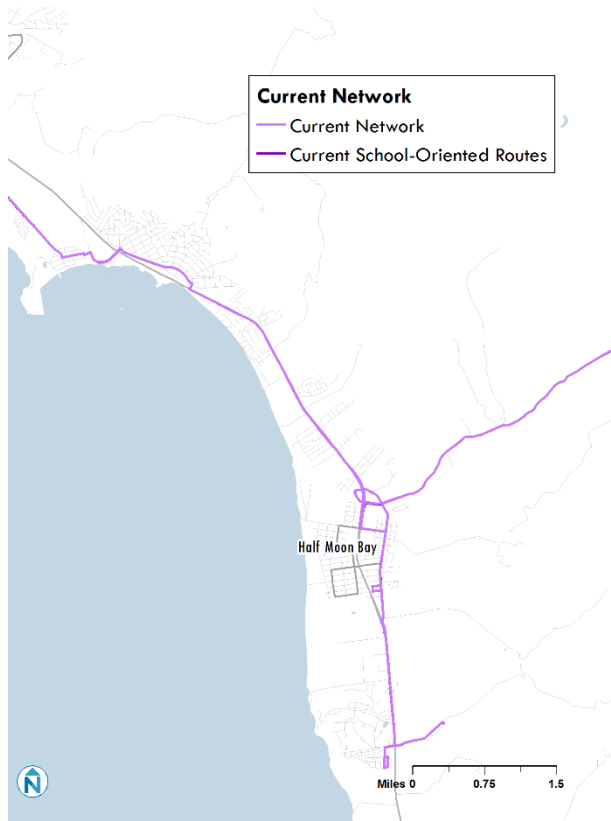


Figure 36 Recommended Half Moon Bay Service



## CONCLUSION

Both the Route Categorization and Population-Served analyses showed no evidence of disparate impact or disproportionate burden on minority or low-income communities on a system wide basis or when looking at school-oriented route eliminations and introduction of new on-demand service. Tracts identified as low-income are expected to receive overall service access improvements, while non-low-income tracts show a slight decline in access. Minority tracts are expected to experience an overall decrease in access, but the decrease is smaller than that planned in non-minority tracts. Access decreases are also partially addressed by the presence of new or existing school-oriented routes, which will continue to serve some of the demand on lower-ridership local route segments being removed.

## 5 PUBLIC OUTREACH

Outreach for Reimagine SamTrans was divided into 3 phases. Phase 1 occurred during the Fall of 2019 with the launch of the project website (including maps, service changes, and a survey) and 56 in-person outreach events. In addition, 3 focus groups were held between September 12 and October 17, 2019, including one Spanish language focus group for riders. The online survey was available in English, Chinese and Spanish.

In March 2020, Reimagine SamTrans temporarily suspended in-person outreach due to social distancing measures and public health concerns arising from the COVID-19 pandemic. The website remained online for public comment and information. Public outreach resumed in March 2021.

Each phase of Reimagine SamTrans outreach was created to address specific goals and objectives. Phase I provided an opportunity for riders, bus operators, and other stakeholders to share preferences and priorities with respect to redesigned transit service. Phase 2 focused on receiving public input on specific network alternatives and Phase 3 presented the new network to the public for review and comment.

A summary of outreach activities is included in Figure 37. A list of outreach events for all phases is located on the Reimagine SamTrans website in the appendices of each phase outreach report.<sup>5</sup>

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<sup>5</sup> <https://www.reimaginesamtrans.com/resources/>

## DISSEMINATION OF INFORMATION TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS

As a matter of course, the District's public participation processes offer early and continuous opportunities for the public (including minorities and people with low incomes and limited English proficiency) to be involved in the identification of potential impacts of proposed transportation decisions. Efforts to involve minority and low-income populations include both comprehensive measures and measures targeted at overcoming language and other barriers that prevent such populations from effective participation in decision-making.

All three phases of the Reimagine SamTran public participation process included measures to disseminate information on the proposed service changes to Limited English Proficient (LEP) persons, as well as at public hearings and meetings. The SamTrans Customer Service Center offered foreign language translation service via in-house translators or the Language Line. Reimagine SamTrans Factsheets, public presentations, and public survey were translated into Spanish and Chinese, and were made available online and at in-person outreach events.<sup>6</sup> In addition, the Reimagine SamTrans website was available in multiple languages via Google Translate. .

A critical component of Reimagine SamTran's public outreach to LEP individuals was partnerships with local community based organizations that utilized *promotoras* and Spanish-speaking staff to assist with pop-up events. Daly City Partnership, Fair Oaks Community Center, Friends of Old Town and Nuestra Casa supported outreach by organizing and staffing outreach events and helping to collect responses to the project survey. Together, the four CBOs supported 29 outreach events and collected over 500 survey responses. A large portion of the survey response and comments were collected in Spanish.

In light of the pandemic, much of the project outreach was done via online platforms such as Zoom, Instagram and Facebook Live. Phase 2 included 3 Instagram Live events, with an additional Spanish Facebook Live event with community partners. Phase 3 had two Instagram Live sessions, one in English and one in Spanish. Each of the eight Virtual Townhalls during Phase 2 and Phase 3 was provided with interpretation and translated materials. Languages were chosen based on county location. Simultaneous interpretation was offered for attendees and attendees could obtain translated presentations on the website.

North County: Spanish, Cantonese, Mandarin

South County: Spanish, Mandarin, Tongan

Mid-County: Spanish and Mandarin

Coast: Spanish, Mandarin, Cantonese

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<sup>6</sup> <https://www.reimaginesamtrans.com/resources/>

Other multilingual print materials included mailers sent to 125,000 equity priority communities and the project sent 16,600 Spanish language text blasts. Multi-lingual digital and print ads were also placed on bus shelters and on buses, with temporary signs at 200 high-ridership bus stops.<sup>7</sup> Social media posts on Facebook, Instagram, and Twitter were also utilized. Examples and a full description can be found in the Phase 2 and Phase 3 outreach reports.

Staff also established multiple ways for customers and the public to provide their input: at the community meetings by directing participants to an online comment form in English with translations in Spanish and Chinese,<sup>8</sup> through the postal service (by mail), by telephone call to the Customer Service Center’s general number or one for those with hearing impairments, or through the unique e-mail address [reimagine@samtrans.com](mailto:reimagine@samtrans.com).

**Figure 37 Outreach Events**

Phase	Dates	Virtual Town Halls	In-Person Community Outreach Events	Advisory Group Presentations	Government Official Briefings
Phase 1	September 2019 – January 2020	1	56	-	-
Phase 2	April 5- June 7, 2021	4	21	5	15
Phase 3	October 4 – November 5, 2021	4	16	1	43

## PUBLIC HEARING

A Public Hearing was held during the November 3, 2021 SamTrans Board of Directors meeting. According to the SamTrans Public Comment Process, Public Notices were published in English, Spanish, and Chinese (**Attachment 4**) on the following dates:

**Figure 38 Public Hearing Notices**

Publication	Posting Dates
San Mateo Daily Journal	October 14 and 21
Sing Tao (Chinese language)	October 14 and 21
El Observador (Spanish language)	October 15 and 22

SamTrans staff presented an overview of the project and opened for public comment. (**Attachment 5**).

<sup>7</sup> <https://www.reimaginesamtrans.com/resources/>

Spanish translation and interpretation services were requested. Sixteen comments were given, with 4 comments in Spanish. The English translated comments are transcribed from the interpreter.

Public Hearing Comments are located in Appendix D and online in the Summary for Phase 3 Report

## **PUBLIC COMMENTS**

As addressed above, Reimagine SamTrans provided opportunity for Public Comment via the project-specific website, public survey, virtual townhalls, and public outreach events. Throughout all three outreach phases, over 1,000 comments were received from the online comment form. Over 2,000 survey respondents provided feedback on the routes.

Comments are categorized in the Reimagine SamTrans Outreach Activities Summary Reports for each phase.<sup>9</sup>

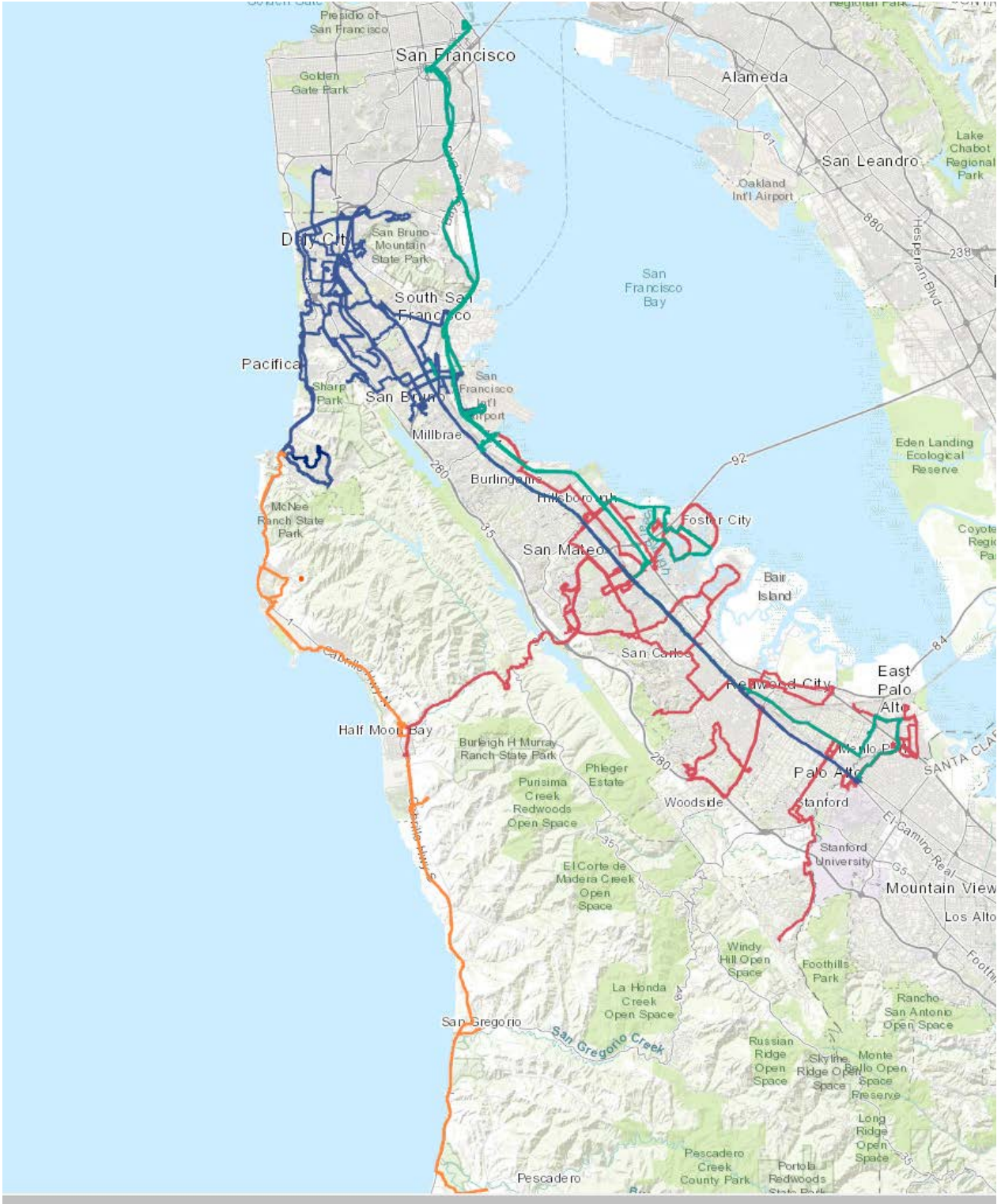
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<sup>9</sup> <https://www.reimaginesamtrans.com/resources/>



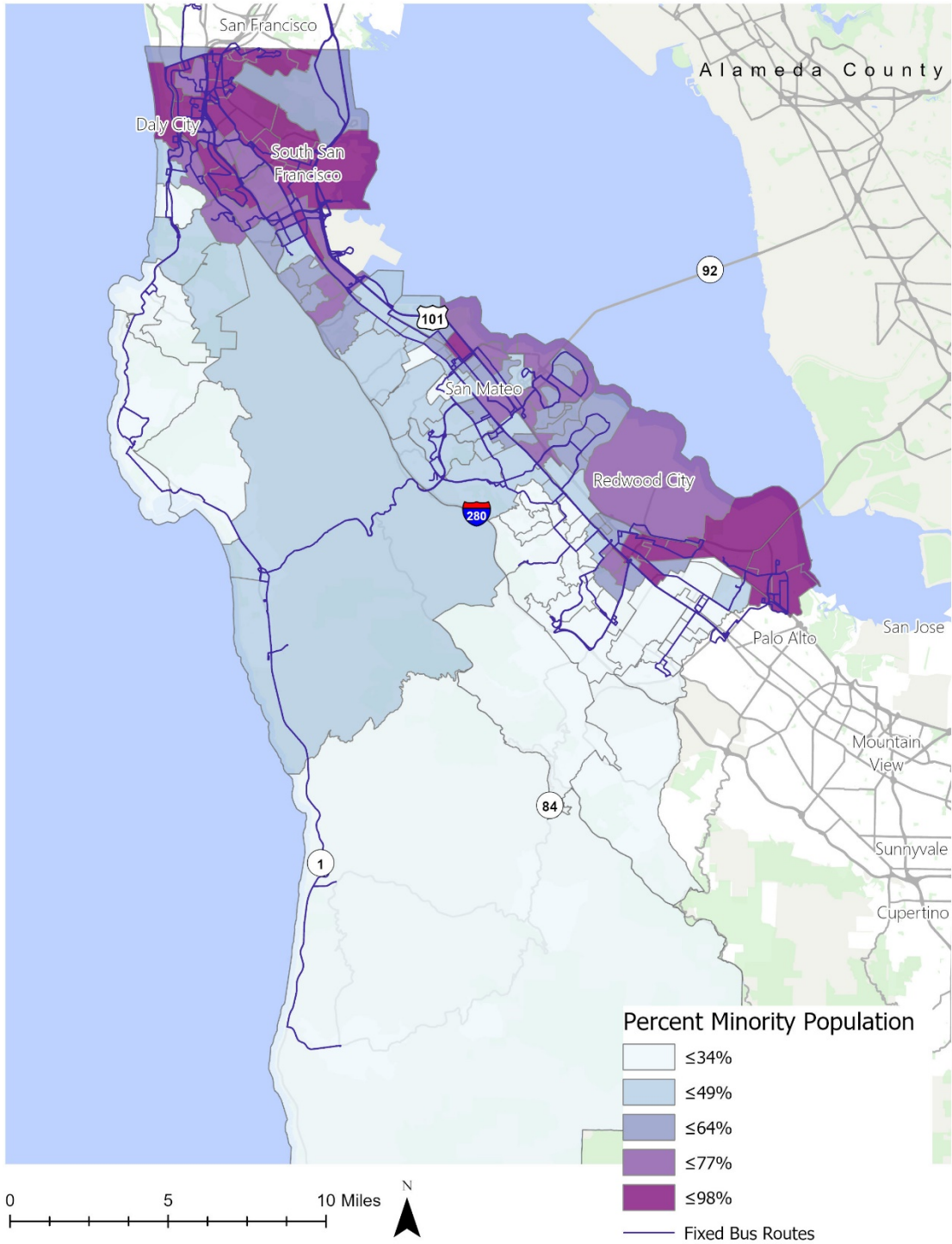
# **ATTACHMENT 1 – SAMTRANS SYSTEM MAP**

# SamTrans System Map

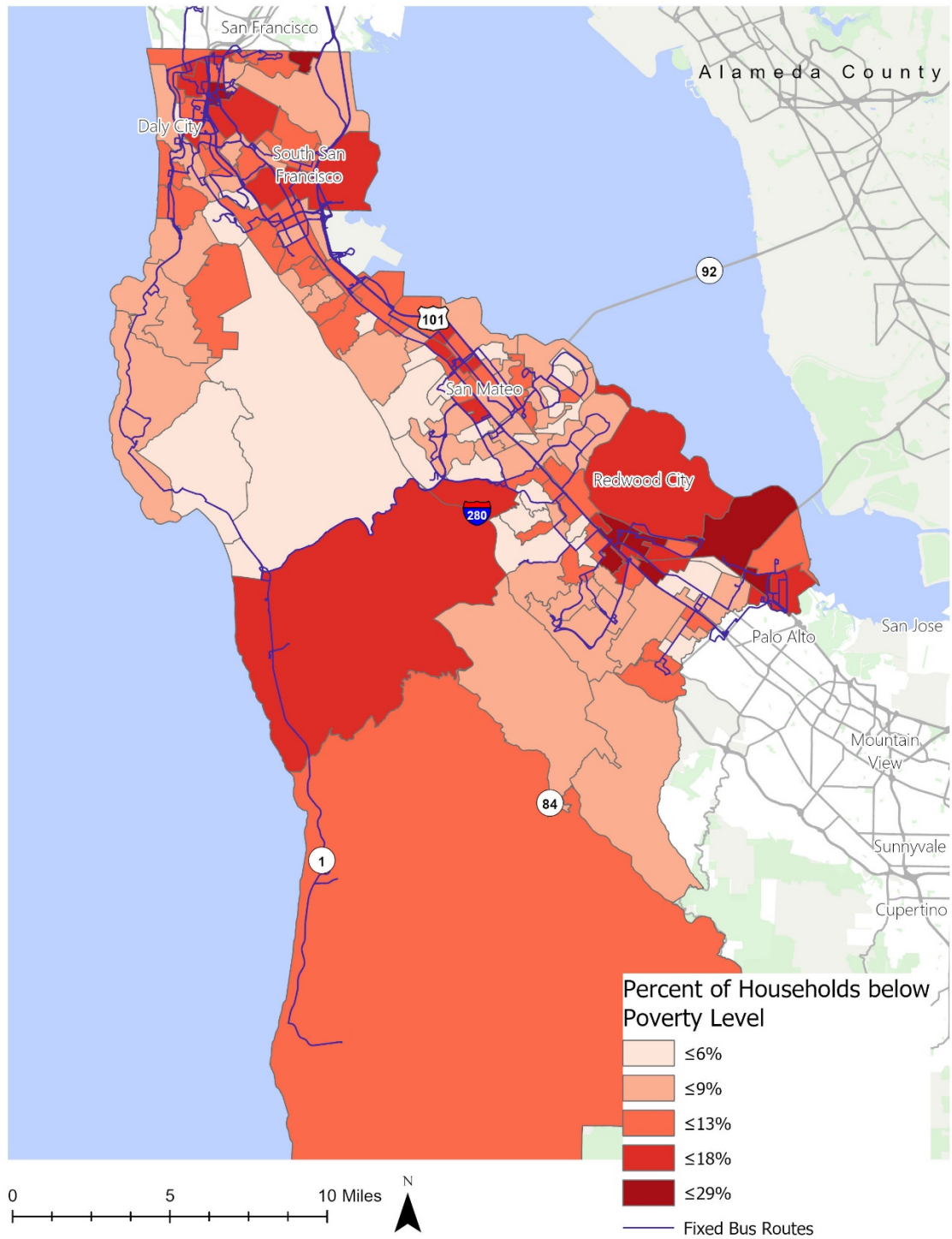


# **ATTACHMENT 2 – SERVICE AREA DEMOGRAPHICS: MAPS BY COUNTY**

**Minority Populations by Census Tract**



**Households below Poverty Level by Census Tract**



**ATTACHMENT 3 –  
BOARD APPROVAL OF DISPARATE IMPACT AND  
DISPROPORTIONATE BURDEN POLICIES**

RESOLUTION NO. 2013-09

BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT  
STATE OF CALIFORNIA

\* \* \*

**ADOPTION OF SYSTEM-WIDE SERVICE STANDARDS AND POLICIES, DEFINITION OF "MAJOR SERVICE CHANGE," AND DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

**WHEREAS**, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

**WHEREAS**, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

**WHEREAS**, as set forth in the above-referenced Circular, the Board of Directors is required to adopt System-Wide Service Standards and Policies to guide the equitable distribution of SamTrans programs and services; and

**WHEREAS**, the San Mateo County Transit District (District) is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

**WHEREAS**, over the past two months, District staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

**WHEREAS**, the General Manager/CEO recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of SamTrans' programs and services to ensure they are provided equitably, without discrimination based on race, color or national origin.

**NOW, THEREFORE, BE IT RESOLVED** the Board of Directors of the San Mateo County Transit District hereby approves the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies.

Regularly passed and adopted this 13<sup>th</sup> day of March, 2013 by the following vote:

AYES: DEAL, GEE, GUILBAULT, HARRIS, KERSTEEN-TUCKER,  
LLOYD, MATSUMOTO, TISSIER, GROOM

NOES: NONE

ABSENT: NONE

Carole Groom  
Chair, San Mateo County Transit District

ATTEST:

Shantia Martinez  
District Secretary



## STAFF REPORT ATTACHMENT

### SAMTRANS TITLE VI STANDARDS AND POLICIES

Federal Title VI requirements of the Civil Rights Act of 1964 were recently updated by the Federal Transit Administration (FTA) and now require each large public transportation provider's governing board to approve five standards and policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- System-wide Service Standards
- System-wide Service Policies

Staff has developed draft standards and policies and included them within this document for Board review.

The first policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population. The last two policies define service standards and policies to be used when determining whether service and amenities are distributed equitably to minority and non-minority routes and facilities.

The Major Service Change Policy, Disparate Impact Policy, and Disproportionate Impact Policy are currently going through public review via a series of four public meetings held throughout the county. Information about the Title VI process, complaint procedures, and the proposed standards and policies are available via the SamTrans website as well by calling the customer service phone number or emailing a dedicated email address.

These policies are in draft form and will be revised based on input from the public and the Board. They will be brought back as final proposals for approval by the Board at the March 13 meeting.

## PART 1

### MAJOR SERVICE CHANGE POLICY

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the San Mateo County Transit District Board of Directors for its consideration and included in the SamTrans Title VI Program with a record of action taken by the Board.

A major service change is defined as:

A reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one-week period.

The following service changes are exempted:

- Changes to a service on a route with fewer than 10 total trips in a typical service day are not considered "major" unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- SamTrans-operated transit service that is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops.

## PART 2

### DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations. Per FTA Circular 4702.1B:

*Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...*

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, SamTrans must evaluate whether there is an alternative that has a more equitable impact. Otherwise, SamTrans must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

## PART 3

### DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations.... The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission.... At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare[/service] change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare[/service] changes.*

The SamTrans Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

## PART 4

### SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1B SamTrans must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by SamTrans for other purposes.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

For the purposes of defining service standards and policies for SamTrans fixed-route service, the agency has split its system into four route categories:

- Coastal: Routes serving the coastal community – from Half Moon Bay to Pacifica, excluding those routes which link Pacifica to Daly City.
- Community: Infrequent, community-specific routes which do not operate during off-peak hours.
- Local: Routes designed to carry passengers between major passenger hubs, employment centers, and residential neighborhoods.
- Multi-city: Routes serving multiple cities, including some offering express or late-night service.
- Mainline: Long-distance routes serving significant portions of the county, generally at higher frequency.

The categories were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. The following chart illustrates which routes belong to each category:

**Exhibit 1: Routes by Category**

Category	Routes
Coastal	14, 16, 17, 294
Community	24, 35, 36, 38, 43, 46, 53, 54, 55, 58, 72, 73, 83, 85
Local	110, 112, 118, 120, 121, 122, 123, 130, 132, 133, 140, 141, 250, 251, 260, 262, 270, 271, 274, 280, 281
Multi-City	295, 296, 297, 359, 397, KX
Mainline	292, 390, 391, ECR

SamTrans also defines service standards differently for peak and off-peak service. "Off-peak" refers to weekday midday and evening service, as well as Saturday, Sunday, and Holiday service.

## A. VEHICLE LOAD

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

*Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed-route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.*

SamTrans calculates Vehicle Load Factor by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route. Vehicle Load Factor is monitored regularly to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. Vehicle Load Factor standards are presented in the exhibit below.

**Exhibit 2: Vehicle Load Factor Standards**

Category	Peak	Off-Peak
Coastal	1.25	1.00
Community	1.50	N/A
Local	1.25	1.00
Multi-City	1.25	1.00
Mainline	1.50	1.25

## B. VEHICLE HEADWAY

Vehicle headway is described as follows by FTA Circular 4702.1B:

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

destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.

SamTrans calculates headway by determining the average length of time between buses on each route during peak and off-peak times. In the event a route regularly exceeds Vehicle Load Factor standards, SamTrans will evaluate whether frequency on that route should be adjusted within the confines of existing or expected funding levels. Vehicle headway standards are presented in the exhibit below.

**Exhibit 3: Vehicle Headway Standards**

Category	Peak	Off-Peak
Coastal	90 minutes	90 minutes
Community	60 minutes	N/A
Local	60 minutes	60 Minutes
Multi-City	60 minutes	60 Minutes
Mainline	30 minutes	60 minutes

### **C. ON-TIME PERFORMANCE**

On-time performance is described as follows by FTA Circular 4702.1B:

*On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and*

measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window.

A bus is determined to be late if it departs its scheduled "time point" five or more minutes later than the published time. Buses are considered early if they depart from a published time point at any time prior to the scheduled departure. It is SamTrans' goal to be on-time at least 85 percent of the time. On-time performance is tracked and published on a weekly basis and also included within monthly performance reports to the SamTrans Board of Directors. Bus Transportation staff also regularly monitors on-time performance and counsels operators who consistently fail to meet on-time performance standards that are within their control. Discussions with bus operators are also used to identify vehicle scheduling issues which are corrected through service changes three times annually. On-time performance standards are presented in the exhibit below.

**Exhibit 4: On-Time Performance Standards**

Category	Peak	Off-Peak
Coastal	85 percent	85 percent
Community	85 percent	N/A
Local	85 percent	85 percent
Multi-City	85 percent	85 percent
Mainline	85 percent	85 percent

## **D. SERVICE AVAILABILITY**

Service availability/transit access is described as follows by FTA Circular 4702.1B:

*Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.*



SamTrans' goal is to ensure 70 percent of county residents live within walking distance (i.e., one quarter mile) of a bus stop. SamTrans service is particularly strong in communities with significant minority and low-income populations. Transit access is determined by mapping all active bus stops within the system and then calculating the population (based on 2010 Census data) within one-quarter mile radii of those stops. This information is then compared to the total county population.

## PART 5

### SYSTEMWIDE SERVICE POLICIES

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. Transit providers also may opt to set policies for additional indicators. The following system-wide policies differ from service standards in that they are not necessarily based on meeting a quantitative threshold, but rather qualitative evaluation results:

- A. Vehicle Assignment
- B. Transit Amenities

#### A. VEHICLE ASSIGNMENT

Vehicle assignment is described as follows by FTA Circular 4702.1B:

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

SamTrans' policy with respect to vehicle assignment is depot-specific. SamTrans currently has four general types of buses in the fleet, all of which are maintained to the same strict standards (whether by the District or its contract operator):

- 29-foot transit coaches
- 35-foot low-floor transit coaches
- 40-foot transit coaches
- 60-foot articulated coaches

All buses have the same level of amenities available to riders. Coaches are distributed among the various depots according to the number of operator runs assigned to each depot. The specific type of vehicle is then chosen by the operator based on the demands of the specific schedules he/she will be operating that day (i.e., shorter buses

are used on routes with tighter turning motions, articulated coaches are used on routes with higher ridership). All 29-foot buses are assigned to Route 17, which operates along the coast and generally has lower ridership and features difficult turning motions at certain points along the route. SamTrans is expecting delivery of new diesel-hybrid coaches in the next several years. Those new buses will be assigned in such a manner to ensure they are distributed equitably among the communities SamTrans serves.

In short, buses are not assigned to specific communities within San Mateo County based on vehicle age or size but rather to serve specific routes that call for them based on the needs of that route. Many of the routes and runs serve multiple communities with diverse populations. Given SamTrans' strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.

## **B. TRANSIT AMENITIES**

Transit amenities is described as follows by FTA Circular 4702.1B:

*Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed-route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities are distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This...is not intended to impact funding decisions for transit amenities. Rather, this...applies after a transit provider has decided to fund an amenity.*

Transit amenities are distributed on a system-wide basis. Transit amenities include shelters, benches, trash receptacles, and park-and-ride facilities. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference (in the case of shelters which feature advertisements).

### **Bus Shelters**

District policy states that shelters are considered for installation based on the following criteria:

- Stops where more than 200 passengers board each day.
- 75 percent of shelters shall be located in Census Tracts on routes associated within urbanized areas.
- Distribution of shelters county-wide should match the distribution of minority Census tracts.
- Locations for shelters with advertisements are chosen by the vendor based on the visibility and traffic.

District policy also states that all bus shelters shall include trash receptacles and that all stops with shelters and benches be cleaned and have their trash receptacles emptied at least once each week.

### **Bus Stop Benches**

Benches are considered for installation based on the following criteria:

- Stops where more than 200 passengers board each day.
- Distribution of benches county-wide should match the distribution of minority Census tracts.

District policy states that stops with benches shall be cleaned at least once each week.

### **Trash Receptacles**

Trash receptacles are considered for installation based on the following criteria:

- Stops where over 200 passengers board each day.
- Distribution of trash receptacles county-wide should match the distribution of minority Census tracts.

District policy states that trash receptacles shall be emptied at least one each week.

### **Next Bus Arrival Signage**

Electronic signage informing passengers of the predicted arrival of the next bus for a given route can significantly improve the experience for customers. The District's policy with respect to electronic bus arrival signage is to install signage at locations meeting the following criteria:

- The location is a multi-modal transit center.
- The location is served by multiple SamTrans routes.
- Ridership is high at the location.
- Funding is available for installation/maintenance (e.g. from partner agencies).
- Installation is coordinated with other applicable agencies.

If and when SamTrans is in a position to introduce a comprehensive, system-wide electronic signage program, new policies will be developed to ensure equitable siting.

**ATTACHMENT 4:  
PUBLIC HEARING ANNOUNCEMENTS AND  
TRANSLATIONS**

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#### PUBLIC HEARING REIMAGINE SAMTRANS - PROPOSED NETWORK CHANGES

The San Mateo County Transit District will consider changes to its SamTrans bus service as part of Reimagine SamTrans at a public hearing to be held November 3, 2021 at 2 p.m. remotely via Zoom, at <https://samtrans.zoom.us/j/91275606315?pwd=L09zRlAWeUpSVUg3L1V5U1RoUXFrdz09> or by entering Webinar ID: 912 7560 6315, Passcode: 064030 in the Zoom app for audio/visual capability, or by calling 1-669-900-9128 (enter webinar ID and press # when prompted for participant ID) for audio only.

The specific timeline for implementing the adopted service changes will be determined at a later date, but will be in phases, beginning in August 2022.

Reimagine SamTrans is a comprehensive in-depth study of the SamTrans bus system, including proposed changes to bus routes and schedules in order to improve system effectiveness, efficiency, reduce duplication of service, and better serve the community.

The service change proposal includes adjustments to the following local routes and services:

1. Frequency/service span/service day adjustments: Routes ECR, FCX, 17, 110, 118, 120, 121, 130, 141, 250, 251, 260, 275, 276, 281, 294, 295, 296

2. Service eliminations: FLX Pacifica and Routes SFO, 140, 256, 274, 278, 280, 286, 398

3. Alignment adjustments: Routes ECR, FCX, 17, 110, 112, 120, 121, 130, 141, 250, 251, 260, 275, 276, 281, 292, 294, 295

4. Introduction of new services: Routes 124 (Daly City BART to Skyline College); 249 (San Mateo to College of San Mateo), EPX/final route number TBD (East Palo Alto-San Bruno BART); East Palo Alto OnDemand Zone;

Half Moon Bay OnDemand zone

The proposal also includes changes to the following school-focused routes:

1. Frequency/service span adjustments: Eliminate morning trip on Route 85 (Woodside and Portola Valley); eliminate morning trip on Route 87 (Woodside and Portola Valley)

2. Service elimination: Route 80 in Menlo Park

3. Consolidations/alignment adjustments: Route 39 consolidated into revised Route 37 (SSF); Route 55 consolidated into revised Route 53 (City of San Mateo); Route 95 consolidated into revised Route 61 (Belmont, San Carlos and Redwood City); Route 84 consolidated into revised Route 83 (Atherton and Menlo Park)

4. Introduction of new services: Route 40 (former Route 140 school-timed trips in Pacifica and San Bruno); Route 42 (former Route 140 school-timed trips in Pacifica and San Bruno); Route 86 (former Route 286 school timed-trips in Atherton and Portola Valley)

Maps and additional details of the recommended changes are available online at [www.reimaginesamtrans.com](http://www.reimaginesamtrans.com) or by calling the Customer Service at 1-800-660-4287.

The public may offer comments on the proposed changes at the November 3, 2021 Public Hearing or by November 7, 2021 by:

- Submitting a comment at [www.reimaginesamtrans.com](http://www.reimaginesamtrans.com)

- Submitting a comment by email to [reimagine@samtrans.com](mailto:reimagine@samtrans.com)  
- U.S. Postal Service: SamTrans, c/o District Secretary, P.O. Box 3006, San Carlos, CA 94070-1306  
- Phone: 1-800-660-4287 / TTY: 650-508-6448 (hearing impaired)

For translation or interpretation assistance, call SamTrans Customer Service at 1-800-660-4287

at least three days before the meeting.  
10/14, 10/21/21  
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\* A 0 0 0 0 0 5 8 4 6 7 9 3 \*

問題本已多 質疑不斷來 都是錢作怪

# 加州高鐵應否電氣化 成為議員爭論新焦點

## 同性結婚第一對 進入加州名人堂

州長紐森和州長夫人珍妮花(Jennifer Siebel Newsom)周二(12日)舉行加州名人堂(California Hall of Fame)入主儀式。6名人主名冊中,包括已故同志權益社運人士、加州首對結婚同性伴侶里昂(Phyllis Lyon)和馬汀(Del Martin)。

當紐森2004年擔任三藩市市長期間,向女同志里昂和馬汀發出首份同性婚姻證書,試圖挑戰加州和全國同性婚姻禁令。這段婚姻在一個月後遭州最高法院以紐森濫用其權力為由頒令無效。但4年後,即2008年,州最高法院推翻同性婚姻禁令。

雖然里昂和馬汀其後再次結婚,但直至2013年加州才正式批准同性婚姻,其後紐森為兩人主持婚禮,成為全州首對正式結婚的同性伴侶,但馬汀婚後兩個月因手臂骨折併發症而去世,里昂則於去年離世。

兩人婚後早已攜手走過逾半世紀,並成為三藩市以至全國知名社運人士爭取同志權益的象徵,被譽為具開創性的多元社群(LGBTQ)領袖。

根據州長辦和加州博物館,入主加州名人堂的名人皆對他們所屬領域作出貢獻,例如藝術、商業、勞工、娛樂、美食與紅酒、文學、音樂、公共服務和體育。

州長伉儷每年選出值得入主名人堂的名人,通常於加州博物館舉行儀式與他們慶祝。受疫情影響,館方今年透過網上展覽和視像公佈入主名人堂名單。

《沙加緬度蜂報》報導,里昂和馬汀是首批死後獲授入主加州名人堂的名人。今年其餘入主名單包括日裔雕塑家淺輪(Ruth Asawa),創作歌手兼結他手加西亞(Jerry Garcia),勞工組織者伊特隆(Larry Itliong)和拉美裔搖滾歌手瓦倫斯(Richie Valens)。迄今入主加州名人堂人數已有超過130人。 本報訊



加州首對結婚同性伴侶馬汀(左)和里昂2018年6月16日在時任三藩市市長紐森主持下結婚。 美聯社資料圖片

美聯社沙加緬度電

問題不斷的加州高鐵工程近日出現新爭論點,就是通車時速度會否如當初承諾般高速。有州議員質疑高鐵路應否一開始就電氣化,但官員認為非電氣化有違當年對選民的承諾,亦有違加州潔淨運輸的初衷。

膨脹至980億元。高鐵路工程被腰斬還是獲更多資源似乎已成為政治問題,使工程繼續進行卻無長遠規劃。

最新爭論點的重心是何時能夠電氣化。高鐵路官員認為必須電氣化才使列車高速行駛,且正是當初向選民推銷的整個重點。官員希望明年能批出合約進行設計和建造電氣化路軌和系統,並維護30年。

目前規劃是中谷段先通車,乘客接著轉乘另一條火車線前往灣區。高鐵路官員和地方運輸部門打算規劃在默賽設立共構站,讓高鐵路乘客一站轉乘,但共構站尚未獲撥款。

擔任撥款首席談判員的州眾院運輸委員會費德曼(Laura Friedman)質疑一開始全線電氣化是否合理,認為高鐵路經費應更好花費確保在默賽興建共構站,之後有了更多經費才完成電氣化。

但高鐵路官員和支持者認為,任何非電氣化鐵路只會有違當年選民所支持的,亦不會發揮潔淨能源好處。

費德曼建議目前發放25億元,並要求高鐵路官員批出路軌和系統合約前爭取州議會批准。

加州高鐵路工程備受全國關注,被視為美國能否拋棄開車文化追上其他



加州高鐵路超支問題多多,州議員將討論焦點轉移到是否電氣化。 美聯社資料圖片

高鐵路國家的測試。柏克萊加大運輸項目專家艾蘭(Ethan Elkind)指,高鐵路理念已因加州高鐵路「有點成為屎房毒藥」,

但認為工程仍有可行性,只是如果不是電氣化,恐危及加州未來取得總統拜登龐大基建計劃資金的能力。

## 山火造成多大損失 準確數據欠奉

南太浩湖市月前受到「卡多山火」(Caldor Fire)威脅,最終錄零未損,但山火導致愛多拉多縣(El Dorado County)數以千萬計經濟損失。然而加州現時對統計山火整體代價缺乏統一系統,令官員難以掌握實況助決策。

計損失高達13,000萬元,且保險公司不願賠償。

非牟利新聞網站CalMatters引述初步估計,「卡多山火」對愛多拉多縣經濟造成最少5,030萬元。

專家指出,了解山火所造成的真正代價或可觸發政府和私人機構作出更多雄心壯志的行動。例如有系統地追蹤多年損失數字,或有助決策者研究哪些制火和緩燃策略最節省成本。

但迄今為止,加州對每年山火所造成的代價還沒有完全理解。山火造成的

停業,未受保民宅的損毀,生態系統的傷害和山火濃煙所造成的次要健康問題等,通通沒有被追蹤。

加州科學及科技議會首席科學官費奧(Teresa Feo)帶領該議會的2002年加州山火代價報告。她指出,加州目前沒有全州性系統追蹤了解山火代價,只需一個月深入研究這方面便會意識到「你不可能有個數字,現有數據不可能有的」。

根據由雷諾內華達大學(UNR)經濟學家哈里斯(Tom Harris)所做的「卡多山火」經濟影響初步分析,估

計愛多拉多縣和內州道格拉斯(Douglas County)合共損失約9,300萬元。但哈里斯指初步金額會太低,因為尚未包含其他方面損失,如居民搬遷造成的經濟活動損失和山火濃煙造成的保健費。

加州自然資源局通訊主任威廉斯(Heather Williams)承認,加州日常沒有一種包含公衛成本或生態損害的方式追蹤或估計山火代價,但她認為隨著更多研究獲撥款,將更可行助州府更好理解山火對經濟和生態影響,使當局繼續按照科學進行決策。 本報訊



加州首對結婚同性伴侶馬汀(左)和里昂2018年6月16日在時任三藩市市長紐森主持下結婚。 美聯社資料圖片

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Asian Pacific Face ● 華埠牙科及口腔健康中心 ● Digital Health - Erica Francis/Monica Wong/Stephanie

**公眾聽證會**  
**重塑 SAMTRANS - 服務網絡變更提案**

聖馬刁縣交通局將在 2021 年 11 月 3 日下午 2 點通過 Zoom 遠程舉行的公眾聽證會上,審議「重塑 SamTrans」議程中的 SamTrans 巴士服務變更議題,會議網址為 <https://samtrans.zoom.us/j/91275606315?pwd=L09zRlAweUpSVUg3L1V5U1RoUXFRd09>, 或可在 Zoom 應用程序中輸入網絡研討會 ID: 912 7560 6315, 密碼: 064030, 實現音頻/視頻接入, 或致電 1-669-900-9128 (在系統提示參會者 ID 時, 輸入網絡研討會 ID, 然後按 # 鍵), 實現僅音頻接入。

服務變更方案一經採用, 具體實施時間表將在隨後確定, 但將從 2022 年 8 月開始分階段進行。

「重塑 SamTrans」是對 SamTrans 公交系統開展的一項全面深入研究, 包括對公交線路和時刻表的變更提案, 以求提高系統的效力和效率, 減少重複服務, 更好地服務社區。

服務變更提案包括對以下本地線路和服務的調整:

1. 頻率/服務時度/服務日調整: ECR、FCX、17、110、118、120、121、130、141、250、251、260、275、276、281、294、295、296 路
2. 服務撤銷: FLX Pacifica 和 SFO、140、256、274、278、280、286、398 路
3. 路線調整: ECR、FCX、17、110、112、120、121、130、141、250、251、260、275、276、281、292、294、295 路
4. 新服務介紹: 124 路 (Daly City 捷運站至 Skyline College)、249 路 (聖馬刁至聖馬刁學院)、EPX/最終路線編號待定 (東帕洛阿爾托至 San Bruno 捷運站); 東帕洛阿爾托按需服務區; 半月灣按需服務區

提案還包括變更以下圍繞學校展開的線路:

1. 頻率/服務時度調整: 取消 85 路 (Woodside 和 Portola Valley) 的早班車; 取消 87 路 (Woodside 和 Portola Valley) 的早班車
2. 服務撤銷: Menlo Park 的 80 路車
3. 合併/路線調整: 39 路併入調整後的 37 路 (SSF); 55 路併入調整後的 53 路 (聖馬刁市); 95 路併入調整後的 61 路 (Belmont、San Carlos 和 Redwood City); 84 路併入調整後的 83 路 (Atherton 和 Menlo Park)
4. 新服務介紹: 40 路 (先前在 Pacifica 和 San Bruno 按學校時間運行的 140 路); 42 路 (先前在 Pacifica 和 San Bruno 按學校時間運行的 140 路); 86 路 (先前在 Atherton 和 Portola Valley 按學校時間運行的 286 路)

變更提案的地圖和其他細節可登錄 [www.reimaginesamtrans.com](http://www.reimaginesamtrans.com) 或致電呼叫中心 1-800-660-4287 查詢。

公眾可在 2021 年 11 月 3 日的公眾聽證會上對變更提案發表意見, 或在 2021 年 11 月 7 日之前:

- 在 [www.reimaginesamtrans.com](http://www.reimaginesamtrans.com) 提交意見建議
- 通過發送電子郵件至 [reimagine@samtrans.com](mailto:reimagine@samtrans.com) 提交意見建議
- 美國郵政服務: SamTrans, c/o District Secretary, P.O. Box 3006, San Carlos, CA94070-1306
- 電話: 1-800-660-4287 / 文字電話: 650-508-6448 (聽障專線)

如果需要翻譯或口譯協助, 請在聽證會開始之前至少提前三天撥打 1.800.660.4287 聯繫 SamTrans。

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## DECLARATION

I am a resident of Los Angeles County, over the age of eighteen years and not a party to or interested in the matter noticed.

The notice, of which the annexed is a printed copy appeared in the:

### EL OBSERVADOR

On the following dates:

10/15/2021, 10/22/2021

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated at Los Angeles, California, this

**27th day of October 2021**



IRENE ANDAL  
Signature

**3520159**

*"The only Public Notice which is justifiable from the standpoint of true economy and the public interest, is that which reaches those who are affected by it"*



\* A 0 0 0 0 0 5 8 4 8 4 4 2 \*

## AUDIENCIA PÚBLICA

### REIMAGINE SAMTRANS: CAMBIOS DE RED PROPUESTOS

El Distrito de tránsito del condado de San Mateo considerará cambios en su servicio de autobús SamTrans como parte de Reimagine SamTrans en una audiencia pública que se llevará a cabo el 3 de noviembre de 2021 a las 2 p.m. de forma remota a través de Zoom, en <https://samtrans.zoom.us/j/91275606315?pwd=L09zRAweUpSVUg3L1V5UjRoLUXFrdz09> o ingresando el ID del seminario web: 912 7560 6315, contraseña: 064030 en la aplicación Zoom para acceder al audio/video, o llamando al 1-669-900-9128 (ingrese el ID del seminario web y presione # cuando se le solicite el ID del participante) solo para audio.

El calendario específico para implementar los cambios de servicio adoptados se determinará en una fecha posterior, pero será en fases, a partir de agosto de 2022.

Reimagine SamTrans es un estudio exhaustivo del sistema de autobuses SamTrans, que incluye cambios propuestos en las rutas y horarios de los autobuses para mejorar la eficacia y la eficiencia del sistema, reducir la duplicación de servicios y brindar un mejor servicio a la comunidad.

La propuesta del cambio de servicio incluye ajustes a las siguientes rutas y servicios locales:

1. Ajustes de frecuencia/intervalo de servicio/día de servicio: Rutas ECR, FCX, 17, 110, 118, 120, 121, 130, 141, 250, 251, 260, 275, 276, 281, 294, 295, 296

2. Eliminaciones de servicios: FLX Pacifica y rutas SFO, 140, 256, 274, 278, 280, 286, 398

3. Ajustes de alineación: Rutas ECR, FCX, 17, 110, 112, 120, 121, 130, 141, 250, 251, 260, 275, 276, 281, 292, 294, 295

4. Introducción de nuevos servicios: Rutas 124 (Daly City BART hasta Skyline College); 249 (San Mateo a College of San Mateo), EPX/número de ruta final por determinar (East Palo Alto-San Bruno BART); zona bajo demanda de East Palo Alto; zona bajo demanda de Half Moon Bay

La propuesta también incluye cambios en las siguientes rutas enfocadas en la escuela:

1. Ajustes de frecuencia/intervalo de servicio: Eliminar el viaje matutino en la ruta 85 (Woodside y Portola Valley); eliminar el viaje matutino en la ruta 87 (Woodside y Portola Valley)

2. Eliminación del servicio: Ruta 80 en Menlo Park

3. Ajustes de consolidaciones/alineación: Ruta 39 consolidada en ruta 37 revisada (SSF); ruta 55 consolidada en ruta 53 revisada (Ciudad de San Mateo); ruta 95 consolidada en ruta 61 revisada (Belmont, San Carlos y Redwood City); ruta 84 consolidada en ruta 83 revisada (Atherton y Menlo Park)

4. Introducción de nuevos servicios: Ruta 40 (antiguos viajes escolares programados de la ruta 140 en Pacifica y San Bruno); ruta 42 (antiguos viajes escolares programados de la ruta 140 en Pacifica y San Bruno); ruta 86 (antiguos viajes escolares programados de la ruta 286 en Atherton y Portola Valley)

Los mapas y detalles adicionales de los cambios recomendados están disponibles en línea en [www.reimaginesamtrans.com](http://www.reimaginesamtrans.com) o llamando al Customer Service al 1-800-660-4287.

El público puede ofrecer comentarios sobre los cambios propuestos en la audiencia pública del 3 de noviembre de 2021 o antes del 7 de noviembre de 2021 de las siguientes maneras:

- Enviando un comentario en [www.reimaginesamtrans.com](http://www.reimaginesamtrans.com)

- Enviando un comentario por correo electrónico a [reimagine@samtrans.com](mailto:reimagine@samtrans.com)

- Mediante el servicio postal de EE. UU.: SamTrans, c/o District Secretary, P.O. Box 3006, San Carlos, CA 94070-1306

- Teléfono: 1-800-660-4287/TTY: 650-508-6448 (con discapacidad auditiva)

Para solicitar servicio de traducción o interpretación, llame a SamTrans Customer Service al 1800.660.4287 al menos tres días antes de la reunión.

10/15, 10/22/21

CNS-3520159#

EL OBSERVADOR



**AUDIENCIA PÚBLICA  
REIMAGINE SAMTRANS: CAMBIOS DE RED PROPUESTOS**

El Distrito de tránsito del condado de San Mateo considerará cambios en su servicio de autobuses SamTrans como parte de Reimagine SamTrans en una audiencia pública que se llevará a cabo el 3 de noviembre de 2021 a las 2 p.m. de forma remota a través de Zoom, en <https://samtrans.zoom.us/j/91275606315?pwd=L09zRlAwZWpSVUJkL1V5UjR0aUxkZD90> o ingresando el ID del seminario web: 912 7560 6315, contraseña: 064030 en la aplicación Zoom para acceder al audio/video, o llamando al 1-669-900-9128 (ingrese el ID del seminario web y presiónese # cuando se le solicite el ID del participante) solo para audio.

El calendario específico para implementar los cambios de servicio adoptados se determinará en una fecha posterior, pero será en fases, a partir de agosto de 2022.

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La propuesta del cambio de servicio incluye ajustes a las siguientes rutas y servicios locales:

1. Ajustes de frecuencia/intervalo de servicio: Rutas ECR, FCX, 17, 110, 118, 120, 121, 130, 141, 250, 251, 260, 275, 276, 281, 284, 295, 296
2. Eliminaciones de servicios: FLX Pacifica y rutas SFO, 140, 256, 274, 278, 280, 286, 398
3. Ajustes de alineación: Rutas ECR, FCX, 17, 110, 112, 120, 121, 130, 141, 250, 251, 260, 275, 276, 281, 292, 294, 295
4. Introducción de nuevos servicios: Rutas 124 (Daly City BART hasta Skyline College), 249 (San Mateo a College of San Mateo), EP#Número de ruta final por determinar (East Palo Alto-San Bruno BART), zona bajo demanda de East Palo Alto, zona bajo demanda de Half Moon Bay

La propuesta también incluye cambios en las siguientes rutas enfocadas en la escuela:

1. Ajustes de frecuencia/intervalo de servicio: Eliminar el viaje matutino en la ruta 85 (Woodside y Portola Valley), eliminar el viaje matutino en la ruta 87 (Woodside y Portola Valley)
2. Eliminación del servicio: Ruta 90 en Menlo Park
3. Ajustes de consolidación/eliminación: Ruta 39 consolidada en ruta 37 revisada (SSR), ruta 56 consolidada en ruta 53 revisada (Cruiser de San Mateo), ruta 95 consolidada en ruta 91 revisada (Belmont, San Carlos y Redwood City), ruta 94 consolidada en ruta 83 revisada (Atherton y Menlo Park)
4. Introducción de nuevos servicios: Ruta 40 (antiguos viajes escolares programados de la ruta 140 en Pacifica y San Bruno), ruta 42 (antiguos viajes escolares programados de la ruta 140 en Pacifica y San Bruno), ruta 86 (antiguos viajes escolares programados de la ruta 285 en Atherton y Portola Valley)

Los mapas y detalles adicionales de los cambios recomendados están disponibles en línea en [www.reimaginesamtrans.com](http://www.reimaginesamtrans.com) o llamando al Customer Service al 1-800-660-4287.

El público puede ofrecer comentarios sobre los cambios propuestos en la audiencia pública del 3 de noviembre de 2021 o antes del 7 de noviembre de 2021 de las siguientes maneras:

- Enviando un comentario en [www.reimaginesamtrans.com](http://www.reimaginesamtrans.com)
- Enviando un comentario por correo electrónico a [reimagine@samtrans.com](mailto:reimagine@samtrans.com)
- Mediante el servicio postal de EE.UU.: SamTrans, c/o District Secretary, P.O. Box 3006, San Carlos, CA 94070-1306
- Teléfono: 1-800-660-4287/TTY: 650-508-6448 (con discapacidad auditiva)

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10/15, 10/22/21  
CNS-3520159#  
EL OBSERVADOR

Immediately looking to hire **warehouse workers** in a dry food stuff warehouse in Fremont, California. Contact [Gayathri@fyvelements.com](mailto:Gayathri@fyvelements.com). Phone no. [917 328 3331](tel:9173283331) 1 year experience in handling warehouse, lifting heavy weight, and riding forklift. Languages – English/Spanish

who declares as true information which he or she knows to be false is guilty of a crime) /s/ Janet Juarez  
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 9/16/2021. Regina Alcomendras, County Clerk/Recorder By: /s/ Regina Alcomendras, Clerk  
File No. **FBN 678794**

**October 15, 22, 29,  
November 5, 2021**

**FICTITIOUS BUSINESS  
NAME STATEMENT  
NO. 679075**

The following person(s) is (are) doing business as **KISSED BY THE ORISHAS LLC**, 822 Viceroy Way, San Jose, CA 95133, **Santa Clara County**. This business is owned by a Limited Liability Company. The name and residence address of the registrant(s) is (are): **KISSED BY THE ORISHAS LLC**, 822 Viceroy Way, San Jose, CA 95133. The registrant began transacting business under the fictitious business name(s) listed above on N/A. This filing is a first filing. I declare that all information in this statement is true and correct. (A registrant who declares as true information which he or she knows to be false is guilty of a crime.) /s/ Chantal Williams  
**KISSED BY THE ORISHAS LLC**  
Founder/CEO  
Article / Reg # : 202125910557  
Above entity was formed in the state of CA

**FICTITIOUS BUSINESS  
NAME STATEMENT  
NO. 678794**

The following person(s) is (are) doing business as **Tacos La Esmeralda**, 326 Commercial St, San Jose, CA 95112, **Santa Clara County**. This business is owned by a General Partnership. The name and residence address of the registrant(s) is (are): Janet Juarez, 256 E. Younger Ave, San Jose, CA 95112. Jose Fermin Ramirez, 256 E. Younger Ave, San Jose, CA 95112. The registrant began transacting business under the fictitious business name(s) listed above on 9/07/2021. This filing is a first filing. I declare that all information in this statement is true and correct. (A registrant

**October 15, 22, 29,  
November 5, 2021**

**FICTITIOUS BUSINESS  
NAME STATEMENT  
NO. 679460**

The following person(s) is (are) doing business as **XIANGYU CHINESE FOOD COMPANY**, 1530 S De Ana Blvd, San Jose, CA 95129, **Santa Clara County**. This business is owned by an individual. The name and residence address of the

registrant(s) is (are) Zhiyu Lu, 1775 Fickinger Ave, San Jose, CA 95131. The registrant began transacting business under the fictitious business name(s) listed above on 9/28/2021. This filing is a first filing. I declare that all information in this statement is true and correct. (A registrant who declares as true information which he or she knows to be false is guilty of a crime.) /s/ Zhiyu Lu

This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 10/06/2021. Regina Alcomendras, County Clerk/Recorder By: /s/ Sandy Chanthasy, Deputy  
File No. **FBN 679460**

**October 15, 22, 29,  
November 5, 2021**

**FICTITIOUS BUSINESS  
NAME STATEMENT  
NO. 679518**

The following person(s) is (are) doing business as **Leacorey Services Cleaning**, 2869 Mcbride Ave, Richmond, CA 94804, **Santa Clara County**. This business is owned by an individual. The name and residence address of the registrant(s) is (are): Edelmir Esteban, 2869 Mcbride Ave, Richmond, CA 94804. The registrant began transacting business under the fictitious business name(s) listed above on 10/08/2021. This filing is a first filing. I declare that all information in this statement is true and correct. (A registrant who declares as true information which he or she knows to be false is guilty of a crime.) /s/ Edelmir Esteban  
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 10/08/2021. Regina Alcomendras, County Clerk/Recorder By: /s/ Sandy Chanthasy, Deputy  
File No. **FBN 679518**

**October 15, 22, 29,  
November 5, 2021**

**ORDER TO SHOW  
CAUSE FOR CHANGE  
OF NAME  
NO. 21CV387314**

Superior Court of California, County of Santa Clara-In the matter of the application of Joseph

**Michael Sanchez**. TO ALL INTERESTED PERSONS: 1. Petitioner(s) Joseph Michael Sanchez has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a. Joseph Michael Sanchez to Joseph Jay Banks b. Kayden Michael Sanchez to Kayden Michael Banks 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted. If no written objection is timely filed, the court may grant the petition without a hearing. NOTICE OF HEARING: Date: 11/16/2021 at 8:45 am, Probate Dept., located at 191 N. First Street, San Jose, CA 95113. 3. A copy of the Order to Show Cause shall be published at least once a week for four successive weeks prior to the date set for hearing on the petition in El Observador, a newspaper of general circulation, printed in the county of Santa Clara. Oct 13, 2021  
Julie A. Emede  
Judge of the Superior Court

**October 15, 22, 29,  
November 5, 2021**

**ORDER TO SHOW  
CAUSE FOR CHANGE  
OF NAME  
NO. 21CV387652**

Superior Court of California, County of Santa Clara-In the matter of the application of: **Pei Ling Lee**. TO ALL INTERESTED PERSONS: 1. Petitioner(s) Pei Ling Lee has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a. Pei Ling Lee to Amanda Pei Ling Lee 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted. If no written objection is timely filed, the court may grant the petition without a hearing. NOTICE OF HEARING: Date: 1/18/2022 at 8:45 am, Probate Dept., located at 191 N. First Street, San Jose, CA 95113. 3. A copy of the Order to Show Cause shall be published at least once a week for four successive weeks prior to the date set for hearing on the petition in El Observador, a newspaper of general circulation, printed in the county of Santa Clara. Oct 04, 2021  
Julie A. Emede  
Judge of the Superior Court

**October 15, 22, 29,  
November 5, 2021**

**AMENDED  
ORDER TO SHOW  
CAUSE FOR CHANGE  
OF NAME  
NO. 21CV384393**

Superior Court of California, County of Santa Clara-In the matter of the application of: **Abigail Wu**. TO ALL INTERESTED PERSONS: 1. Petitioner(s) Abigail Wu has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a. Abigail Wu to Jing Guo 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the

matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted. If no written objection is timely filed, the court may grant the petition without a hearing. NOTICE OF HEARING: Date: 11/16/2021 at 8:45 am, Probate Dept., located at 191 N. First Street, San Jose, CA 95113. 3. A copy of the Order to Show Cause shall be published at least once a week for four successive weeks prior to the date set for hearing on the petition in El Observador, a newspaper of general circulation, printed in the county of Santa Clara. Oct 13, 2021  
Julie A. Emede  
Judge of the Superior Court

**October 15, 22, 29,  
November 5, 2021**

**ORDER TO SHOW  
CAUSE FOR CHANGE  
OF NAME  
NO. 21CV387652**

Superior Court of California, County of Santa Clara-In the matter of the application of: **Pei Ling Lee**. TO ALL INTERESTED PERSONS: 1. Petitioner(s) Pei Ling Lee has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a. Pei Ling Lee to Amanda Pei Ling Lee 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted. If no written objection is timely filed, the court may grant the petition without a hearing. NOTICE OF HEARING: Date: 1/18/2022 at 8:45 am, Probate Dept., located at 191 N. First Street, San Jose, CA 95113. 3. A copy of the Order to Show Cause shall be published at least once a week for four successive weeks prior to the date set for hearing on the petition in El Observador, a newspaper of general circulation, printed in the county of Santa Clara. Oct 07, 2021  
Julie A. Emede  
Judge of the Superior Court

**October 15, 22, 29,  
November 5, 2021**

**ORDER TO SHOW  
CAUSE FOR CHANGE  
OF NAME  
NO. 21CV387288**

Superior Court of California, County of Santa Clara-In the matter of the application of: **Frank Norman Bates, Umid Calvert**. TO ALL INTERESTED PERSONS: 1. Petitioner(s) Frank Norman Bates, Umid Calvert has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a. Frank Norman Bates to Umid Calvert 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the

**October 15, 22, 29,  
November 5, 2021**

**ORDER TO SHOW  
CAUSE FOR CHANGE  
OF NAME  
NO. 21CV387688**

Superior Court of California, County of Santa Clara-In the matter of the application of: **Leandro Regis Ferreira Magalhaes**. TO ALL INTERESTED PERSONS: 1. Petitioner(s) Leandro Regis Ferreira Magalhaes has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a. Leandro Regis Ferreira Magalhaes to Leandro Magalhaes 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted. If no written objection is timely filed, the court may grant the petition without a hearing. NOTICE OF HEARING: Date: 1/18/2022 at 8:45 am, Probate Dept., located at 191 N. First Street, San Jose, CA 95113. 3. A copy of the Order to Show Cause shall be published at least once a week for four successive weeks prior to the date set for hearing on the petition in El Observador, a newspaper of general circulation, printed in the county of Santa Clara. Oct 07, 2021  
Julie A. Emede  
Judge of the Superior Court

**October 15, 22, 29,  
November 5, 2021**

**ORDER TO SHOW  
CAUSE FOR CHANGE  
OF NAME  
NO. 21CV387288**

Superior Court of California, County of Santa Clara-In the matter of the application of: **Frank Norman Bates, Umid Calvert**. TO ALL INTERESTED PERSONS: 1. Petitioner(s) Frank Norman Bates, Umid Calvert has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a. Frank Norman Bates to Umid Calvert 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the

**FICTITIOUS BUSINESS  
NAME STATEMENT  
NO. 678624**

The following person(s) is (are) doing business as **Let's All Stand Together (LAST) LLC**, 822 Viceroy Way, San Jose, CA 95133, **Santa Clara County**. This business is owned by a Limited Liability Company. The name and residence address of the registrant(s) is (are): Let's All Stand Together (LAST) LLC, 822 Viceroy Way, San Jose, CA 95133. The registrant began transacting business under the fictitious business name(s) listed above on N/A. This filing is a refile. (Changes) in facts from previous filing) of previous file #: 678359. I declare that all information in this statement is true and correct. (A registrant who declares as true information which he or she knows to be false is guilty of a crime.) /s/ Chantal Williams  
Let's All Stand Together (LAST) LLC  
CEO/Founder  
Article / Reg # : 202125010229  
Above entity was formed in the state of CA  
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 9/14/2021. Regina Alcomendras, County Clerk/Recorder By: /s/ Corinne Vasquez, Deputy  
File No. **FBN 678624**

**FICTITIOUS BUSINESS  
NAME STATEMENT  
NO. 678624**

The following person(s) is (are) doing business as **Let's All Stand Together (LAST) LLC**, 822 Viceroy Way, San Jose, CA 95133, **Santa Clara County**. This business is owned by a Limited Liability Company. The name and residence address of the registrant(s) is (are): Let's All Stand Together (LAST) LLC, 822 Viceroy Way, San Jose, CA 95133. The registrant began transacting business under the fictitious business name(s) listed above on N/A. This filing is a refile. (Changes) in facts from previous filing) of previous file #: 678359. I declare that all information in this statement is true and correct. (A registrant who declares as true information which he or she knows to be false is guilty of a crime.) /s/ Chantal Williams  
Let's All Stand Together (LAST) LLC  
CEO/Founder  
Article / Reg # : 202125010229  
Above entity was formed in the state of CA  
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 9/14/2021. Regina Alcomendras, County Clerk/Recorder By: /s/ Corinne Vasquez, Deputy  
File No. **FBN 678624**

**October 15, 22, 29,  
November 5, 2021**

AUDIENCIA PÚBLICA REIMAGINE SAMTRANS: CAMBIOS DE RED PROPUESTOS

El Distrito de tránsito del condado de San Mateo considerará cambios en su servicio de autobuses SamTrans como parte de Reimagine SamTrans en una audiencia pública que se llevará a cabo el 3 de noviembre de 2021 a las 2 p.m. de forma remota a través de Zoom...

El calendario específico para implementar los cambios de servicio adoptados se determinará en una fecha posterior, pero será en fases, a partir de agosto de 2022.

Reimagine SamTrans es un estudio exhaustivo del sistema de autobuses SamTrans, que incluye cambios propuestos en las rutas y horarios de los autobuses para mejorar la eficacia y la eficiencia del sistema, reducir la duplicación de servicios y brindar un mejor servicio a la comunidad.

La propuesta del cambio de servicio incluye ajustes a las siguientes rutas y servicios locales:

- 1. Ajustes de frecuencia/intervalo de servicio: Rutas ECR, FCX, 17, 110, 118, 120, 121, 130, 141, 250, 251, 260, 275, 276, 281, 294, 295, 296
2. Eliminaciones de servicios: FLX Pacifica y rutas SFO, 140, 256, 274, 278, 280, 286, 338
3. Ajustes de alineación: Rutas ECR, FCX, 17, 110, 112, 120, 121, 130, 141, 250, 251, 260, 275, 276, 281, 292, 294, 295

La propuesta también incluye cambios en las siguientes rutas enfocadas en la escuela:

- 1. Ajustes de frecuencia/intervalo de servicio: Eliminar el viaje matutino en la ruta 85 (Woodside y Portola Valley); eliminar el viaje matutino en la ruta 87 (Woodside y Portola Valley)
2. Eliminación del servicio: Ruta 60 en Menlo Park
3. Ajustes de consolidación/alineación: Ruta 39 consolidada en ruta 37 revisada (SFR); ruta 55 consolidada en ruta 53 revisada (Ciudad de San Mateo); ruta 95 consolidada en ruta 61 revisada (Belmont, San Carlos y Redwood City); ruta 84 consolidada en ruta 83 revisada (Atherton y Menlo Park)

Los mapas y detalles adicionales de los cambios recomendados están disponibles en línea en www.reimaginesamtrans.com o llamando al Customer Service al 1-800-660-4287.

El público puede ofrecer comentarios sobre los cambios propuestos en la audiencia pública del 3 de noviembre de 2021 o antes del 7 de noviembre de 2021 de las siguientes maneras:

- Enviando un comentario en www.reimaginesamtrans.com
- Enviando un comentario por correo electrónico a reimagine@samtrans.com
- Mediante el servicio postal de EE. UU.: SamTrans, c/o District Secretary, P.O. Box 3006, San Carlos, CA 94070-1306
- Teléfono: 1-800-660-4287/TTY: 650-508-6448 (con discapacidad auditiva)

Para solicitar servicio de traducción o interpretación, llame a SamTrans Customer Service al 18006604287 al menos tres días antes de la reunión.

10/15, 10/22/21

CNS-3520159#

EL OBSERVADOR

Buscamos contratar de inmediato a trabajadores de almacén en un almacén de alimentos secos en Fremont, California. Póngase en contacto con Gayathri@fyvelements.com. Teléfono: 917 328 3331. 1 año de experiencia en manejo de almacén, levantando pesos pesados y montacargas. Idiomas: Inglés/Español

Immediately looking to hire warehouse workers in a dry food stuff warehouse in Fremont, California. Contact Gayathri@fyvelements.com. Phone no. 917 328 3331. 1 year experience in handling warehouse, lifting heavy weight, and riding forklift. Languages - English/Spanish

County on 10/19/2021 Regina Alcomendras, County Clerk/Recorder By: /s/ Elaine Fader, Deputy File No. FBN 679709

October 22, 29, November 5, 12, 2021

FICTITIOUS BUSINESS NAME STATEMENT NO. 679572

The following person(s) is (are) doing business as JIREH HANDYMAN, 3940 Cadillac Dr Apt #1, San Jose, CA 95117, Santa Clara County. This business is owned by an individual. The name and residence address of the registrant(s) is (are) Luis Antonio Torres, 3940 Cadillac Dr Apt #1, San Jose, CA 95117. The registrant began transacting business under the fictitious business name(s) listed above on 10/13/2021. This filing is a first filing. I declare that all information in this statement is true and correct. (A registrant who declares as true information which he or she knows to be false is guilty of a crime.)

/s/ Luis Antonio Torres This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 10/13/2021.

Regina Alcomendras, County Clerk/Recorder By: /s/ Elaine Fader, Deputy File No. FBN 679572

October 22, 29, November 5, 12, 2021

ORDER TO SHOW CAUSE FOR CHANGE OF NAME NO. 21CV388078

Superior Court of California, County of Santa Clara-In the matter of the application of: Thuy Thi Nguyen. TO ALL INTERESTED PERSONS: I, Petitioner(s) Thuy Thi Nguyen has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a Thuy Thi Nguyen to Lucia Nguyen. 2. THE COURT ORDERS that all persons

interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. If no written objection is timely filed, the court may grant the petition without a hearing. NOTICE OF HEARING: Date: 1/18/2022 at 8:45 am, Probate Dept., located at 191 N. First Street, San Jose, CA 95113. 3. A copy of the Order to Show Cause shall be published at least once a week for four successive weeks prior to the date set for hearing on the petition in El Observador, a newspaper of general circulation, printed in the county of Santa Clara.

October 22, 29, November 5, 12, 2021

ORDER TO SHOW CAUSE FOR CHANGE OF NAME NO. 21CV386576

Superior Court of California, County of Santa Clara-In the matter of the application of Bradley Allen Arnold. TO ALL INTERESTED PERSONS: I, Petitioner(s) Bradley Allen Arnold has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a Bradley Allen Arnold to Bradley Allen Shipnuck. 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted.

October 22, 29, November 5, 12, 2021

ORDER TO SHOW CAUSE FOR CHANGE OF NAME NO. 21CV387868

Superior Court of California, County of Santa Clara-In the matter of the application of: Felix Hwan-Hsin Jan. TO ALL INTERESTED PERSONS: I, Petitioner(s) Felix Hwan-Hsin Jan has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a Felix Hwan-Hsin Jan to Hwan-Hsin Jan. 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name

should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted.

October 22, 29, November 5, 12, 2021

ORDER TO SHOW CAUSE FOR CHANGE OF NAME NO. 21CV388409

Superior Court of California, County of Santa Clara-In the matter of the application of: Bryan Steven Delgado. TO ALL INTERESTED PERSONS: I, Petitioner(s) Bryan Steven Delgado has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a Bryan Steven Delgado to Voltair Steven Castro. 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted.

October 22, 29, November 5, 12, 2021

ORDER TO SHOW CAUSE FOR CHANGE OF NAME NO. 21CV387868

Superior Court of California, County of Santa Clara-In the matter of the application of: Samantha McCain. TO ALL INTERESTED PERSONS: I, Petitioner(s) Samantha McCain has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a Samantha McCain to Samantha Mia McCain. 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted.

October 22, 29, November 5, 12, 2021

circulation, printed in the county of Santa Clara. Sep.09, 2021 Julie A. Emede Judge of the Superior Court

October 22, 29, November 5, 12, 2021

ORDER TO SHOW CAUSE FOR CHANGE OF NAME NO. 21CV387813

Superior Court of California, County of Santa Clara-In the matter of the application of: Samantha McCain. TO ALL INTERESTED PERSONS: I, Petitioner(s) Samantha McCain has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a Samantha McCain to Samantha Mia McCain. 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted.

October 22, 29, November 5, 12, 2021

ORDER TO SHOW CAUSE FOR CHANGE OF NAME NO. 21CV387813

Superior Court of California, County of Santa Clara-In the matter of the application of: Samantha McCain. TO ALL INTERESTED PERSONS: I, Petitioner(s) Samantha McCain has filed a petition for Change of Name with the clerk of this court for a decree changing names as follows: a Samantha Mia McCain to Samantha Mia Ibarra. 2. THE COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted.

October 22, 29, November 5, 12, 2021

COURT ORDERS that all persons interested in this matter appear before this court at the hearing indicated below to show cause, if any, why the petition for change of name should not be granted. Any person objecting to the name changes described above must file written objection that includes the reasons for the objection at least two court days before the matter is scheduled to be heard and must appear at the hearing to show cause why the petition should not be granted. If no written objection is timely filed, the court may grant the petition without a hearing. NOTICE OF HEARING: Date: 1/04/2022 at 8:45 am, Probate Dept., located at 191 N. First Street, San Jose, CA 95113. 3. A copy of the Order to Show Cause shall be published at least once a week for four successive weeks prior to the date set for hearing on the petition in El Observador, a newspaper of general circulation, printed in the county of Santa Clara. Oct 18, 2021 Julie A. Emede Judge of the Superior Court

October 22, 29, November 5, 12, 2021

SUMMONS (Family Law) (FL-110)

NOTICE TO RESPONDENT (Name): Prince Arbal Rodrigo Libra AVISO AL DEMANDADO (Nombre):

You have been sued. Read the information below. Lo han demandado. Lea la información en la página siguiente.

Petitioner's name is: Jennifer Jinky Agbayani Labra

Nombre del demandante:

Case Number (Número de caso): 21FL002067

You have 30 calendar days after this Summons and Petition are served on you to file a Response (form FL-120) at the court and have a copy served on the petitioner. A letter, phone call, or court appearance will not protect you.

If you do not file your Response on time, the court may make orders affecting your marriage or domestic partnership, your property, and custody of your children. You may be ordered to pay support and attorney

**ATTACHMENT 5:  
PUBLIC HEARING PRESENTATION**



# *Reimagine SamTrans* Public Hearing

SamTrans Board of Directors

November 3, 2021



 [www.reimaginesamtrans.com](http://www.reimaginesamtrans.com)  [reimagine@samtrans.com](mailto:reimagine@samtrans.com)  1-800-660-4287



# Public Hearing

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- The Public Hearing provides an opportunity for the public to comment in front of the Board regarding the recommended network changes
- The Public Hearing been noticed in various ways
  - Legal notices in three newspapers at least 15 days prior to today's hearing
  - Onboard SamTrans buses
  - Digital ad campaign
  - During four virtual public meetings
- All comments will be considered and weighed against project goals and outcomes



# Reimagine SamTrans: Project Goals

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The goals of Reimagine SamTrans are to ...



**Improve the experience for existing SamTrans customers**

**Grow new and more frequent ridership on SamTrans**

**Build SamTrans efficiency and effectiveness as a mobility provider**



# Our Guiding Principles



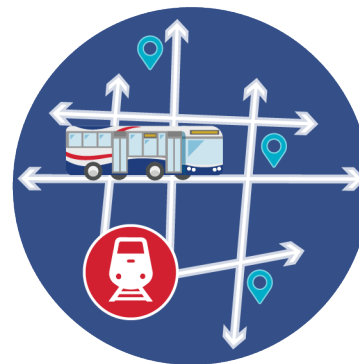
## Customer Focus

Employ customer-focused decision-making



## Workforce Delivery

Design service that can be reasonably delivered by our workforce



## Effective Mobility

Be an effective mobility provider



## Social Equity

Provide transportation services that support principles of social equity



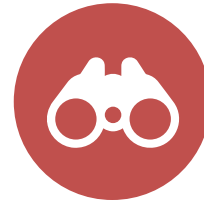
# Inputs: Recommended Network



Ridership  
and  
Productivity



Equity  
Need  
Analysis



Guiding  
Principles



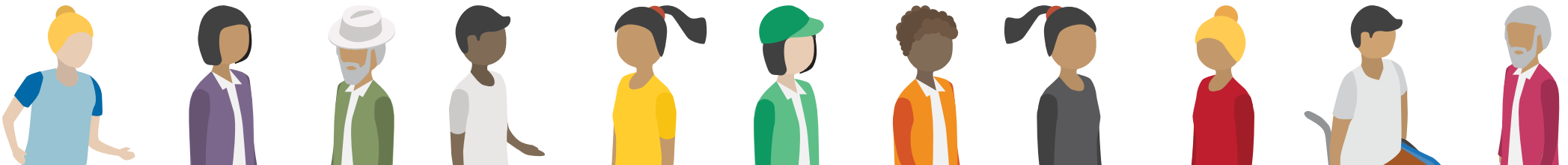
Market  
Research



Market  
Analysis

## Community, Rider and Workforce Input

5







# Next Steps

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- Analyze the feedback received during Phase 3 outreach, adjust the recommendation if appropriate
- Finalize CEQA analysis
- Complete Title VI report
- Bring service plan, CEQA and Title VI to Board for review and adoption in early 2022

**RESOLUTION NO. 2022 – 15**  
**BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT**  
**STATE OF CALIFORNIA**

\* \* \*

**ADOPTING THE REIMAGINE SAMTRANS FINAL PLAN, APPROVING THE ASSOCIATED TITLE VI SERVICE EQUITY ANALYSIS, AND ADOPTING A NEGATIVE DECLARATION UNDER THE CALIFORNIA ENVIRONMENTAL QUALITY ACT**

**WHEREAS**, in June 2019, the Board of Directors (Board) of the San Mateo County Transit District (District) launched the SamTrans Comprehensive Operational Analysis (known as the "Reimagine SamTrans") to inform adjustments to the fixed-route network that will improve ridership and mobility within San Mateo County; and

**WHEREAS**, Reimagine SamTrans is rooted in robust data analysis, market research, three rounds of extensive public input, and transit planning best practices; and

**WHEREAS**, the District developed three new bus network alternatives with potential changes to each route in the system and conducted outreach on those alternatives in 2021; and

**WHEREAS**, the District consolidated the feedback received during the public outreach and used best practices in bus system design to develop a single preferred bus system (the proposed Plan), ensuring that all routes complement each other and produce a cohesive system; and

**WHEREAS**, the proposed Plan has been designed to improve travel experience for existing SamTrans customers, grow frequent and new ridership on SamTrans, and build SamTrans' efficiency and effectiveness as a mobility provider; and

**WHEREAS**, Reimagine SamTrans included the development of four guiding principles used to inform the service change proposals, including employing customer-focused decision-making, designing service that can be reasonably delivered by the SamTrans workforce, being an effective mobility provider, and supporting social equity through direction of resources into equity priority areas; and

**WHEREAS**, Reimagine SamTrans held more than 200 community events and stakeholder presentations and received over 6,000 pieces of public input over the course of the project; and

**WHEREAS**, the Board held a duly noticed public hearing at its November 3, 2021 meeting to receive public comment on the final recommended network changes; and

**WHEREAS**, Reimagine SamTrans includes a final service plan calling for more frequent service, the reduction of unproductive or elimination of duplicative routes/route segments, and the provision of more efficient school-related services; and

**WHEREAS**, phased implementation of the Plan will begin in August 2022, with service levels closely tied to expected workforce levels and future implementation phased in to correspond with scheduled service changes throughout calendar year 2023; and

**WHEREAS**, under Title VI of the Civil Rights Act of 1964 and implementing regulations, including Federal Transit Administration Circular C 4702.1B, the District is required to perform a Title VI Equity Analysis in the case of a major service change, including when routes are added or discontinued, to assess whether the change will result in a disparate impact on minority populations or a disproportionate burden on low-income populations; and

**WHEREAS**, on March 13, 2013, by Resolution No. 2013-99, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare or major service changes are deemed to have disparate impacts or disproportionate burdens on minority or low-income populations; and

**WHEREAS**, staff has prepared and presented to the Board a Title VI Service Equity Analysis that assesses the potential effects of service changes included in the Reimagine SamTrans final network, concluding the Plan would result in no disparate impacts on minority populations and no disproportionate burdens on low-income populations; and

**WHEREAS**, the District prepared an Initial Study (IS) of the possible environmental effects of the Plan; and

**WHEREAS**, the IS concluded that the Plan would not have a significant effect on the environment and therefore recommended that the District prepare a Negative Declaration (ND); and

**WHEREAS**, the District published a Notice of Availability and Notice of Intent to Adopt a Negative Declaration in three local newspapers and posted a copy of the notice and IS/ND document at [www.samtrans.com/Planning/reimaginesamtrans](http://www.samtrans.com/Planning/reimaginesamtrans); and

**WHEREAS**, the 20-day public review period on the Draft IS/ND commenced on January 4, 2022 and ended on January 24, 2022; and

**WHEREAS**, the District received 12 written comment letters from public individuals during the comment period; and

**WHEREAS**, these comments were reviewed by staff and counsel, who concluded that none of the points raised in the comments required a change in the conclusion of the Draft IS/ND.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the San Mateo County Transit District hereby:

1. Finds and declares that, based on its independent judgment following review of the IS/ND and consideration of the record of the Plan as a whole, there is no evidence before the Board that the proposed Reimagine SamTrans Plan will have a significant effect upon the environment; and
2. Hereby finds that the Reimagine SamTrans Plan will not have a significant effect on the environment, and therefore adopts the ND; and
3. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the service changes included in the Reimagine SamTrans Plan will not have a disparate impact on minority populations or a disproportionate burden on low-income populations; and
4. Approves the Title VI Service Equity Analysis incorporated by this reference; and
5. Approves the Reimagine SamTrans Plan and the service changes described therein.

**BE IT FURTHER RESOLVED** the District Secretary is directed to file a Notice of Determination promptly with the County Clerk of San Mateo; and

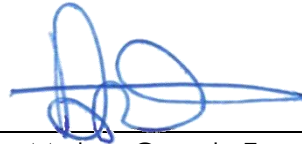
**BE IT FURTHER RESOLVED** the record of this action shall be maintained by the Board Secretary at the District's office at 1250 San Carlos Avenue in San Carlos, CA.

Regularly passed and adopted this 2nd day of March, 2022 by the following vote:

AYES: Fraser, Gee, Groom, Guilbault, Medina, Pine, Powell, Stone, Ratto

NOES: None

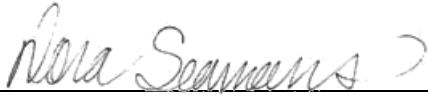
ABSENT: None



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Chair, San Mateo County Transit District

ATTEST:



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District Secretary



Title VI Equity  
Analysis

Youth Unlimited Fare

July 2022

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# **ATTACHMENTS**

ATTACHMENT 1 – SAMTRANS SYSTEM MAP

ATTACHMENT 2 – SERVICE AREA DEMOGRAPHICS: MINORITY AND LOW-INCOME POPULATIONS IN SAN MATEO COUNTY

ATTACHMENT 3 – SAMTRANS BOARD APPROVAL OF DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES

ATTACHMENT 4 – PROPOSED FARE STRUCTURE

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ATTACHMENT 7 – LIST OF CONTACTED SCHOOLS

ATTACHMENT 8 – PUBLIC COMMENTS

ATTACHMENT 9 – BOARD APPROVAL OF TITLE IV ANALYSIS

## SamTrans

### Title VI Equity Analysis: Youth Unlimited Fare

#### ■ SUMMARY

The Youth Unlimited Pilot Program has provided free SamTrans bus fares for Socioeconomically Disadvantaged (SED) students, as defined by the California Department of Education. SED students include students that are eligible for the free and reduced-price meal program, students experiencing homelessness, foster youth, migrant students, and students whose parents did not graduate high school. There are approximately 30,000 SED students in San Mateo County. The goals for this new fare product included:

1. Reduce transportation costs for low-income families;
2. Attract new or more frequent SamTrans riders and improve mobility options for low-income families; and
3. Understand the operational impacts of providing free fares to some or all youth.

The pilot program launched on January 1, 2022 in partnership with the San Mateo County Office of Education. The San Mateo County Transit District (District) worked with the Office of Education to acquire contacts and gauge interest from every public school district and charter school in San Mateo County. The Palo Alto Unified School District was also included because it serves a small group of San Mateo County residents. A total of 32 school districts and charter schools signed up to participate in the pilot program. Each participating school district and charter school was asked to sign a Memorandum of Understanding (MOU) with the District outlining the responsibilities of each party for the pilot program. A paper "flash pass" was created for fare enforcement and ridership count purposes. The pilot program was originally planned for a duration of six months; however, it was extended for an additional two months (through August 2022) to cover the summer break and to enable more robust data analysis. A survey was completed by approximately 300 participants or their parents between March and April 2022. An extension was approved by the Federal Transit Administration (FTA) Region IX Civil Rights Office to allow for the pilot program to operate for an extra two months, for a total of eight months, before Board consideration of a fare equity analysis and related fare structure decision.

Staff evaluated the pilot program, and, based on the program's success in reaching its goals, staff recommends that the Youth Unlimited Pass continue as a permanent fare product and replace the discounted Youth Monthly Pass previously sold for use by low-income students.

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. SamTrans has committed to the Title VI objectives set forth in the FTA Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

As a federal grant recipient, the District is required to maintain and provide to the FTA information on District compliance with the FTA's Title VI regulations. At a minimum, the

District must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Additionally, the District must ensure compliance by evaluating service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including disparate impacts on minority populations and/or disproportionate burdens on low-income populations. The indices of discrimination that could be monitored for disparate impacts include fare structures that could consistently cause minority-group riders to bear a higher fare burden than the overall riding public.

The Youth Unlimited Pass consists of a new fare product that will be permanently implemented at the beginning of the 2022 school year. This assessment analyzes the proposed fare product and any potential impacts on minority and low-income passengers. It includes a summary of related public outreach, materials provided for Limited English Proficient (LEP) populations, and information on public comments received.

## ■ BACKGROUND

### SAMTRANS OVERVIEW

The District provides SamTrans fixed route bus service, as well as complementary ADA and non-ADA paratransit and shuttle services in San Mateo County, California. The 446-mile area also includes routes to San Francisco and Palo Alto. With its diverse service area, SamTrans contains both dense urban and suburban landscape with residents from an array of different backgrounds. Prior to COVID-19, SamTrans operated approximately 78 routes throughout San Mateo County and San Francisco County. **Attachment 1** is a copy of the SamTrans Service Map. **Attachment 2** contains combined minority demographic maps where the minority population is broken out by block group using US Census 2017 American Community Survey (ACS) Data. Minority census tracts are defined as those in which the minority population exceeds the system-wide minority average of 50%. **Attachment 2** also contains low-income demographic maps where the service area's low-income population is broken out by block group using ACS data. Low-income block groups are defined under SamTrans's 2019 Title VI Program as those in which more than 10% of households have incomes under \$25,000.

## ■ FARE PROPOSAL

### CURRENT FARES

SamTrans fares are based on one-way trips regardless of the distance. A matrix of SamTrans's existing fare chart [can be found on the SamTrans website](#). SamTrans customers pay fares with cash, a mobile app (SamTrans Mobile App), a Clipper® card, tickets, a monthly pass, or a day pass. SamTrans fare structure includes "Eligible Discount" fixed-route fares for seniors, customers with disabilities, and Medicare cardholders. Youth riders (those between the ages of 5 and 18) also receive the same discounted fares. None of the proposed adjustments relate to paratransit fares or express bus fares.

## PROPOSED FARES

This Fare Equity Analysis analyzes the following proposed fare changes:

1. **Make the Youth Unlimited Pass a permanent fare product; and**
2. **Remove the Discounted Youth Local Monthly Pass, which will no longer be needed.**

The Youth Unlimited Pass will continue to be distributed by the SamTrans Administrative Office to participating school districts and schools and will be available on the Clipper card rather than as a paper "flash pass".

Currently, the Discounted Youth Local Monthly Pass, priced at \$22, is available only to students enrolled in their schools' free lunch programs. Students who are eligible for the Discounted Youth Local Monthly Pass will have access to the new free Youth Unlimited Pass, making the Discounted Youth Local Monthly Pass superfluous.

At the same time that the Board of Directors considers the change described above, it will also be asked to make available a new rolling Local 31-Day Ticket to riders in all fare categories (Adult, Youth and Eligible Discount) through qualified schools and social service agencies pursuant to agreement with the SamTrans Administrative Office. The Local 31-Day Ticket is not included in this Fare Analysis as these limited paper service tickets are not available for purchase by the general public.

**Table 1** shows the current Fare Structure with the Discounted Youth Local Monthly Pass. The fare products in the Other Products category are separate from the Fixed-route Service fare products that can be found on the [SamTrans website](#). The Fixed-route Service fare product price amounts remain the same with the addition of the Youth Unlimited Pass and Local 31-Day Ticket.

*Table 1: Current Fare Structure: Other Products*

Other Products			
Product	Payment Options	Category	Current
Local One-way 10-Ticket Book	SamTrans Sales Outlets	Adult	\$22.50
		Youth	\$11.00
		Eligible Discount	\$11.00
Discounted Youth Local Monthly Pass	Limited Paper Pass thru School Lunch Program	Youth	\$22.00
Summer Youth Pass	Mobile app, www.samtrans.com, SamTrans Administrative Office	Youth	\$40.00
Way2Go Pass	Pursuant to agreement with SamTrans Administrative Office	Educational Institution	\$35 per semester / \$70 per year (\$2,500 annual minimum)
		Employer	\$75 per year (\$2,500 annual minimum)
		Residential Complex	\$40 per year (\$2,500 annual minimum)

In **Table 2** below, an updated Fare Table reflects the proposed addition of the Youth Unlimited Pass and Local 31-Day Ticket. These programs are designed to increase equitable access to public transportation within San Mateo County. Each of these programs provides an overall benefit to SamTrans Title VI Fare Equity Analysis- July 2022

the community, with costs borne exclusively by the District. As there are no additional costs to riders, alternatives were not considered in this analysis. The complete Proposed Fare Structure can be found in **Attachment 4**.

*Table 2: Updated Fare Structure: Other Products*

Product	Payment Options	Category	Current
Local 31-Day Ticket	Pursuant to agreement with SamTrans Administrative Office	Adult	\$65.60
		Youth/Eligible Discount	\$27.00
Local One-way 10-Ticket pack	SamTrans Sales Outlets, SamTrans Administrative Office	Adult	\$22.50
		Youth/Eligible Discount	\$11.00
Summer Youth Pass	Mobile app, <a href="http://www.samtrans.com">www.samtrans.com</a> , SamTrans Administrative Office	Youth	\$40.00
Youth Unlimited Pass	Pursuant to agreement with SamTrans Administrative Office	Socio-Economically Disadvantaged Youth	Free
Way2Go Pass	Pursuant to agreement with SamTrans Administrative Office	Educational Institution	\$35 per semester / \$70 per year (\$2,500 annual minimum)
		Employer	\$75 per year (\$2,500 annual minimum)
		Residential Complex	\$40 per year (\$2,500 annual minimum)

**SAMTRANS TITLE VI POLICIES**

The Federal Transit Administration updated its Title VI of the Civil Rights Act of 1964 guidance in October 2012, through FTA Circular 4702.1B. This guidance requires that the governing authority of each federally assisted public transportation provider adopt three policies including:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

The District adopted its policies based on a number of factors, including existing policies already in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. The District published its policies for public review in January 2013 and conducted significant public outreach to solicit input. Following public engagement, the District revised the policy proposals and the Board of Directors adopted the revised policies at the March 13, 2013 meeting. The adopted policies follow and are included in **Attachment 3**.

**MAJOR SERVICE CHANGE POLICY**

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. An Equity Analysis completed for a major service change must be presented to the Board prior to adoption. A major service change is defined as a reduction or increase of 25 percent or more in total vehicle revenue miles in service on any

specific route over a one-week period.

## **DISPARATE IMPACT POLICY**

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations versus non-minority populations. Per FTA Circular 4702.1B:

*Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin....*

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly...and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, the District must analyze how the proposed action would impact minority populations as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold – or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold – the District must demonstrate that a substantial legitimate justification that cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The SamTrans Disparate Impact Threshold, which determines whether the impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment are significant enough to require further analysis, is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

## **DISPROPORTIONATE BURDEN POLICY**

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. Per FTA Circular 4702.1B:

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts borne by non-low-income populations.... The disproportionate burden threshold must be applied uniformly...and cannot be altered until the next [Title VI] program submission.*

*At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.*

The District's Disproportionate Burden Threshold, which determines whether the adverse impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment is significant enough to require mitigation, is established at 20% percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.



## **PUBLIC ENGAGEMENT FOR POLICY DEVELOPMENT**

FTA Circular C 4702.1B requires transit agencies to seek public input before Board action to adopt the Disparate Impact and Disproportionate Burden policies. Staff received public input through four community meetings throughout the county to further develop the District's Major Service Change, Disparate Impact and Disproportionate Burden policies. Comments were also made through the mail, telephone, and the dedicated e-mail address of TitleVI@samtrans.com. The community meetings were held:

- Tuesday, Feb. 12, 2013 6:30 p.m. to 8 p.m.  
Pacifica Sharp Park Library  
104 Hilton Way, Pacifica
- Tuesday, Feb. 19, 2013 6:30 p.m. to 8 p.m.  
War Memorial Activity Room  
6655 Mission St., Daly City
- Thursday, Feb. 21, 2013 10:00 a.m. to 11:30 a.m.  
SamTrans Offices  
1250 San Carlos Ave., San Carlos
- Monday, Feb. 25, 2013 6:30 p.m. to 8 p.m.  
Lewis and Joan Platt East Palo Alto Family YMCA  
550 Bell St., East Palo Alto

A total of 15 members of the public participated in the meetings, providing valuable comments for staff. Upon receipt of the input from meeting attendees, staff revised the proposals for its standards and policies and submitted them for Board approval. The Board of Directors approved the Policies on March 13, 2013.

More information regarding SamTrans's Title VI policies and standards can be found here: <http://www.SamTrans.com/riderinfo/TitleVI.html>

## ■ EQUITY EVALUATION OF PROPOSED CHANGE – YOUTH UNLIMITED PASS

In accordance with 49 CFR Section 21.5 (b) (2), 49 CFR Section 21.5 (b) (7) and Appendix C to 49 CFR part 21, grantees must evaluate all non-exempt fare changes to determine whether those changes have a discriminatory impact on minority or low-income populations.

In performing this analysis, District staff concluded that adding the Youth Unlimited Pass to replace the Discounted Youth Local Monthly Pass **would not have a disparate impact on minority customers, nor impose a disproportionate burden on low-income customer's based on the SamTrans Policies.**

### FARE EQUITY METHODOLOGY OVERVIEW

Based on FTA Circular 4702.1B, for proposed changes to fares by payment type or fare media, the District should analyze any available information generated from ridership surveys that indicate whether minority and/or low-income passengers are more likely to use the payment types subject to the proposed change and the associated fare changes resulting from the change. If the difference in the percentage change experienced between minority riders and non-minority riders is greater than 20%, that would suggest that the fare change would result in disparate impacts on minority populations. Further, if the percentage difference in the change experienced between low-income riders and non-low-income riders is greater than 20%, that would suggest that the fare change would result in a disproportionate burden to low-income populations. A difference of less than 0% (any negative percentage) would indicate that the fare change would benefit those populations more than the others.

The analysis and methodology for this study rely upon data from both the “Youth Unlimited Fare Survey” and the SamTrans 2021 Triennial Survey as Youth Unlimited Fare Survey yielded a relatively small sample size.

The methodology developed to analyze the impact of the fare proposal on minority populations compared to non-minority populations, and low-income populations compared to non-low-income populations, included the following steps:

1. Analyzing the percentage of the proposed fare discount on the Discounted Youth Local Monthly passes compared with the breakdown of system-wide fare payment methods.
2. Approximating the threshold for low-income status as those with an annual household income at or below 200 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines in 2021.
3. Defining the term “minority” to mean those who self-identified as any ethnicity other than “white” alone in the SamTrans 2021 Triennial Survey and Youth Unlimited Fare

Survey.

4. Using SamTrans 2021 Triennial Survey data, Youth Unlimited Fare Survey data, and current and proposed changes to the Fare Structure to determine if the proposed fare changes will have a disparate impact or disproportionate burden on minority or low-income populations, respectively, based on the agency's associated policies.

## **POTENTIAL ADVERSE EFFECTS**

Typically, adverse effects associated with a fare change relate to the cost increase of a transit trip, fare or fare media. The Youth Unlimited Pass will provide discounts to eligible youth riders with little or no impact on other ridership. Accordingly, this analysis does not anticipate any potential adverse effects to current or potential riders. Rather, the expansion of new fare product would create an overall benefit for the ridership by offering a reduced fare for eligible low-income youth.

## **DATA USE AND ANALYSIS**

For purposes of examining the fare payment behavior, the following data was used:

- The Youth Unlimited Fare Survey contains pilot program participant demographics that include ethnicity, race, and household size. A total of 329 surveys were completed by pilot participants. The useable sample size is 322 and allows for a program specific analysis. This cross section of income and household data provides a more accurate profile of low-income SamTrans riders.
- The SamTrans 2021 Triennial Survey contains information on customers' riding behavior including fare usage, ethnicity, income, household size and other fare related information. This is the most comprehensive survey since the beginning of the COVID-19 pandemic. The fieldwork for the 2021 Triennial Survey was conducted between September and November 2021. A total of 2,370 surveys were completed by SamTrans riders. Given the size and scope of the 2021 SamTrans system-wide onboard customer survey (2,370 total respondents with a margin of error of +/- 1.34 percent at a confidence level of 95 percent), the data generally can be used to develop cross-tabulations to conduct in-depth analysis regarding the potential impact of the proposal on minority and low-income populations.
- For both the SamTrans 2021 Triennial Survey and the Youth Unlimited Fare Survey, "minority" respondents includes riders who self-identified as Asian, Pacific Islander, Middle Eastern, Hispanic (non-White), Black/African American, American Indian/Alaskan Native and Mixed. "Non-minority" is defined as white. Both surveys break down Asian into Filipino, Chinese, Vietnamese, and Indian/Pakistani. This question is not mandatory. However, multiple answers were accepted for this question.
- For the analysis using the SamTrans 2021 Triennial Survey, a rider is identified as "low-income" if the rider's household income is under 200% of the federal poverty level. This is

used to account for the region’s higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income combinations that comprise “low-income” as follows:

**HHS 2021 Poverty Guidelines**

LOW INCOME	
Household Size	Household Income
1+	Under \$26K
2+	Under \$35K
3+	Under \$45K
4+	Under \$55K
5+	Under \$65K

For example, a household of two or more persons with an income of \$33,000 would be considered low-income and meet the income requirements of SED program participation.

**Data Assumptions:**

- Even though the SamTrans 2021 Triennial Survey data is a robust set, some passengers preferred not to reveal their ethnicity, income, age, fare type, fare category, and/or household size. Based on the available data, the useable data set includes those who responded to all questions. While it would have been ideal for all riders to have responded to all of the questions, excluding some data from the evaluation is not a significant detriment to comprehensive evaluation.
- Similarly, the Youth Unlimited Fare Survey useable data includes information from those who responded to the ethnicity question. Given the requirements for participation in the Youth Unlimited Pilot Program, the assumption is that all received surveys represent low-income populations and the Youth fare category.
- The Average Fare Analysis compared income, household, fare, fare type and ethnicity status across fare categories (Adult, Youth, and Eligible Discount). Similarly, the useable data for this analysis includes responses to all of these questions. Express and Way2GoPass figures were not included.

**ANALYSIS METHODOLOGY**

The Fare Equity Analysis uses an FTA-approved methodology to assess the effects of a fare change. This methodology assesses whether protected riders are disproportionately more likely to use the affected fare type or media, and if such effects are adverse. In accordance with the Disparate Impact Policy and Disproportionate Burden Policy, impacts will be considered disproportionate when the difference between the affected fare types’ protected ridership share and the overall system’s protected ridership share is greater than 20%.

In addition, an Average Fare Analysis was conducted to assess the impact of the discount as it

relates to other fare types and fare categories, as further described below.

## FARE EQUITY ANALYSIS FINDINGS

### Disproportionate Burden Analysis

This analysis examines the impacts of the fare change on low-income riders using both the Youth Unlimited Fare Survey data and the SamTrans 2021 Triennial Survey.

*Table 3: Low-Income vs. Non- Low-Income Ridership*

	Low-Income	Non-Low-Income	Total	Sample Size
All Riders	63.34%	36.66%	100%	1173
Youth Unlimited Fare	100%	0%	100%	322
<b><i>Difference from all Riders</i></b>	-33.66%	33.66%	--	--

Any child under the age of 18 and part of the SED program is eligible for a free Youth Unlimited Pass. Given the income restrictions for this program, the participants of the survey are all considered low-income. The dataset indicates that low-income riders will receive 100% of the benefit from Youth Unlimited Fare Program. This exceeds the share of low-income riders in the SamTrans system as a whole. **As a result, the introduction of this new fare would not place a disproportionate burden on SamTrans low-income riders, but in fact results in a disproportionate benefit to low-income riders.**

### Disparate Impact Analysis

This analysis examines the impacts of the fare change on minority riders using both the Youth Unlimited Fare Survey data and the SamTrans 2021 Triennial Survey.

Table 4: Minority vs. Non-Minority

	Minority	Non-Minority		Sample Size
All Riders	84.14%	15.87%	100%	1173
Youth Unlimited Fare	93.13%	6.88%	100%	322
<b><i>Difference from all Riders</i></b>	<b>-8.99%</b>	<b>8.99%</b>	--	--

Table 5: Low-Income Minority vs. Low-Income Non-Minority

	Minority	Non-Minority		Sample Size
All Riders	90.17%	9.83%	100%	743
Youth Unlimited Fare	93.12%	6.88%	100%	322
<b><i>Difference from all Riders</i></b>	<b>-2.95%</b>	<b>2.95%</b>	--	--

The Youth Unlimited Pass minority ridership exceeds the share of minority riders in the SamTrans system as a whole. The two tables above compare the Youth Unlimited Fare Survey ridership results with the overall ridership from the SamTrans 2021 Triennial Survey. Minority riders and minority low-income riders would more likely benefit from the Youth Unlimited Fare and **therefore, the discounted fare would not result in a disparate impact on minority riders.**

## AVERAGE FARE ANALYSIS METHODOLOGY

As the Youth Unlimited Pass will replace the Discounted Youth Local Monthly Pass, an Average Fare Analysis was also conducted. The proposed change only affects the Youth Fare Category and the Discounted Youth Local Monthly Pass. The analysis was done to assess whether the changes would lead to an overall disparate impact or disproportionate burden when compared with other fare categories.

The “Average Fare Analysis” is the comparative tool used to determine the impact to minority and low-income riders by analyzing specific ridership and fare payment changes along with the impacts associated with changes in each fare category. The model usually compares “unit fares” among many fare types. This analysis used this Average Fare Analysis to incorporate the Adult fare category and Eligible Discount fare category users among all fare products.

The analysis provides a disaggregation of income and ethnicity within each fare category and fare type. This includes a comparison of the current fare with the proposed fare. The Average Fare Analysis also provides the percentage change between the existing and proposed fare structures by fare type, for ridership income and minority status, to assess whether the proposed fare change will fall within the thresholds (20% established by the District's Disproportionate Burden and Disparate Impact Policies).

To determine the comparative percentage change for each fare and rider group, the number of survey respondents is multiplied by the ridership in each fare and rider group. This number is then multiplied by both the existing fare as well as the proposed fare so that the difference between the two can be examined. Those totals are then added up respectively and the difference between the total existing fare and the total proposed fare for each group (including minority passengers, non-minority passengers, low-income passengers and non-low-income passengers) is then translated into a percent change. These percent changes are then compared with each passenger type's overall ridership to determine whether the impact of the fare increase is felt proportionally to the overall ridership, or rather, whether a disparate impact and/or disproportionate burden exists.

Table 6 shows the calculated average fare difference between the current annual and proposed annual fare. Tables 7 and 8 calculate the difference of the proportional change of the impact of the fare change. **The difference in impact for all protected groups is below the Disparate Impact/Disproportionate Burden thresholds and, therefore, there is no disparate impact or disproportionate burden.**

*Table 6: Comparison of Average Fare and Proposed Annual Fare*

	Minority	Non-Minority	Low-Income	Non-Low-Income
<b>Total Current Average Fare</b>	<b>\$ 90,378,6398.79</b>	<b>\$ 12,229,201.55</b>	<b>\$ 79,025,955.64</b>	<b>\$ 23,581,884.70</b>
<b>Average Current Annual Fare</b>	<b>\$ 18.48</b>	<b>\$ 15.45</b>	<b>\$ 19.53</b>	<b>\$ 14.41</b>
<b>Total Proposed Average Fare</b>	<b>\$ 65,426,599.39</b>	<b>\$ 10,387,704.68</b>	<b>\$ 52,231,819.38</b>	<b>\$ 23,581,884.70</b>
<b>Average Proposed Annual Fare</b>	<b>\$ 13.38</b>	<b>\$ 13.12</b>	<b>\$ 12.91</b>	<b>\$ 14.41</b>

Table 7: Comparison of Average Fare and Proposed Annual Fare: Minority and Non-Minority

	Minority %	Minority #	Non-Minority %	Non-Minority #
Total Change in Fare per Group	-100%	\$(24,952,039.39)	-100%	\$ (1,842,096.87)
Average Change in Fare Group		\$ (5.10)		\$ (2.33)
% Change as Percent of Fare Change		93.125%		6.875%
% Ridership from Survey		86.07%		13.93%
Difference of Proportional Impact of Fare Change		7.06%		-7.06%
Difference between Protected Class and non-Protected Class	0%		0%	

Table 8: Comparison of Average Fare and Proposed Annual Fare: Low-Income and Non-Low-Income

	Low Income%	Low-Income #	Non-Low-Income %	Non-Low- Income #
Total Change in Fare per Group	-100%	\$ (26,794,136.25)	-100%	\$ (0)
Average Change in fare Group		\$ (6.62)		\$ (0)
% change as percent of fare change		100%		0
% ridership from survey		71.20		28.80
Difference of Proportional Impact of Fare change		28.80%		-28.80%
Difference between Protected Class and non-Protected class	0%		0%	

A full Average Fare Table can be found in **Attachment 5**. In addition, a complete evaluation report of the Youth Unlimited Pilot Program can be found in the [Youth Unlimited Pilot Program Evaluation Report](#).



## ■ PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

### **DISSEMINATION OF INFORMATION, INCLUDING TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS**

FTA Circular 4702.1B requires transit agencies to seek public input before Board approval for Major Service Changes or Fare Changes. The SamTrans’s public participation process offers early and continuous opportunities for the public (including minorities and people with low incomes) to be involved in the identification of potential impacts of proposed transportation decisions. Efforts to involve minority and low-income populations include both comprehensive measures and measures targeted at overcoming language and other barriers that prevent such populations from effective participation in decision-making.

District staff began outreach to San Mateo County schools for implementation of the Youth Unlimited Pilot Program in January 2022. With close collaboration with the schools and districts, passes were distributed to eligible students. The District's public information campaign began in January 2022 with the creation of [a website](#) that is available in multiple languages via automatic translation.

A pilot program participant survey was conducted during March 2022 and was available in English, Spanish, and Chinese. The survey was sent to participating schools that distributed the surveys. The students or their parents/guardians could fill out the survey. Approximately 63 (19.6%) of the surveys were completed in Spanish, 256 (79.8%) surveys in English and two (.6%) in Chinese. Approximately 19.6% of the survey participants indicated that they spoke English either “Not Well” or “Not at all.” When asked whether English was spoken at home, 29% of the respondents indicated that it was spoken “Not well” or “Not at all.”

## **PUBLIC OUTREACH**

On May 24, 2022, the District held a Virtual Community Meeting in both Spanish and English. Email and social media posts were sent to over 80 contacts. Three individuals attended. The Facebook event invite, Facebook post and Twitter post can be found in **Attachment 6**. The English and Spanish presentations can be found on the [Youth Unlimited Program homepage](#). No requests for translation or interpretation in languages other than Spanish were received, so translation and interpretation in other languages was not offered.

In addition, emails announcements were sent to contacts at 55 schools. The list of schools and school districts can be found in **Attachment 7**.

Staff also presented the Youth Unlimited Fare Evaluation at the June 1, 2022 District Board of Directors meeting.

The District's public participation process included measures to disseminate information on the proposed service changes to LEP persons, as well as at public hearings and meetings. The SamTrans Customer Service Center offers foreign language translation service via in-house translators and the Language Line.

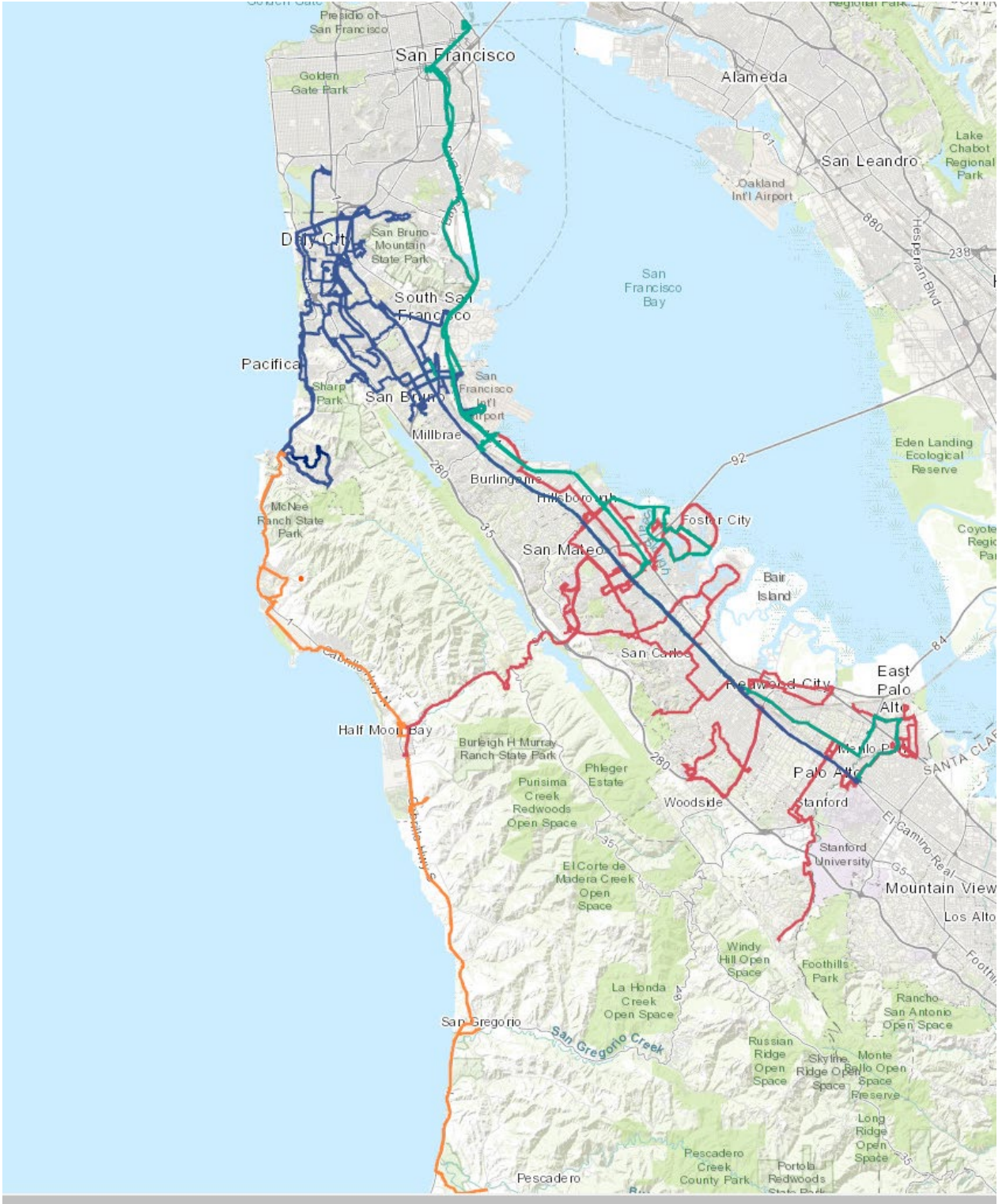
## **PUBLIC COMMENTS**

### **Summary of Comments**

As of June 1, 2022, SamTrans received a total of 138 comments from the various forms of outreach. One comment was provided through the Virtual Community Meeting (**Attachment 8**) and another during the SamTrans Board of Directors meeting in June. One hundred and thirty-six comments were also submitted through the open-ended question requesting feedback in the survey. All comments received that were relevant to Youth Unlimited Fare were in support of continuation of the program.

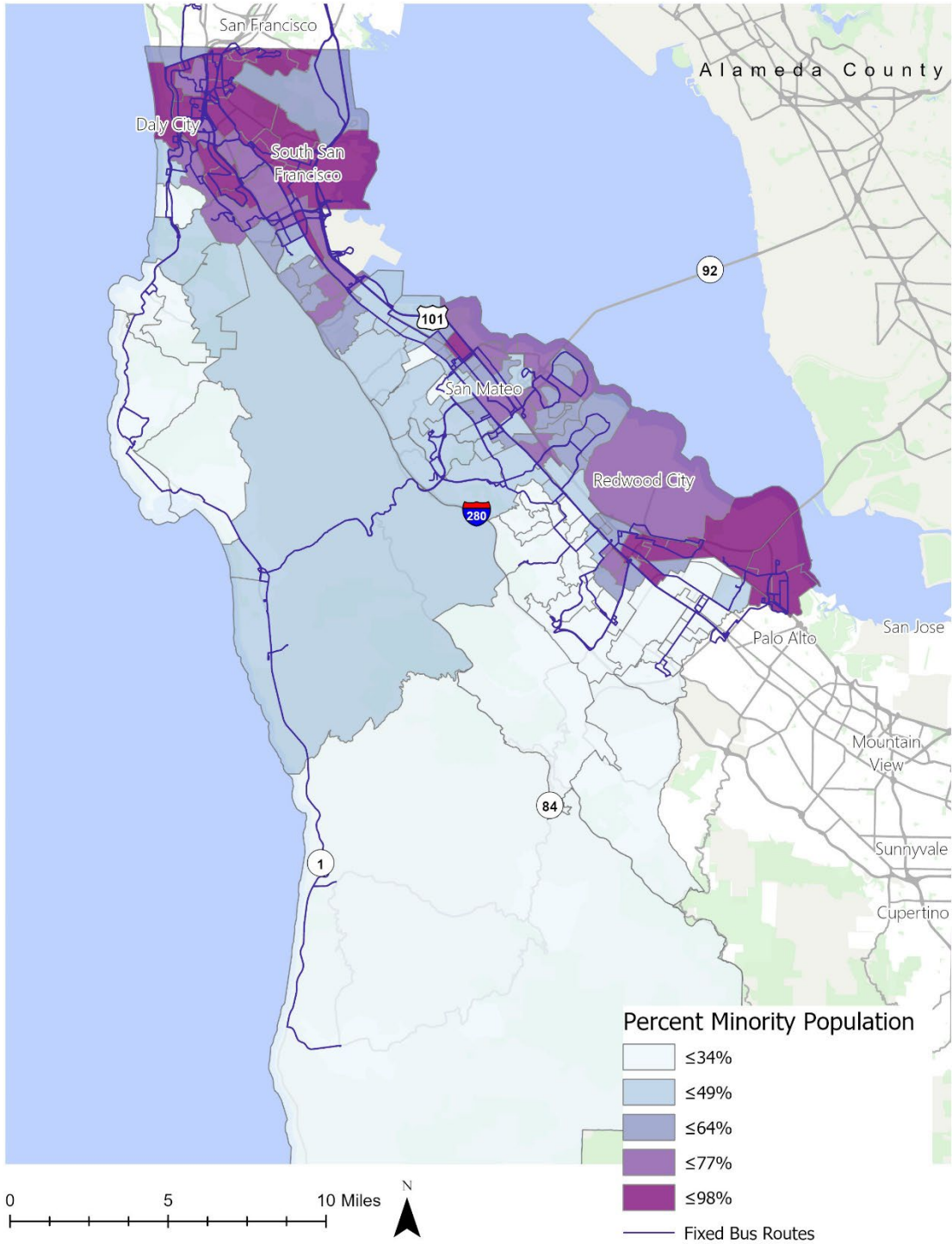
## **ATTACHMENT 1 – SAMTRANS SYSTEM MAP**

# SamTrans System Map

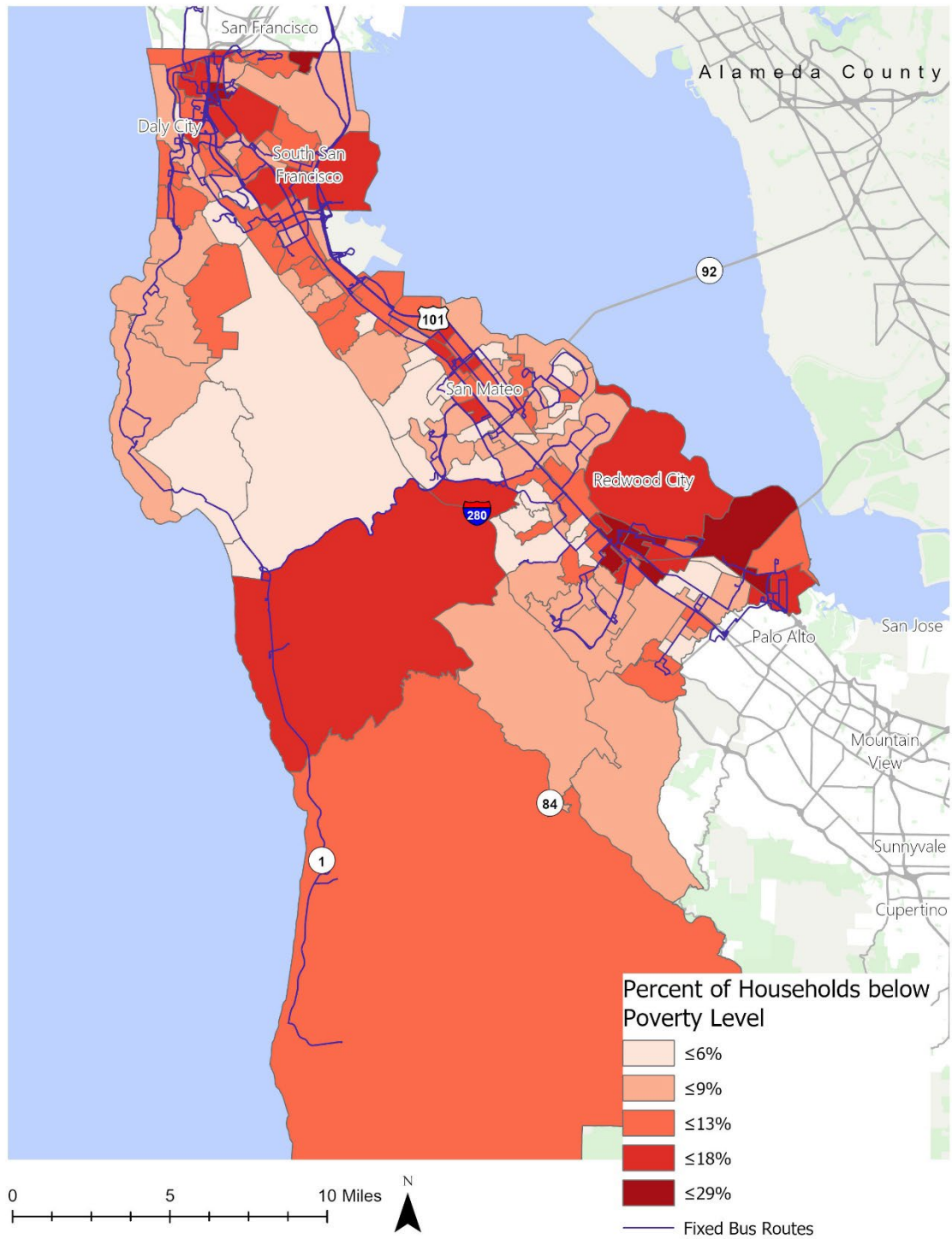


**ATTACHMENT 2 –  
SERVICE AREA DEMOGRAPHICS: MINORITY AND  
LOW-INCOME POPULATIONS IN SAN MATEO  
COUNTY**

### Minority Populations by Census Tract



# Households below Poverty Level by Census Tract





**ATTACHMENT 3 –  
BOARD APPROVAL OF DISPARATE IMPACT AND  
DISPROPORTIONATE BURDEN POLICIES**

RESOLUTION NO. 2013-09

BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT  
STATE OF CALIFORNIA

\* \* \*

**ADOPTION OF SYSTEM-WIDE SERVICE STANDARDS AND POLICIES, DEFINITION OF "MAJOR SERVICE CHANGE," AND DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

**WHEREAS**, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

**WHEREAS**, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

**WHEREAS**, as set forth in the above-referenced Circular, the Board of Directors is required to adopt System-Wide Service Standards and Policies to guide the equitable distribution of SamTrans programs and services; and

**WHEREAS**, the San Mateo County Transit District (District) is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

**WHEREAS**, over the past two months, District staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

**WHEREAS**, the General Manager/CEO recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of SamTrans' programs and services to ensure they are provided equitably, without discrimination based on race, color or national origin.

**NOW, THEREFORE, BE IT RESOLVED** the Board of Directors of the San Mateo County Transit District hereby approves the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies.

Regularly passed and adopted this 13<sup>th</sup> day of March, 2013 by the following vote:

AYES: DEAL, GEE, GUILBAULT, HARRIS, KERSTEEN-TUCKER,  
LLOYD, MATSUMOTO, TISSIER, GROOM

NOES: NONE

ABSENT: NONE

Carole Groom  
Chair, San Mateo County Transit District

ATTEST:

Shantia Martinez  
District Secretary

## **STAFF REPORT ATTACHMENT**

### **SAMTRANS TITLE VI STANDARDS AND POLICIES**

Federal Title VI requirements of the Civil Rights Act of 1964 were recently updated by the Federal Transit Administration (FTA) and now require each large public transportation provider's governing board to approve five standards and policies:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- System-wide Service Standards
- System-wide Service Policies

Staff has developed draft standards and policies and included them within this document for Board review.

The first policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population. The last two policies define service standards and policies to be used when determining whether service and amenities are distributed equitably to minority and non-minority routes and facilities.

The Major Service Change Policy, Disparate Impact Policy, and Disproportionate Impact Policy are currently going through public review via a series of four public meetings held throughout the county. Information about the Title VI process, complaint procedures, and the proposed standards and policies are available via the SamTrans website as well by calling the customer service phone number or emailing a dedicated email address.

These policies are in draft form and will be revised based on input from the public and the Board. They will be brought back as final proposals for approval by the Board at the March 13 meeting.

## **PART 1**

### **MAJOR SERVICE CHANGE POLICY**

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the San Mateo County Transit District Board of Directors for its consideration and included in the SamTrans Title VI Program with a record of action taken by the Board.

A major service change is defined as:

A reduction or increase of 25 percent or more in total vehicle revenue miles in service on any specific route over a one-week period.

The following service changes are exempted:

- Changes to a service on a route with fewer than 10 total trips in a typical service day are not considered "major" unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- SamTrans-operated transit service that is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops.

## PART 2

### DISPARATE IMPACT POLICY

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations. Per FTA Circular 4702.1B:

*Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin...*

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact minority as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold, SamTrans must evaluate whether there is an alternative that has a more equitable impact. Otherwise, SamTrans must take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

## PART 3

### DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations. Per FTA Circular 4702.1B:

*The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations.... The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next [Title VI] program submission.... At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed fare[/service] change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable. The transit provider should describe alternatives available to low-income populations affected by the fare[/service] changes.*

The SamTrans Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

## PART 4

### SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1B SamTrans must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by SamTrans for other purposes.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

- A. Vehicle Load
- B. Vehicle Headways
- C. On-time Performance
- D. Service Availability

For the purposes of defining service standards and policies for SamTrans fixed-route service, the agency has split its system into four route categories:

- Coastal: Routes serving the coastal community – from Half Moon Bay to Pacifica, excluding those routes which link Pacifica to Daly City.
- Community: Infrequent, community-specific routes which do not operate during off-peak hours.
- Local: Routes designed to carry passengers between major passenger hubs, employment centers, and residential neighborhoods.
- Multi-city: Routes serving multiple cities, including some offering express or late-night service.
- Mainline: Long-distance routes serving significant portions of the county, generally at higher frequency.

The categories were not developed to, and in fact do not, differentiate routes by minority or income status of the areas or passengers served. The following chart illustrates which routes belong to each category:

**Exhibit 1: Routes by Category**

Category	Routes
Coastal	14, 16, 17, 294
Community	24, 35, 36, 38, 43, 46, 53, 54, 55, 58, 72, 73, 83, 85
Local	110, 112, 118, 120, 121, 122, 123, 130, 132, 133, 140, 141, 250, 251, 260, 262, 270, 271, 274, 280, 281
Multi-City	295, 296, 297, 359, 397, KX
Mainline	292, 390, 391, ECR



SamTrans also defines service standards differently for peak and off-peak service. "Off-peak" refers to weekday midday and evening service, as well as Saturday, Sunday, and Holiday service.

## A. VEHICLE LOAD

Vehicle Load Factor is described as follows by FTA Circular 4702.1B:

*Vehicle load can be expressed as the ratio of passengers to the total number of seats on a vehicle. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. A vehicle load standard is generally expressed in terms of peak and off-peak times. Transit providers that operate multiple modes of transit must describe the specific vehicle load standards for peak and off-peak times for each mode of fixed-route transit service (i.e., bus, express bus, bus rapid transit, light rail, heavy rail, commuter rail, passenger ferry, etc., as applicable), as the standard may differ by mode.*

SamTrans calculates Vehicle Load Factor by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route. Vehicle Load Factor is monitored regularly to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. Vehicle Load Factor standards are presented in the exhibit below.

**Exhibit 2: Vehicle Load Factor Standards**

Category	Peak	Off-Peak
Coastal	1.25	1.00
Community	1.50	N/A
Local	1.25	1.00
Multi-City	1.25	1.00
Mainline	1.50	1.25

## B. VEHICLE HEADWAY

Vehicle headway is described as follows by FTA Circular 4702.1B:

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

destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.

SamTrans calculates headway by determining the average length of time between buses on each route during peak and off-peak times. In the event a route regularly exceeds Vehicle Load Factor standards, SamTrans will evaluate whether frequency on that route should be adjusted within the confines of existing or expected funding levels. Vehicle headway standards are presented in the exhibit below.

**Exhibit 3: Vehicle Headway Standards**

Category	Peak	Off-Peak
Coastal	90 minutes	90 minutes
Community	60 minutes	N/A
Local	60 minutes	60 Minutes
Multi-City	60 minutes	60 Minutes
Mainline	30 minutes	60 minutes

## C. ON-TIME PERFORMANCE

On-time performance is described as follows by FTA Circular 4702.1B:

*On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." For example, a transit provider may consider it acceptable if a vehicle completes a scheduled run between zero and five minutes late in comparison to the established schedule. On-time performance can be measured against route origins and destinations only, or against origins and destinations as well as specified time points along the route. Some transit providers set an on-time performance standard that prohibits vehicles from running early (i.e., ahead of schedule) while others allow vehicles to run early within a specified window of time (e.g., up to five minutes ahead of schedule). An acceptable level of performance must be defined (expressed as a percentage). The percentage of runs completed system-wide or on a particular route or line within the standard must be calculated and*

measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window.

A bus is determined to be late if it departs its scheduled "time point" five or more minutes later than the published time. Buses are considered early if they depart from a published time point at any time prior to the scheduled departure. It is SamTrans' goal to be on-time at least 85 percent of the time. On-time performance is tracked and published on a weekly basis and also included within monthly performance reports to the SamTrans Board of Directors. Bus Transportation staff also regularly monitors on-time performance and counsels operators who consistently fail to meet on-time performance standards that are within their control. Discussions with bus operators are also used to identify vehicle scheduling issues which are corrected through service changes three times annually. On-time performance standards are presented in the exhibit below.

**Exhibit 4: On-Time Performance Standards**

Category	Peak	Off-Peak
Coastal	85 percent	85 percent
Community	85 percent	N/A
Local	85 percent	85 percent
Multi-City	85 percent	85 percent
Mainline	85 percent	85 percent

## **D. SERVICE AVAILABILITY**

Service availability/transit access is described as follows by FTA Circular 4702.1B:

*Service availability is a general measure of the distribution of routes within a transit provider's service area. For example, a transit provider might set a service standard to distribute routes such that a specified percentage of all residents in the service area are within a one-quarter mile walk of bus service or a one-half mile walk of rail service. A standard might also indicate the maximum distance between stops or stations. These measures related to coverage and stop/station distances might also vary by population density. For example, in more densely populated areas, the standard for bus stop distance might be a shorter distance than it would be in less densely populated areas, and the percentage of the total population within a one-quarter mile walk of routes or lines might be higher in more densely populated areas than it would be in less densely populated areas. Commuter rail service or passenger ferry service availability standards might include a threshold of residents within a certain driving distance as well as within walking distance of the stations or access to the terminal.*

SamTrans' goal is to ensure 70 percent of county residents live within walking distance (i.e., one quarter mile) of a bus stop. SamTrans service is particularly strong in communities with significant minority and low-income populations. Transit access is determined by mapping all active bus stops within the system and then calculating the population (based on 2010 Census data) within one-quarter mile radii of those stops. This information is then compared to the total county population.

## PART 5

### SYSTEMWIDE SERVICE POLICIES

The FTA requires fixed-route transit providers to develop a policy for each of the following service indicators. Transit providers also may opt to set policies for additional indicators. The following system-wide policies differ from service standards in that they are not necessarily based on meeting a quantitative threshold, but rather qualitative evaluation results:

- A. Vehicle Assignment
- B. Transit Amenities

#### A. VEHICLE ASSIGNMENT

Vehicle assignment is described as follows by FTA Circular 4702.1B:

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

SamTrans' policy with respect to vehicle assignment is depot-specific. SamTrans currently has four general types of buses in the fleet, all of which are maintained to the same strict standards (whether by the District or its contract operator):

- 29-foot transit coaches
- 35-foot low-floor transit coaches
- 40-foot transit coaches
- 60-foot articulated coaches

All buses have the same level of amenities available to riders. Coaches are distributed among the various depots according to the number of operator runs assigned to each depot. The specific type of vehicle is then chosen by the operator based on the demands of the specific schedules he/she will be operating that day (i.e., shorter buses

District policy also states that all bus shelters shall include trash receptacles and that all stops with shelters and benches be cleaned and have their trash receptacles emptied at least once each week.

### **Bus Stop Benches**

Benches are considered for installation based on the following criteria:

- Stops where more than 200 passengers board each day.
- Distribution of benches county-wide should match the distribution of minority Census tracts.

District policy states that stops with benches shall be cleaned at least once each week.

### **Trash Receptacles**

Trash receptacles are considered for installation based on the following criteria:

- Stops where over 200 passengers board each day.
- Distribution of trash receptacles county-wide should match the distribution of minority Census tracts.

District policy states that trash receptacles shall be emptied at least one each week.

### **Next Bus Arrival Signage**

Electronic signage informing passengers of the predicted arrival of the next bus for a given route can significantly improve the experience for customers. The District's policy with respect to electronic bus arrival signage is to install signage at locations meeting the following criteria:

- The location is a multi-modal transit center.
- The location is served by multiple SamTrans routes.
- Ridership is high at the location.
- Funding is available for installation/maintenance (e.g. from partner agencies).
- Installation is coordinated with other applicable agencies.

If and when SamTrans is in a position to introduce a comprehensive, system-wide electronic signage program, new policies will be developed to ensure equitable siting.

**ATTACHMENT 4: PROPOSED FARE STRUCTURE**





**Resolution No. 2022 – 45**

**Board of Directors, San Mateo County Transit District  
State of California**

\* \* \*

**Amending the Fare Structure to Make the Youth Unlimited Pass a Permanent Fare Product,  
Add the Regional All-Agency Pass Pilot Program and Make Other Minor Revisions, and  
Approving the  
Title VI Analysis of the Youth Unlimited Pass**

**Whereas**, pursuant to Resolution No. 1982-27, dated April 28, 1982, the Board of Directors (Board) of the San Mateo County Transit District (District) adopted a Codified Tariff (currently known as the "Fare Structure") to outline the classifications, costs and regulations of SamTrans services and fare media; and

**Whereas**, the Board has the authority to modify the Fare Structure in order to change fares and implement policy or administrative changes to SamTrans service; and

**Whereas**, pursuant to Resolution No. 2019-4, the Board adopted the SamTrans Fare Policy (Fare Policy), which establishes high-level guidelines for staff and the Board to consider when modifying fares; and

**Whereas**, the District last took action to modify the Fare Structure on August 4, 2021; and

**Whereas**, the Youth Unlimited Pilot Program launched on January 1, 2022 in partnership with the San Mateo County Office of Education to provide free SamTrans bus fares for socioeconomically disadvantaged (SED) students, as defined by the California Department of Education; and

**Whereas**, due to the success of the pilot program in achieving or exceeding the established evaluation metrics, staff recommends implementing the Youth Unlimited Pass as a permanent program for SED students effective August 2022 and reflecting this change in the Fare Structure; and

**Whereas**, under Title VI of the Civil Rights Act of 1964 and its implementing regulations, including Federal Transit Administration Circular C 4702.1 B, the District is required to perform a Title VI Fare Equity Analysis in conjunction with certain proposed fare changes to assess whether they will result in disparate impacts or disproportionate burdens on minority or low-income populations, respectively; and

**Whereas**, on March 13, 2013, by Resolution No. 2013-99, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare or major service changes are deemed to have disparate impacts or disproportionate burdens on minority or low-income populations; and

**Whereas**, staff has prepared a Title VI Equity Analysis that assesses the potential effects of adding the Youth Unlimited Pass to the Fare Structure, and has concluded that the fare change would result in no disparate impacts on minority passengers nor disproportionate burdens on low-income passengers; and

**Whereas**, the objective of the Regional All-Agency Pass Pilot Program is to evaluate the degree to which an institutional transit pass covering fares on all transit services in the region would increase transit ridership and better meet the needs of transit users and institutions such as employers, colleges and residential housing developers; and

**Whereas**, the Regional All-Agency Pass Pilot Program is being managed by staff from the Metropolitan Transportation Commission (MTC) and Bay Area Rapid Transit District (BART) under the continued oversight of the multi-agency Fare Integration Task Force; and

**Whereas**, staff recommends the District participate in the Regional All-Agency Pilot Program; and

**Whereas**, staff recommends amending the Fare Structure to add the Youth Unlimited Pass and All-Agency Regional Pass Pilot Program, as well as to replace limited paper Local Monthly Passes with a Local 31-Day Ticket and make other minor changes as shown in the attached Fare Structure; and

**Whereas**, staff has determined that the proposed revisions to the Fare Structure are consistent with the District's Fare Policy; and

**Whereas**, staff recommends that the Board of Directors approve the Title VI Equity Analysis for the Youth Unlimited Program; authorize participation in the Regional All-Agency Pass Pilot Program; amend the Fare Structure to implement the actions described in these recitals; and authorize the Acting General Manager/CEO, or designee, to take all actions necessary to implement this Resolution.

**Now, Therefore, Be It Resolved** that the Board of Directors of the San Mateo County Transit District hereby:

1. Approves staff's recommendation to make the Youth Unlimited Pass a permanent program;
2. Authorizes the District to participate in the Regional All-Agency Pass Pilot Program;


3. Finds pursuant to Title VI of the Civil Rights Act of 1964 that adding the Youth Unlimited Pass to the Fare Structure will not have a disparate impact on minority populations nor impose a disproportionate burden on low-income populations;
4. Approves the Title VI Equity Analysis of the Youth Unlimited Program; and
5. Amends the Fare Structure, attached as Attachment A and incorporated herein by this reference.

Regularly passed and adopted this 6th day of July, 2022 by the following vote:

Ayes: Fraser, Gee, Groom, Guilbault, Medina, Pine, Powell, Ratto

Noes: None

Absent: Stone



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Chair, San Mateo County Transit District

Attest:



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District Secretary