



TITLE VI PROGRAM

OCTOBER 2016

San Mateo County Transit District (SamTrans)

1250 San Carlos Avenue

San Carlos, CA 94070-1306

(650) 508-6200

SAN MATEO COUNTY TRANSIT DISTRICT

(SAMTRANS)

TITLE VI PROGRAM

PREPARED FOR:

FEDERAL TRANSIT ADMINISTRATION
REGION IX

PREPARED BY:

SAN MATEO COUNTY TRANSIT DISTRICT

OCTOBER 2016

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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 1964 Civil Rights Act 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 has the responsibility to ensure 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 FTA information on its compliance with Title VI regulations. At a minimum, it 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. SamTrans is required to submit a Title VI Program every three years and to document that services and benefits are provided in a non-discriminatory manner. This document covers the period from 2013 through 2016.

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

1. Discussion and attachments pertaining to general Title VI requirements.
 - a. Title VI Notice to Public
 - b. Title VI Complaint Procedures
 - 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. Monitoring Program Results
 - e. Public Engagement for 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 Federal Transit Administration (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, contained in Appendix A.

2. Title VI Complaint Procedures

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 the Circular, 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 LAP 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 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. It is the only relevant organization for community relations outside of SamTrans internal departments. 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 shall assist the SamTrans Board of Directors in any manner the Board deems appropriate.

SAN MATEO COUNTY TRANSIT DISTRICT | TITLE VI PROGRAM

The purpose of the CAC is to help the San Mateo County District 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 focus of the CAC is 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.

The CAC meets on the last Wednesday of each month at 6:30 p.m. in the SamTrans administrative office, 1250 San Carlos Ave. in San Carlos. 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 if terms expire. SamTrans is proactive with respect to recruiting new CAC members, including individuals from traditionally underserved communities, from San Mateo County and all applications are kept on file. Ads are sometimes placed in the papers of record in San Mateo County, with language-specific ads placed in the Asian Journal (Mandarin), El Observador (Spanish), and Half Moon Bay Review (bilingual English/Spanish). Onboard take-ones (which have been found to be the best method for customers to receive information) are provided in English and sometimes Spanish. SamTrans also provides English language in the following forms:

- News release.
- 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 (2016) CAC Membership List

Race	Represents
American Indian/Alaska Native	Community Riders
Asian	Community Riders
Asian	Multimodal Riders
Asian	Community Riders
Asian	Bus Riders
Black or African American	Community Riders
Native Hawaiian or Pacific Islander	Bus Riders
White	Bus Riders
White	Multimodal Riders
Declined to Respond	Bus Riders
Declined to Respond	Bus Riders
Declined to Respond	Multimodal Riders
Declined to Respond	Multimodal Riders
Declined to Respond	Multimodal Riders
Declined to Respond	Bus Riders

7. Sub-recipient Monitoring

SamTrans is currently responsible for one sub-recipient of Federal Transit Administration (FTA) funding for the Last- Mile Connections Program:

- Peninsula Jewish Community Center

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 indicates 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:

- 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.*
- 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 aware of their responsibilities with respect to Title VI and meet 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 this circular, 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 responsible for reporting as outlined in Chapter IV of this Circular.**
- 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*

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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 for clarification of reporting responsibilities by recipient category.

Given the sub-recipient is tied to a specific project – Last Mile Connection – SamTrans conducts regular monitoring check-ins with the sub-recipient across the life of that 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 the sub-recipients in addition to monitoring sessions associated with the 2016 FTA Triennial Review. The initial meeting with the sub-recipients to discuss their requirements related to Title VI occurred in October 2015 wherein the sub-recipients were 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.
- 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.

To date, all SamTrans sub-recipients comply with applicable Title VI requirements.

8. Board Meeting Minutes

The Resolution evidencing the Board's adoption of this Title VI Program 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 the circular 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 transit operators who are Federal Transit Administration (FTA) grantees on a triennial basis. The information is required under U.S. Department of Transportation (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 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 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 is contained in Appendix I.

4. Monitoring Program Results

The results of SamTrans' most recent 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 and service standards and policies can be found in Appendix K.

6. Title VI Equity Analyses

SamTrans has conducted two 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. 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, adcards with a similar notice are on all SamTrans revenue rolling stock, included below.

Title VI Rights

SamTrans and Caltrain operate their programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964. For information on their Title VI programs, please call 1-800-660-4287 (TTY 650-508-6448) or visit www.samtrans.com/titlevi or www.caltrain.com/titlevi.

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. Complaint forms are available at the phone numbers and websites noted above. 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 están comprometidos a garantizar que toda persona goce de la distribución equitativa de servicios e instalaciones sin importar la raza, color, u origen nacional, en conformidad con el Título VI del Acta de Derechos Civiles de 1964. Para la información sobre sus programas Title VI, por favor llame 1-800-660-4287 (TTY 650-508-6448) o visite www.samtrans.com/titlevi o www.caltrain.com/titlevi.

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. Formularios de quejas están disponibles en los números de teléfono y páginas web mencionada. También puede presentar quejas al 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.



للترجمة، اتصل علي 1.800.660.4287

☎ 1.800.660.4287
 1.800.660.4287

如需翻譯，請電 1.800.660.4287.

Pour traduction, appelez au 1.800.660.4287

Übersetzung unter 1 800 660 4287.

ଅନୁବାଦ ମାଡ଼େ, 1.800.660.4287 ପର ଡ୍ରୋନ କରୋ.

לתרגום יש להתקשר לטלפון 1.800.660.4287

अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

Per traduzioni chiamare 1.800.660.4287.

翻訳のご用命は、+1.800.660.4287
 までお電話ください。

번역을 원하시면, 1.800.660.4287번으로
 전화하십시오.

សម្រាប់សេវាកម្មបកប្រែ សូមទាក់ទងតាម
 ទូរស័ព្ទលេខ 1.800.660.4287

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Po tłumaczenie proszę dzwonić na 1.800.660.4287.

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 1.800.660.4287.

สำหรับบริการแปลภาษา โทร 1.800.660.4287.

ترجمہ کے لیے، 1.800.660.4287 پر کال کریں۔

Cần dịch thuật, xin gọi 1.800.660.4287.



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 or request one by calling 1-800-660-4287 (TTY 650-508-6448).

1.800.660.4287 للتزجمة، اتصل علي

如需翻譯, 請電 1.800.660.4287.

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دیری تیگ تماس 1.800.660.4287 شماره با ترجمه یرا

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

Para traducción llame 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.

6/2014

B. TITLE VI COMPLAINT PROCEDURES

COMPLAINT PROCESSING AND INVESTIGATION PROCEDURE

The following is a summary of the complaint procedures.

TITLE VI ADMINISTRATOR/OFFICER PROCEDURES

1. Maintain log of consumer reports that are potential Title VI claims. These are usually ones that have discrimination checked by the emailer/customer or by customer service Staff when the consumer report is entered or reviewed. Complaints could also come in through other channels or a potential Title VI violation could be discovered after the consumer report has been entered without the discrimination box being checked. At this initial notification and review stage, some complaints are determined to not be Title VI, mostly by virtue of not being a Title VI discrimination protected class. Discrimination allegations based on age, sex or disability are not Title VI and can be eliminated from further Title VI procedures.
2. Direct complainant to the Title VI Complaint Form (if not previously provided). Forms are available for download from the website or as hard copies sent by mail or picked up by complainants at headquarters. Note when and how forms are provided in consumer report. If complainant is unable to complete a written form, agency staff can fill one out on their behalf.
3. Once a Title VI Compliant Form is received, it is to be entered into a log, given a log number and entered into the Title VI Complaint Form Received database. Make determination that the complaint is covered by Title VI and indicate that the form is completed and signed. Complaint form must be received within 180 days of alleged incident. If no investigation is initiated, clearly document the reason.
4. Inform complainant that a formal 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. Inform customer service that complaint has become a formal Title VI investigation or is not Title VI eligible and that the TransitSafe can be closed. Be sure that non-Title VI issues associated with the complaint are being responded to (e.g. driver re-training, discipline, etc.).
6. Research existing information and attempt to determine employee (contract or District) who is the subject of the complaint. Determine who will be conducting investigation and see what is known already.
7. Inform investigator that there is a formal Title VI complaint and what additional information, documentation and investigation deadlines are involved. Send investigator and Investigation Form with Section 1 filled out. This should be done within 5 working days for receipt of the Title VI Discrimination form.
8. Investigators should conduct investigation as informed by the procedures and policies of SamTrans. This could include contact and interviews with any witnesses. Actions could include counseling and discipline for employees. Investigation Forms should be completed and returned within 10 working days of receipt of the Investigation Form.
9. Draft Investigation Report.
10. Review Investigation Report with investigator. Discuss findings and/or recommendation for resolution.
11. Finalize Investigation Report.

12. If finding of violation of Title VI discrimination, recommend appropriate corrective action. If no finding of Title VI discrimination, explain why not.
13. Notify Complainant of finding (issue determination letter) and right to appeal and appeal process. Complainant should be notified of findings within 60 days of receipt of the complaint form.
14. Notify investigator of finding (including determination letter).
15. Send Investigation Report sent to General Manager/CEO's office. Complainant has 60 days after receipt of determination letter to appeal findings to the SamTrans Chief Operating Officer, Bus.
16. Update complaint file and log.

INVESTIGATOR PROCESS

The person conducting the on the ground investigation will be informed that the complaint is a formal Title VI Investigation within 10 working days of receipt (to the District) of a formal complaint.

Investigator must complete investigation (if necessary) and return completed Title VI Investigator Form within 20 working days of being informed of the formal complaint. Report must include names and titles of all who are contacted about the incident, any evidence reviewed (such as video tapes) and all other relevant information. Investigator is to state why the incident was not a case of discrimination or what action was taken regarding the person accused of acting in a discriminatory manner. Follow up information may be needed within the 60 day time frame to respond to the complainant with the findings. It is desired to submit a completed Title VI Investigator Form as soon as possible (well before the 20 working day due date).

The investigation may include discussion of the complaint with all affected parties to determine the nature of the problem. The complainant may be represented by an attorney or other representative of his/her choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

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) 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) 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, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

ID# _____

2/25/13

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

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? Si 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. Si 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, 5th 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. 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 C.1: Discrimination-related Complaints 10/2013 through 10/2016

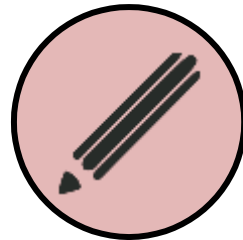
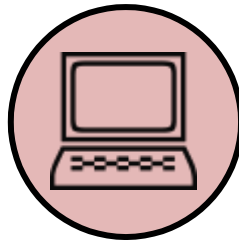
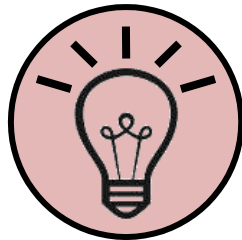
No Title VI complaint forms were received in 2013 or 2014.				
File #	Date Received	Description of Complaint	Status	Last Action Taken
10099	2/3/2015	Customer claims operator instructed him to vacate his seat at the front of the bus due to his Middle Eastern heritage	Resolved	6/11/2015: Closed, operator and customer interviewed, no evidence of discrimination, response sent to customer.
N/A	2/4/2015	Customer claims operator yelled at him and denied him service due to his Mexican heritage	Resolved	2/6/2015: Insufficient information provided by customer for investigation, left message for customer, no response received.
20074, 20168, 20192, 20285	3/25/2015	Customer claims driver singled her out for not getting out of seat fast enough at stop due to her Pacific Islander heritage.	Resolved	6/17/2015: Closed, operator counseled, response sent to customer.
70446	7/30/2015	Customer claims driver was rude to her and drove unsafely; a bystander informed the customer that this driver is frequently rude to those of Latin heritage	Resolved	8/11/2015: Closed, no evidence of discrimination, operator counseled, left message for customer, no response received.
70477	9/15/2015	Customer claims driver purposely passed up her son because of his African American heritage	Resolved	12/11/2015: Closed, insubstantial evidence; response sent to customer.

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 OCTOBER 2016

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 owns and operates SamTrans' fixed route bus service, as well as the complementary ADA & non-ADA paratransit vehicles 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.

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. SamTrans' planning process and the Public Participation Plan (PPP) serves as a roadmap 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 public participation plan and the process of creating the public participation plan. This plan is to be used when SamTrans embarks upon service planning or other activities in which public participation plays a critical role in a successful outcome.

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 Limited English Proficiency (LEP) persons 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 12989

SamTrans 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.

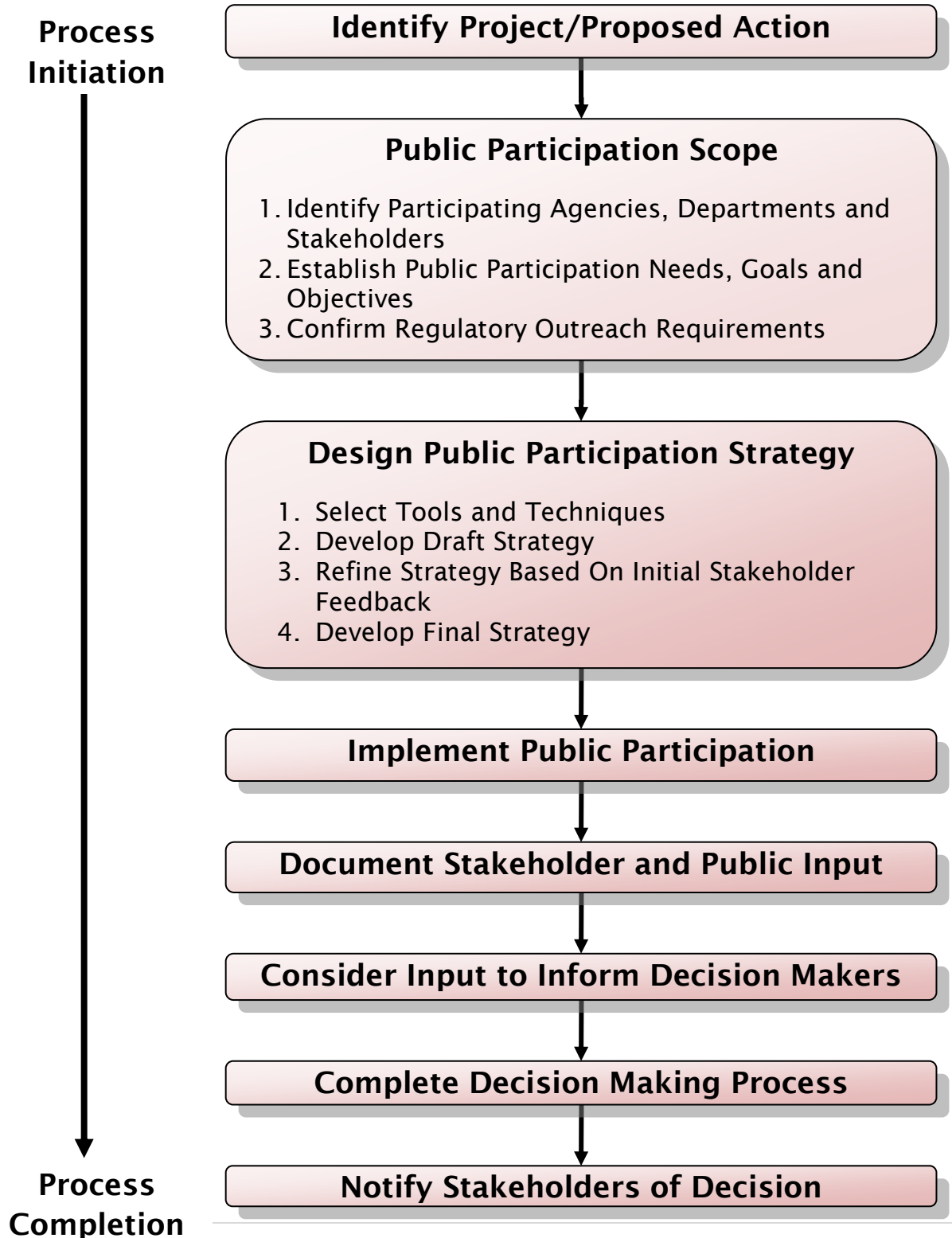
Purpose of the PPP:

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 populations
4. **To ensure the District's programs and activities** reflect the community values
5. **To improve service outcomes** based on public input

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

- Integrity
- Customer focus
- Respect
- Quality
- Teamwork
- Leadership
- Accountability

PUBLIC PARTICIPATION PROCESS



PUBLIC PARTICIPATION PROCESS CONSIDERATIONS

When SamTrans 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
- Government agencies
- Community-based organizations
- 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 times 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
- Available budget and resources
- Communication and language requirements
- Desired outcome and results
- Issues or concerns stakeholders will consider most pertinent

A detailed list of public participation tools and strategies can be found in the following section.

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.

OUTREACH TOOLS & STRATEGIES

1. Earned Media: Radio, Television, Newspaper

Publicizing public participation opportunities and outreach information through radio, television, and newspaper media that serve both English-speaking and language-specific audiences can help spread the word about these events. Ethnic media sources, in particular, serve as a helpful way to reach minority groups. Some local news or radio shows and local publications are considered to be 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 provide 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. Electronic Resources

Currently, SamTrans posts notices and announcements on the agency's website (www.samtrans.com), uses Facebook, Twitter, Instagram, YouTube, blogs, and other social media outlets, and sends information via e-mail to customers on an opt-in basis. SamTrans may explore streaming future community meetings and public hearings if resources allow. Webcasts may be another option, which allow viewers to directly ask questions and receive immediate responses.

Social media has gained prominence in the past decade and is often a faster means of conveying news than traditional media. Facebook, Twitter, Instagram, YouTube, blogs, and others are all potential outlets through which SamTrans can reach the public, particularly those younger than 30 years old. Social media is relatively easy to use and is also less costly than other strategies. Social media also allows users to have direct interaction with agency representatives for more immediate interaction.

For smart phones, applications can work similar to the SamTrans website and social media, providing fast updates to stakeholders. Giving the public the ability to opt-in to an email subscription service for important announcements is another way to communicate with the public.

3. 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. The information should be provided in the determined key languages of the community. Destination signs can also provide information that is easily seen by the community. SamTrans also uses internal electronic message signs and audio announcements.

4. 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 need for multilingual capabilities is a high priority due to the large numbers of foreign travelers visiting the Bay Area. The SamTrans Customer Service Center can handle calls in numerous languages through the use of the Language Line. 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).

5. Print 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. 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.

6. Surveys

SamTrans conducts full-scope on-board passenger surveys every 3 years. Issue-specific surveys may be used in certain circumstances. Surveys can be conducted in person, in print, 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. Any survey must include adequate and appropriate translations.

7. 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.

8. 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.

9. Public Workshops/Open Houses

Public workshops are commonly used allowing for a more hands-on approach than focus group meetings. These public meetings allow for larger groups to directly talk to SamTrans staff and voice their concerns. 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 a large number of 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 table top 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 and LEP communities. Translators should be present to help communicate information and attain feedback.

10. 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.

11. 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 open to specific demographics or for the general public. Effective promotion of these events can attract a large number of people and can be a good tool in highlighting organizational achievements.

12. 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 each individual'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.

13. Community Based Organizations Interactions

When possible, SamTrans should coordinate and/or inform community and faith based organizations, educational institutions, and other civic organizations about programs and activities to specifically engage minority and LEP communities. SamTrans can also seek opportunities to present information and obtain feedback at these organizations' own meetings and other events by providing a helpful introduction to organization members at little agency cost. The Language Assistance Plan should be consulted in order to reach the target populations.

14. Advisory Committees

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 comments to the committee.

PAST AND CURRENT PUBLIC PARTICIPATION METHODS

- Community meetings
- Public hearings
- Government meetings
- Bilingual newspaper notices
- Bilingual onboard notices
- News release
- Social media (Facebook, Twitter, Instagram, YouTube, blogs)
- Presentations to the SamTrans Citizens Advisory Committee (CAC)
- Information on SamTrans website with Google Translate tool
- Customer Service Center (with bi-lingual and multi-lingual staff)
- Telephone Language Line
- Specific phone hotline
- Fixed-route bus variable message signs
- Fixed-route bus automated announcements
- Bus “take ones”
- Advertisements (in community newsletters and email blasts)
- Workshops
- Personal interviews
- Rider forums
- Tabling events
- Communication with other transit agencies
- Communications with community based organizations
- Passenger interaction
- Dedicated web pages for specific projects or issues

INFORMATION DISSEMINATION

SamTrans employs a number of 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:

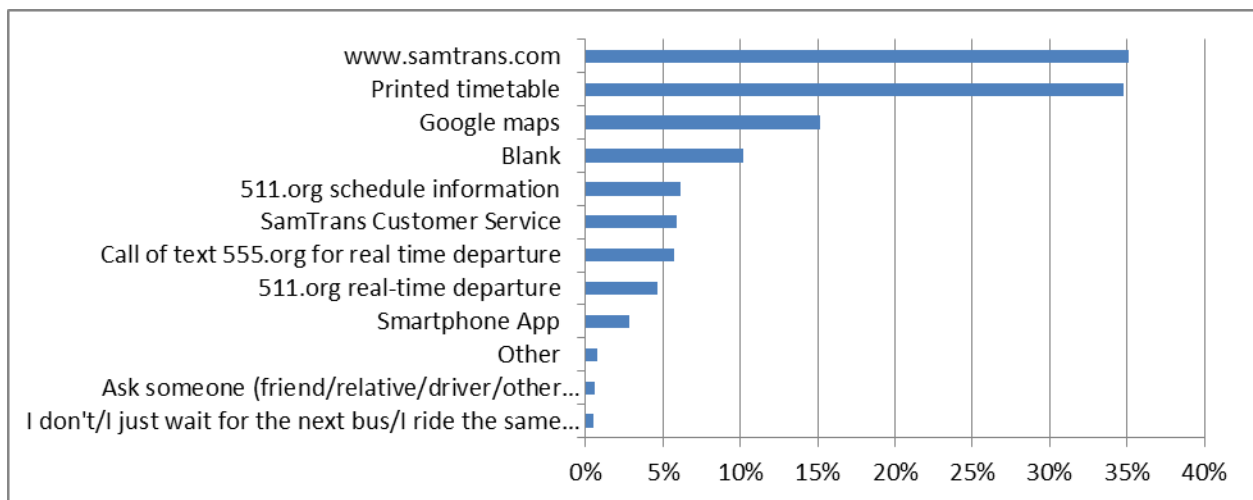
- Issues news releases
- Distributes “Take One” notices on buses
- Posts flyers on bus shelter information boards
- Places ads in local newspapers
- Posts on SamTrans website
- Informs local employee commute coordinators
 - Discusses changes with its advisory committee
- Provides social media updates (blogs, Twitter, Facebook)

All SamTrans information lists the toll-free number of the SamTrans Customer Service Center, which can handle calls in numerous languages through the use of multilingual staff and the Language Line.

CONSIDERATIONS IN PUBLIC ENGAGEMENT DESIGN

When SamTrans prepares to embark on a public engagement process, staff develops a strategy using a subset of the tools above, based on considerations, such as the target audience or effected populations, the complexity of the issues involved, the range of potential outcomes and the severity of potential positive and/or negative effects. 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 responded to the SamTrans survey.

Exhibit 13: Information Channels for SamTrans Riders (Customer Survey 2015)



When SamTrans designs public engagement efforts, target audiences can vary, as discussed above. Most often, outreach is conducted to and with a subset of the following:

- 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 of or commuters to/from affected geographic areas
- Government agencies
- Community-based organizations
- Non-governmental organization

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:

- Creating a table that budgets the costs of outreach (including materials and overtime wages of participating staff: marketing, communications, planning, and translators) to improve the efficiency and effectiveness of outreach efforts.
- 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 assure 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 cannot make it to outreach meetings.
- Providing future Customer Service Surveys in more languages if necessary.
- Offering more opportunities for involved stakeholders to evaluate and provide feedback about the effectiveness of SamTrans' public participation strategies.

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 translator 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.

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.

- SamTrans Strategic Plan Development
- SamTrans Short Range Transit Plan
- Last Mile Transportation Program
- DBE Disparity Study
- BRT Feasibility Study
- Dumbarton Transportation Corridor Study
- Connect Redwood City Study
- Senior Mobility Program
- Mobility Ambassadors
- Veteran's Mobility Corps
- Grand Boulevard Initiative
- San Carlos FLX Service
- San Carlos Transit Center Town Hall Meetings
- SamTrans 40th Anniversary Celebration
- Art Takes a Bus Ride Annual Event
- Major Service Change and Fare Change Equity Analyses

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, and 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 SamTrans' Language Assistance Plan (LAP), updated in advance of this Program submission.

¿CÓMO ESTÁS?

आप कैसे हैं?

你好!

samTrans



SamTrans

LANGUAGE ASSISTANCE PLAN

AUGUST 2013

REVISED OCTOBER 2016

LANGUAGE ASSISTANCE PLAN

AUGUST 2013

REVISED OCTOBER 2016

Prepared by:

San Mateo County Transit District
Operations Planning Department
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 Limited English Proficiency (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 Department of Transportation (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' language assistance plan (LAP) includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

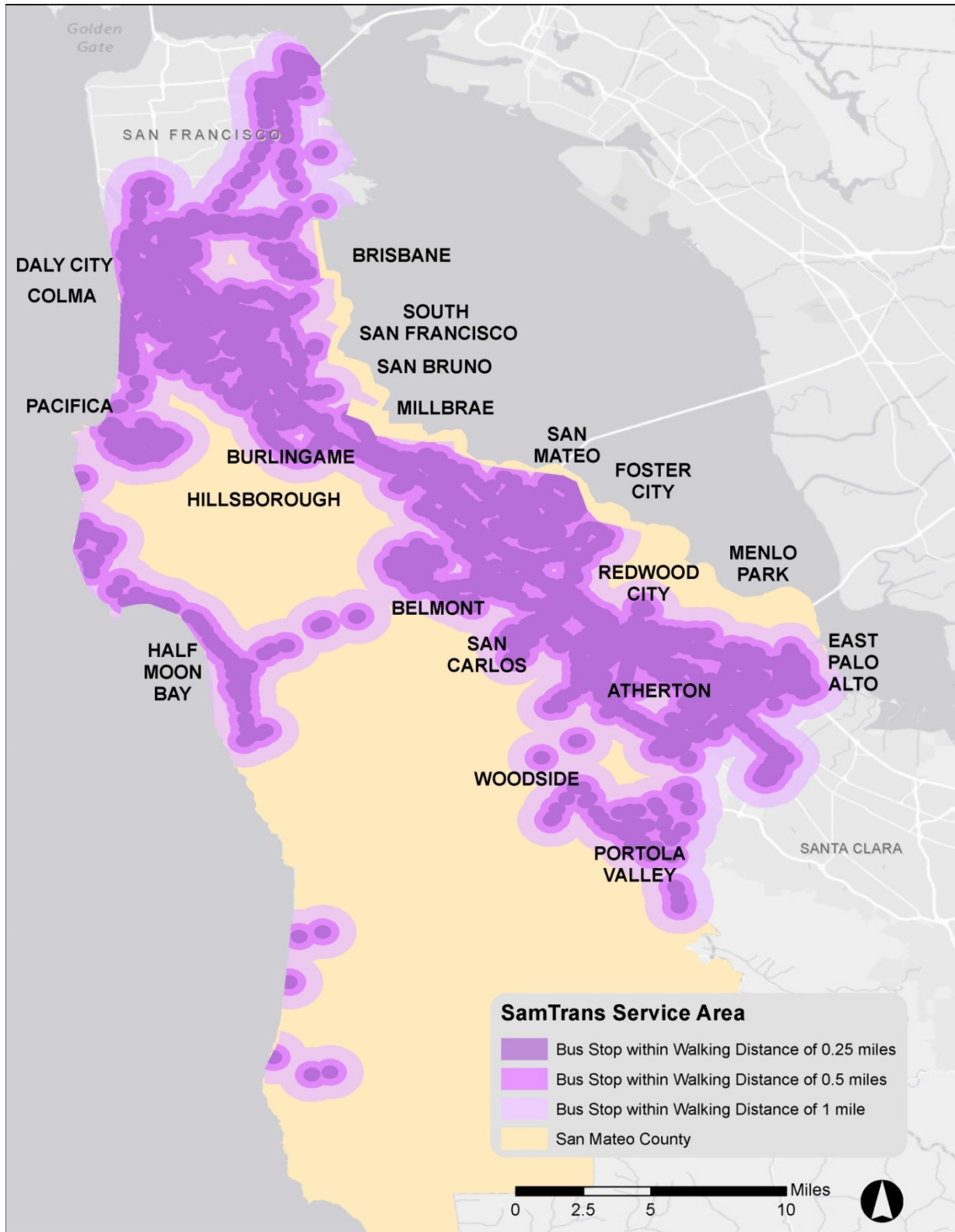
FOUR FACTOR ANALYSIS

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 Language Assistance Plan development process is to quantify the number of persons in the service area who do not speak English fluently and would benefit from the Language Assistance Plan. 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 service – Redi-Wheels – covers the entirety of the county (not just within the ADA-mandated radius of fixed-route alignments).

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) 2014 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 those residents indicating the spoke English less than “very well.” There are approximately 131,000 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, SamTrans 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. They do not affect the requirement to provide meaningful access to LEP individuals 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 regarding the determination shall be provided to FTA in the Title VI Program.

Based on these guidelines, nine 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
- Japanese
- Arabic
- Vietnamese
- Korean
- Hindi
- Russian

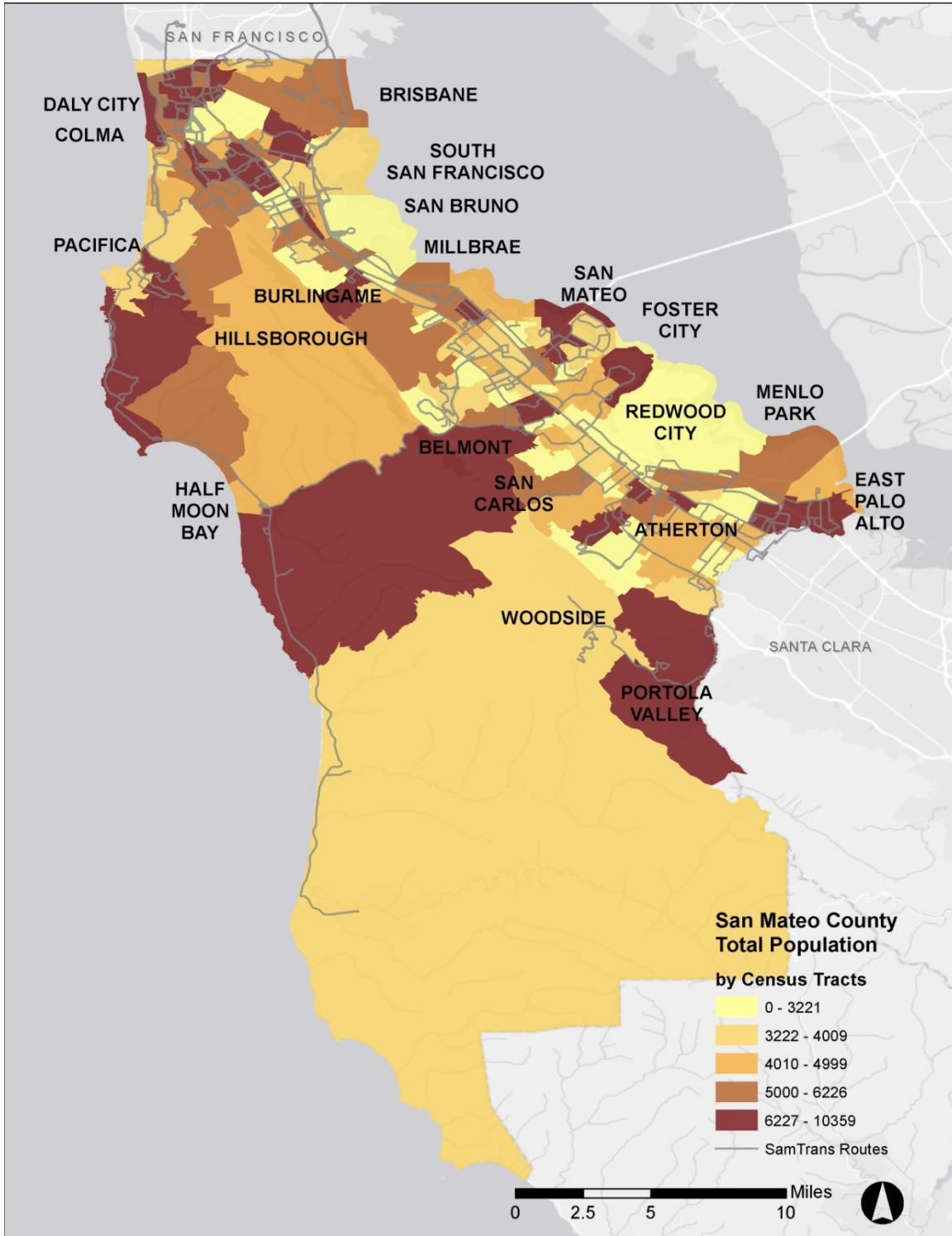
While some of these groups represent a modest percentage of the county’s population (Persian-speakers who speak English less than “very well” represent less than one-fifth of 1 percent of the county’s population), they do constitute a count of at least 1,000 persons and thus qualify based on the Safe Harbor Provision. It is SamTrans’ responsibility to ensure these groups have access to vital documents translated into their language so they can participate in a meaningful way in SamTrans’ decision-making process and stay informed regarding SamTrans’ 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.

SamTrans currently translates most materials into Spanish, which is the only language group constituting a share of more than 4 percent of the county’s population. Historically, SamTrans’ outreach efforts have also included oral translation or written materials in Chinese and Tagalog.

Exhibit 2: County-wide LEP Populations by Language

Language	Total	Speak English "Very Well"	Speak English Less Than "Very Well"	% of Total Speaking English Less Than "Very Well"
Spanish or Spanish Creole	139,896	75,546	64,350	9.3%
Chinese:	52,559	27,646	24,913	3.6%
Tagalog:	46,984	31,738	15,246	2.2%
Other Asian languages:	6,428	3,445	2,983	0.4%
Japanese:	5,991	3,233	2,758	0.4%
Arabic:	7,277	4,570	2,707	0.4%
Other Pacific Island languages:	7,217	4,633	2,584	0.4%
Russian:	7,521	4,989	2,532	0.4%
Vietnamese:	3,542	1,729	1,813	0.3%
Korean:	3,449	1,735	1,714	0.2%
Hindi:	5,832	4,658	1,174	0.2%
Other Indic languages:	3,525	2,391	1,134	0.2%
Portuguese or Portuguese Creole:	2,496	1,564	932	0.1%
Italian:	3,477	2,556	921	0.1%
Persian:	2,769	1,875	894	0.1%
French (incl. Patois, Cajun):	4,102	3,626	476	0.1%
German:	3,659	3,245	414	0.1%
Thai:	754	367	387	0.1%
Armenian:	1,218	832	386	0.1%
Other Indo-European languages:	1,030	657	373	0.1%
Other Slavic languages:	1,076	704	372	0.1%
Gujarati:	910	598	312	0.0%
Greek:	1,117	865	252	0.0%
African languages:	805	595	210	0.0%
Scandinavian languages:	914	710	204	0.0%
Urdu:	944	791	153	0.0%
Serbo-Croatian:	554	427	127	0.0%
Polish:	572	457	115	0.0%
Laotian:	185	96	89	0.0%
Mon-Khmer, Cambodian:	144	70	74	0.0%
Other and unspecified languages:	382	320	62	0.0%
Hungarian:	348	291	57	0.0%
Hebrew:	669	617	52	0.0%
Other West Germanic languages:	571	525	46	0.0%
Hmong:	178	145	33	0.0%
Other Native North American languages:	99	94	5	0.0%
Speak Only English	374,382	374,382	0	0.0%
French Creole:	56	56	0	0.0%
Yiddish:	12	12	0	0.0%
Navajo:	7	7	0	0.0%

Exhibit 3: San Mateo County Total Population



To illustrate the concentrations of LEP persons within the service area, staff developed the following maps (Exhibits 4-12) for the 9 language groups falling within the Safe Harbor Provision:

Exhibit 4: San Mateo County Arabic Speakers by Census Tract

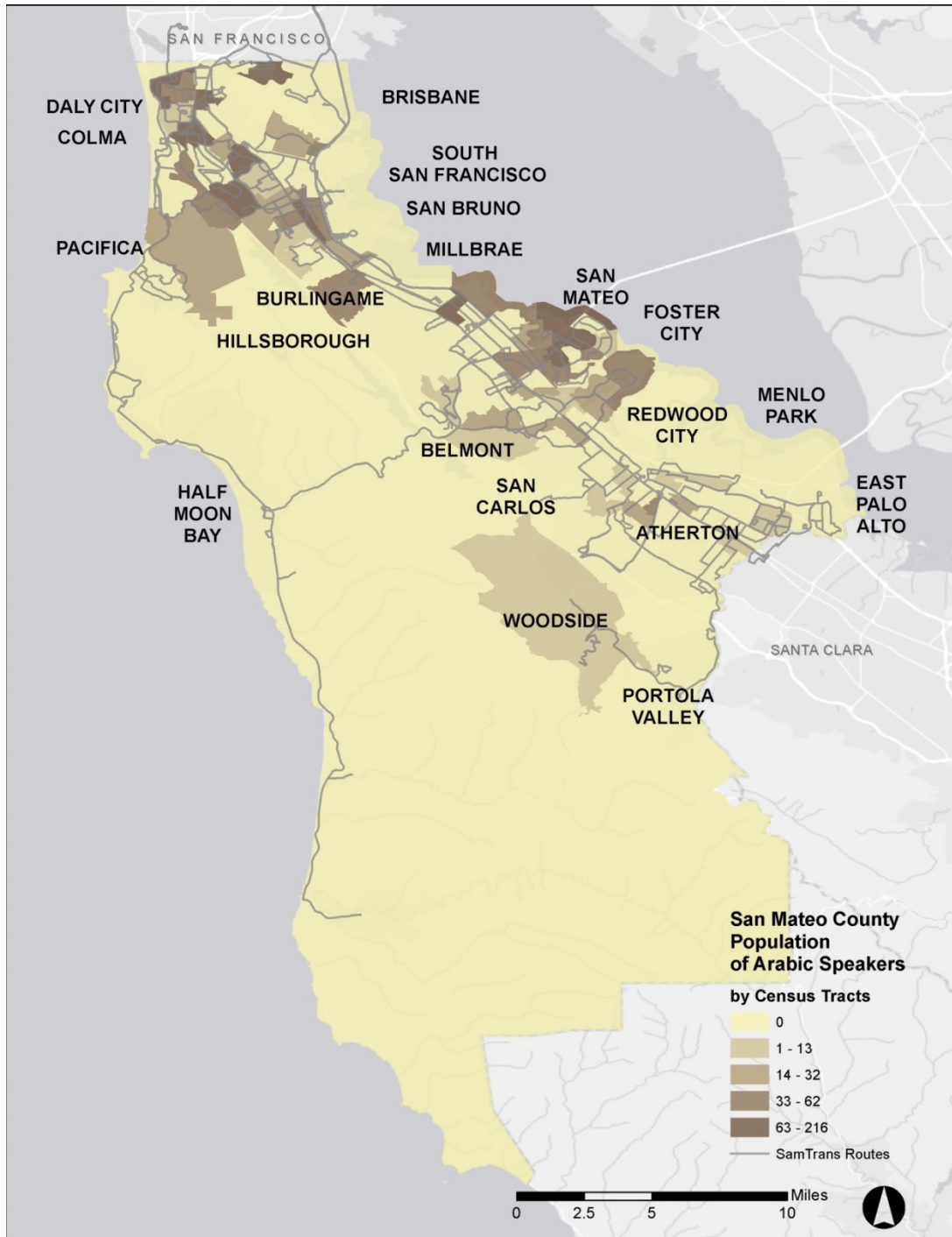


Exhibit 5: San Mateo County Chinese Speakers by Census Tract

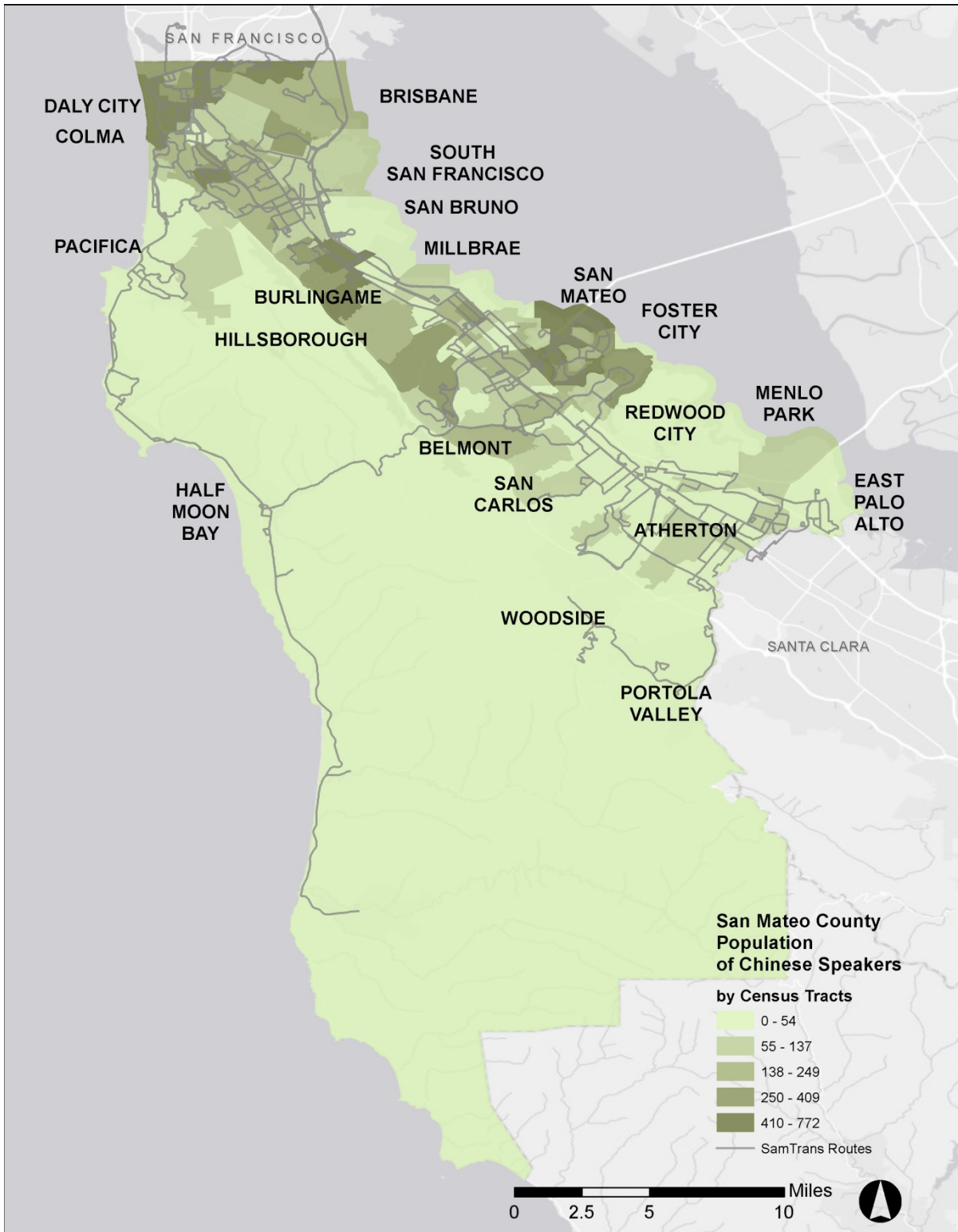


Exhibit 6: San Mateo County Hindi Speakers by Census Tract

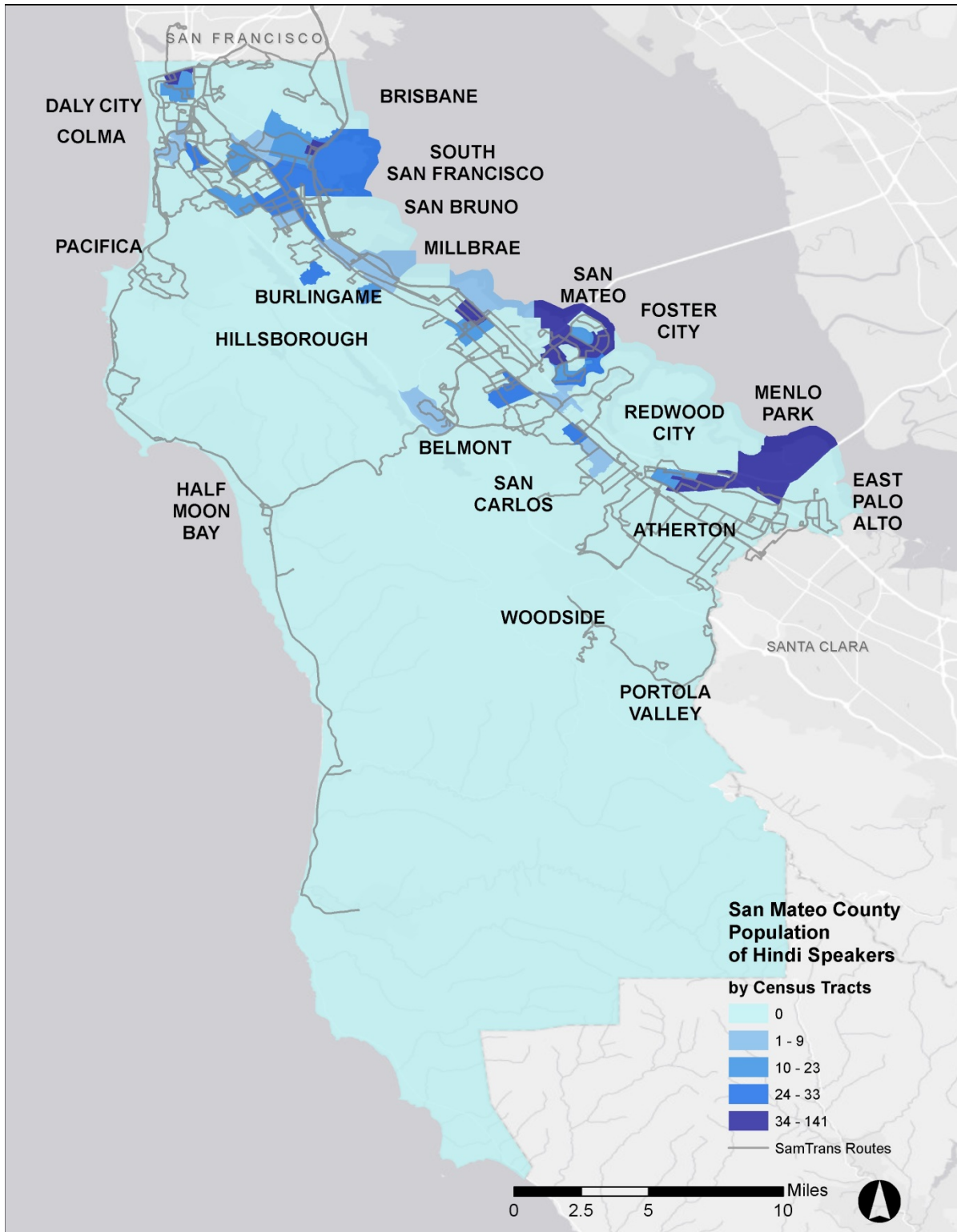


Exhibit 7: San Mateo County Japanese Speakers by Census Tract

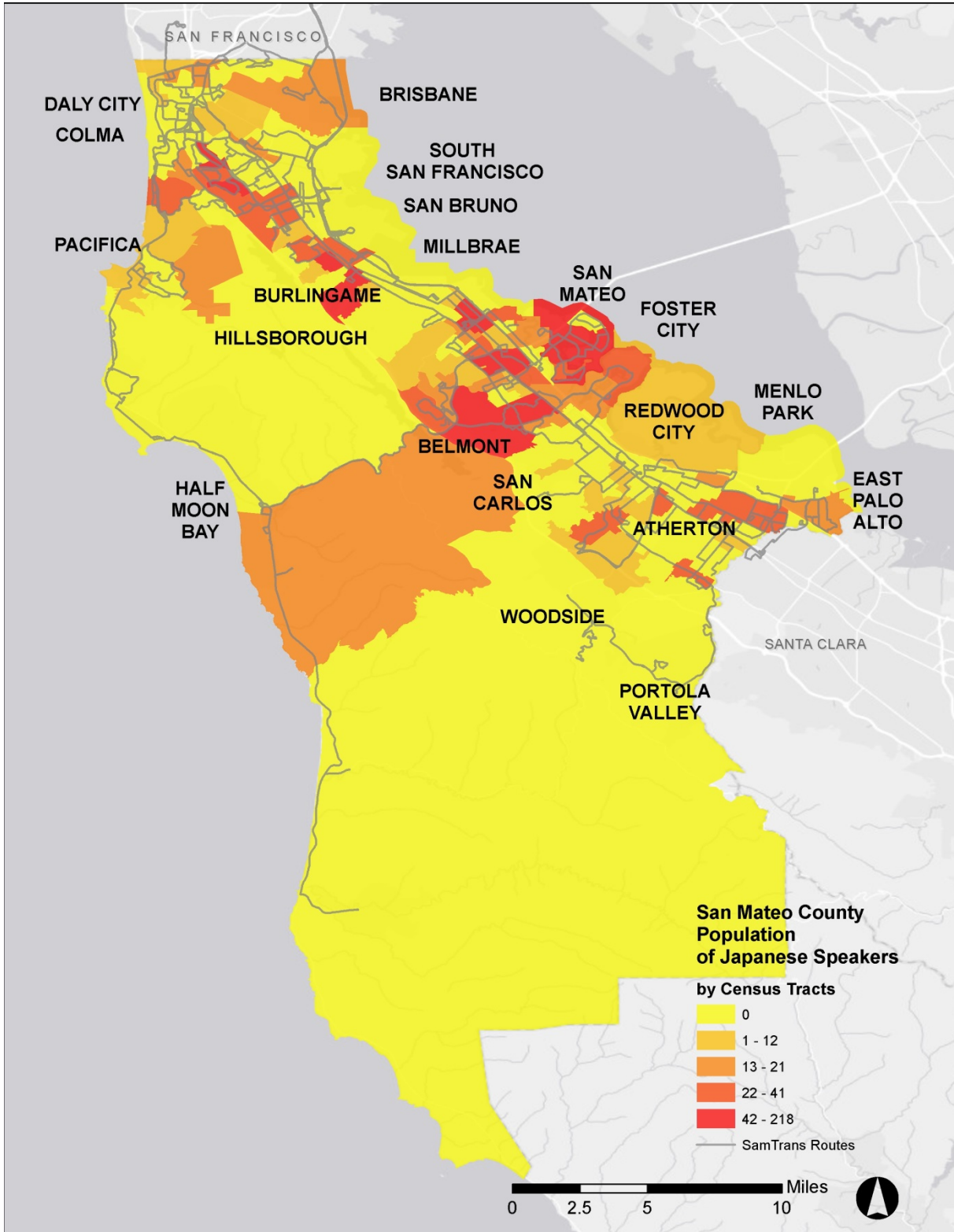


Exhibit 8: San Mateo County Korean Speakers by Census Tract

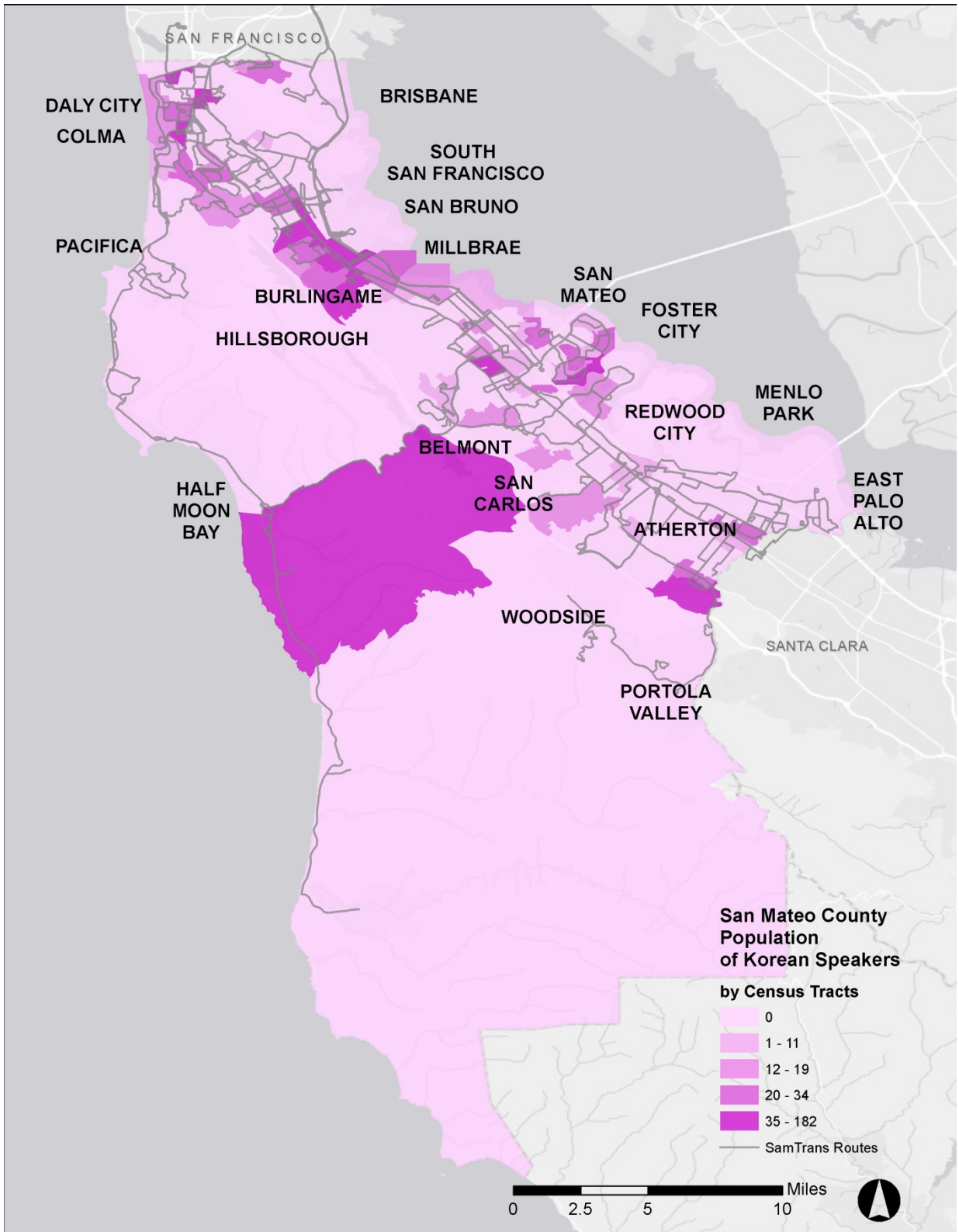


Exhibit 9: San Mateo County Spanish Speakers by Census Tract

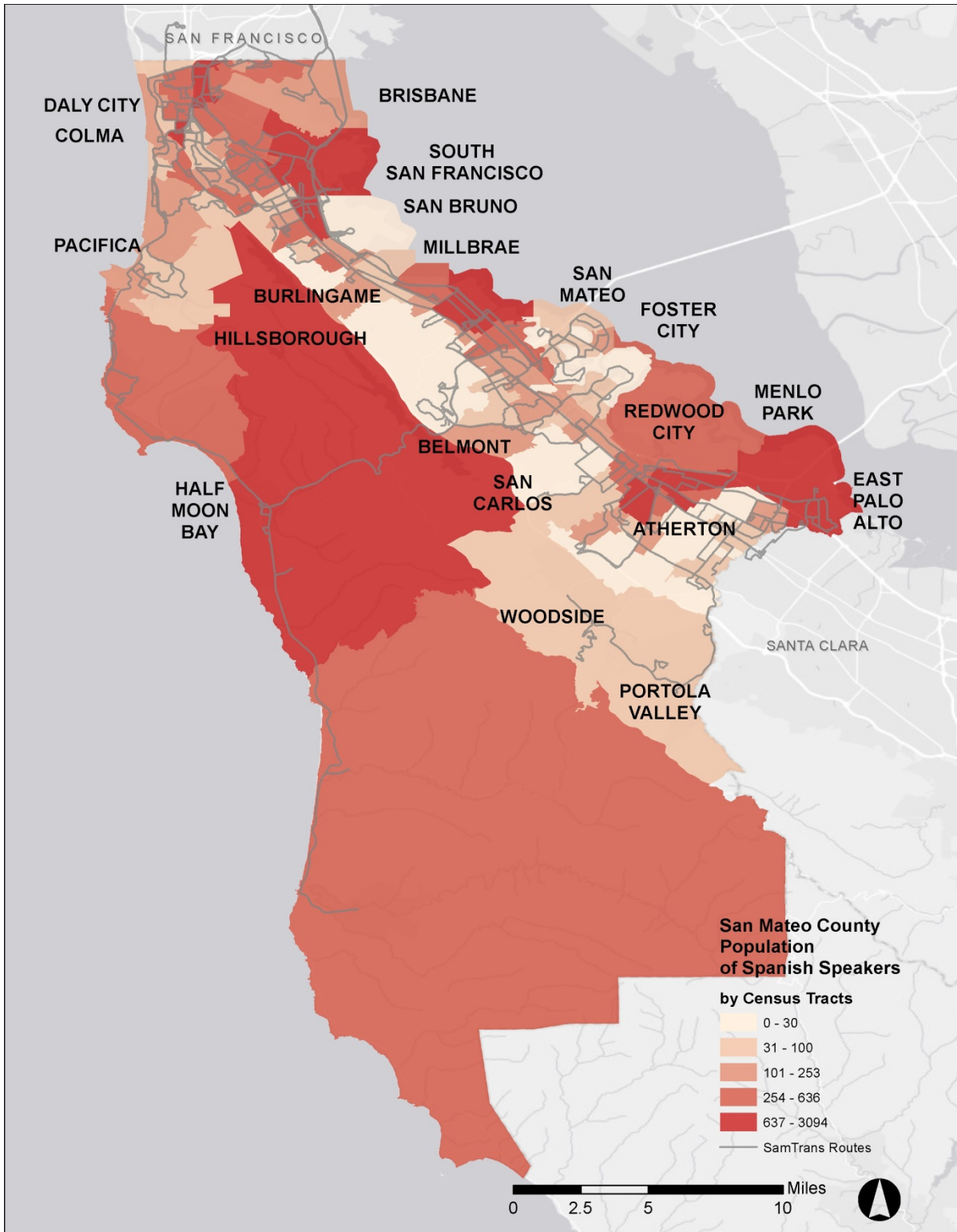


Exhibit 10: San Mateo County Tagalog Speakers by Census Tract

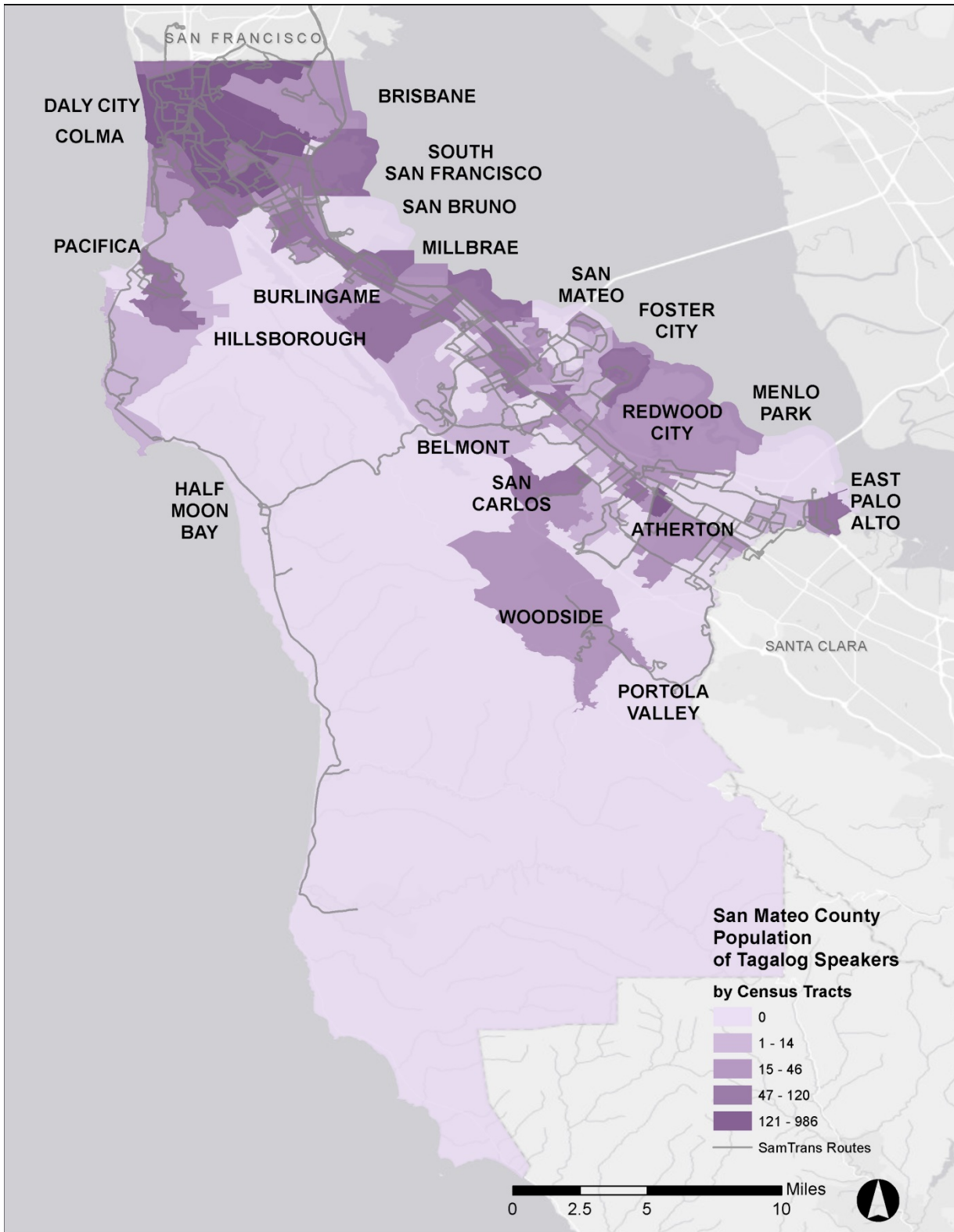


Exhibit 11: San Mateo County Vietnamese Speakers by Census Tract

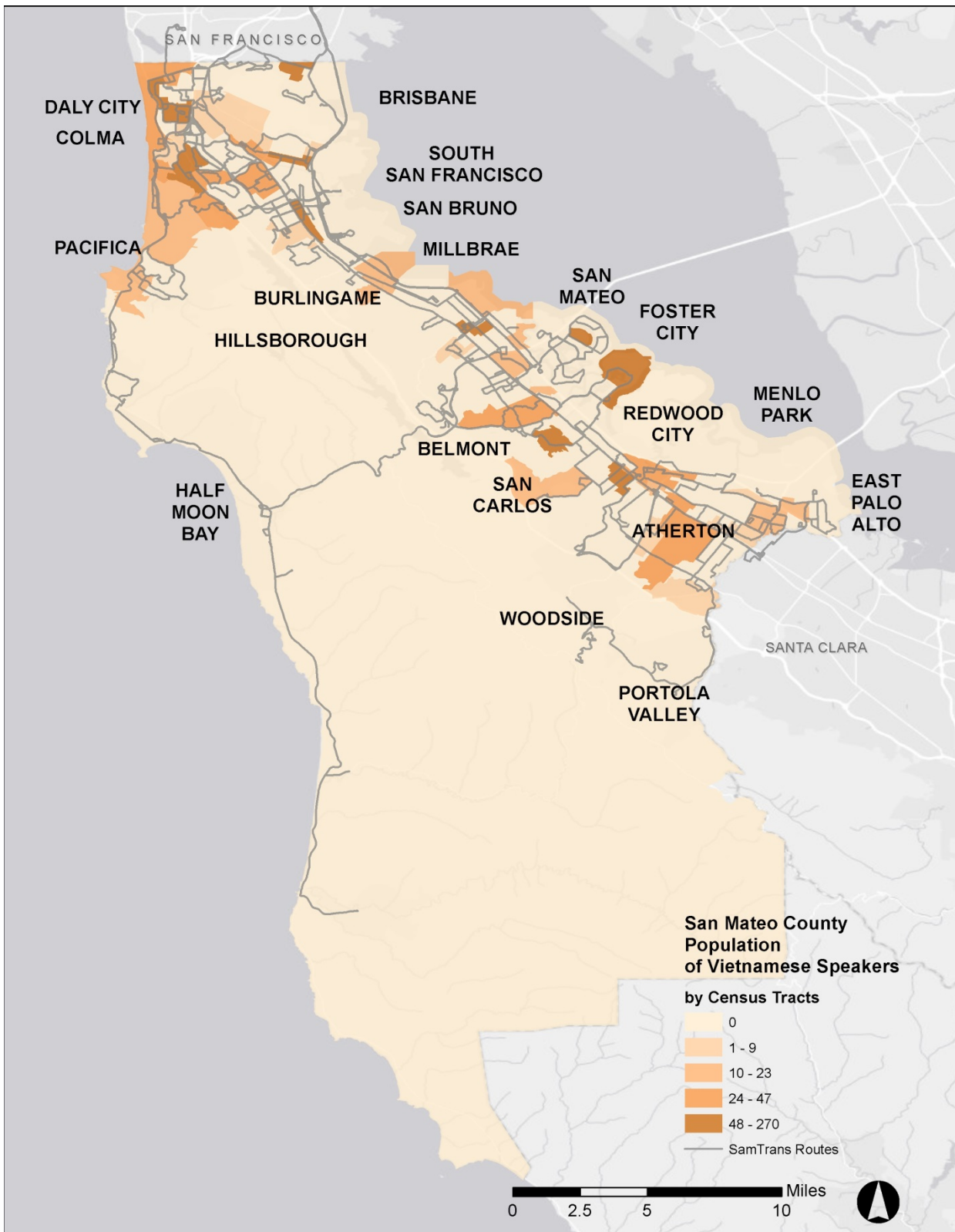
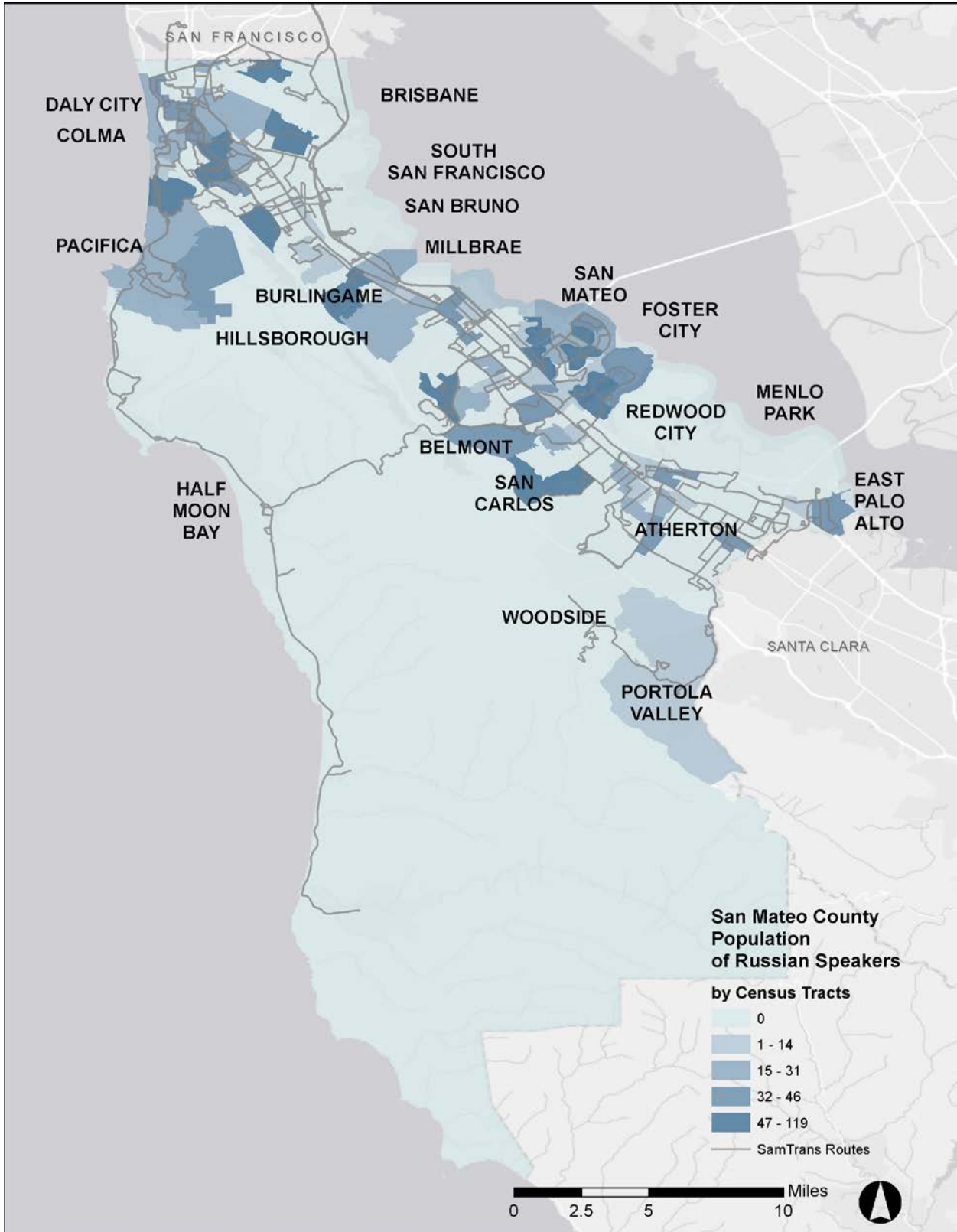


Exhibit 12: San Mateo County Russian Speakers by Census Tract



ANALYSIS OF CALL CENTER DATA

To supplement information gathered via the U.S. Census, SamTrans analyzed the number of calls coming through its call center which occurred in a language other than English. These numbers indicate staff translations only. The vast majority of calls in a given year are in Spanish, with the next largest group in Mandarin and approximately two calls a month in Cantonese. These results are in line with the results of SamTrans' customer survey.

Exhibit 13: Call Center Data

Language	Number of Calls/Translations per Year
Spanish	224
Mandarin	45
Cantonese	17

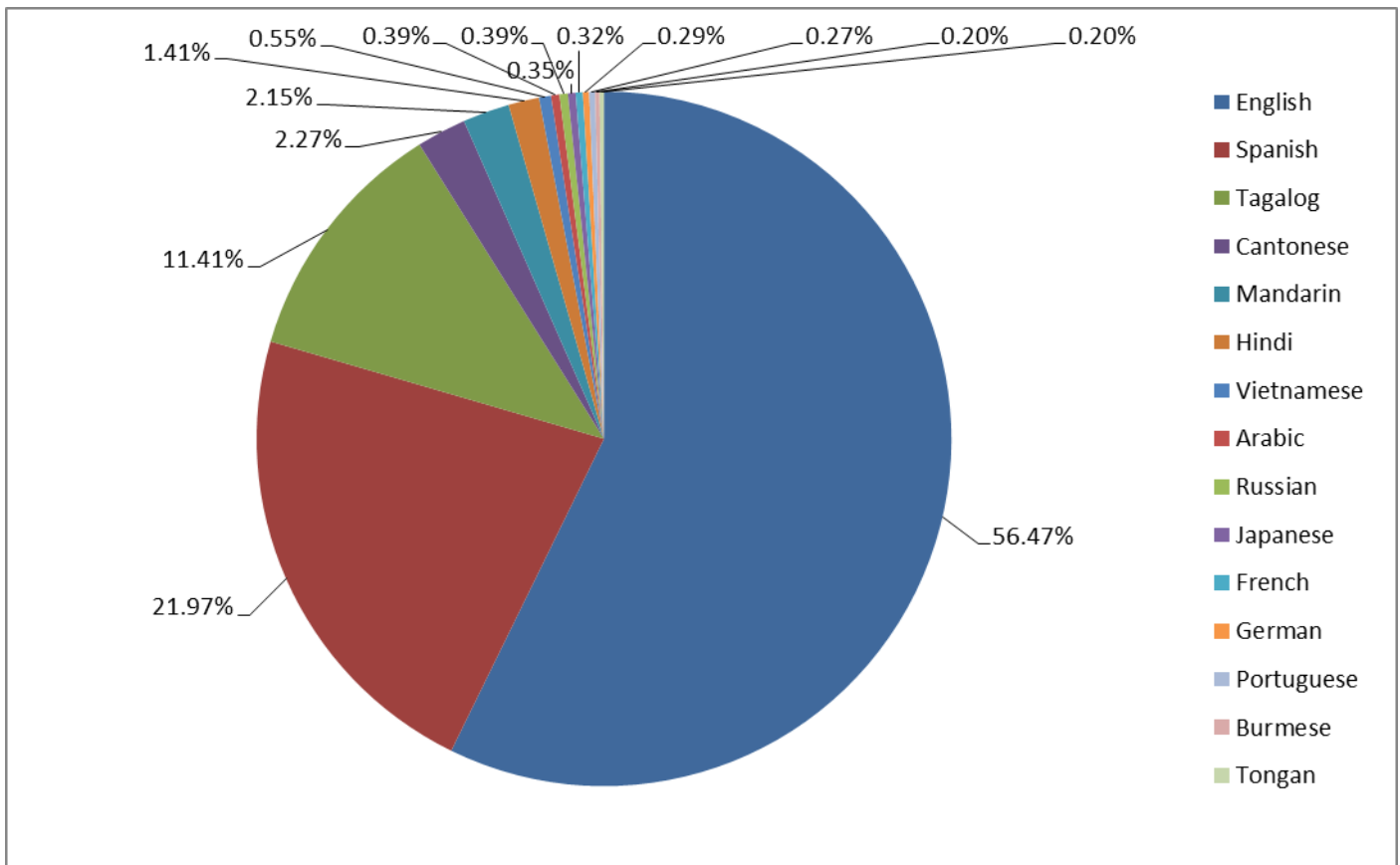
ANALYSIS OF CUSTOMER SURVEY DATA

SamTrans conducts a comprehensive survey of its customers across every route in the system every three years. The most recent survey was conducted in November 2015 and garnered 5,951 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 Census tracks all county residents. Not only does the survey capture only those who are bus riders, but it also captures those who may live outside of San Mateo County.

Exhibit 15 illustrates the top 15 languages spoken by customers according to the triennial survey. The survey results, while generally consistent with the Census data with respect to the most common languages spoken at home (a proxy for those who speak English less than "very well"), differs with respect to degree. Survey respondents indicated a lower degree of English as their primary language spoken at home than the Census results (56.5 percent of survey respondents versus 70.2 percent 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 11.4 percent of respondents to Cantonese (2.3 percent) and Mandarin (2.1 percent) speakers.

Historically, the survey data have driven SamTrans' approach toward translation given it is 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.

Exhibit 14: Customer Language Usage



CBO CONTACTS

To supplement data from the Census, onboard surveys, and SamTrans’ call center regarding language usage in San Mateo County and among our customers, staff identified and contacted a number of Community-Based Organizations (CBOs). These CBOs were identified based on their intimate ties with populations in the county which are considered language-isolated or disenfranchised for cultural, language, or income-related reasons. SamTrans worked with CBO staff to understand the needs and challenges faced by the populations they serve. SamTrans also worked through the CBO staff to hold a series of focus groups with the populations being served each respective organization. A detailed description of findings from the focus groups can be found under the Factor 2 section.

The following is a list of the focus groups SamTrans conducted with CBOs to develop this Language Assistance Plan.

Exhibit 15: List of CBO Contacts

Public Advocates 131 Steuart Street, Suite 300, San Francisco, CA 94105 – 415-431-7430 http://www.publicadvocates.org
Urban Habitat 1212 Broadway, Suite 500, Oakland, CA 94612 – 510-839-9510 http://urbanhabitat.org/uh/newfront
Transform 436 14 th Street, Suite 600, Oakland, CA 94612 – 510-740-3150 http://www.transformca.org
San Mateo County Hispanic Chamber of Commerce 475 El Camino Real, Suite 100A, Millbrae, CA 94030 http://smchcc.com
Japanese Chamber of Commerce 1875 South Grant Street, Suite 760, San Mateo, CA 94402 - 650-522-8500 http://www.jccnc.org
Organization of Chinese Americans (Peninsula Chapter of San Mateo) P.O. Box 218, San Mateo, CA 94401 – 650-533-3065 http://www.ocasanmateo.org
San Bruno Chinese Church/Chinese School 250 Courtland Dr., San Bruno, CA 94066 – 650-589-9760 http://www.sanbrunochinesechurch.org
Chinese Progressive Association 1042 Grant Ave., 5 th Floor, San Francisco, CA 94133 – 415-391-6986 http://www.cpasf.org
Northern Peninsula Mandarin School 3115 Del Monte Street, San Mateo, CA 94403 – 650-762-8189 http://www.npms.org
Filipino Community Center San Francisco 4681 Mission St., San Francisco, CA 94112 – 415-333-6267 http://filipinocc.org
Liwanag Kultural Center 222 Lausanne Avenue, Daly City, CA 94014 http://liwanag.org
College of San Mateo 1700 W. Hillsdale Blvd., San Mateo, CA 94402 – 650-457-6161 http://www.collegeofsanmateo.edu
Asian Pacific Islander American Public Affairs Association Bay Area Chapter 1963 Sabre Street, Hayward, CA 94545 – 510-538-2791 http://apapa.org
Indo American Chamber of Commerce 1616 University Ave., Berkeley, CA 94703 – 510-841-1513

<p>http://www.icchamber.org</p>
<p>Korean American Professional Society</p> <p>www.kaps.org</p>
<p>Chicana Latina Foundation</p> <p>1419 Burlingame Ave. Suite W2, Burlingame, CA 94010 – 650-373-1083</p> <p>www.chicanalatina.org</p>
<p>Gujarati Cultural Association of Bay Area</p> <p>46560 Fremont Blvd., #109, Fremont, CA 94538</p> <p>http://www.gcabayarea.com</p>
<p>Zawaya</p> <p>311 41st Ave., San Mateo, CA 94403 – 650-504-5965</p> <p>www.zawaya.org</p>
<p>Sikh Gurdwara of San Francisco</p> <p>P.O. Box 25493, San Mateo, CA 94402</p> <p>www.sfgurdwara.org</p>
<p>India Community Center</p> <p>525 Los Coches St., Milpitas, CA 95035 – 408-934-1130</p> <p>http://www.indiacc.org</p>
<p>Pars Equality Center</p> <p>P.O. Box 1383, Menlo Park, CA 94026 – 650-321-6400</p> <p>http://www.parsequalitycenter.org</p>
<p>Persian Center</p> <p>2029 Durant Ave., Berkeley, CA 94704 – 510-848-0264</p> <p>http://www.persiancenter.org</p>
<p>Youth United for Community Action (YUCA)</p> <p>2135 Clarke Ave., East Palo Alto, CA 94303 – 650-322-9165</p> <p>http://youthunited.net</p>
<p>Peninsula Interfaith Action</p> <p>1336 Arroyo Ave, San Carlos, CA 94070-3913 – 650-592-9181</p> <p>http://www.piapico.org</p>
<p>Catholic Charities Resettlement Program</p> <p>36 37th Avenue, 2nd Floor, San Mateo, CA 94403 – 408-325-5100</p> <p>http://community.cccyo.org</p>
<p>Arab Resource & Organizing Center</p> <p>522 Valencia St., San Francisco, CA 94110 – 415-861-7444</p> <p>http://araborganizing.org</p>
<p>Moon Ridge Apartments</p> <p>2001 Miramontes Point Rd, Half Moon Bay, CA 94019 – 650-560-4872</p>
<p>Mid-Peninsula Housing</p> <p>303 Vintage Park Drive, Suite 250, Foster City, CA 64404 – 650-356-2900</p> <p>www.midpen-housing.org</p>
<p>Coastside Hope</p> <p>99 Avenue Alhambra, El Granada, CA 94018 – 650-726-9071</p>

<p>www.coastsidehope.org</p> <p>Puente De La Costa Sur 620 North Street, Pescadero, CA 94060 – 650-879-1691 www.mypuente.org</p>
<p>Lady of Pillar Catholic Church 400 Church Street, Half Moon Bay, CA 94019 – 650-726-4674 http://www.ourladyofthepillar.org/home</p>
<p>Shared Housing Program/Human Investment Project 264 Harbor Blvd, Bldg.A, Belmont, CA 94402 – 650-802-5050 http://www.co.sanmateo.ca.us</p>
<p>Bayshore Child Care Services 45 Midway Drive, Daly City, CA 94014 – 650-403-4708 http://www.bayshorechildcare.org/BCCS/Welcome.html</p>
<p>Family Crossroads/Shelter Network of San Mateo County 181 Constitution Drive, Menlo Park, CA 94025 – 650-685-5880 http://www.ivsn.org/</p>
<p>Daly City Friendship Center/Mental Health Association of San Mateo County 2686 Spring St., Redwood City, CA 94036 – 650-368-3345 http://www.mhasmc.org/prog/friendshipcenter.shtml</p>
<p>Daly City Youth Health Center 2780 Junipero Serra Blvd., Daly City, CA 94015 – 650-985-7000 http://www.dalycityyouth.org</p>
<p>Our Second Home 725 Price Street, Daly City, CA 94014 – 650-301-3300 http://www.oursecondhome.org/index.htm</p>
<p>Daly City Community Service Center 333 90th Street, Daly City, CA 94015 – 650-991-8007 http://www.dalycity.org/Residents/Community_Service_Center.htm</p>
<p>Skyline College Language and Arts Division 3300 College Drive, San Bruno, CA 94066 – 650-738-4100 http://www.skylinecollege.edu</p>
<p>Samaritan House 4031 Pacific Blvd., San Mateo, CA 94403 – 650-341-4081 http://samaritanhousesanmateo.org</p>
<p>North Peninsula Neighborhood Services 600 Linden Ave., South San Francisco, CA 94080 – 650-583-3373 http://npnsc.net</p>
<p>College Track East Palo Alto 1877 Bay Road, East Palo Alto, CA 94303 – 650-614-4875 www.collegetrack.org</p>
<p>Japanese American Community Center 415 South Claremont St., San Mateo, CA 94401 – 650-343-2793 http://www.smjacc.org</p>

<p>Language Pacifica 585 Glenwood Avenue, Menlo Park, CA 94025 – 650-321-1840 http://www.languagepacifica.org</p>
<p>Pilipino Bayanihan Resource Center 2780 Junipero Serra Blvd., Daly City, CA 94015 – 650-992-9110 http://www.pilipinobayanihan.org</p>
<p>SparkPoint Center at Skyline College 3300 College Drive, Building 1 Floor 2, San Bruno, CA 94066 – 650-738-7035 http://www.skylinecollege.edu/sparkpoint</p>
<p>Fair Oaks Community Center 2600 Middlefield Rd., Redwood City, CA 94063 – 650-780-7500 http://www.redwoodcity.org/parks/cc/fairoaks.html</p>
<p>Jordanian American Association 305 Linden Ave., South San Francisco, CA 94080 – 650-583-0132</p>
<p>Pillar Ridge Manufactured Home Community 164 Culebra St, Moss Beach, CA 94038 – 650-728-3389 http://www.pillarridge.com</p>
<p>First Filipino American United Church of Christ 461 Linden Ave., San Bruno, CA 94066 – 650-952-7130</p>
<p>Yaseen Foundation 621 Masonic Way, Belmont, CA 94002 – 650-591-3690</p>
<p>Filipino American Democratic Club of San Mateo County mark4life@hotmail.com</p>
<p>Persian American Society P. O. Box 25005, San Mateo, CA 94402 – 650-568-7922 1988PAS@gmail.com</p>
<p>Vietnamese Community Center 766 Geary Street, San Francisco, CA 94109 – 415-351-1038 http://vietccsf.org</p>
<p>Filipino-American Chamber of Commerce 1415 Rollins Road, Suite 202, Burlingame, CA 94010 – 650-228-3533 http://faccsanmateo.com</p>
<p>San Mateo County Commission on Disabilities, Aging and Adult Services 225 37th Ave., San Mateo, CA 94403 – 650-573-2480 http://smchealth.org/smccod</p>
<p>South San Francisco Community Learning Center 520 Tamarack Lane, South San Francisco, CA 94080 – 650-877-8540 http://www.ssf.net/547/Community-Learning-Center</p>

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' service area unique. To serve the region in Fiscal Year 2016, SamTrans operated 247 buses on 79 different routes and carried approximately 13 million passengers.

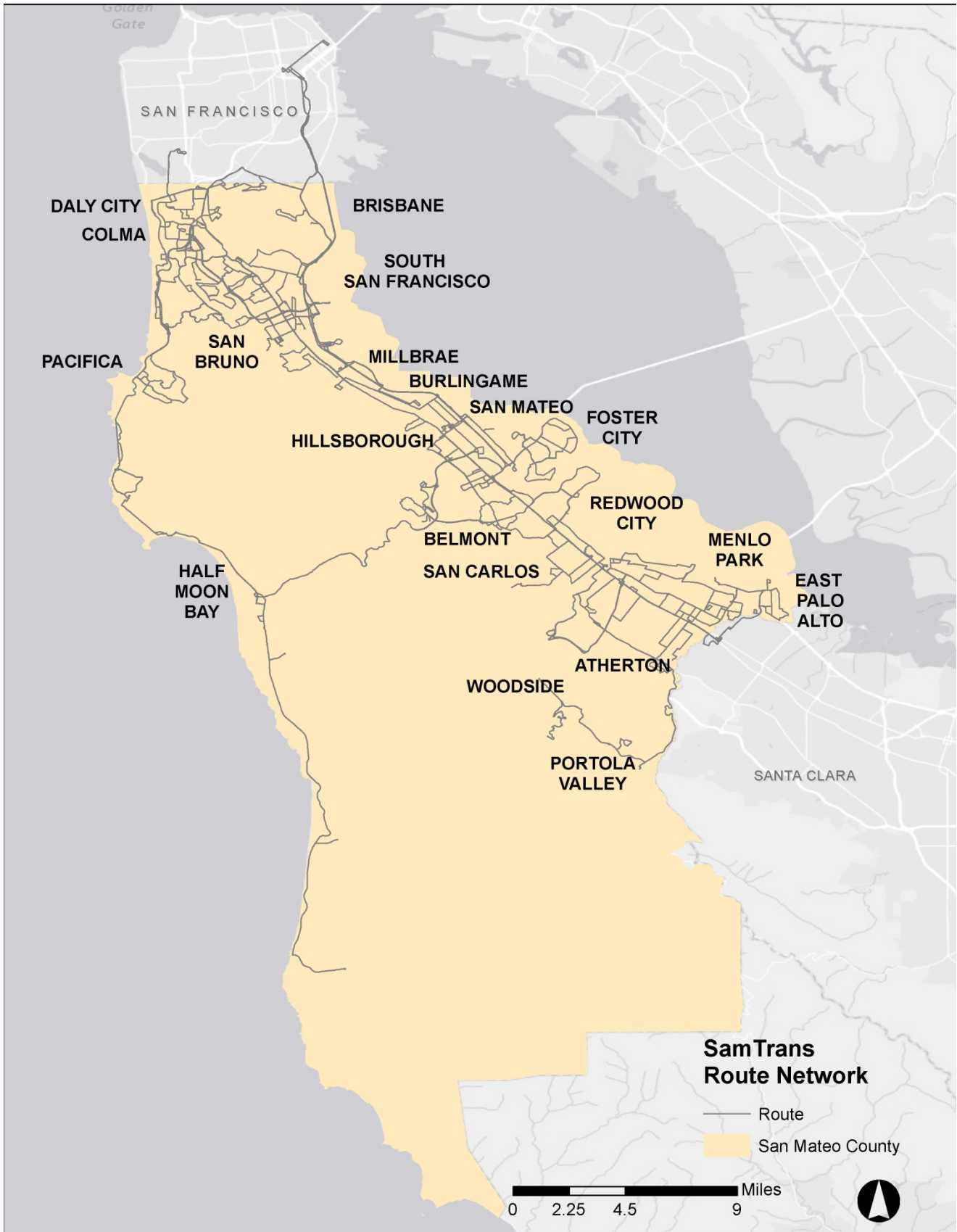
SamTrans fixed-route services are generally split into the following categories:

- Community Routes
- Local Routes (North County and South County)
- Multi-City Routes
- Mainline Routes

Each route category serves a specific purpose, appealing to different markets or geographic areas within the county. The 17 community routes are designed to serve more rural areas or specific trip purposes with highly targeted alignments and schedules. The 21 local routes generally serve a well-defined area or community, focusing on links to major transit centers and regional rail stations. The six Multi-city Routes serve as long-line routes, mostly in the South County. They serve a diverse assortment of cities, trip generators, and multimodal transit centers. The remaining five routes are SamTrans Mainline services. These routes generally operate more frequently and focus on service to major corridors and travel markets (such as El Camino Real and San Francisco). Eleven of SamTrans 49 routes are operated entirely under one of two contracts. A twelfth route – Route 17 – serving coastal San Mateo County (i.e., the "Coastside") is operated under its own contract. A handful of trips on Routes 390, 391, and ECR are also operated under contract.

The following exhibit illustrates SamTrans current route network.

Exhibit 16: SamTrans Route Network



FOCUS GROUP FEEDBACK

SamTrans conducted a series of focus groups with representatives from those languages used most often in San Mateo County. These focus groups were held in collaboration with local CBOs to ensure the participants accurately reflected the LEP groups most relevant to the development of the Language Assistance Plan. There were three key goals SamTrans was seeking to achieve through these focus groups:

- Quantify the frequency of contact with SamTrans services and information among the various groups.
- Identify preferred information channels for each group and any barriers these groups experience with respect to accessing information about SamTrans or using SamTrans services.
- Brainstorm ideas for improving access to information for LEP populations.

Two rounds of focus groups were held. The first round schedule was as follows:

Exhibit 17: First Round of LEP Focus Groups

Date & Time	Place
Monday July 8, 2013 6:00pm-7:00pm	Half Moon Bay Library 620 Correas Street, Half Moon Bay
Tuesday July 9, 2013 1:30pm-2:30pm	College of San Mateo 1700 W. Hillsdale Boulevard, Building 10, Room 10-194, San Mateo
Wednesday July 10, 2013 6:00pm-7:00pm	Daly City Serramonte Main Library 40 Wembley Drive, Daly City
Tuesday July 16, 2013 6:00pm-7:00pm	San Carlos Library 610 Elm Street, 2 nd Floor, San Carlos

In the first round of meetings, several customers and members of the public attended and participated in thoughtful discussions about the role SamTrans plays in their lives and what improvements can be made. Issues raised in the meetings include:

- Information is most easily accessed when provided directly to community centers or community leaders.
- Most information about SamTrans is seen on the bus or on printed schedules.
- SamTrans should make use of public access channels.
- Information about major service changes should be disseminated earlier and should be more widely available.
- Spanish and Mandarin translations are critical on the Coastside.
- Customers appreciate the audible announcements for stops and major intersections.
- The lack of a Clipper outlet on the Coast represents a major barrier for that community.

The second round schedule was as follows:

Exhibit 18: Second Round of LEP Focus Groups

Date & Time	Place
Tuesday August 13, 2013 11:00am-12:00pm	Edgewater Isle Apartments 1510 Marina Vista, San Mateo
Wednesday August 14, 2013 2:00pm-3:00pm	Language Pacifica School 585 Glenwood Avenue, Menlo Park
Friday August 16, 2013 2:00pm-3:00pm	Runnymede Garden Apartments 2301 Cooley Ave, East Palo Alto
Monday August 19, 2013 2:30pm-3:30pm	Youth United for Community Action 2135 Clarke Ave, East Palo Alto

The second round of focus groups yielded a significant increase in attendees. Issues raised in the meetings include:

- Information is most easily accessed when provided directly to community centers or community leaders.
- Chinese translations are critical for certain community groups.
- Internet channels and the SamTrans website were not particularly helpful or useful in obtaining information for certain groups.
- Bus stop signs are not easily recognizable, and maps are not easily understood. Both can be improved with better symbols and graphics.
- The transfer process between different SamTrans routes and other modes of transportation is confusing to many groups.

FACTOR 3:

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

CRITICAL SAMTRANS SERVICES

Traditional rubber-tire bus service remains at the core of SamTrans service offerings and – based on input from focus groups and discussions with CBOs – is the most important service to LEP populations in San Mateo County. 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. There are a number of key interaction points with the bus system which could prove problematic for LEP populations:

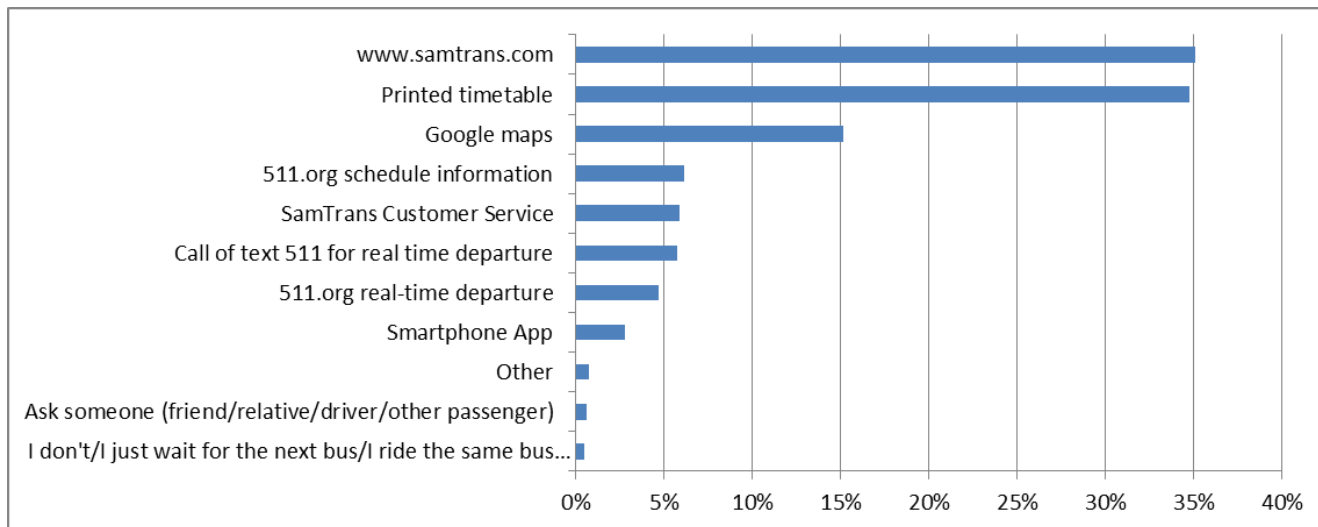
- SamTrans website
- SamTrans customer service phone line
- SamTrans customer service window in San Carlos
- Bus stop signage
- Printed schedules
- Fare payment
- Driver inquiries
- Onboard announcements
- Other printed materials

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.

USE OF CRITICAL SAMTRANS SERVICES

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

Exhibit 19: Information Sources for SamTrans Customers



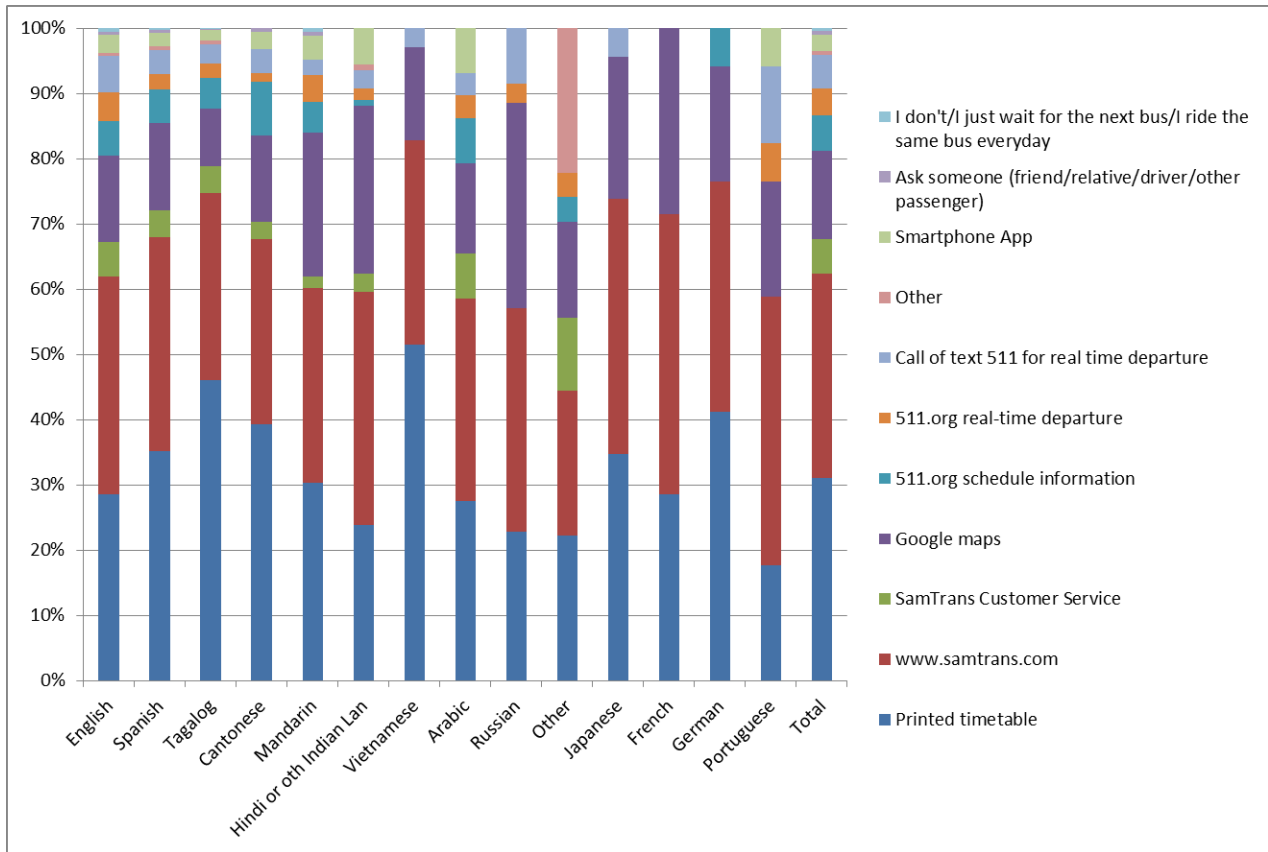
For all of the major languages spoken among SamTrans customers, getting information through printed timetables and the SamTrans website are the overwhelming favorites. There is a steep drop-off in popularity for the other choices available to SamTrans customers.

The most critical information for accessing SamTrans services is available in writing onboard SamTrans buses and at the bus stops. Not all of the information is available in all of the languages identified in this document, but SamTrans Customer Service personnel have access to on-demand oral translation services to assist customers who call or visit for assistance.

Additional written information is available on the SamTrans website. Some portions of that information is available in Spanish. 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 22 illustrates how survey respondents receive information about SamTrans services by which language they speak at home.

Exhibit 20: Information Sources by Language Spoken at Home



OPPORTUNITIES FOR IMPROVEMENT

Currently SamTrans disseminates all information in English, with some critical information available in Spanish. 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.

Given that as many as 9 different languages fall within the federal “Safe Harbor” guidelines, SamTrans is obligated to expand the translation of vital materials into the following languages:

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

With respect to other languages represented by fewer San Mateo County residents, SamTrans currently meets basic requirements for access to information via the Customer Service Language Line, SamTrans website translation tool, and available (by request) on-site translation at public meetings and outreach opportunities.

Despite the efforts SamTrans normally undertakes to ensure access to information about its bus service among LEP populations, some key improvements can be made:

- Translate more information on the SamTrans website into Spanish.
- Take into consideration that, according to a local Filipino newspaper, Filipinos may prefer to read materials in English rather than Tagalog.
- Listing Google Translate options on the SamTrans website in each respective language rather than listing them all in English.
- Locate the Google Translate tool on the SamTrans website in a more prominent location (currently located at the bottom right corner of each page).
- Translate printed information disseminated to the public into more languages (currently only translated into Spanish).
- Advertise in more media outlets that target languages other than English and Spanish.
- Translate information about fare payment and pass sales into more languages or use symbols to illustrate key ideas.
- Improve communication with targeted organizations (such as CBOs) to ensure that more LEP individuals participate in outreach efforts.
- Provide more bus rider presentations to various organizations, such as CBOs.
- Increase marketing efforts to include social media and traditional media (in various languages) so that higher LEP participation for outreach events focused on accessing information can be achieved.
- The placement of traditional media at bus stops and on buses may be especially critical toward improving information accessibility.

FACTOR 4:

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

CRITICAL SAMTRANS SERVICES

SamTrans' Operating Budget does not have a specific line item for providing language access and outreach; costs for translators and outsourcing translation needs are split among several different departments depending on which department is responsible for the outreach project being undertaken. In general, day-to-day expenses are housed within the Communications departments. Typical annual expenses for that department are as follows:

- Translation: \$2,000
- Public meetings/hearings: \$6,500
- Document production: \$11,000
- Market research: \$71,000 every three years

Translated documents include ad cards, direct mailers, station kiosk signs, customer take-ones, meeting notices, brochures, 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 – Chinese, Russian, Vietnamese, Tagalog and the other "Safe Harbor" languages – are translated per the Vital Document policy and translation threshold policy, although SamTrans always reserves the right to translate documents into additional languages as resources allow and circumstances dictate.

The Communications Department spends roughly \$125,000 to \$175,000 annually, but these expenses are generally associated with specific, large-scale projects being undertaken by the District as a whole (not necessarily just SamTrans).

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

- Provide complaint forms in multiple languages.
- Increased use of universal pictograms or other symbols at bus stops or on buses.
- Increased translations of documents.
- Conduct more language-specific outreach similar to focus groups associated with the development of this plan.
- Provide a short survey regarding LEP needs on buses in various languages for LEP individuals who cannot make it to outreach meetings, where these individuals can voice their concerns and opinions directly to SamTrans staff.

LANGUAGE ASSISTANCE IMPLEMENTATION PLAN

METHODOLOGIES

IDENTIFYING LEP INDIVIDUALS

“There should be an assessment of the number or proportion of LEP individuals eligible to be served or encountered and the frequency of encounters pursuant to the first two factors in the four-factor analysis...”

-DOT LEP Guidance Section VII(1)

As indicated in the analyses provided in Factors One and Two in the previous section, there is substantial evidence that there is a significant LEP population within the SamTrans service area. This population also makes up a considerable portion of SamTrans customers.

SamTrans analyzed Census data from 2014 and found that approximately 131,000 residents in the county indicated that they speak English less than “very well,” or 19 percent of the total county population. Nine language groups (Spanish, Chinese, Tagalog, Arabic, Japanese, Korean, Vietnamese, Hindi, and Russian) have more than 1,000 persons who speak English less than “very well” and require a translation of vital documents. Currently SamTrans only consistently translates most materials into Spanish and will expand to include these additional languages.

Data from a customer service survey conducted every three years revealed the top 15 languages spoken by SamTrans customers. Survey results indicated that a lower percentage of respondents (56.5) spoke English as their primary language, versus Census results (70.2 percent). The survey is considered a more accurate representation of SamTrans customers.

Overall, SamTrans has identified various groups that speak English less than “very well” through Census, survey, and customer service center data. There is a need for more language translations beyond Spanish.

PROVIDING SERVICES

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

-DOT LEP Guidance Section VII(2)

SamTrans is committed to providing meaningful access to information and services to its LEP customers. Many of these LEP populations rely heavily on SamTrans. SamTrans uses various methods to accomplish this goal. More methods pertaining to outreach are discussed in the agency’s Public Participation Plan.

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

- Google Translate tool on SamTrans website
- Translators (by request) for focus groups and public hearings
- Multilingual printed materials
- AT&T language line
- SamTrans customer service line
- Onboard announcements
- Language assistance and Title VI training of frontline staff
- I Speak cards
- CBOs

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

- Improve Google Translate tool to display languages in their original written form (rather than in English) and placing the tool in a more prominent location on the SamTrans website. Consider obtaining a translation tool that better serves the public.
- Translate more languages in general
- Make more multilingual social media posts
- Continue partnering with CBOs to serve more multilingual communities
- Continue partnering with regional agencies and other partners to produce shared multilingual customer information materials
- Review existing customer information documents to determine whether the document is “vital” and what level of translation is needed.
- Review current translation and language assistance efforts to determine whether they are adequate and/or effective.

“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 and Factor Two in the previous section for Title VI compliance.

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

- 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.

STAFF TRAINING

Frontline staff (bus operators, customer service representatives, supervisors, and management directly overseeing the previous staff) are trained on Title VI to ensure key agency staff are aptly prepared to provide language assistance as needed for customers. This training is provided during regularly scheduled Verification of Transit Training. Trainees are instructed in the basics of Title VI, as well as how to use an I Speak card to provide assistance with translations for Safe Harbor language speakers. The customer service line is provided on the cards, as well as a translation of “For language assistance, please call...” in each respective Safe Harbor language. An example of the I Speak card is shown in Exhibit 23.

Exhibit 21: 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

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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.

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.

F. 2016 TITLE VI PROGRAM ADOPTION

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

BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT
STATE OF CALIFORNIA

* * *

ADOPTING THE SAN MATEO COUNTY TRANSIT DISTRICT'S 2016 TITLE VI PROGRAM

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 (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 grant funding and assistance must submit to the FTA every three years to evidence compliance with Title VI; and

WHEREAS, the San Mateo County Transit District's (District) current Title VI Program expires on November 30, 2016; 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 staff report), 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 2016 Title VI Program; and

BE IT FURTHER RESOLVED the Board of Directors authorizes the General Manager/ CEO, or his designee, to:

1. Include evidence of the Board's consideration and approval of the final District Title VI Program;
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 5th day of October, 2016 by the following vote:

AYES: GEE, GROOM, GUILBAULT, HARRIS, MATSUMOTO, RATTO
STONE, TISSIER, KERSTEEN-TUCKER

NOES: NONE

ABSENT: NONE



Chair, San Mateo County Transit District

ATTEST:


District Secretary

G. SERVICE 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

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. 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), 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.

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.

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.

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 five 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 G.1: Routes by Category

Category	Routes
Coastal	14, 16, 17, 294, FLP
Community	11, 19, 24, 25, 28, 29, 35, 37, 38, 39, 43, 46, 53, 54, 55, 57, 58, 59, 60, 62, 67, 68, 72, 73, 79, 80, 82, 83, 84, 85, 86, 87, 88, 89, 95
Local	110, 112, 118, 120, 121, 122, 130, 131, 133, 140, 141, 250, 251, 260, 261, 270, 273, 274, 275, 276, 280, 281, 286, FLXS
Multi-City	295, 296, 297, 398, KX
Mainline	292, 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.

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 G.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

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 G.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

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 G.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

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 2014 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 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

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). SamTrans received 25 hybrid-diesel vehicles in 2013. The new buses are 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.

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.

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 13th 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

H. DEMOGRAPHIC AND SERVICE PROFILE

Exhibit H.1: Total Population by Census Tracts

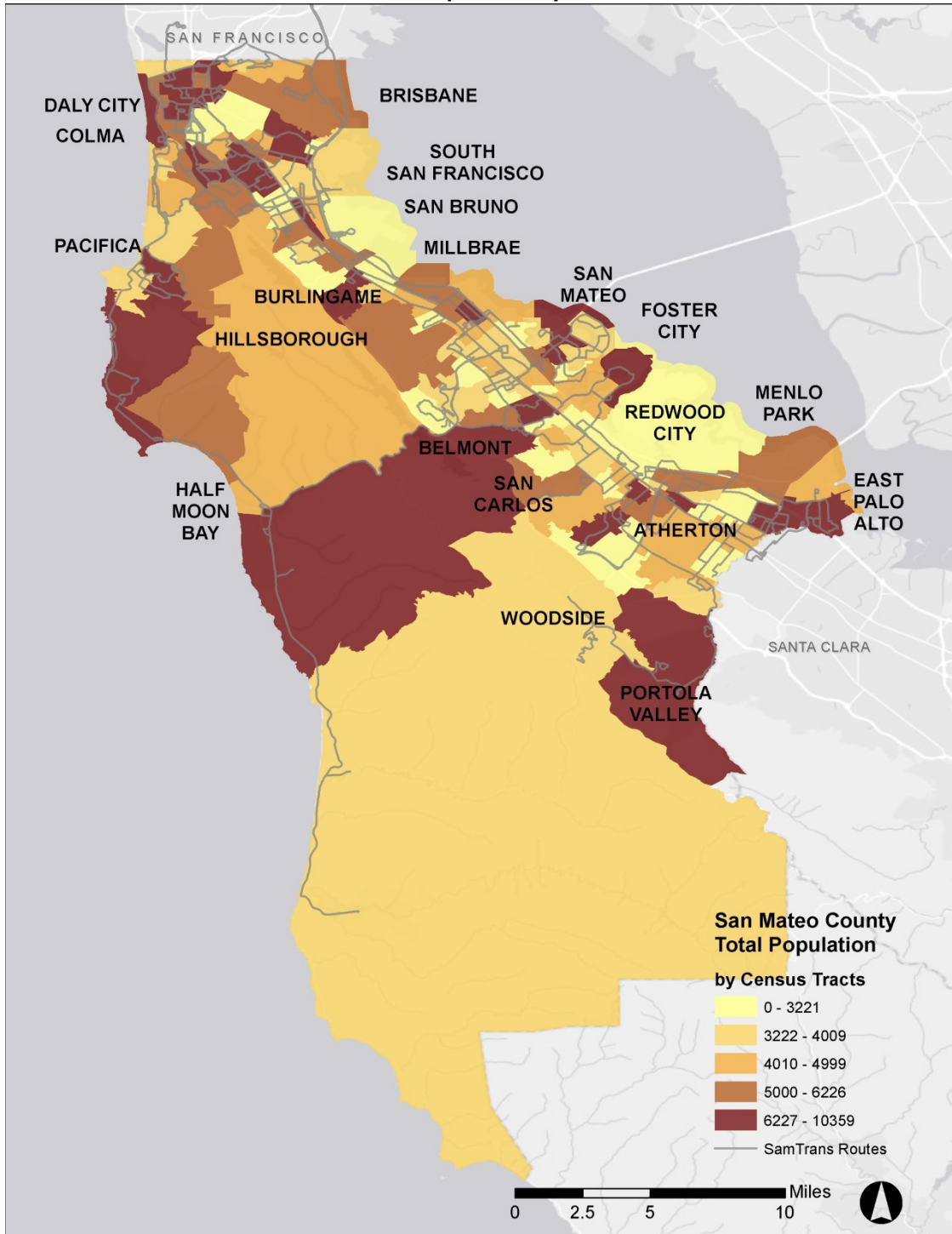


Exhibit H.2: Asian Population by Census Tracts

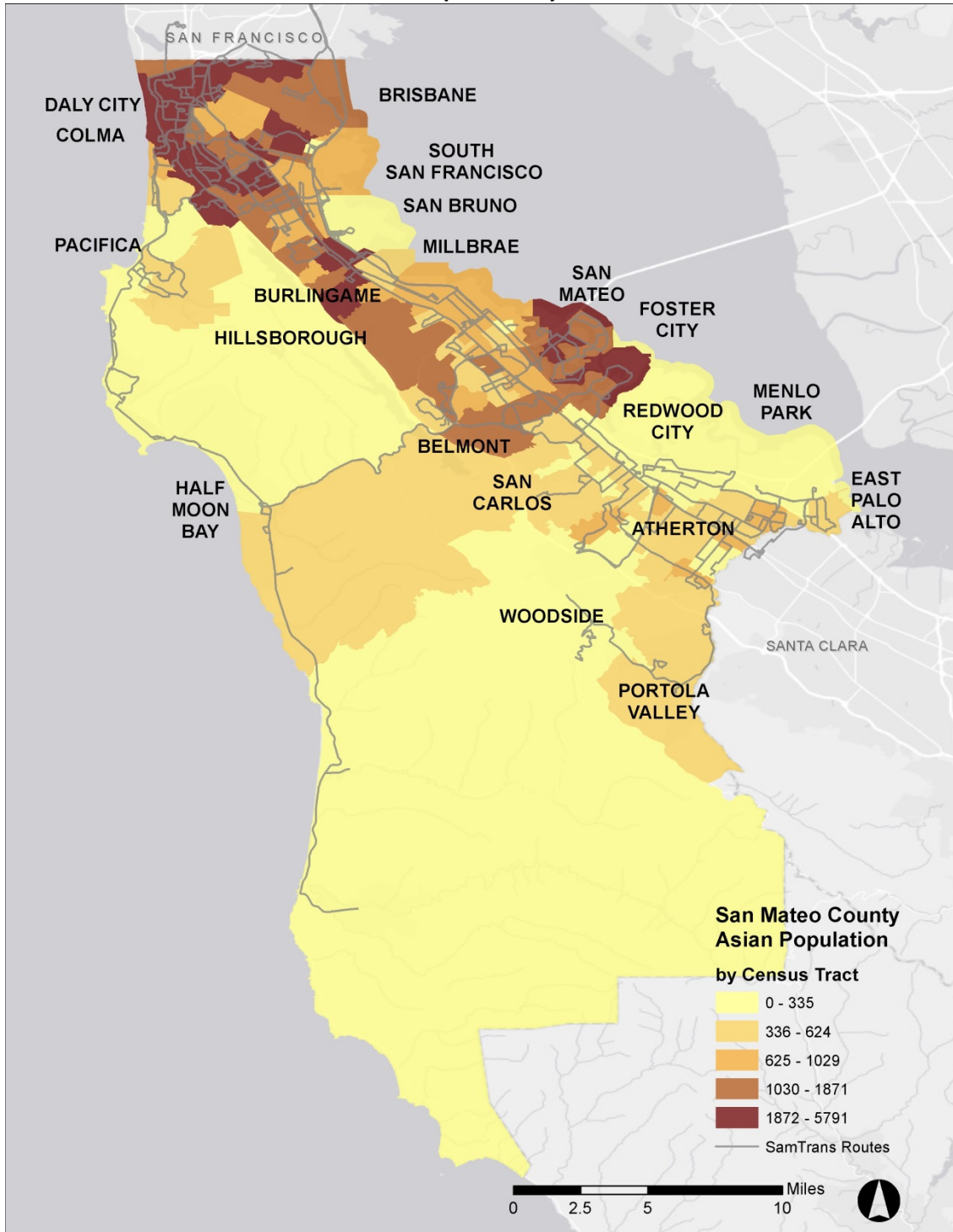


Exhibit H.3: Black Population by Census Tracts

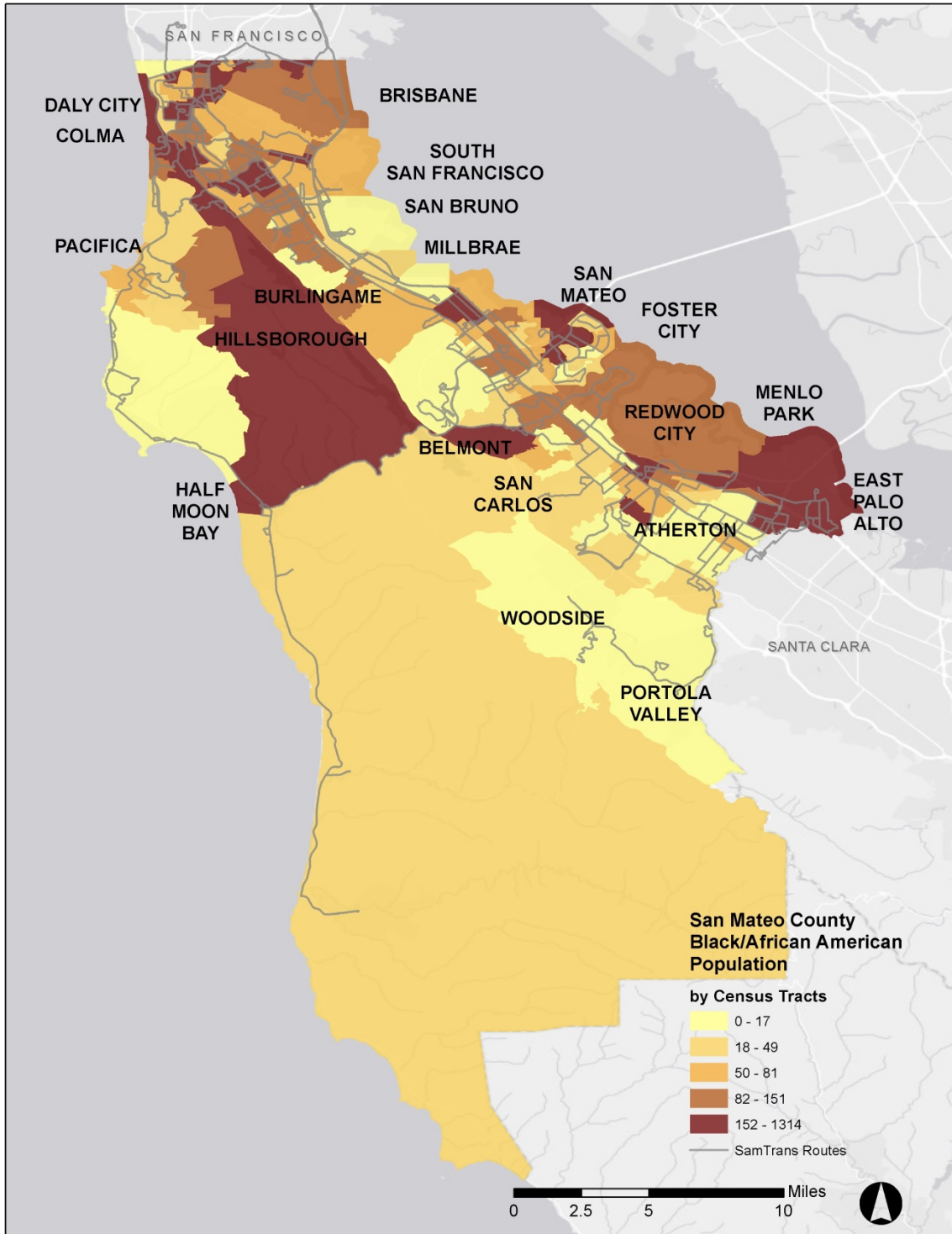


Exhibit H.4: Hawaiian/Pacific Islander Population by Census Tracts

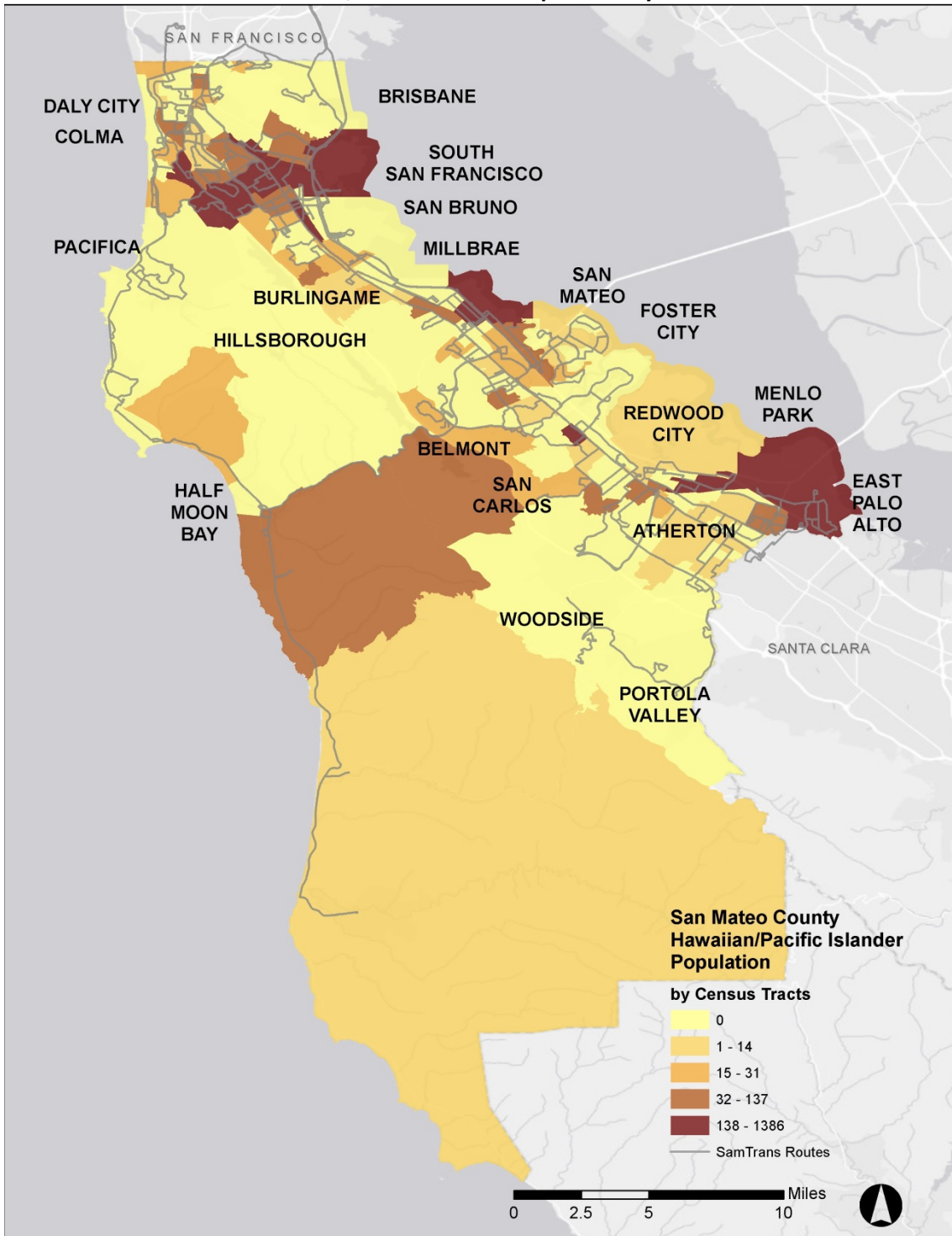


Exhibit H.5: Hispanic Population by Census Tracts

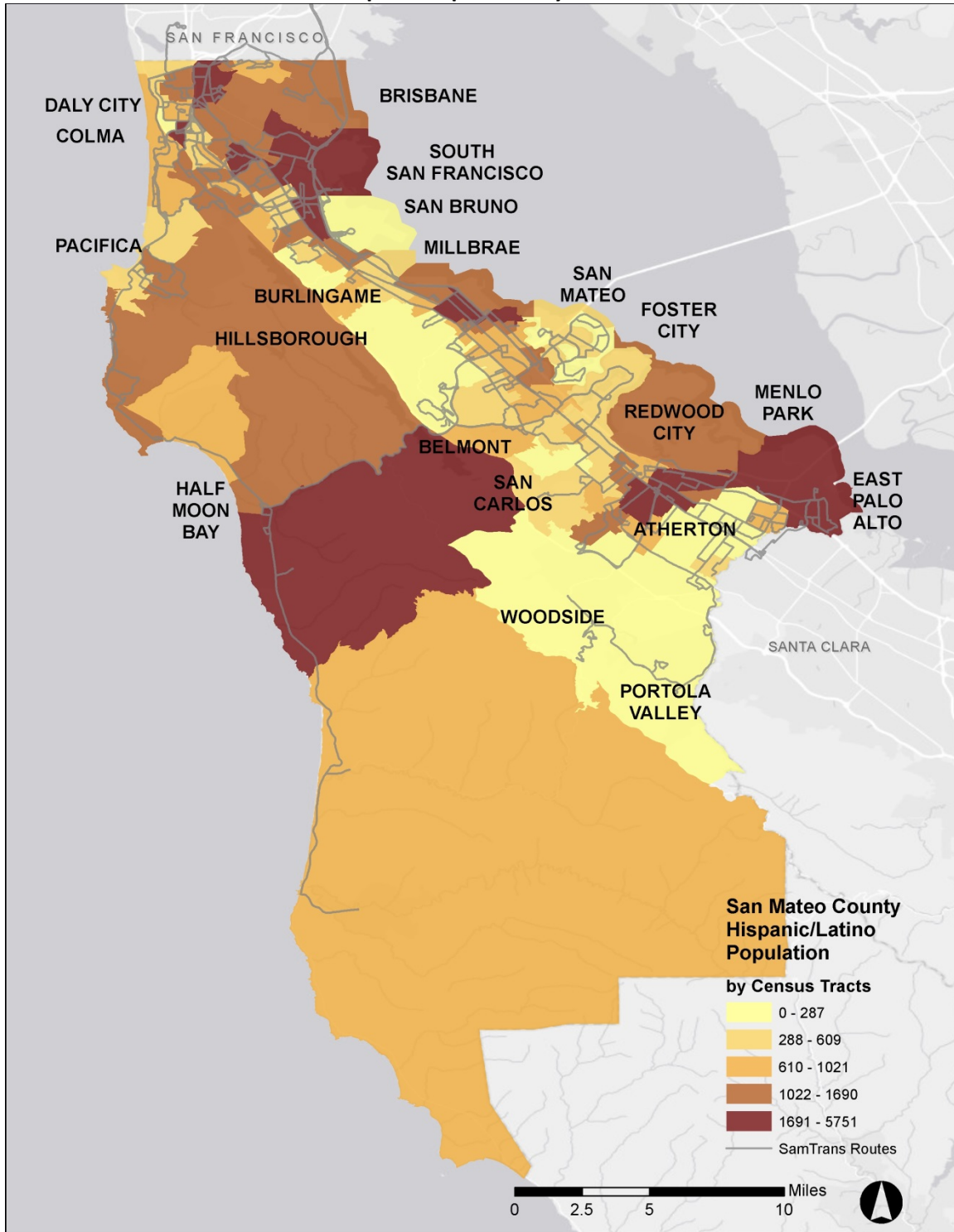


Exhibit H.6: "Other Races" Population by Census Tracts

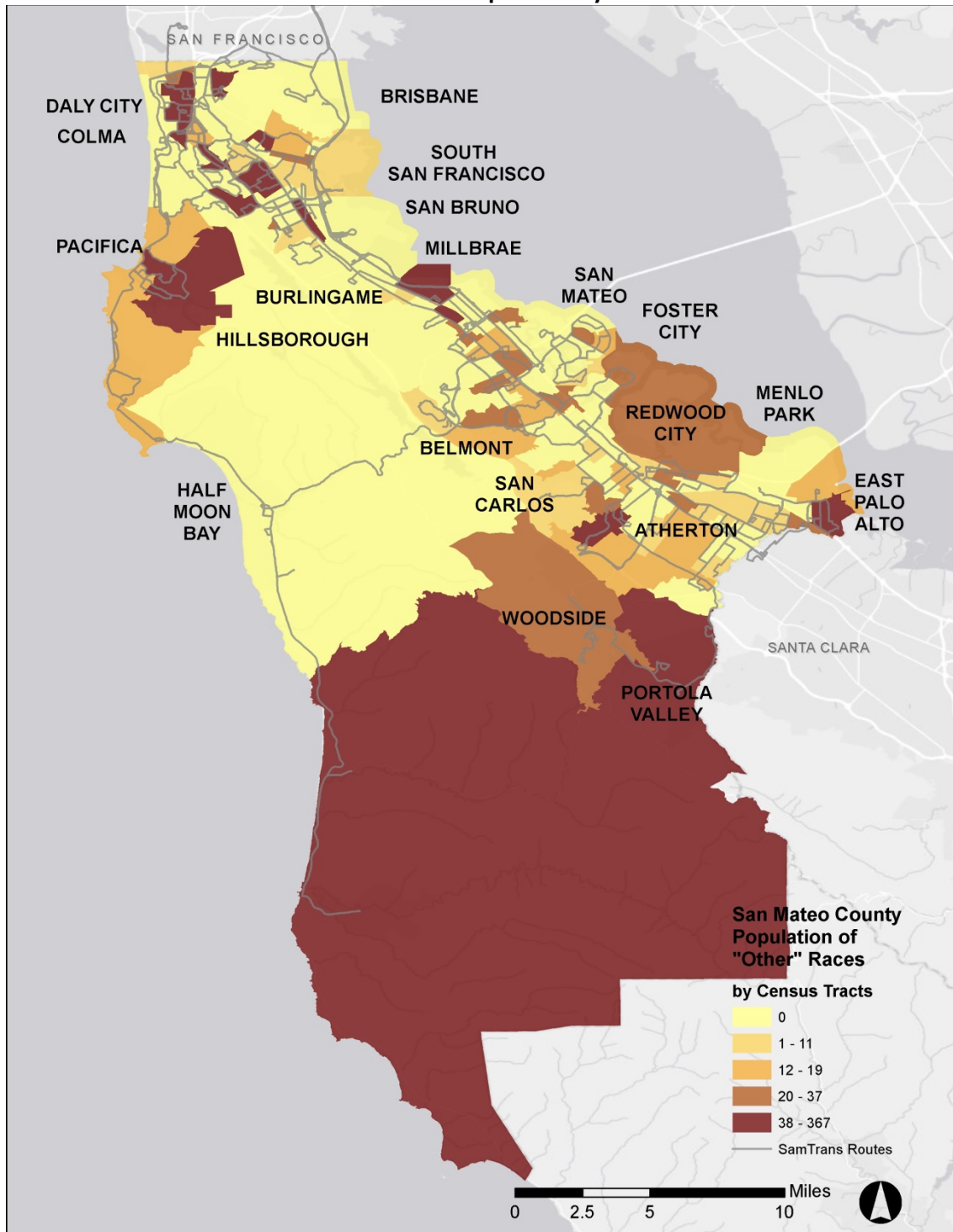


Exhibit H.7: White Population by Census Tracts

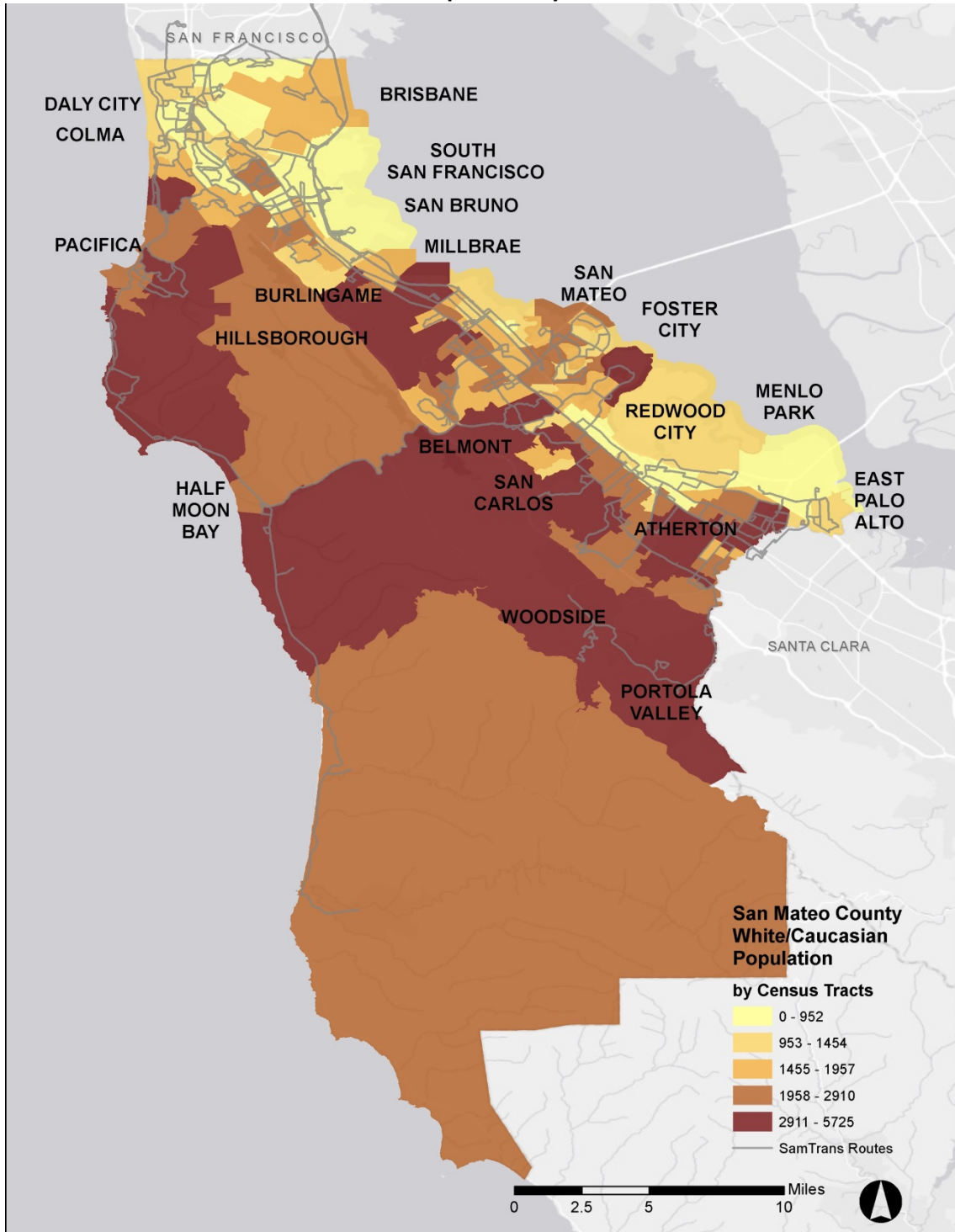


Exhibit H.8: Minority Populations by Census Tracts

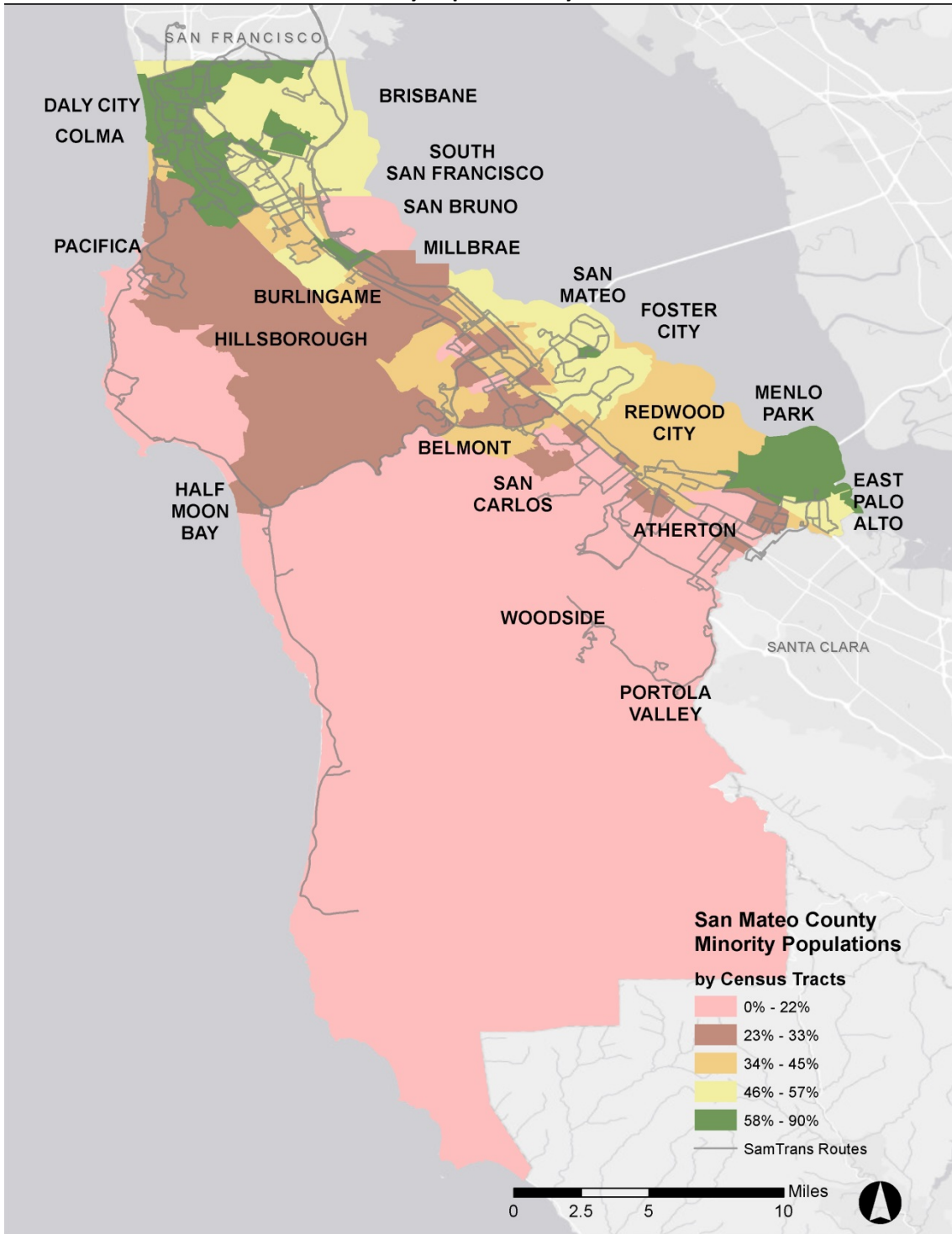


Exhibit H.9: Households Below Poverty Level by Census Tracts

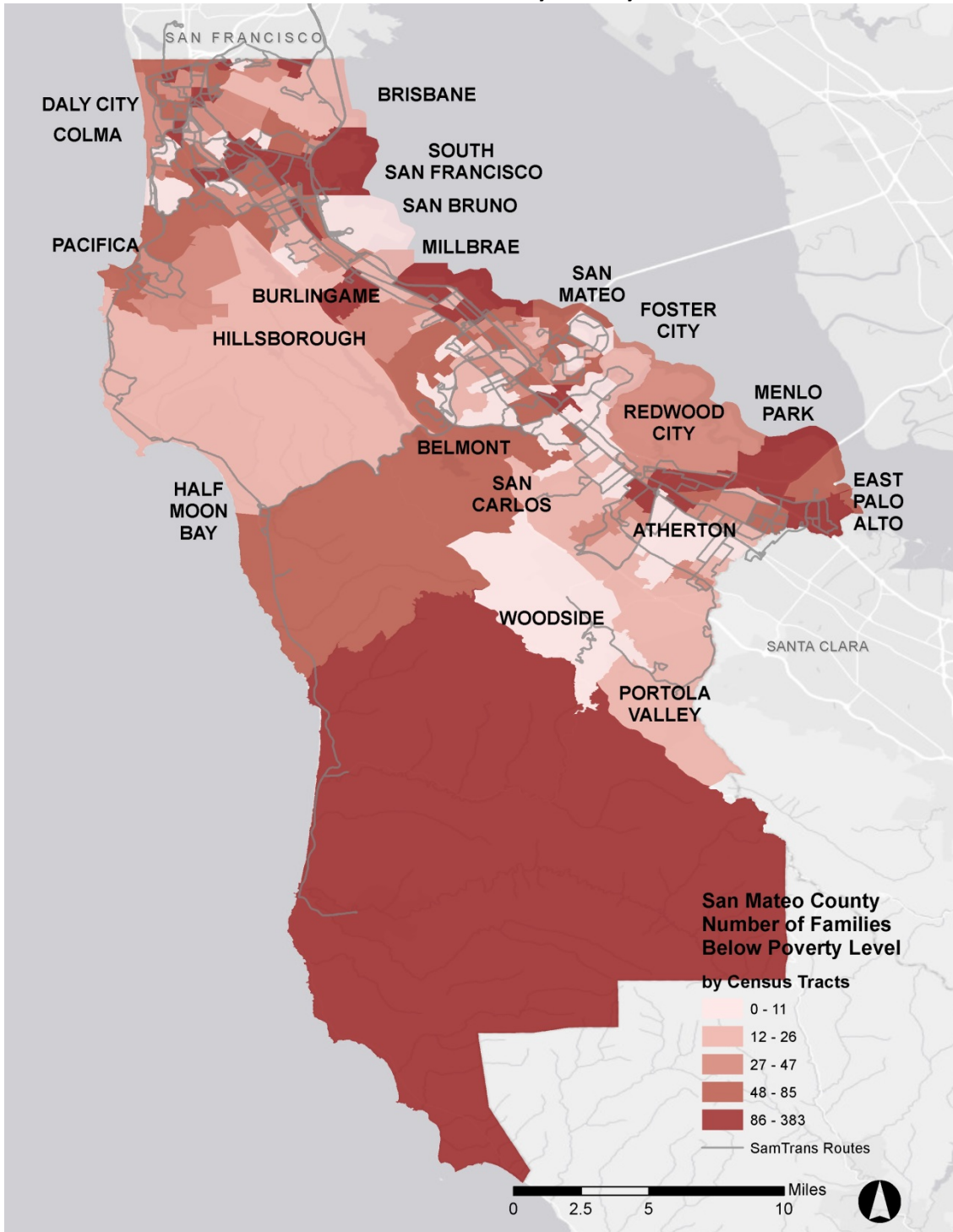


Exhibit H.10: SamTrans Routes Categorized by Minority/Non-Minority

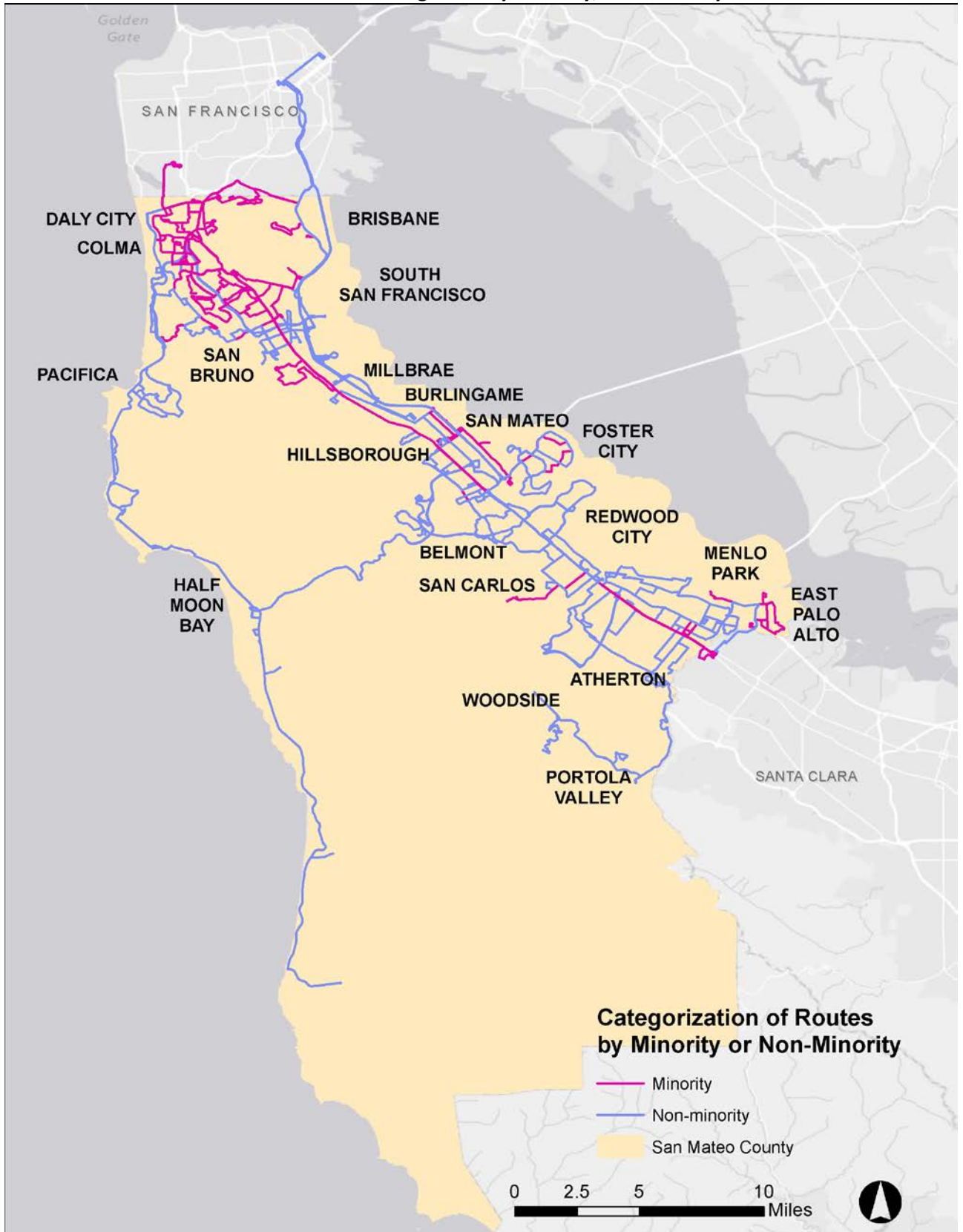


Exhibit H.11: SamTrans Routes Categorized by Income Level

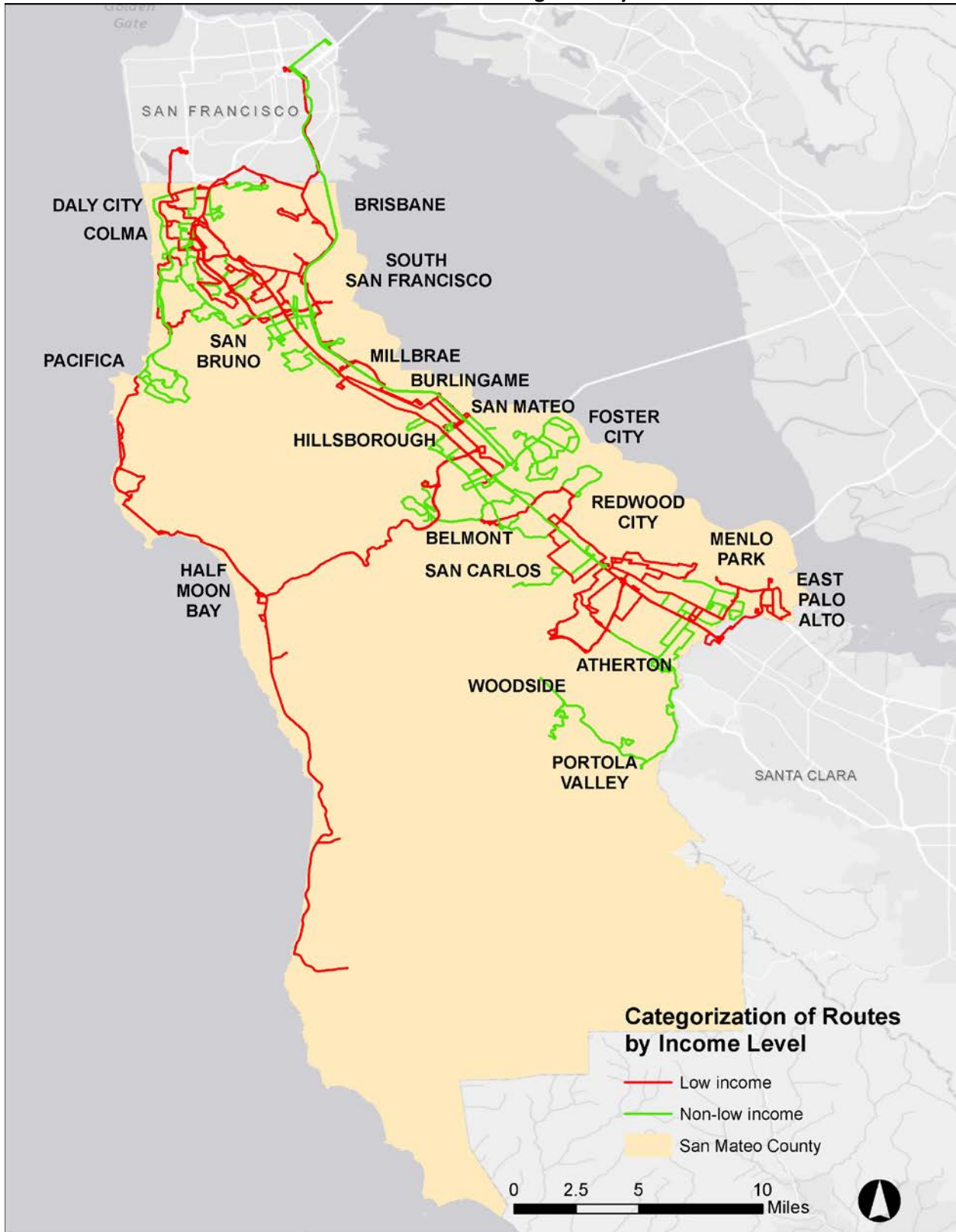


Exhibit H.12: Distribution of Shelters for Minority Populations

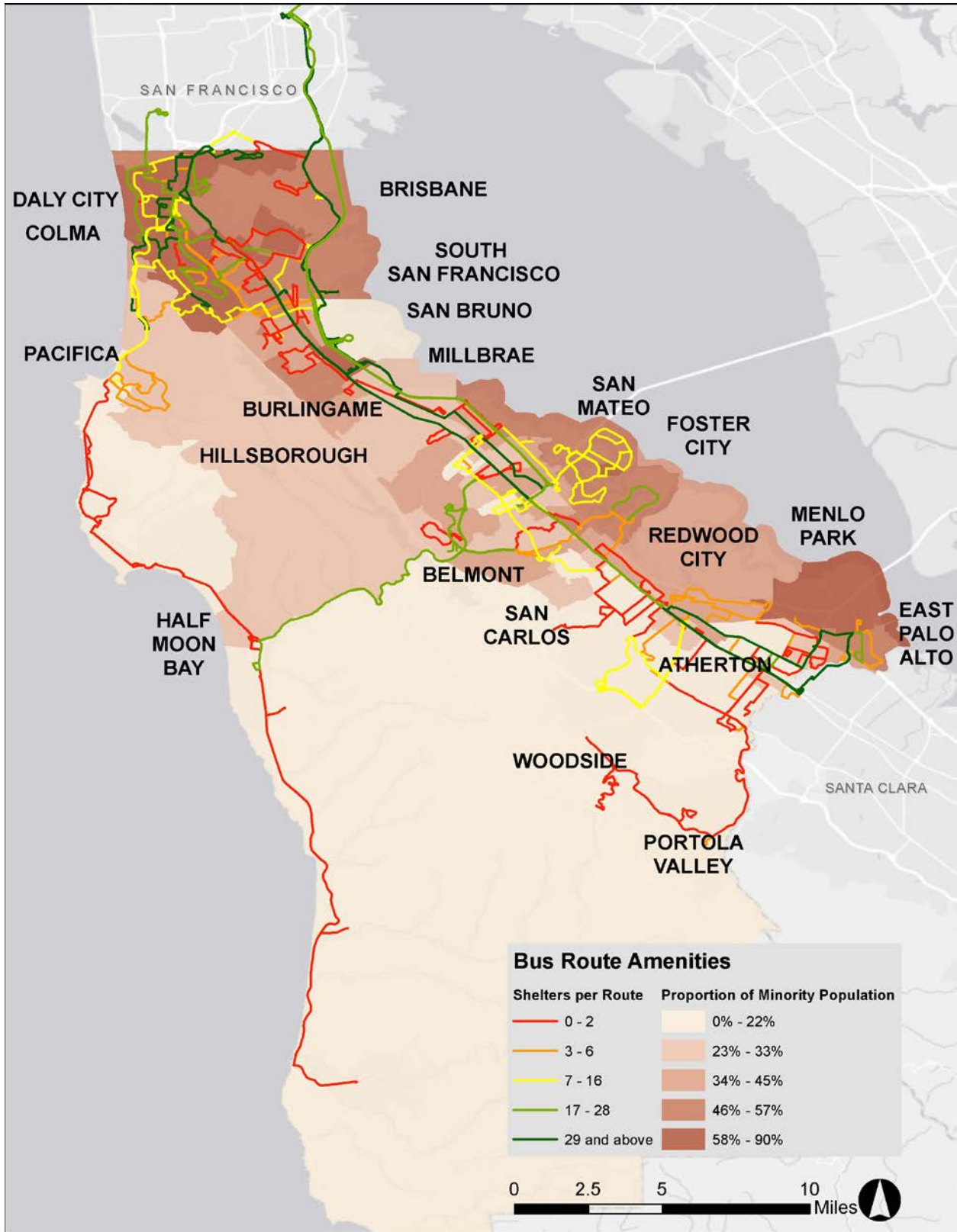


Exhibit H.13: Distribution of Benches for Minority Populations

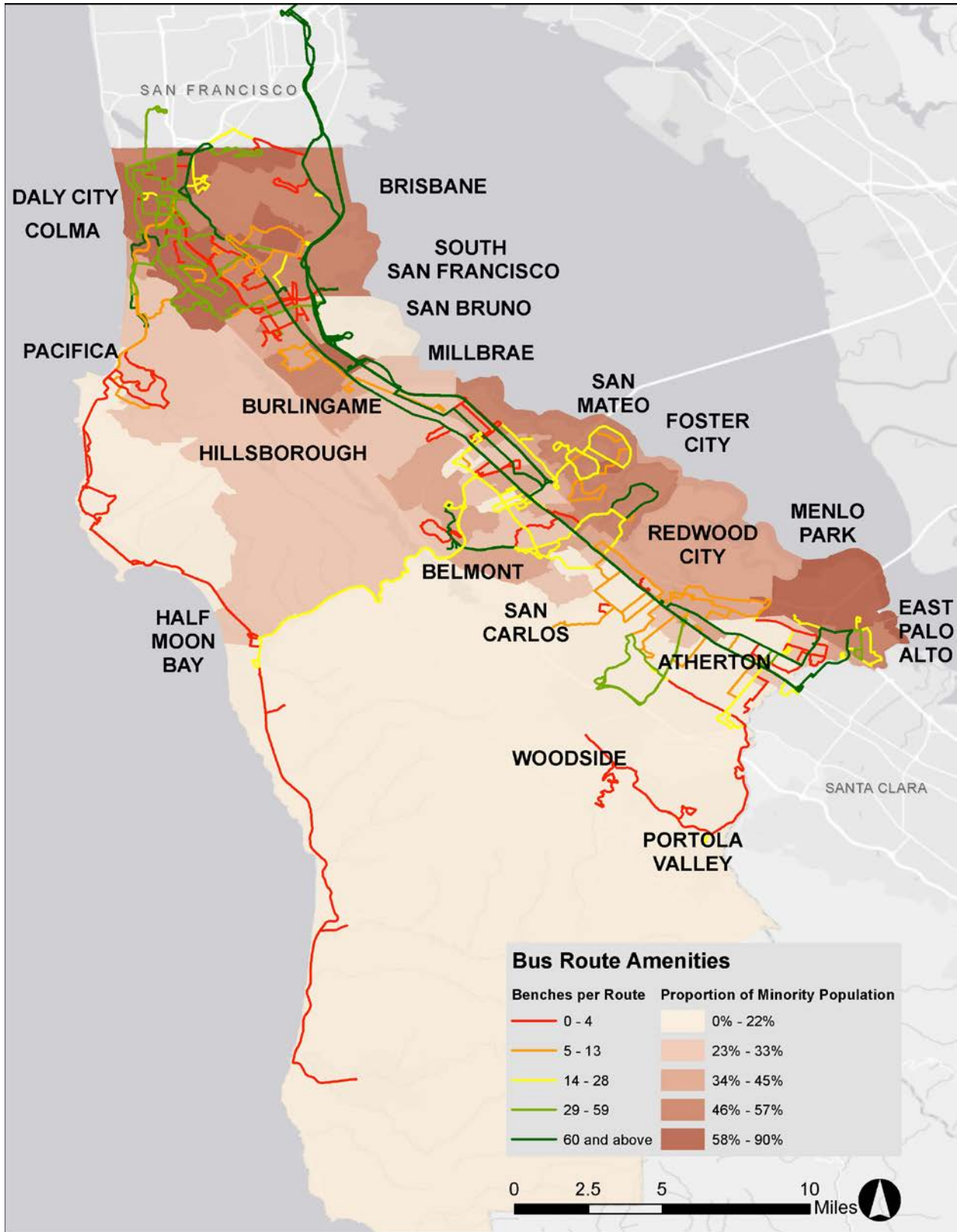


Exhibit H.14: Distribution of Trash Receptacles for Minority Populations

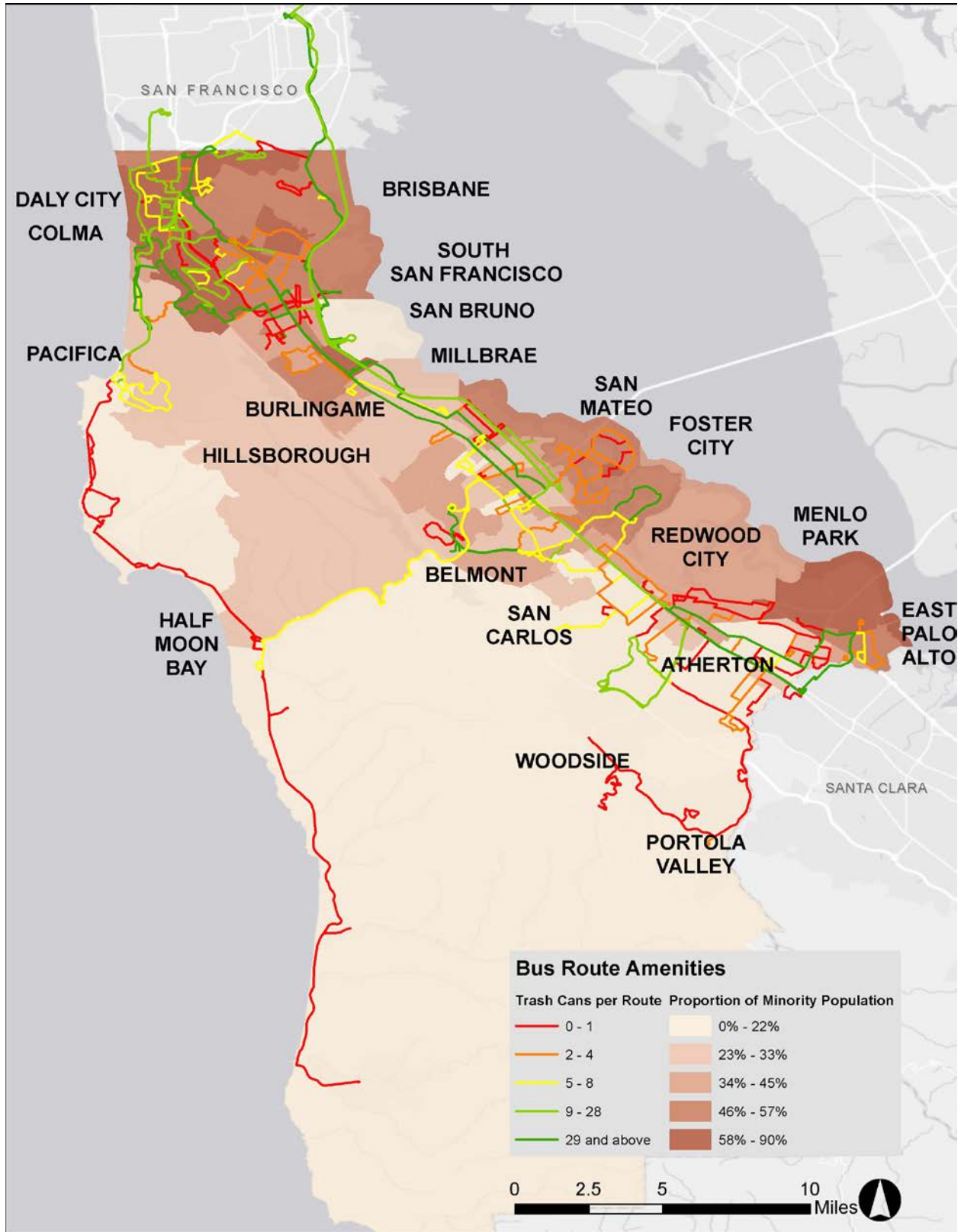
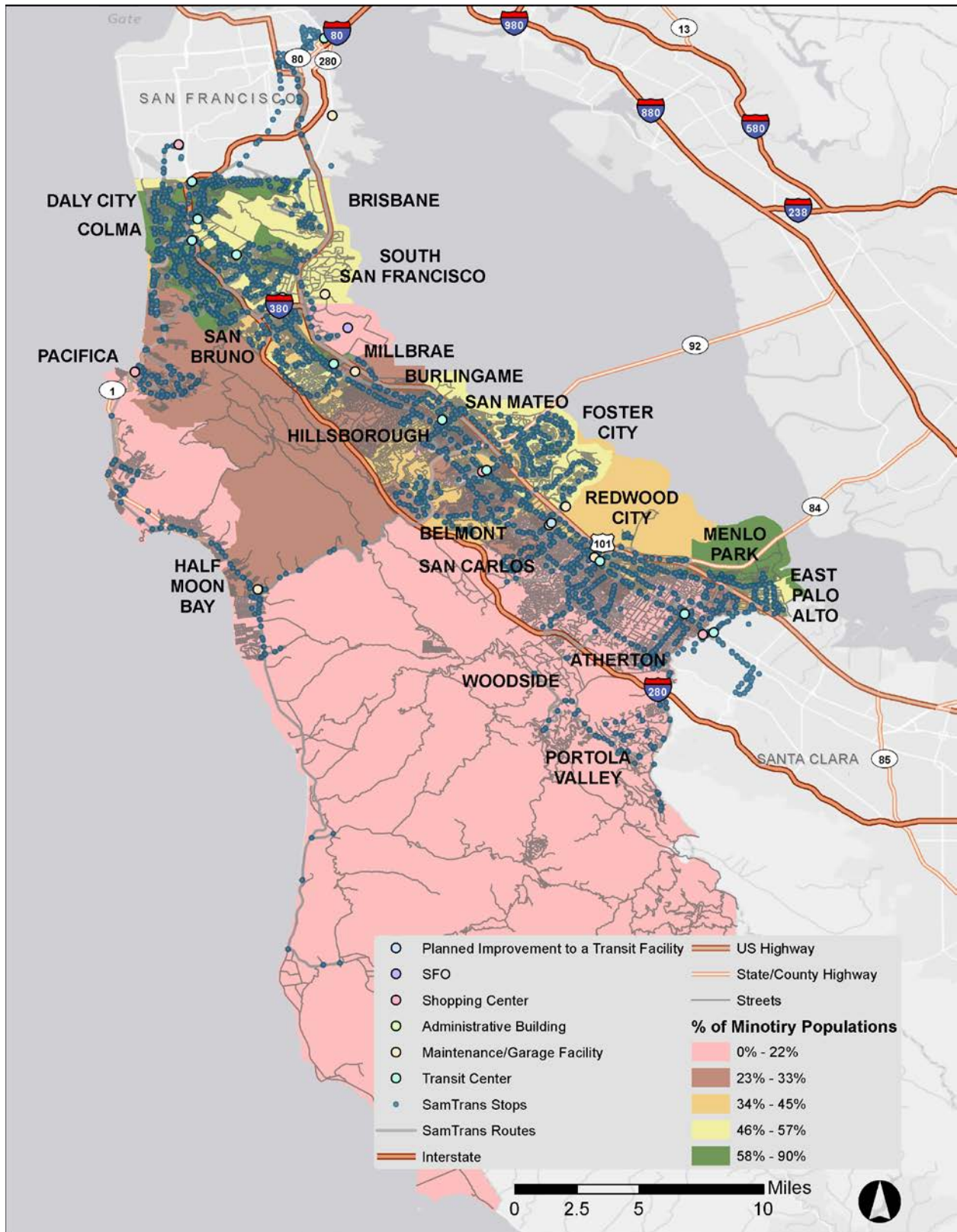


Exhibit H.15: SamTrans Base Map



I. RIDERSHIP AND TRAVEL PATTERNS

Surveys are conducted system-wide 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.

2015 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 October 2015. In total, 6,430 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 and Spanish 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 binders.

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: Patrick Thompson, 650-508-6245

Changes in SamTrans Service Since Last Survey

SamTrans made a number of service-related changes since the last survey was conducted in 2012.

Significant changes include:

- In August 2013, SamTrans combined mainline Routes 390 and 391 into Route ECR on weekdays, which travels from Palo Alto to Daly City and operates every 15 minutes. Weekend service was introduced in 2012 and operates every 20 minutes.
- In January 2014, SamTrans implemented system-wide service changes as part of the SamTrans Service Plan. Improvements included increased frequency on a number of core routes, addition of new routes and discontinuation of inefficient routes. This included a redesign of all bus stop signs and additional information for accessing real-time departures. In addition, the Day Pass decreased from three to two and one-half times the one-way fare.

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 and Spanish, 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 very high for a systemwide bus survey of this type. Key response rate statistics are as follows:

- **80% Completion Rate.** This is calculated by dividing the total number of completes (6,430) by the total number of questionnaires distributed to passengers (7,995).
- **67% Response Rate.** This is calculated by dividing the total number of completes (6,430) by all eligible passengers riding on the sampled buses (9,495).

(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 Thursday, October 1, through Saturday, October 31, 2015. 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, 6,430 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.21% (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 74 weekday routes in operation (including lightly traveled school and community routes), and surveys were collected on 50 of these routes (including all heavily traveled and medium traveled routes). Surveys were also conducted and collected on board all 24 weekend routes in operation.

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. In total, approximately 971 individual survey runs were completed on these sampled routes.

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 taken into account 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. Although it was not a separate region, 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.

WEEKDAY

Route Type	Average Weekday Ridership	# of Routes	Approximate Shift
			Allocation (%)
Highly traveled routes	1,000+ Passengers	11	35%-40%
Moderately traveled routes	200-999 Passengers	17	25%-30%
Lightly traveled routes	Fewer than 200 Passengers	46	15%-20%

WEEKEND

Route Type	Average Daily Weekend Ridership	# of Routes	Approximate Shift
			Allocation (%)
Highly traveled routes	1,000+ Passengers	4	5%-8%
Moderately traveled routes	200-999 Passengers	14	4%-7%
Lightly traveled routes	Fewer than 200 Passengers	6	3%-6%

The segments above are based on the daily ridership figures that were provided by SamTrans. A complete list of the specific SamTrans routes surveyed is included in the Appendix of this report.

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 month of October 2015. This comparison showed that weighting the data was unnecessary, as the percentage of completed surveys (compared to the weekly total) for each ridership segment was already nearly identical to the estimated percentage of riders for each ridership segment. The following chart shows the actual number of surveys by ridership segment and the segment’s percentage of the weekly total of surveys.

SamTrans Ridership vs. Surveys Completed					
	Weekday			Weekend*	Weekly TOTAL
	Weekday Peak	Weekday Off-Peak	TOTAL Weekday*		
Surveys completed	2,320	3,139	5,495	971	6,430
% of weekly total	36%	49%	85%	15%	100%
Estimated weekly # of SamTrans riders*				188,334	1,194,898
% of weekly total*				16%	100%

*Taken from ridership numbers October, 2015. Since SamTrans routes were largely reconfigured in Fall 2014 and mid-2015, a weekday peak/off-peak breakdown from prior to October 2015 may not be valid. In addition, the peak/off-peak breakdown may be impacted by the fact that this study was not conducted among passengers who appeared to be younger than 12 years of age.

Statistically Significant Differences

As was mentioned previously, for the total number of respondents (n = 6,430) who participated in the survey, the margin of error is +/- 1.21% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:

- Weekday peak (n = 2,320). +/-2.02% at the 95% confidence level;
- Weekday off-peak (n = 3,139). +/-1.74% at the 95% confidence level;
- Weekend (n = 971). +/-3.11% at the 95% confidence level.

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 year.

- Almost one-quarter (27%) of riders have been riding SamTrans for less than a year. This is a slight increase (3%) from 2012; all of this increase stems from those riding 6 months or less. Most of these newest riders (75%) pay an Adult fare, while 18% pay a Youth fare.
- However, the share of relatively new riders (e.g. those riding less than three years) declined between the 2012 and 2015 surveys. The number of new Senior riders rose slightly between 2012 and 2015.
- Half of riders (49%) have been using SamTrans for more than 3 years. This is a slight decrease from 2012 when 53% of riders indicated that they had been riding three or more years.
- Ridership across fare categories remains generally consistent with the 2012 survey, with Adult riders dropping from 65% in the 2012 survey to 64% in the 2015 survey; Youth riders staying flat at 19%; and Senior riders up 1% in 2015, for a total of 10% of all riders.

Most SamTrans riders rely on the system as their primary mode of transportation.

- Just over one-fourth (28%) of SamTrans riders own or have access to a car; this the same as in 2012, is up from 2009 (26%), but down from 32% in 2006.
- Most riders (78%) say the primary reason they use SamTrans is because they don't have a car or don't drive.
- Most riders (82%) use SamTrans at least 3 days per week, with two-thirds (63%) using it at least five days a week.

Most riders walk to the SamTrans bus stop and pay their fare either with cash or a SamTrans Monthly Pass. A number of riders take more than one SamTrans bus to their destination.

- Walking is the primary mode in getting to and from SamTrans. 68% walk to their bus stop, and 58% walk from the bus stop to their final destination.
- Over a third of all riders (60%) pay for their trip with cash, while 23% use a SamTrans Monthly Pass. Those using cash value on Clipper nearly tripled since 2012, rising from 8% in 2012 to 21% in 2015. Day Pass use doubled, from 3% in 2012 to 6% in 2015, although this growth may have been a result of the price drop for a Day Pass, from the equivalent of 3 one-way trips to 2.5 one-way trips.
- More than two-thirds (69%) of riders are making a round trip on SamTrans. This is the same as in 2012, is slightly higher than 2009, this percentage is still down slightly from 74% in 2006.
- While 56% use only one SamTrans bus for their one-way trip, 31% use 2 SamTrans buses, and 11% use 3 or more SamTrans buses for the trip.

Limited vendors, consumer choice, and lack of information are the main barriers to Clipper Card use.

- Overall, 46% of riders indicated that they used a Clipper Card. Although most of those who use a Clipper card say there are no barriers to use (72%), 9% of those who use a Clipper card say vendors are limited, making it the highest barrier mentioned among Clipper card users.

EXECUTIVE SUMMARY (continued)

- Notably, more than one third of those who do not use a Clipper card (34%) say there are no barriers, suggesting their non-use is a matter of choice, while 23% of non-users say they prefer to pay as they go. However, among those not using a Clipper card, lack of information is a key factor: 13% of them say they don't know enough about it, while 9% say they don't understand how to use it.

SamTrans is used for a wide variety of purposes by its riders.

- Overall, slightly less than half of riders (44%) are traveling to or from work, and 28% are traveling to or from school, when using SamTrans. This is similar to the 2012 survey, when 44% traveled for work and 29% were traveling to/from school, as well as to 2009, when 47% traveled for work and 27% were traveling to/from school.
- Work is the primary trip purpose for all time periods – with 46% of Weekday Peak riders, 42% of Weekday Off-Peak riders, and 44% of Weekend riders going to or from work.
- School is the second most common trip purpose among Weekday Peak (38%) and Weekday Off-Peak (27%) riders; however, among weekend riders, shopping (24%) and social/recreational (23%) trips are the second most common trip purposes.

Overall, SamTrans is generally well regarded by its customers.

- About three-fourths of riders (73%) 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 4.23.
- SamTrans achieved relatively consistent satisfaction ratings among major demographic and use sub-groups. A mean score of 4.16 or more was given by: weekday peak/ off-peak/ weekend riders, frequent and infrequent users, those who have access to a car and those who do not, and customers of all ages, income levels, and gender.
- Riders who ride SamTrans 5 or more days a week rate SamTrans lower than those who ride only 3-4 days a week. Those who ride SamTrans 1-2 days/week rate the service on par with those who ride five or more days a week.

	2015	2012	2009
<i>Ride...</i>	<u>mean score</u>	<u>mean score</u>	<u>mean score</u>
5 or more days/week	4.22	4.21	4.22
3 – 4 days/week	4.25	4.17	4.18
1 – 2 days/week	4.23	4.21	4.17
Less than once a week	4.31	4.31	4.23

- Riders who have been riding SamTrans longer rate the experience higher than newer riders.

	2015	2012	2009
<i>Have been riding...</i>	<u>mean score</u>	<u>mean score</u>	<u>mean score</u>
Less than one year	4.22	4.20	4.18
1 – 3 years	4.21	4.15	4.17
More than 3 years	4.25	4.24	4.24

- Those using southern SamTrans routes are more satisfied than riders on other routes. However, riders on Central and Northern routes are more satisfied than they were in 2012.

<i>Geographic type of route...</i>	2015	2012	2009
	<u>mean score</u>	<u>mean score</u>	<u>mean score</u>
South	4.28	4.25	4.30
Trunk (Multiple Regions)	4.17	4.20	4.24
North	4.27	4.22	4.18
Central	4.21	4.18	4.14

- Riders who completed the Spanish language questionnaire are more satisfied than those who filled out the English language questionnaire. (Study-wide, 89% of completed surveys were completed in English, while the remaining 11% were completed in Spanish.)

	2015	2012
	<u>mean score</u>	<u>mean score</u>
Spanish language questionnaire	4.46	4.47
English language questionnaire	4.21	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 highest on personal security, courtesy of operators, and cleanliness of the bus. It rated lowest on frequency of buses (among the 11 attributes rated).

- Riders rated most attributes of SamTrans higher or about the same compared to 2012.
- Attributes that continue to score the lowest in spite of recent gains include real time data access, on-time performance, and frequency.
- Attributes seeing the highest increases since 2012 included Frequency (+0.15), Value for the money (+0.15), and On-time performance (+0.12).
- The attribute with the largest decrease in ratings was Cleanliness of Bus, which dropped in 2015 to 4.27 (down 0.05 from 2012). Part of this drop may have been the result of reduced bus washing in 2015 as a result of the California drought.
- Real-time departure prediction at transit centers and 511, which was a new rating introduced in 2015, garnered a 3.93 (out of 5.00) rating. This places the rating for this attribute near the bottom of attribute-specific ratings, which mostly garnered an average score of 4.00.
- Those completing the survey in Spanish rated their overall satisfaction, and every attribute, more highly than those completing an English survey did.

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

- The SamTrans website (www.samtrans.com) was selected by a third of riders (35%) as the place that they would most likely go to get SamTrans schedule and/or real time update information. An equal percentage (35%) said they get scheduled information from the printed timetable. Google maps was the next most cited resource at 15%.

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

- English, Spanish, and Tagalog are the top languages spoken at home by SamTrans riders, followed by Cantonese and Mandarin.
- In total, 16% of respondents indicate that English is not spoken well or not spoken at all in their household.

^Note, however, that these percentages may be lower than reported. Where possible, language barriers were tracked and, if language spoken was readily available, noted. This resulted in 473 language barriers documented during fieldwork, or about 5% of all eligible passengers on sampled buses. Tagalog and Chinese languages appeared to be the most commonly spoken languages among those experiencing a language barrier. A Language Line option was also offered for those who could not complete a survey in English or Spanish due to language barriers. However, this option was not used by any respondents.

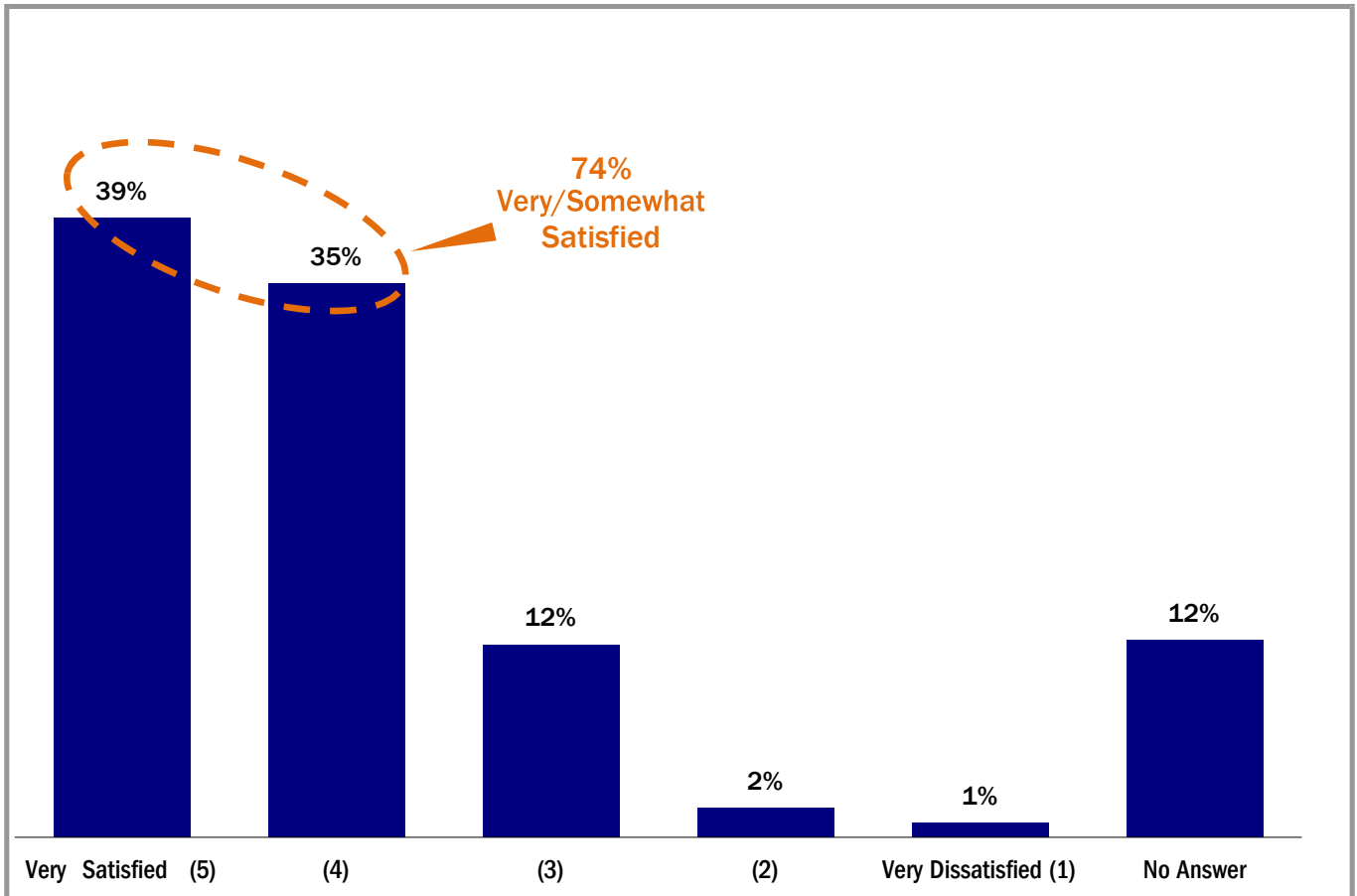
**The question this is based on asked about both advance schedule and real-time information in the same question. Not all sources listed can provide real-time SamTrans information.*

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.

10L. Overall experience with SamTrans?



Base: Total (6,430)

(See Statistical Table 23)

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.

10L. Overall experience with SamTrans?

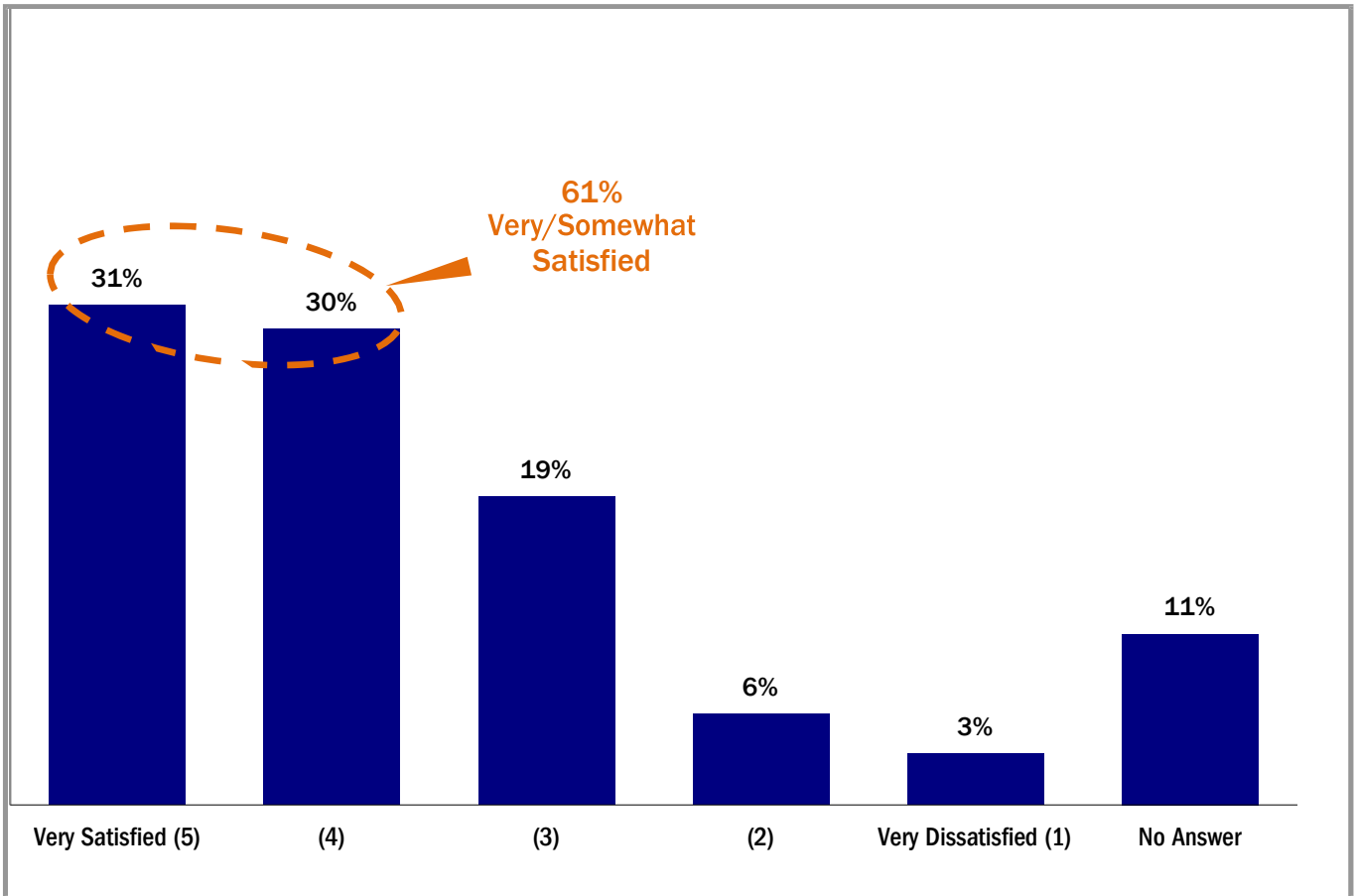
Satisfaction Rating by...	Mean Score (5 point scale) ▼
Total (n = 6,430)	4.23
<u>Ridership Segment</u>	
Weekday Peak (n = 2,320)	4.20
Weekday Off-Peak (n = 3,139)	4.25
Weekend (n = 971)	4.25
<u>Language of Questionnaire</u>	
English (n = 5,745)	4.21
Spanish (n = 685)	4.46
<u>How Long Riding SamTrans</u>	
Less than 1 year (n = 1,714)	4.22
1 – 3 years (n = 1,519)	4.21
More than 3 years (n = 3,124)	4.25

(See Statistical Table 23)

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.

10F. On-Time Performance?



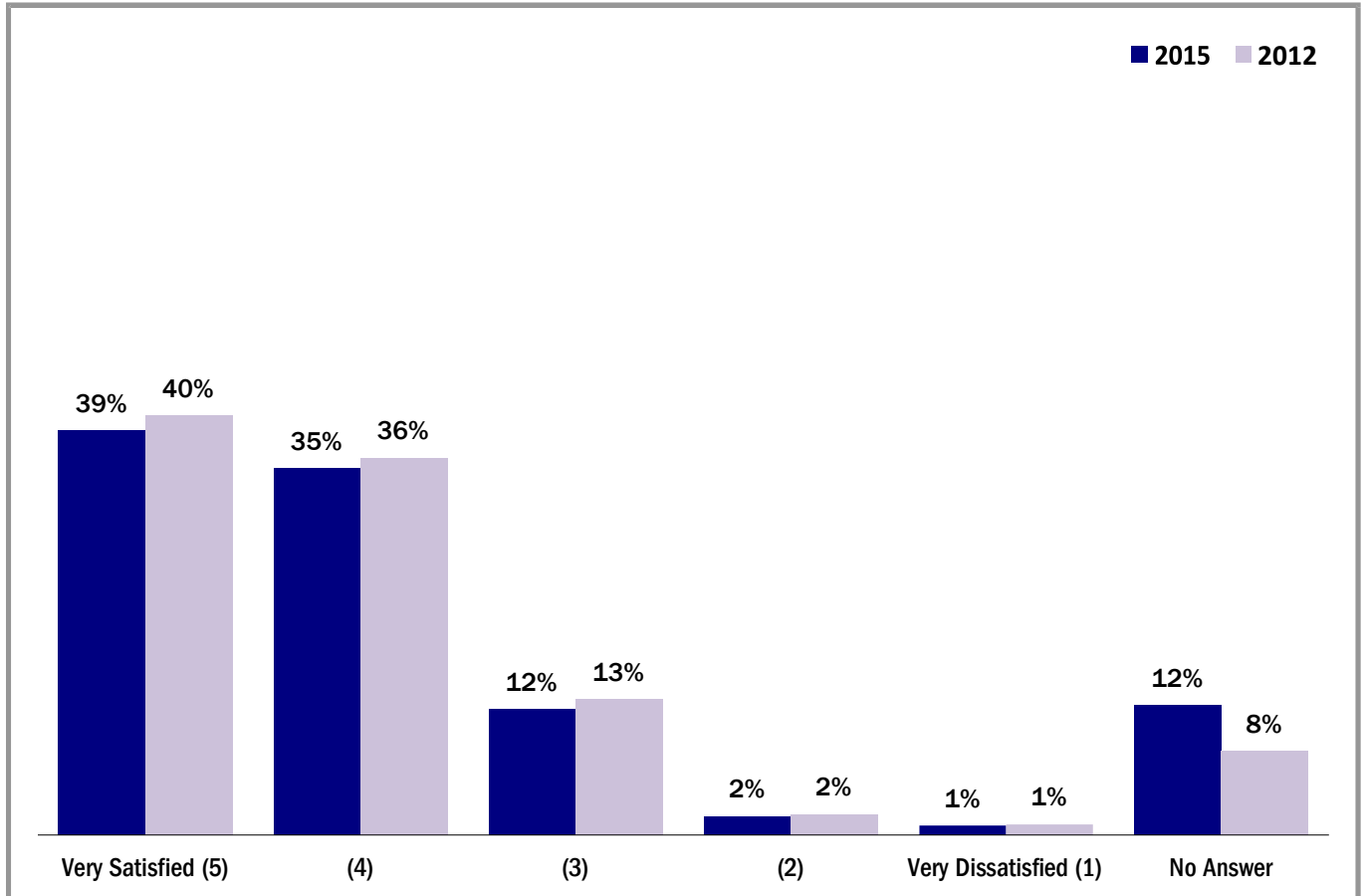
Base: Total (6,430)

(See Statistical Table 17)

OVERALL SATISFACTION - 2015 vs. 2012

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 (6,430)

(See Statistical Table 23)

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	4.23 ◀
Availability of Information on Buses	4.31
Feeling of Personal Security on Bus	4.31
Courtesy of Bus Operators	4.29
Cleanliness of Bus	4.27
Helpfulness/Courtesy of Customer Service ...	4.23
Convenience of Routes	4.15
Value for the Money	4.11
Communication of Bus Changes	4.00
Real-Time Departure Prediction	3.93
On-Time Performance	3.90
Frequency (how often buses run).....	3.79

Base: Total (6,430)

(See Statistical Table 11)

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

RATING OF SERVICE ATTRIBUTES (MEAN SCORES) - 2015 vs. 2012 (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.

	2015	2012	Change
Overall Experience with SamTrans	4.23	4.21	0.02
Availability of information on buses	4.31	4.33	-0.02
Feeling of Personal Security on Bus	4.31	4.30	-0.01
Courtesy of Bus Operators	4.29	4.24	0.05
Cleanliness of Bus	4.27	4.32	-0.05
Helpfulness/Courtesy of Customer Service	4.23	4.22	0.01
Convenience of Routes	4.15	4.15	-0-
Value for the Money	4.11	3.96	0.15
Communication of Bus Changes	4.00	3.99	0.01
On-Time Performance	3.90	3.78	0.12
Frequency (how often buses run)	3.79	3.64	0.15

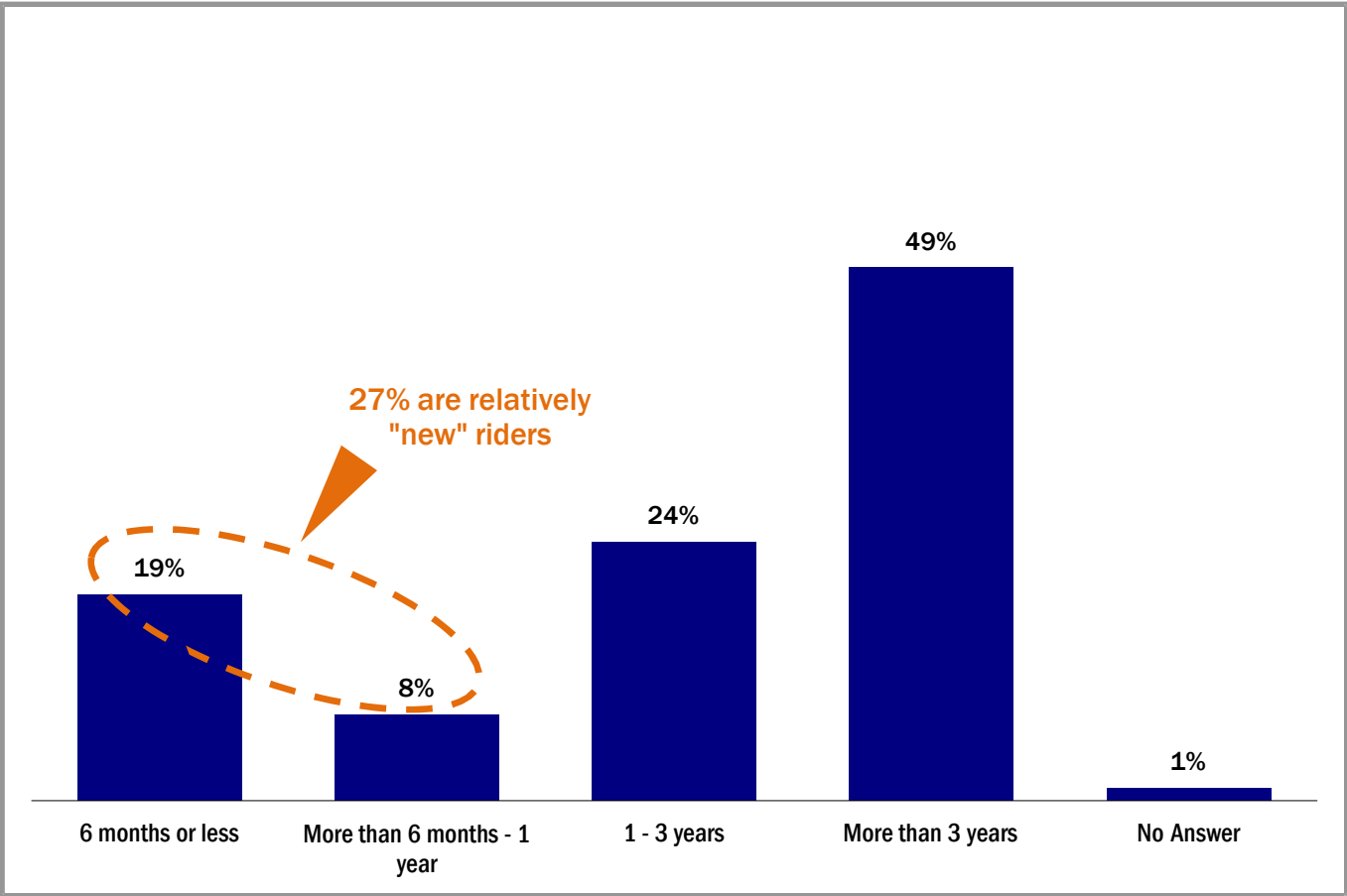
Note: Mean score based on a 5 point scale. 5.00 is the optimal positive score and 1.00 is the lowest score.

Base: Total (6,430
12)

(See Statistical Table

RIDERSHIP TENURE

1. How long have you been riding SamTrans?

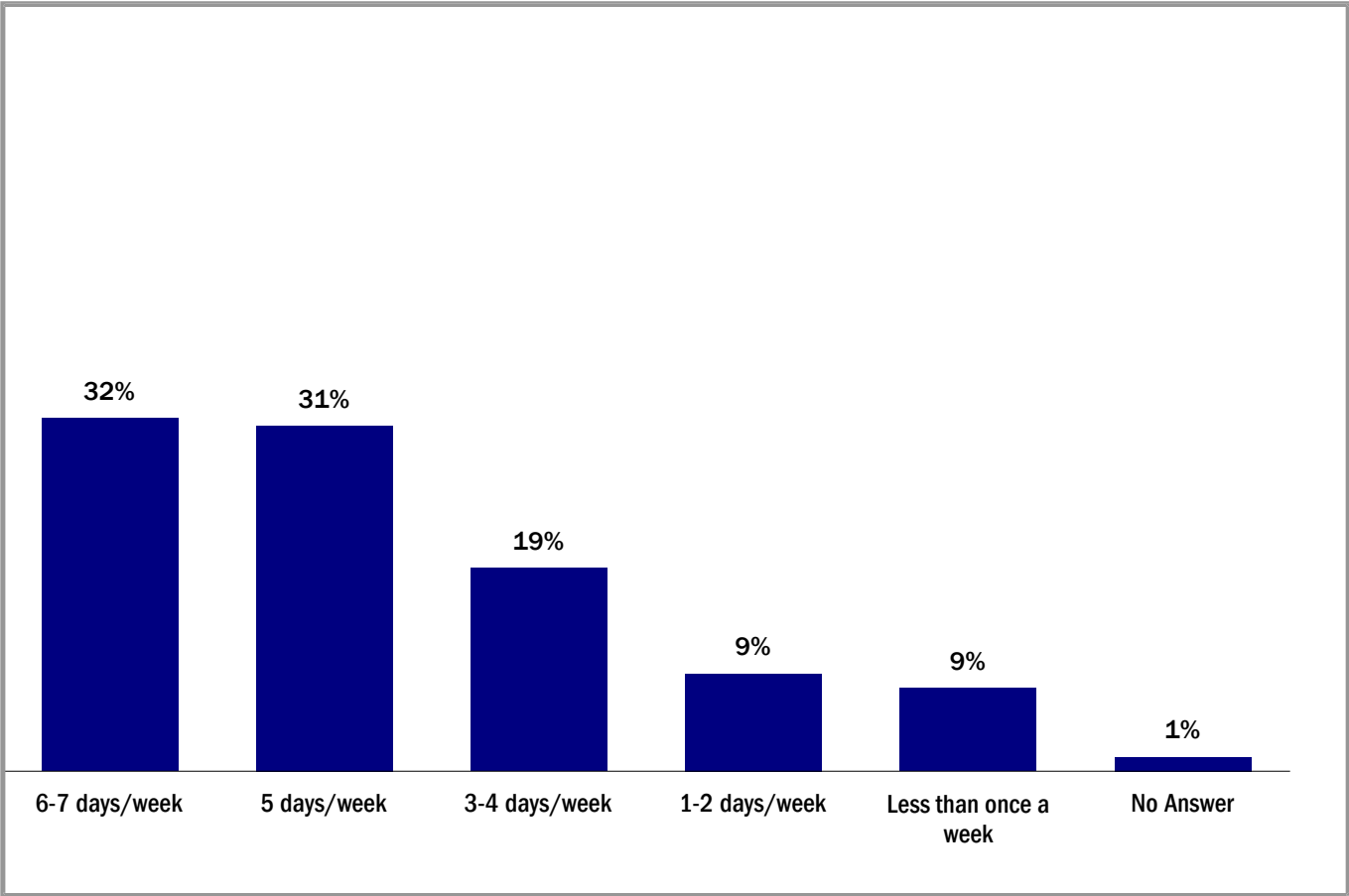


Base: Total (6,430)

(See Statistical Table 1)

FREQUENCY OF RIDING SAMTRANS

2. How often do you usually ride SamTrans?

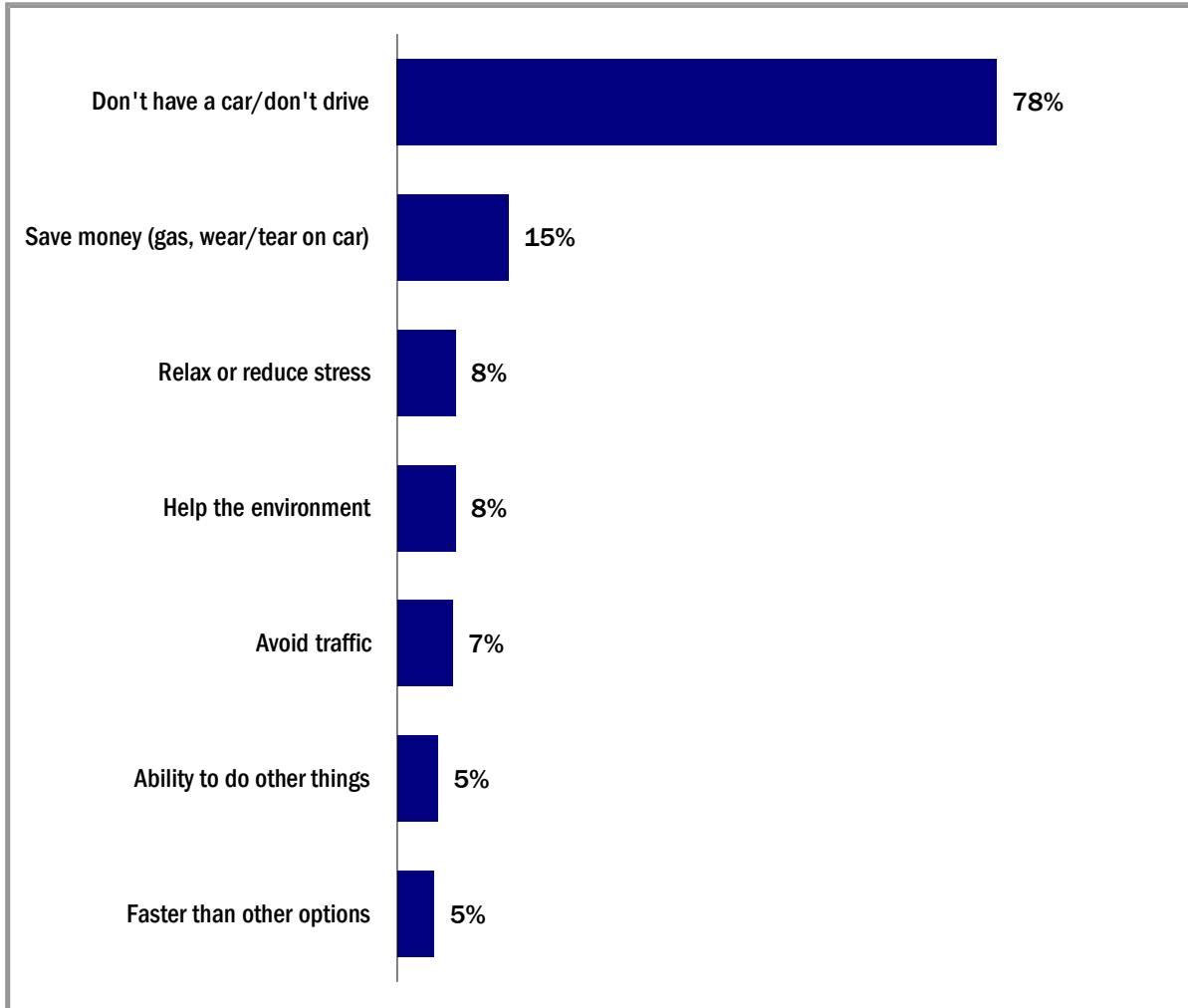


Base: Total (6,430)

(See Statistical Table 2)

REASONS FOR RIDING SAMTRANS

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



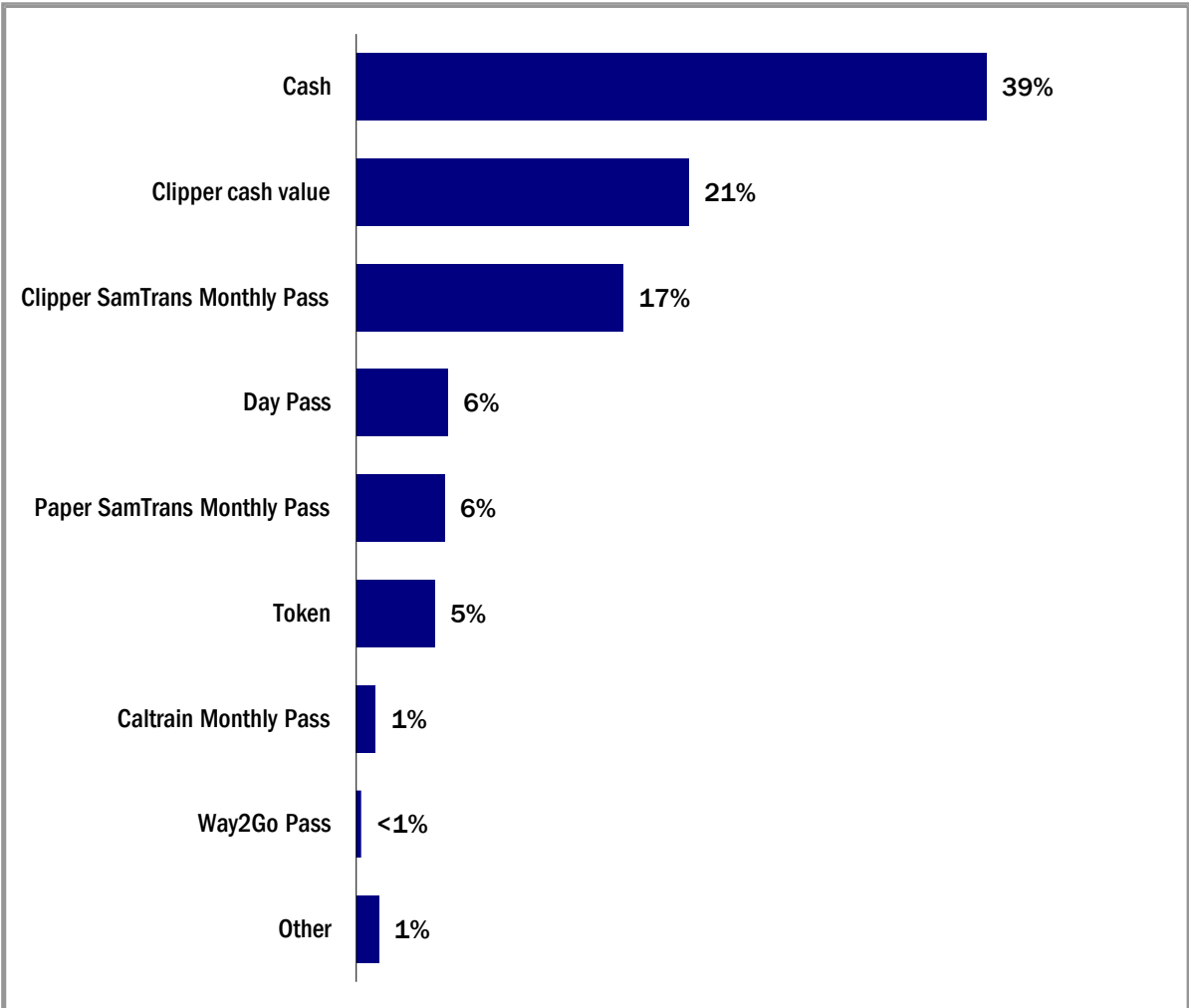
Only the top responses provided by 5% or more of respondents are shown above; see tables for a complete list.

Base: Total (6,430)

(See Statistical Table 3)

PAYMENT TYPE

4. How did you pay for this bus trip?

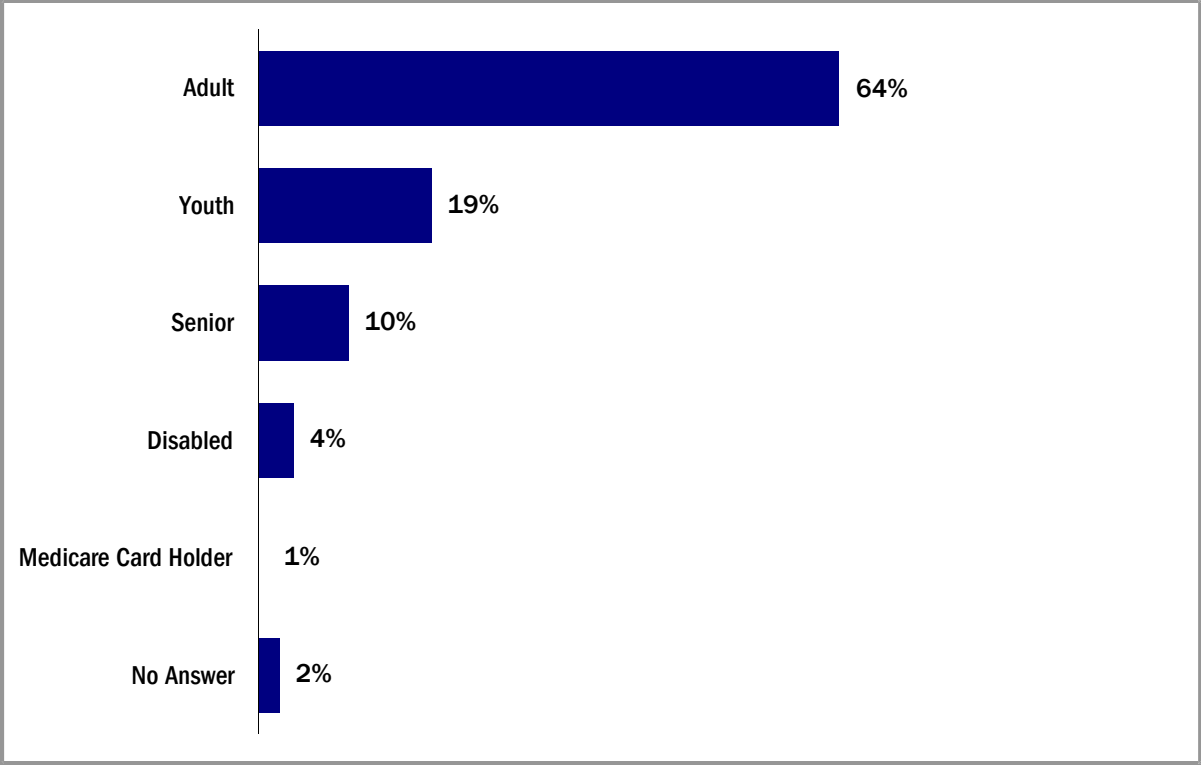


Base: Total (6,430)

(See Statistical Table 4)

FARE CATEGORY

5. What is your fare category?



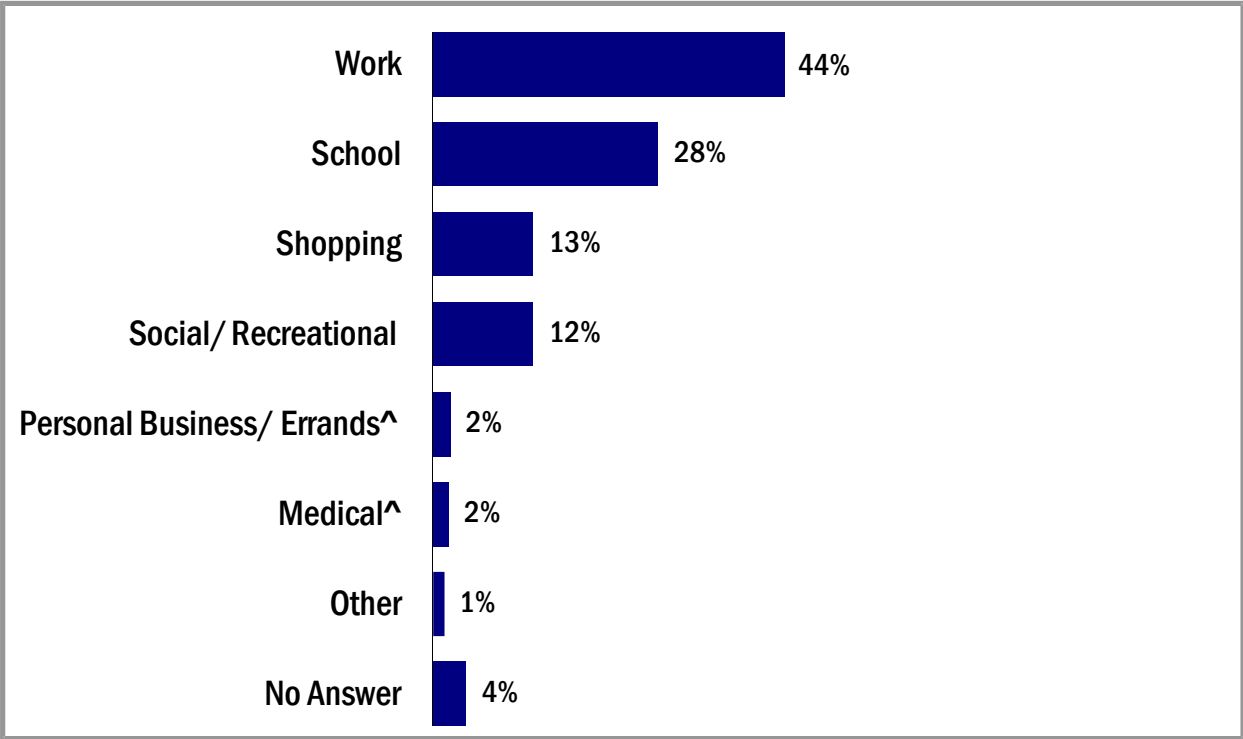
Base: Total (6,430)

(See Statistical Table 5)

Note: Targeted respondents were 13 years and older.

PURPOSE OF TRIP

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



Multiple responses accepted

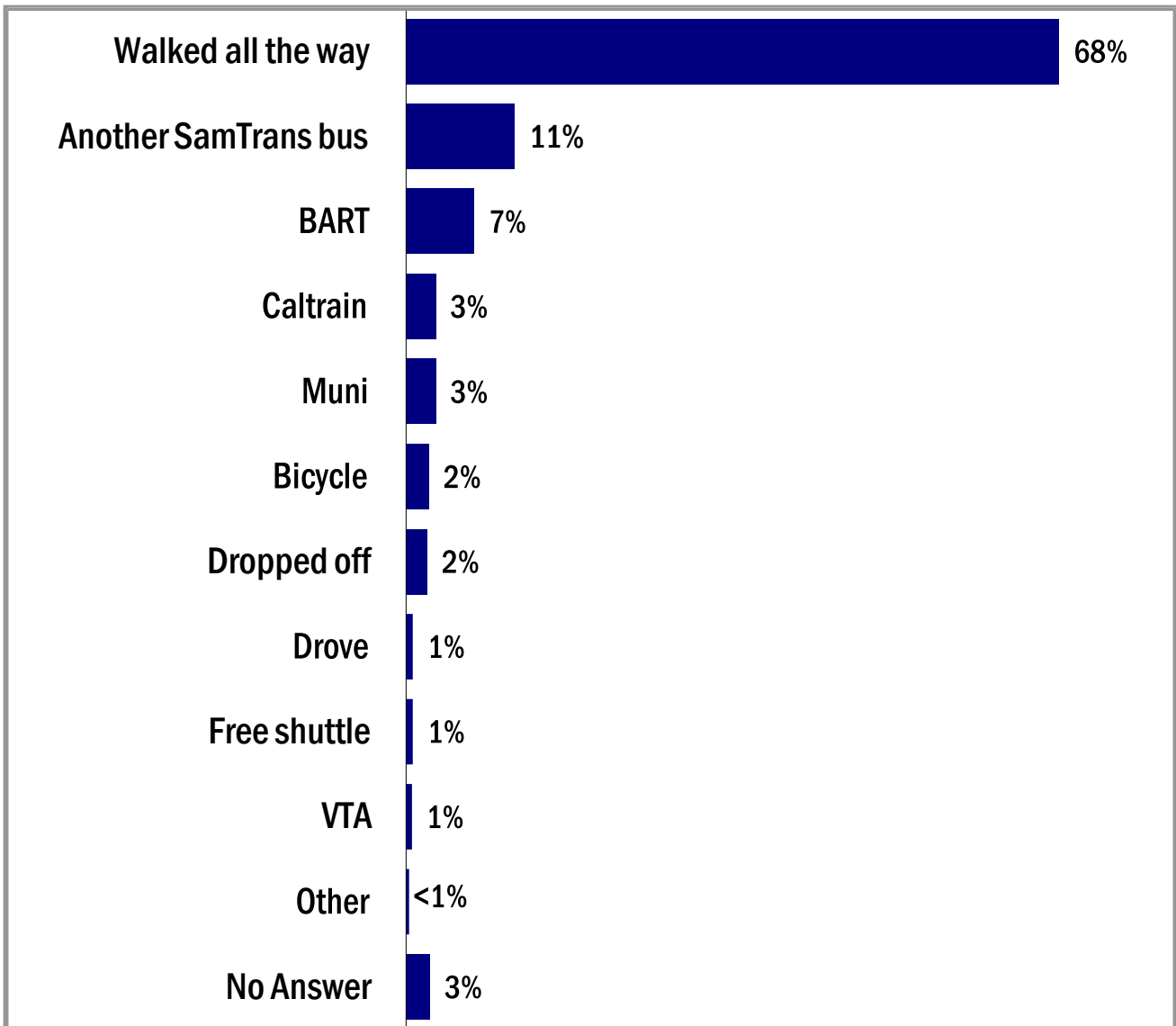
^Response was not listed on the survey instrument but was written in by respondents

Base: Total (6,430)

(See Statistical Table 6)

ACCESS

7a. How did you get to the bus stop where you BOARDED this bus?



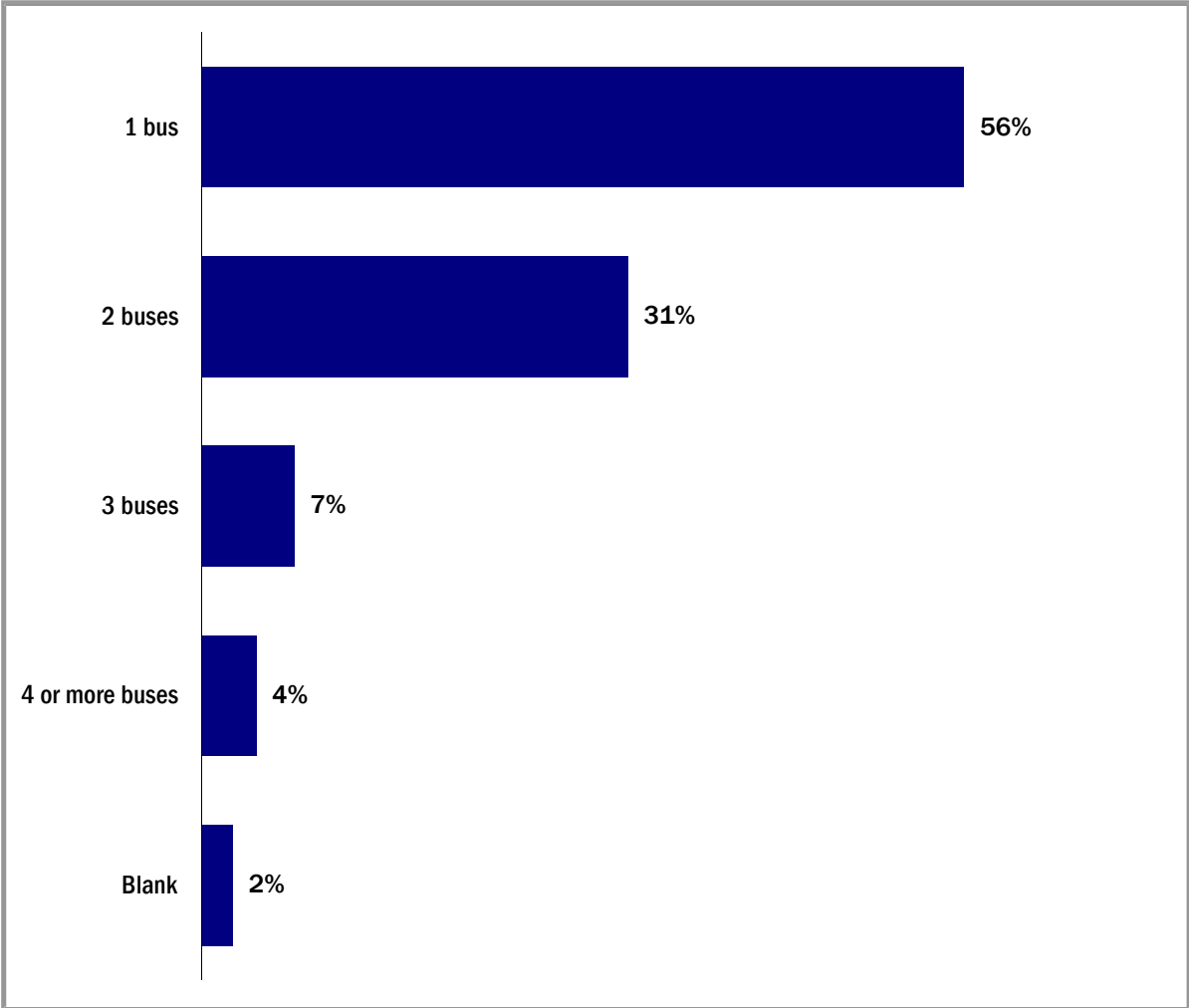
Multiple responses accepted

Base: Total (6,430)

(See Statistical Table 7)

BUSES PER TRIP

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

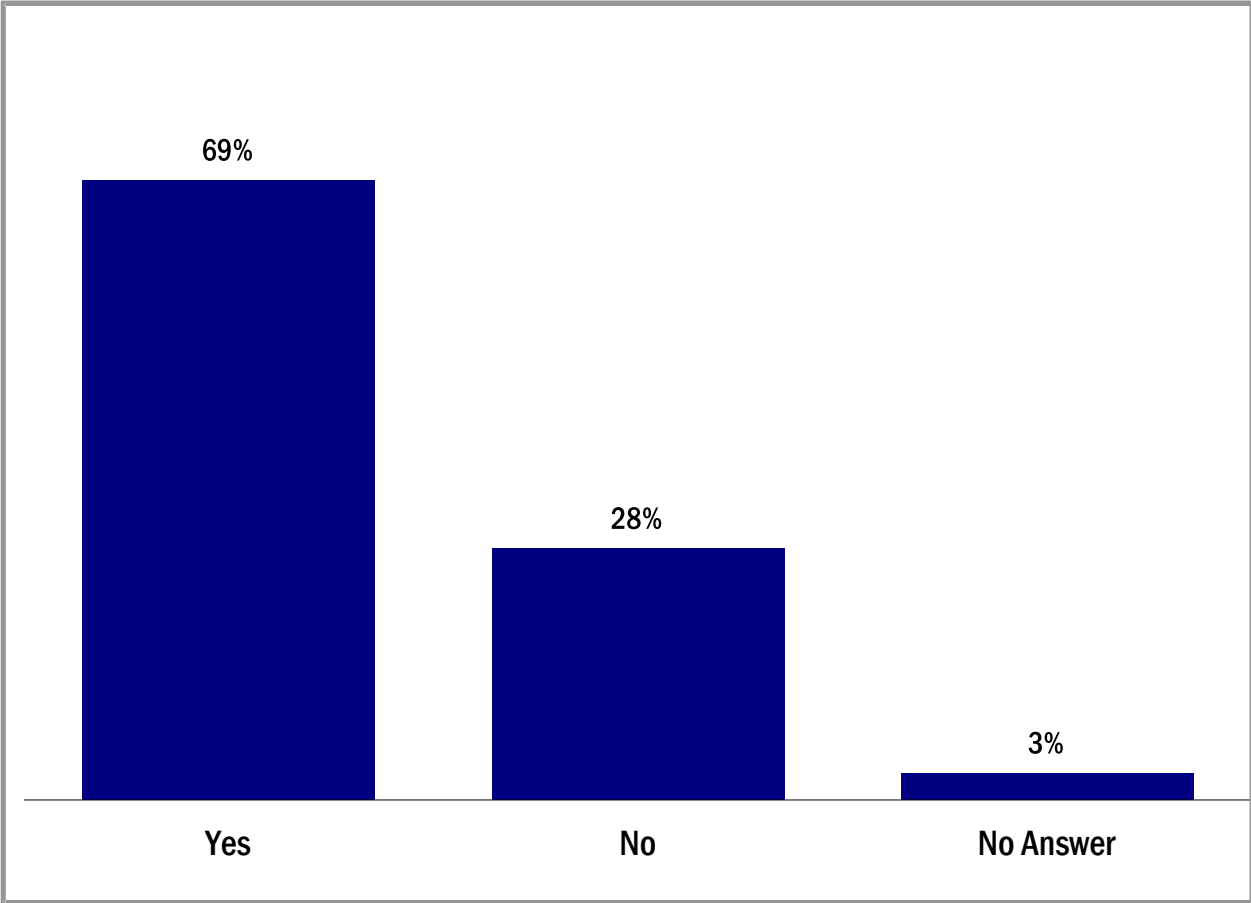


Base: Total (6,430)

(See Statistical Table 9)

ROUND TRIP

9. Are you making a round trip on SamTrans today?

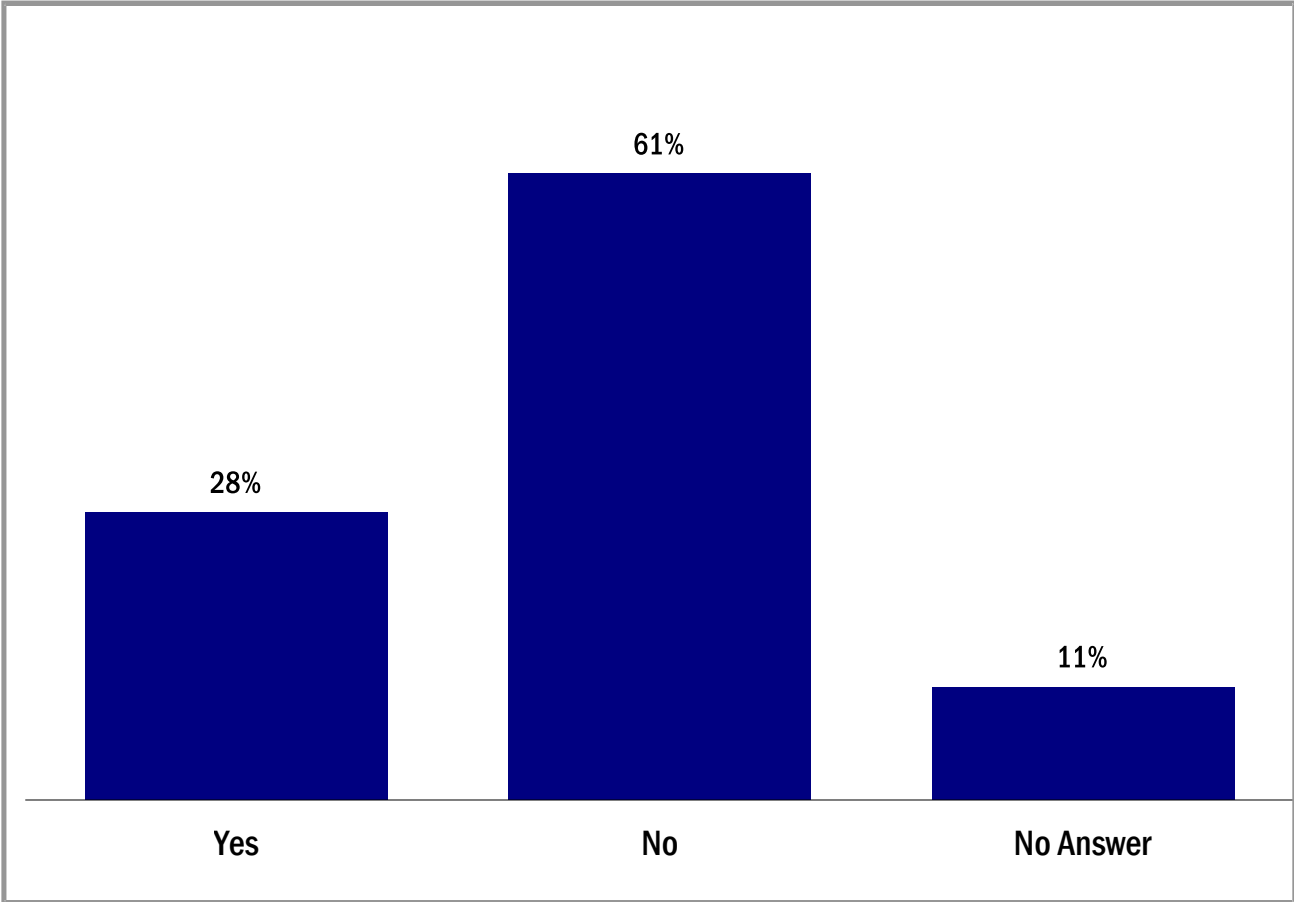


Base: Total (6,430)

(See Statistical Table 10)

ACCESS TO A CAR

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

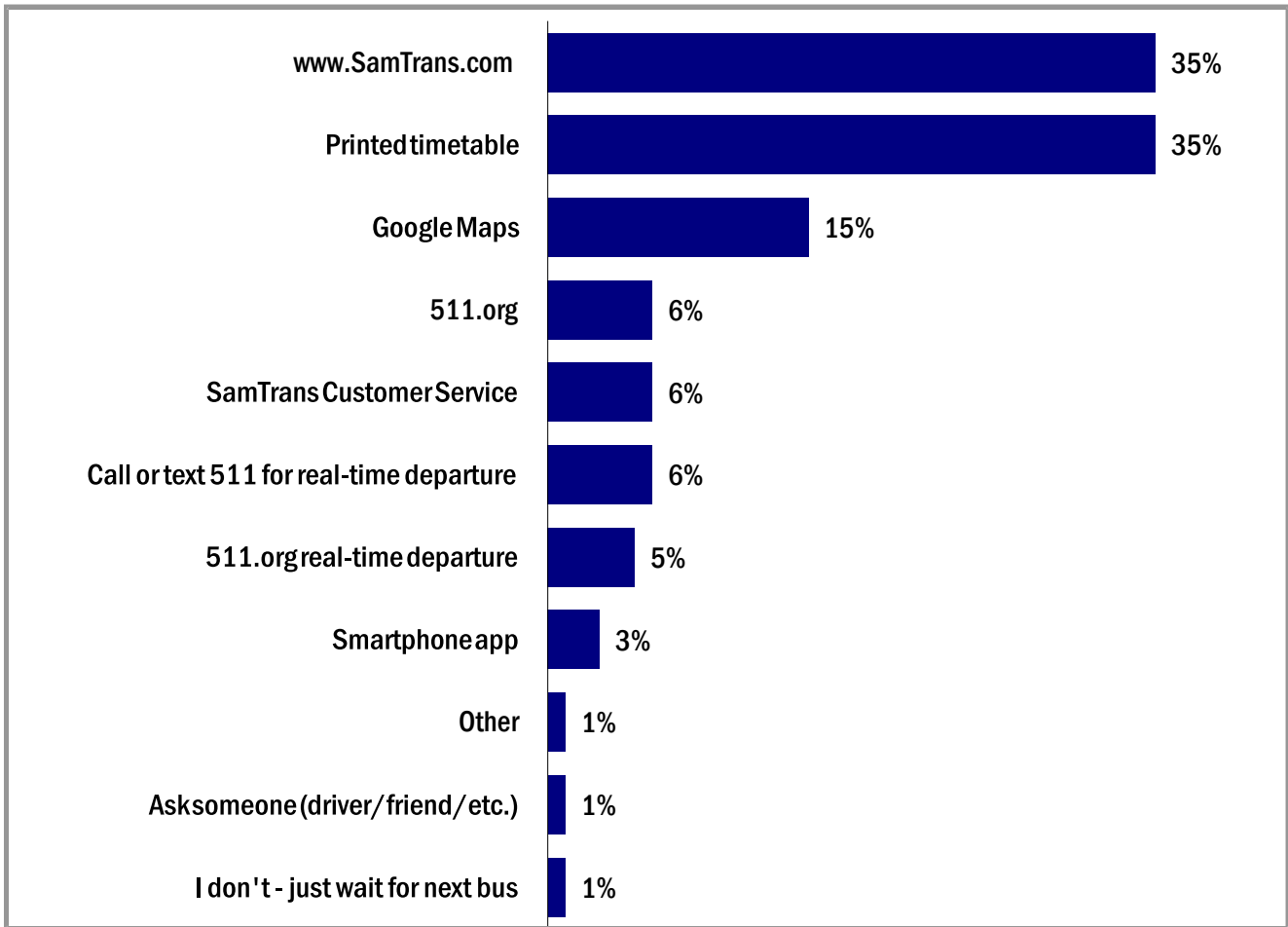


Base: Total (6,430)

(See Statistical Table 28)

SOURCES FOR SAMTRANS INFORMATION

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



Multiple responses accepted

Base: Total (6,430)

(See Statistical Table 24)

DETAILED RESULTS

USAGE OF SAMTRANS

HOW LONG RIDING SAMTRANS

Q1. How long have you been riding SamTrans?

- Nearly three in 10 respondents have been riding SamTrans less than one year (27%) – a slight increase from 2012, which is almost exclusively an increase in those riding 6 months or less (as it was in 2009). However, about three-fourths of riders (72%) have been riding more than one year.
- This breakdown is fairly consistent among Weekday Peak, Weekday Off-Peak, and Weekend riders; however, Weekday Off-Peak and Weekend riders are slightly more likely to have ridden SamTrans for more than 3 years.

	2015 Total	2012 Total
Base (All Respondents)	6,430	5,872
	(%)	(%)
6 months or less	19	16
More than 6 months but less than 1 year	8	8
1 to 3 years	24	22
More than 3 years	49	53
No answer	1	1
TOTAL	100	100

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
6 months or less	19	20	18	18
More than 6 months but less than 1 year	8	8	8	8
1 to 3 years	24	26	23	21
More than 3 years	49	46	50	51
No answer	1	1	1	2
TOTAL	100	100	100	100

(See Statistical Table 1)

HOW OFTEN RIDE

Q2. How often do you usually ride SamTrans?

- Most riders (82%) use SamTrans at least 3 days per week.
- In 2015, Weekend riders were most likely to use SamTrans 6-7 days per week (38%), with Weekday Peak and Weekday Off-Peak riders less likely to do so (31% each).

	2015 Total	2012 Total
Base (All Respondents)	6,430	5,872
	(%)	(%)
6-7 days/week	32	34
5 days/week	31	32
4 days/week	10	10
3 days/week	9	8
2 days/week	6	6
1 day/week	3	2
1-3 days/month	4	4
Less than once a month	4	3
No answer	1	1
TOTAL	100	100

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
6-7 days/week	32	31	31	38
5 days/week	31	37	30	22
4 days/week	10	9	11	7
3 days/week	9	9	10	7
2 days/week	6	5	6	9
1 day/week	3	2	3	4
1-3 days/month	4	3	4	5
Less than once a month	4	3	4	6
No answer	1	1	1	1
TOTAL	100	100	100	100

(See Statistical Table 2)

REASON FOR USING SAMTRANS

Q3. What is your main reason for riding SamTrans?

- More than three-quarters (78%) of SamTrans riders 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) (15%), relaxing/reducing stress (8%), and helping the environment (8%).

	2015 Total	2012 Total
Base (All Respondents)	6,430	5,872
	(%)	(%)
Don't have a car/don't drive	78	77
Save money (gas, wear & tear on car)	15	19
Relax or reduce stress	8	10
Help the environment	8	10
Avoid traffic	7	8
Ability to do other things	5	7
Faster than other options	5	6
Lack of/cost of parking	4	5
Employer helps pay for transit pass	2	3

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Don't have a car/don't drive	78	77	79	80
Save money (gas, wear & tear on car)	15	15	14	15
Relax or reduce stress	8	7	8	8
Help the environment	8	8	8	7
Avoid traffic	7	8	8	6
Ability to do other things	5	6	5	4
Faster than other options	5	5	5	4
Lack of/cost of parking	4	4	4	3
Employer helps pay for transit pass	2	3	2	3

(Multiple answers accepted)

(See Statistical Table 3)

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

TRIP SPECIFIC INFORMATION

PAYMENT TYPE

4. How did you pay for this bus trip?

- Those using cash value on Clipper nearly tripled since 2012, rising from 8% in 2012 to 21% in 2015.
- Day Pass use doubled, from 3% in 2012 to 6% in 2015.
- In 2015, Weekday Off-Peak riders were nearly twice as likely to use a Day Pass (7%) as Weekday Peak riders (4%).
- In 2015, Weekend riders and Weekday Off-Peak riders were more likely to use cash (45% and 41% respectively) than Weekday Peak riders (35%).

	2015 Total	2012 Total
Base (All Respondents)	6,430	5,872
	(%)	(%)
Cash	39	*42
Clipper – cash value	21	8
SamTrans (Clipper) Monthly Pass	17	19
Day Pass	6	3
SamTrans (paper) Monthly Pass	6	*8
Token	5	5
Caltrain Monthly Pass	1	3
Way2Go Pass	<1	**
Other	1	8
Blank/multiple responses	4	6
TOTAL	100	100

*For cash, this includes both those who indicated they paid cash as well as those who said they paid cash but did not indicate whether they used a Clipper card or cash/paper. For SamTrans monthly passes, this includes those who did not specify whether they had the pass loaded onto a Clipper card, but simply wrote "monthly pass" or similar.

**Not part of 2012 survey (Way2Go was not an option in 2012).

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Cash	39	35	41	45
Clipper – cash value	21	21	20	21
SamTrans (Clipper) Monthly Pass	17	17	17	15
Day Pass	6	4	7	5
SamTrans (paper) Monthly Pass	6	8	4	3
Token	5	7	4	3
Caltrain Monthly Pass	1	2	1	1
Way2Go Pass	<1	<1	<1	<1
Other	1	1	2	2
Blank/multiple responses	4	4	4	6
TOTAL	100	100	100	100

FARE CATEGORY

Q5. What is your fare category? *

- Nearly two-thirds of riders fall into the Adult fare category (64%) in 2015. This is fairly consistent with 2012 ridership.
- In 2015, those paying a Youth fare account for nearly one third (29%) of Weekday Peak riders.

	2015 Total	2012 Total
Base (All Respondents)	6,430	5,872
	(%)	(%)
Adult	64	65
Youth	19	19
Senior	10	9
Disabled	4	4
Medicare Cardholder	1	1
Blank/multiple responses	2	2
TOTAL	100	100

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Adult	64	58	67	68
Youth	19	29	14	12
Senior	10	8	11	11
Disabled	4	2	5	6
Medicare Cardholder	1	1	1	2
Blank/multiple responses	2	2	3	3
TOTAL	100	100	100	100

(See Statistical Table 5)

*Note that this survey only sought to obtain opinions from those at least 13 years of age; thus, the statistics above likely under-represent those aged 12 and younger.

TRIP PURPOSE

Q6. What is the main purpose of your trip today?

- Nearly half of all respondents were using SamTrans to go to/from work (44%), while 28% said they used SamTrans to go to school.
- While those traveling for work purposes was 42%-46% during every time period, those traveling to go to school varied widely, most likely to be traveling during the Weekday Peak (38%), and least likely to be traveling on the weekend (6%).
- Weekend riders were more likely to be traveling to go to church/temple (2%) than riders at other times (<1%).

	2015 Total	2012 Total
Base (All Respondents)	6,430	5,872
	(%)	(%)
Work	44	44
School	28	30
Shopping	13	12
Social/recreational	12	12
Personal business/errands^	2	2
Medical^	2	4
Other	1	1
Church/Temple^	1	<1
Blank/non-response ('go home')	4	1
TOTAL	100	100

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Work	44	46	42	44
School	28	38	27	6
Shopping	13	7	13	24
Social/recreational	12	7	13	23
Personal business/errands^	2	1	3	2
Medical^	2	1	3	1
Other	1	1	1	1
Church/Temple^	1	<1	<1	2
Blank/non-response ('go home')	4	3	5	4
TOTAL	100	100	100	100

^These responses were written in by respondents and not part of the original list of response options.

(See Statistical Table 6)

ACCESS AND EGRESS

Q7a. How did you get to the bus stop where you boarded this bus?

Q7b. After you get off this bus, how will you get from the bus stop to your final destination?

- More than two-thirds (68%) of riders walked all the way to the bus stop where they boarded the bus.
- More than half (58%) 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 AC Transit.

	2015 Access	2015 Egress
Base (All Respondents)	6,430	6,430
	(%)	(%)
Walk all the way	68	58
Another SamTrans bus	11	11
BART	7	6
Caltrain	3	2
Muni	3	2
Bicycle	2	2
Dropped off/picked up by car	2	1
Drive car	1	1
Free shuttle	1	1
VTA	1	1
AC Transit	<1	<1
Other	<1	<1
Blank/no answer	3	18

	2015 - ACCESS			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Walk all the way	68	69	68	67
Another SamTrans bus	11	10	12	11
BART	7	8	7	6
Caltrain	3	3	3	3
Muni	3	2	4	4
Bicycle	2	2	2	3
Dropped off/picked up by car	2	3	2	3
Drive car	1	1	1	1
Free shuttle	1	1	1	<1
VTA	1	1	<1	1
AC Transit	<1	<1	<1	<1
Other	<1	<1	<1	<1
Blank/no answer	3	2	2	4

	2015 - EGRESS			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Walk all the way	58	61	57	55
Another SamTrans bus	11	10	11	9
BART	6	5	6	6
Caltrain	2	2	2	3
Muni	2	2	2	4
Bicycle	2	2	2	3
Dropped off/picked up by car	1	2	1	1
Drive car	1	1	1	1
Free shuttle	1	1	1	1
VTA	1	1	1	1
AC Transit	<1	<1	<1	<1
Other	<1	<1	<1	<1
Blank/no answer	18	16	18	20

(Multiple answers accepted)

(See Statistical Tables 7 & 8)

NUMBER OF SAMTRANS BUSES USED

Q8. Including this bus, how many total SamTrans buses will you ride to make this one-way trip?

- Most riders (87%) use one or two buses for their trip.
- Those using 3 buses or more are more likely to have used SamTrans 3 or more years; more likely to use SamTrans 6-7 days per week; and are slightly more likely to indicate they encounter at least one barrier to Clipper use. They also tend to be lower income and are more likely to say they do not have Internet access.

	2015 Total	2012 Total
Base (All Respondents)	6,430	5,872
	(%)	(%)
One (1) bus	56	58
Two (2) buses	31	30
Three (3) buses	7	5
Four or more (4+) buses	4	4
Blank/unknown	2	3
TOTAL	100	100

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
One (1) bus	56	59	53	55
Two (2) buses	31	29	33	32
Three (3) buses	7	7	7	6
Four or more (4+) buses	4	3	5	4
Blank/unknown	2	2	2	3
TOTAL	100	100	100	100

(See Statistical Table 9)

MAKING A ROUND TRIP

Q9. Are you making a round trip on SamTrans today?

- More than one-fourth of all riders (28%) did **not** make a round trip on SamTrans.
- Weekend riders were slightly more likely to be making a round trip on SamTrans than weekday riders (peak or off-peak).
- Notably, the fewer buses a person rides per trip, the LESS likely they are to be making a round trip. While slightly more than a third (34%) of those riding 1 bus said they were **not** making a round trip, only 12% of those riding 4+ buses said they were *not* making a round trip.

	2015 Total	2012 Total
Base (All Respondents)	6,430	5,872
	(%)	(%)
Yes – making a round trip	69	70
No	28	26
Blank/no answer	3	4
TOTAL	100	100

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Yes – making a round trip	69	69	69	71
No	28	29	28	24
Blank/no answer	3	3	3	4
TOTAL	100	100	100	100

(See Statistical Table 10)

SATISFACTION RATINGS

RATING OF SERVICE ATTRIBUTES

Q10. Please let us know how well SamTrans is meeting your needs by rating each item below.

- Riders rated SamTrans service overall an average of 4.23 out of 5.00 in 2015 (with 5 being “very satisfied” and 1 being “very dissatisfied”), a very slight increase over 2012.
- Riders rated most attributes of SamTrans higher or about the same compared to 2012.
- Attributes seeing the highest increases since 2012 included Frequency (+0.15), Value for the money (+0.15), and On-time performance (+0.12).
- The attribute with the largest decrease in ratings was Cleanliness of Bus, which dropped in 2015 to 4.27 (down 0.05 from 2012).
- Real-time prediction, which was a new rating introduced in 2015, garnered a 3.93 (out of 5.00) rating.
- Those completing the survey in Spanish rated their overall satisfaction, and every attribute, more highly than those completing an English survey did.

	2015			
	Overall Mean Score	Satisfied (5 or 4 rating)	Dissatisfied (1 or 2 rating)	Neutral/NA/Blank
Base (All Respondents): 6,430	(5-point scale)	(%)	(%)	(%)
Availability of information on buses	4.31	73	4	23
Feeling of personal security on bus	4.31	75	3	22
Courtesy of bus operators	4.29	74	4	22
Cleanliness of bus	4.27	75	3	22
Helpfulness/courtesy of customer service	4.23	56	4	40
Convenience of routes	4.15	69	6	25
Value for the money	4.11	65	7	28
Communication of bus changes	4.00	60	7	33
Real time departure prediction	3.93	60	8	32
On-time performance	3.90	61	9	30
Frequency	3.79	56	12	32

(See Statistical Tables 11-22)

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

RATING OF SURVEY ATTRIBUTES (continued)

Survey Attributes – 2015 vs. 2012

(5-point scale)	2015	2012	Change
Base (All Respondents)	(6,430)	(5,872)	
Overall experience with SamTrans	4.23	4.21	+0.02
Availability of information on buses	4.31	4.33	-0.02
Feeling of personal security on bus	4.31	4.30	+0.01
Courtesy of bus operators	4.29	4.24	+0.05
Cleanliness of bus	4.27	4.32	-0.05
Helpfulness/courtesy of customer service	4.23	4.22	+0.01
Convenience of routes	4.15	4.15	-0-
Value for the money	4.11	3.96	+0.15
Communication of bus changes	4.00	3.99	+0.01
Real time departure prediction	3.93	Not asked	NA
On-time performance	3.90	3.78	+0.12
Frequency	3.79	3.64	+0.15

Survey Attributes – Home Location of Riders

(5-point scale)	Mean Score by Home Location of Riders (2015)				
	Overall Mean	San Mateo County	San Francisco County	Santa Clara County	East Bay Region
Base (All Respondents)	(6,430)	(4,212)	(406)	(433)	(117)
Overall experience with SamTrans	4.23	4.23	4.25	4.26	4.29
Availability of information on buses	4.31	4.34	4.28	4.36	4.38
Feeling of personal security on bus	4.31	4.31	4.40	4.34	4.41
Courtesy of bus operators	4.29	4.29	4.38	4.28	4.36
Cleanliness of bus	4.27	4.25	4.46	4.30	4.35
Helpfulness/courtesy of customer service	4.23	4.22	4.31	4.29	4.33
Convenience of routes	4.15	4.14	4.18	4.24	4.35
Value for the money	4.11	4.12	4.03	4.14	4.28
Communication of bus changes	4.00	4.00	3.97	4.01	4.18
Real time departure prediction	3.93	3.91	4.00	3.96	4.06
On-time performance	3.90	3.88	3.99	3.87	4.08
Frequency	3.79	3.79	3.61	3.79	4.06

(See Statistical Tables 11-23)

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

RATING OF SURVEY ATTRIBUTES (continued)

Survey Attributes - Language of Questionnaire

Mean Score by Language of Questionnaire (2015)			
(5-point scale)	Overall Mean	English	Spanish
Base (All Respondents)	(6,430)	(5,745)	(685)
Overall experience with SamTrans	4.23	4.21	4.46
Availability of information on buses	4.31	4.30	4.48
Feeling of personal security on bus	4.31	4.29	4.47
Courtesy of bus operators	4.29	4.29	4.31
Cleanliness of bus	4.27	4.26	4.44
Helpfulness/courtesy of customer service	4.23	4.22	4.31
Convenience of routes	4.15	4.12	4.40
Value for the money	4.11	4.09	4.35
Communication of bus changes	4.00	3.97	4.29
Real time departure prediction	3.93	3.90	4.23
On-time performance	3.90	3.87	4.22
Frequency	3.79	3.75	4.23

Survey Attributes – Geographic Region of Routes

Mean Score by Geographic Region of Route (2015)					
(5-point scale)	Overall Mean	Multiple Regions	Northern Routes	Central Routes	Southern Routes
Base (All Respondents)	(6,430)	(1,632)	(2,906)	(1,262)	(630)
Overall experience with SamTrans	4.23	4.17	4.27	4.21	4.28
Availability of information on buses	4.31	4.22	4.35	4.34	4.35
Feeling of personal security on bus	4.31	4.18	4.36	4.35	4.30
Courtesy of bus operators	4.29	4.25	4.31	4.31	4.26
Cleanliness of bus	4.27	4.08	4.36	4.30	4.30
Helpfulness/courtesy of customer service	4.23	4.18	4.26	4.19	4.29
Convenience of routes	4.15	4.15	4.15	4.09	4.22
Value for the money	4.11	4.15	4.07	4.13	4.17
Communication of bus changes	4.00	4.00	4.01	3.98	4.05
Real time departure prediction	3.93	3.94	3.95	3.89	3.93
On-time performance	3.90	3.91	3.92	3.86	3.87
Frequency	3.79	3.86	3.76	3.71	3.94

(See Statistical Tables 11 – 23)

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

Multiple Region routes are Routes 292, 294, 397, 398, KX, ECR

Northern routes are Routes 11, 14, 16, 17, 19, 24, 25, 28, 29, 35, 37, 38, 39, 43, 46, 49, 110, 112, 118, 120, 121, 122, 130, 131, 133, 140, 141, FLX Pacifica

Central routes are Routes 53, 54, 55, 57, 58, 59, 60, 62, 67, 68, 72, 73, 79, 95, 250, 251, 252, 256, 260, 270, 273, 274, 275, 276, 295, FLX San Carlos

South routes are Routes 80, 82, 83, 84, 85, 86, 87, 88, 89, 280, 281, 286, 296, 297

OVERALL SATISFACTION WITH SAMTRANS

Q10L. Overall experience with SamTrans

- Overall, 73% of SamTrans riders are satisfied with their experience on the system.
- While the mean score has increased slightly between 2012 and 2015, this may be the result of a lower “No Answer” percentage in 2012.
- Weekday Peak riders have a slightly lower overall satisfaction score (4.20) than Weekday Off-Peak and Weekend riders (4.25 each).

	2015 Total	2012 Total
Base (All Respondents)	6,430	5,872
	(%)	(%)
(5) Very satisfied	39	40
(4)	35	36
(3)	12	13
(2)	2	2
(1) Very dissatisfied	1	1
No answer	12	8
	100	100
Recap:		
Satisfied (4 or 5)	73	76
Neutral (3)	12	13
Dissatisfied (1 or 2)	3	3
Mean	4.23	4.21

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
(5) Very satisfied	39	37	39	40
(4)	35	36	34	32
(3)	12	13	12	12
(2)	2	2	2	2
(1) Very dissatisfied	1	1	1	1
No answer	12	12	13	14
	100	100	100	100
Mean	4.23	4.20	4.25	4.25

(See Statistical Table 23)

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 5-PT SCALE	VERY SATISFIED (5) %	SATISFIED (4) %	DISSATISFIED (1 OR 2) %	NEUTRAL/NA/ BLANK %
TOTAL	6,430	4.23	39	35	3	24
BY RIDERSHIP SEGMENT						
WEEKDAY PEAK	2,320	4.20	37	36	3	24
WEEKDAY OFF-PEAK	3,139	4.25	39	34	3	24
WEEKEND	971	4.25	40	32	3	25
BY USE OF SAMTRANS						
5+ DAYS/WEEK	4,090	4.22	38	35	3	25
3-4 DAYS/WEEK	1,191	4.25	39	37	2	22
1-2 DAYS/WEEK	577	4.23	39	33	2	26
LESS THAN 1/WEEK	487	4.31	43	32	2	23
BY HOW LONG RIDING SAMTRANS						
LESS THAN ONE YEAR	1,714	4.22	37	37	2	24
1 TO 3 YEARS	1,519	4.21	38	37	2	23
MORE THAN 3 YEARS	3,124	4.25	40	32	3	24
BY TRIP PURPOSE						
WORK/SCHOOL	4,457	4.21	37	37	3	24
OTHER	1,918	4.32	44	31	2	23
BY ACCESS TO A VEHICLE						
YES	1,766	4.20	39	40	3	18
NO	3,929	4.25	41	36	3	20
GENDER						
MALE	2,760	4.24	41	36	3	20
FEMALE	2,960	4.23	40	38	2	20
BY GEOGRAPHIC REGION OF ROUTE						
MULTIPLE REGIONS	1,632	4.17	36	31	4	29
NORTH	2,906	4.27	40	35	2	23
CENTRAL	1,262	4.21	37	40	3	20
SOUTH	630	4.28	41	29	2	29
BY FARE CATEGORY						
ADULT	4,113	4.22	38	35	3	24
SENIOR/MED/DISABLED	960	4.36	46	25	3	25
YOUTH	1,202	4.18	35	41	2	22

	BASE #	MEAN 5-PT SCALE	VERY SATISFIED (5) %	SATISFIED (4) %	DISSATISFIED (1 OR 2) %	NEUTRAL/NA/ BLANK %
BY LANGUAGE OF QUESTIONNAIRE						
ENGLISH	5,745	4.21	38	37	3	23
SPANISH	685	4.46	44	16	2	38
BY AGE						
13 TO 17	1,073	4.19	37	43	2	18
18 TO 24	1,283	4.18	36	43	2	19
25 TO 34	934	4.17	38	38	3	22
35 TO 44	642	4.25	43	34	3	21
45 TO 54	703	4.26	43	31	3	22
55 TO 64	652	4.32	46	31	3	20
65 AND OLDER	631	4.39	49	25	3	23
BY INCOME						
UNDER \$10,000	1,146	4.36	46	26	2	26
\$10,000 TO \$24,999	1,235	4.27	43	33	3	21
\$25,000 TO \$49,999	1,113	4.21	38	38	3	21
\$50,000 TO \$74,999	632	4.14	34	42	3	21
\$75,000 TO \$99,999	355	4.11	32	46	3	19
\$100,000 AND OVER	427	4.17	35	43	3	19
BY CLIPPER USE						
USE CLIPPER	2,942	4.19	38	40	3	20
DO NOT USE CLIPPER	2,891	4.28	44	35	2	19
BY FARE PAYMENT						
CASH	2,521	4.29	41	32	3	24
CLIPPER CASH VALUE	1,331	4.21	37	37	3	23
TOKEN	318	4.16	33	43	2	22
DAY PASS	368	4.24	40	30	3	27
SAMTRANS PAPER MONTHLY PASS	355	4.14	36	34	2	28
SAMTRANS CLIPPER MONTHLY PASS	1,069	4.16	36	39	3	23

(See Statistical Table 23)

COMMUNICATION

SOURCES FOR SAMTRANS INFORMATION

Q11. Where do you access the bus schedule and real time departure? (Multiple responses accepted)*

- Riders are most likely to get bus schedule and real-time departure information from the SamTrans website (35%) and printed timetables (35%). Google maps and various 511 services are also commonly used.
- Weekend riders were slightly more likely to use some form of 511 resource, Weekday Peak riders were somewhat more likely to use the SamTrans website, while Weekday Off-Peak riders were slightly more likely to use printed timetables.

	2015 Total
Base (All Respondents)	6,430
	(%)
www.SamTrans.com	35
Printed Timetable	35
Google maps	15
511.org schedule information	6
SamTrans customer service	6
Call or text 511.org for real-time departure	6
511.org real-time departure	5
Smartphone app	3
Other	1
Ask someone (driver/friend/family)^	1
I don't – I just wait for the next bus/ride same bus all the time^	1
No answer	10

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
www.SamTrans.com	35	39	34	31
Printed Timetable	35	33	36	34
Google maps	15	15	15	17
511.org schedule information	6	6	6	7
SamTrans customer service	6	6	6	5
Call or text 511.org for real-time departure	6	5	6	7
511.org real-time departure	5	4	5	5
Smartphone app	3	3	3	3
Other	1	1	1	1
Ask someone (driver/friend/family)^	1	1	<1	1
I don't – I just wait for the next bus/ride same bus all the time^	1	1	<1	<1
No answer	10	10	10	11

*This question was not asked in 2012.

RIDER CHARACTERISTICS

CLIPPER CARDS

Q12. Do you use a Clipper card?

Q13. Are there any barriers to using a Clipper card? (multiple responses accepted)

- Overall, 46% of riders use a Clipper card. Weekend Riders (42%) are less likely to do so than Weekday Peak (46%) and Weekday Off-Peak riders (47%).
- Although most of those who use a Clipper card say there are no barriers to use (72%), 9% of those who use a Clipper card say vendors are limited, making it the highest barrier mentioned among Clipper card users.
- Notably, more than one third of those who do not use a Clipper card (34%) say there are no barriers, suggesting their non-use is a matter of choice, while 23% of non-users say they prefer to pay as they go.
- However, among those not using a Clipper card, lack of information is a key factor: 13% of them say they don't know enough about it, while 9% say they don't understand how to use it.

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Yes (use a Clipper card)	46	46	47	42
No (do not use a Clipper card)	45	45	44	46
No answer	9	9	9	11

	2015		
	Total	Use Clipper	Do Not Use Clipper
Base (All Respondents)	6,430	2,942	2,891
	(%)	(%)	(%)
No – there are no barriers	50	72	34
Prefer to pay as I go	13	4	23
Don't use it enough/don't need it	7	2	14
Don't know about it/have never used it	7	1	13
Limited vendors	6	9	5
Don't understand how to use it	5	1	9
Had a bad experience with Clipper	2	2	2
Cannot use with my discount/pass	1	1	1
Expensive/cannot afford it	1	<1	1
Other (unspecified)	1	1	1

Only responses received from at least 1% of respondents are shown above. For a full list, see Tables 25 and 26.

ACCESS TO THE INTERNET

Where do you access the Internet?

- Only 10% of respondents indicated they have no access to the Internet at all.
- Weekday Peak riders are more likely to have Internet access in some form compared to Weekday Off-Peak and Weekend riders.
- Weekday Peak riders are also most likely to have Internet access at home and/or work.

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Cell/mobile	54	54	54	52
Home	45	50	44	38
Work	13	16	12	13
I do not have access to the Internet*	10	8	12	12
Library or other public area	9	9	9	8
Other mobile device	7	7	7	6
Other	<1	<1	<1	<1
No answer	9	9	8	10

*Exclusive answer

(Multiple answers accepted)

(See Statistical Table 27)

This topic was asked in a different, two-part question in 2012.

ACCESS TO A CAR

Q15. Do you own or have access to a car?

Slightly more than a quarter (28%) of respondents have access to a car. Those with higher incomes and Weekday Peak riders are more likely to have vehicle access.

	Total 2015	Total 2012
Base (All Respondents)	6,430	5,872
	(%)	(%)
Yes	28	28
No	61	67
No answer	11	5
	100	100

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Yes	28	32	26	21
No	61	57	63	66
No answer	11	12	11	12
	100	100	100	100

(See Statistical Table 28)

LANGUAGES SPOKEN AT HOME

Which languages are spoken in your home? (multiple responses accepted)

Respondents listed 38 languages spoken in their homes. While the percentage of households speaking English at home has dropped from 85% to 70%, English, Spanish, and Tagalog remain the top languages spoken at home by SamTrans riders.

	Total 2015	Total 2012
Base (All Respondents)	6,430	5,872
	(%)	(%)
English	70	85
Spanish	27	31
Tagalog	14	15
Cantonese	3	3
Mandarin	3	2
Hindi/other Indian language	2	2
Vietnamese	1	1
Arabic	1	<1
Russian	1	<1

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
English	70	72	70	67
Spanish	27	27	28	28
Tagalog	14	13	16	14
Cantonese	3	3	3	3
Mandarin	3	2	3	3
Hindi/other Indian language	2	2	2	2
Vietnamese	1	1	1	1
Arabic	1	1	1	<1
Russian	1	<1	1	<1

(Multiple answers accepted on this question)

(See Statistical Table 33)

Note: Partial list; languages listed indicated by 1% or more of respondents. See tables for a complete list.

ENGLISH PROFICIENCY IN HOME

Q21. In your home, is English spoken: Very Well; Well; Not Well; Not at All

In total, about 16% of respondents indicate that English is not spoken well or not spoken at all in their household. This is approximately the same ratio as in 2012.

	Total 2015	Total 2012
Base (All Respondents)	6,430	5,872
	(%)	(%)
Very well	57	55
Well	24	25
Not well	11	11
Not at all	5	4
No answer	4	5
	100	100

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Very well	57	59	56	53
Well	24	24	24	24
Not well	11	9	11	13
Not at all	5	4	6	6
No answer	4	4	4	4
	100	100	100	100

(See Statistical Table 34)

PERSONAL ENGLISH PROFICIENCY

Q22. How well do you speak English?

About 13% of SamTrans riders do not speak English well, or do not speak English at all.

	Total 2015	Total 2012
Base (All Respondents)	6,430	5,872
	(%)	(%)
Very well	63	62
Well	19	20
Not well	10	10
Not at all	3	3
No answer	5	5
	100	100

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Very well	63	67	62	58
Well	19	19	19	21
Not well	10	8	10	11
Not at all	3	2	3	4
No answer	5	4	5	6
	100	100	100	100

(See Statistical Table 35)

ETHNICITY

Q23. Which of the following describes your ethnic background? (multiple responses accepted)

- One third of SamTrans riders (33%) are Hispanic.

	Total 2015	Total 2012
Base (All Respondents)	6,430	5,872
	(%)	(%)
Hispanic/Latino	33	36
White/Caucasian	25	22
Filipino	21	21
Black/African American	9	9
Chinese	8	7
Other Asian	4	4
Pacific Islander	2	1
Vietnamese	1	1
Native American/Alaskan Native	1	1
All other	1	4
No answer	5	5

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Hispanic/Latino	33	33	34	34
White/Caucasian	25	26	25	21
Filipino	21	19	21	21
Black/African American	9	8	8	10
Chinese	8	8	7	9
Other Asian	4	4	3	4
Pacific Islander	2	2	1	2
Vietnamese	1	1	1	1
Native American/Alaskan Native	1	<1	1	1
All other	1	1	1	2
No answer	5	5	5	5

(Multiple answers accepted)

(See Statistical Table 36)

HOME COUNTY (BASED ON ZIP CODE)

Q23. What is your home ZIP Code?

- As expected, San Mateo County is home to most of the riders surveyed (66%).
- However, the share of riders living in Santa Clara County has risen from 2% in 2012 to 7% in 2015.

	Total 2015	Total 2012
Base (All Respondents)	6,430	5,872
	(%)	(%)
San Mateo County	66	73
Santa Clara County	7	2
San Francisco County	6	7
Alameda County	1	1
Contra Costa County	1	<1
Solano County	<1	<1
Marin County	<1	<1
Northern California (outside Bay Area)	<1	<1
Southern California	<1	<1
Outside California	1	1
No answer	18	15
	100	100

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
SAN MATEO COUNTY (NET)	66%	69%	66%	57%
DALY CITY	19%	18%	20%	21%
SAN MATEO	10%	10%	10%	10%
REDWOOD CITY	9%	12%	9%	4%
SOUTH SAN FRANCISCO	7%	7%	7%	6%
PACIFICA	5%	7%	5%	5%
SAN BRUNO	4%	4%	5%	3%
BELMONT	2%	2%	2%	1%
BURLINGAME	2%	1%	2%	2%
MENLO PARK	1%	2%	1%	2%
HALF MOON BAY	1%	1%	2%	1%
SAN CARLOS	1%	1%	1%	1%
MILLBRAE	1%	1%	1%	<1%
MOSS BEACH	<1%	1%	<1%	-
EL GRANADA	<1%	1%	<1%	<1%
BRISBANE	<1%	<1%	<1%	<1%
MONTARA	<1%	<1%	<1%	<1%
PORTOLA VALLEY	<1%	1%	-	-
PESCADERO	<1%	<1%	<1%	<1%
LA HONDA	<1%	-	<1%	<1%
ATHERTON	<1%	<1%	<1%	-
SAN GREGORIO	<1%	-	-	<1%
SANTA CLARA COUNTY (NET)	7%	6%	5%	12%
PALO ALTO	5%	5%	4%	11%
SAN JOSE	<1%	1%	<1%	<1%
SUNNYVALE	<1%	<1%	<1%	1%
MOUNTAIN VIEW	<1%	<1%	<1%	1%
SANTA CLARA	<1%	<1%	<1%	<1%
STANFORD	<1%	<1%	<1%	<1%
CUPERTINO	<1%	-	<1%	-
LOS GATOS	<1%	<1%	-	-
GILROY	<1%	<1%	-	-
LOS ALTOS	<1%	<1%	-	-
MORGAN HILL	<1%	<1%	-	-
SAN FRANCISCO (CITY AND COUNTY)	6%	4%	8%	7%
ALAMEDA COUNTY (NET)	1%	1%	1%	1%
OAKLAND	1%	1%	<1%	<1%
HAYWARD	<1%	<1%	<1%	<1%
FREMONT	<1%	<1%	<1%	-
BERKELEY	<1%	<1%	<1%	-
SAN LEANDRO	<1%	<1%	<1%	<1%
ALAMEDA	<1%	-	<1%	-
EMERYVILLE	<1%	<1%	<1%	-

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
NEWARK	<1%	<1%	<1%	-
SAN LORENZO	<1%	-	<1%	-
ALBANY	<1%	-	<1%	-
LIVERMORE	<1%	-	<1%	-
PLEASANTON	<1%	-	<1%	-
UNION CITY	<1%	<1%	-	-
OUTSIDE CALIFORNIA	1%	1%	1%	1%
CONTRA COSTA COUNTY (NET)	1%	<1%	1%	1%
RICHMOND	<1%	<1%	<1%	<1%
EL SOBRANTE	<1%	<1%	<1%	
PITTSBURG	<1%	<1%	<1%	<1%
WALNUT CREEK	<1%	<1%	<1%	
SAN PABLO	<1%	-	<1%	<1%
CONCORD	<1%	-	<1%	-
HERCULES	<1%	<1%	<1%	-
ANTIOCH	<1%	<1%	-	-
BETHEL ISLAND	<1%	-	<1%	-
BRENTWOOD	<1%	-	<1%	-
EL CERRITO	<1%	-	<1%	-
LAFAYETTE	<1%	-	<1%	-
MARTINEZ	<1%	-	<1%	-
PINOLE	<1%	<1%	-	-
PLEASANT HILL	<1%	<1%	-	-
RODEO	<1%	-	<1%	-
NORTHERN CALIFORNIA (OUTSIDE BAY AREA)	<1%	<1%	<1%	1%
SOUTHERN CALIFORNIA	<1%	<1%	<1%	<1%
SOLANO COUNTY (NET)	<1%	<1%	<1%	<1%
VALLEJO	<1%	<1%	<1%	<1%
VACAVILLE	<1%	<1%	-	-
MARIN COUNTY (NET)	<1%	-	<1%	-
BELVEDERE TIBURON	<1%	-	<1%	-
SAN RAFAEL	<1%	-	<1%	-
NOVATO	<1%	-	<1%	-
BLANK/UNKNOWN	18%	18%	18%	20%

(See Statistical Table 37)

^The ZIP Code 94303 includes both East Palo Alto (San Mateo County) and Palo Alto (Santa Clara County). Since more than half of the residential portions of the ZIP Code is attributed to Palo Alto, it is included under that city/county.

DEMOGRAPHICS

- Included below is the demographic data of survey respondents.

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Gender				
Male	43	43	43	42
Female	46	46	46	46
No answer	11	11	11	13
Employment Status				
Employed Full Time	31	31	29	35
Student	22	29	20	13
Employed Part Time	18	16	20	20
Unemployed	8	7	9	8
Retired	7	4	9	8
Homemaker	2	2	2	3
Disabled	<1	<1	<1	<1
No answer/multiple responses	12	12	12	13
Age				
13 to 17 years old	17	26	12	11
18 to 24 years old	20	16	24	16
25 to 34 years old	15	13	15	17
35 to 44 years old	10	9	10	12
45 to 54 years old	11	10	11	12
55 to 64 years old	10	9	10	13
65 years or older	10	8	11	11
No answer	8	9	7	9
Average (Mean)	36.3	33.5	37.4	39.6
Education				
Some high school or less	18	24	14	17
High school graduate	24	22	27	21
Some college or technical school	21	17	24	22
College graduate	19	18	20	20
Post-graduate	6	6	5	8
Blank	12	13	11	13
Questionnaire Language				
English	89	91	89	87
Spanish	11	9	11	13

	2015			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	6,430	2,320	3,139	971
	(%)	(%)	(%)	(%)
Income				
Less than \$10,000/year	18	16	19	18
\$10,000 to \$24,999/year	19	16	21	23
\$25,000 to \$49,999/year	17	17	17	19
\$50,000 to \$74,999/year	10	10	10	8
\$75,000 to \$99,999/year	6	7	5	5
\$100,000 or more/year	7	9	5	6
Average (Mean)	\$40,000	\$45,900	\$36,900	\$37,100
Ridership Segment				
Weekday Peak	36	100	-	-
Weekday Off-Peak	49	-	100	-
Weekend	15	-	-	100

(See Statistical Tables 29-40)

Appendix A: QUESTIONNAIRE

21. In your home, is English spoken: Very well Well Not well Not at all

22. How well do you speak English? Very well Well Not well Not at all

23. Which of the following best describes your ethnic background? (Check ALL that apply)

White/Caucasian Filipino
 Hispanic/Latino Vietnamese
 Black/African American Other - specify: _____
 Chinese

24. What is your home ZIP code? _____

25. What is your household's total yearly income (before taxes)?

Less than \$10,000 \$50,000 - \$74,999
 \$10,000 - \$24,999 \$75,000 - \$99,999
 \$25,000 - \$49,999 \$100,000 or more

Comments or Suggestions for SamTrans?
 Additional comments: _____

Thank you for completing this survey! Please return it to a surveyor on the bus or mail it to us by Nov. 13, 2015. (No postage necessary. Please fold, then tape the side where indicated. No staples.)


Enter to win a \$200 gift certificate or a Monthly Pass!*

Name _____
 (Phone number) _____
 e-mail _____

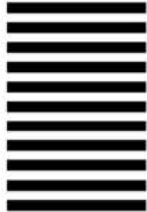
May we contact you in the future about a focus group?
 Yes No

* 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.

[5] 10/15-12.5K-E-PBT




NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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 Customer,

Please take a moment to complete this survey to help SamTrans serve you better. You also can enter a drawing to win a **FREE \$200 gift certificate or one of five SamTrans Monthly passes** by filling in the optional information at the end of this survey. We appreciate your patronage - thank you for riding SamTrans!

Your responses are confidential and will be used for statistical purposes only. Return your completed survey to the onboard surveyor or drop in any U.S. mailbox (no postage necessary).

Please tell us about your SamTrans trips

1. How long have you been riding SamTrans?
 6 months or less 1-3 years
 More than 6 months More than 3 years
 but less than 1 year

2. How often do you usually 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

3. What is your main reason for riding SamTrans?
 (Check up to TWO)

Don't have a car or don't drive
 Avoid traffic
 Lack of or cost of parking
 Ability to do other things (read, sleep, etc.)
 Relax or reduce stress
 Faster than other options
 Save money (gas, wear and tear on car)
 Employer helps pay for transit pass
 Help the environment
 Other - specify: _____

Please tell us about THIS trip

4. How did you pay for this bus trip?

Cash Paper SamTrans Monthly Pass
 Clipper cash value Clipper SamTrans Monthly Pass
 Token Caltrain Monthly Pass (2+ zones)
 Day Pass Way2Go Pass
 Other - specify: _____

Route ID [1] Please open →

5. What is your fare category?
 Adult (Age 18 through 64) Youth (Age 17 and younger)
 Senior Disabled
 Medicare cardholder

6. What is the **main purpose** of your trip today?
(Check only ONE)
 Work Shopping
 School Other - specify: _____
 Social or recreational

7a. How did you get **TO** the bus stop where you **BOARDED** this bus?
 Walked all the way Walk all the way
 Bicycled Bicycle
 Another SamTrans bus Another SamTrans bus
 BART BART
 Caltrain Caltrain
 Muni Muni
 VTA VTA
 AC Transit AC Transit
 Free shuttle Free shuttle
 Drove car Drive car
 Got dropped off by car Get picked up by car
 Other - specify: _____

7b. After you get **OFF** this bus, how will you get **FROM** the bus stop to your final destination?
 Walk all the way
 Bicycle
 Another SamTrans bus
 BART
 Caltrain
 Muni
 VTA
 AC Transit
 Free shuttle
 Drive car
 Get picked up by car
 Other - specify: _____

8. Including this bus, how many **total SamTrans** buses will you ride to make **this one-way trip**?
 1 2 3 4+

9. Are you making a round trip on SamTrans today?
 Yes *(rode SamTrans earlier today or will ride later today)*
 No

10. 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.

	Very Satisfied	Dissatisfied	Very Satisfied	Very Dissatisfied		
a. Cleanliness of bus <i>(exteriors and interiors)</i>	5	4	3	2	1	NA
b. Courtesy of bus operators	5	4	3	2	1	NA
c. Feeling of personal security on bus	5	4	3	2	1	NA
d. Availability of information on buses <i>(schedules, brochures, notices, audio)</i>	5	4	3	2	1	NA
e. Bus real-time departure prediction <i>(At Transit centers and 511)</i>	5	4	3	2	1	NA
f. On-time performance	5	4	3	2	1	NA
g. Frequency <i>(How often buses run)</i>	5	4	3	2	1	NA
h. Convenience of routes <i>(Goes where you want to go)</i>	5	4	3	2	1	NA
i. Value for the money	5	4	3	2	1	NA
j. Communication of bus changes <i>(Schedule, fare changes)</i>	5	4	3	2	1	NA
k. Helpfulness/courtesy of Customer Service Center <i>(1-800-660-4287)</i>	5	4	3	2	1	NA

11. Where do you access the bus schedule and real-time departure?
 Printed timetable 511.org schedule information
 www.samtrans.com 511.org real-time departure
 SamTrans Customer Service *(1-800-660-4287)* Call or text 511 for real-time departure
 Google maps Other - specify: _____

12. Do you use a Clipper® card? Yes No

13. Are there any barriers to using a Clipper® card?
(Check up to THREE)
 No, there are no barriers
 I don't know about Clipper/never heard of it
 I don't understand how to use it
 I had a bad experience with Clipper
 I prefer to pay as I go
 I don't use it enough/don't need it
 Limited vendors *(to get and load cards)*
 Other - specify: _____

14. Where do you access the internet?
 I don't have access to internet Cell/mobile
 Home Other mobile device *(e.g., tablet, e-reader)*
 Work Library or other public area

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

16. Are you: Male Female

17. What is the highest level of education you have completed?
 Some high school or less College graduate
 High school graduate Post graduate
 Some college or technical school

18. What is your current employment status?
 Employed full time *(40 or more hours per week)*
 Employed part time *(fewer than 40 hours per week)*
 Student Homemaker
 Retired Unemployed

19. Into which of the following categories does your age fall?
 Under 13 25-34 55-64
 13-17 35-44 65 or older
 18-24 45-54

20. Which languages are regularly spoken in your home?
 English Tagalog
 Spanish Vietnamese
 Mandarin Hindi or other Indian language
 Cantonese Other - specify: _____

[2]

Open →

[3]

[4]

Continued on back →

21. En su casa, el inglés se habla:

Muy bien Bien No muy bien No se habla

22. ¿Qué tan bien habla usted el inglés?

Muy bien Bien No muy bien No lo hablo

23. ¿Cuál de los siguientes grupos étnicos describe mejor su origen? (Marque todo lo que aplique.)

Blanco/Caucásico Filipino
 Hispano/Latino Vietnamita
 Negro/Afro-americano Otro - especifique: _____
 Chino

24. ¿Cuáles es el código postal de su casa? _____

25. ¿Cuál es el ingreso anual total en su casa (antes de impuestos)?

Menos de \$10,000 \$50,000 - \$74,999
 \$10,000 - \$24,999 \$75,000 - \$99,999
 \$25,000 - \$49,999 \$100,000 o más

¿Comentarios o sugerencias para SamTrans?

Comentarios adicionales: _____

[Gracias por completar esta encuesta! Por favor regrese al encuestador en el autobús o envíenos por correo antes de Noviembre 13, 2015. (No necesita estampilla. Por favor dóblela y cierre el lado que se indica con cinta adhesiva, no grapas.)]

Ente para ganarse un certificado de regalo de \$200 o un Pase Mensual!

Nombre _____

Numero de Teléfono _____

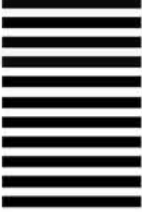
Correo electrónico _____

Podemos comunicarnos con Usted en el futuro para un grupo de enfoque? SI NO

* Los empleados de SamTrans y sus dependientes, junto con los directores, consultores, contratistas y miembros del CAC no son elegibles. SamTrans respeta su privacidad - no compartiremos su información o no la usaremos para identificar respuestas en la encuesta.

[5] 10415-3K-S-PBT


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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



4. ¿Cómo pagaste para este viaje en autobús?

Efectivo Pase mensual SamTrans
 Clipper valor en efectivo Pase mensual SamTrans en Clipper
 Ficha Pase Mensual de Caltrain (2+ zonas)
 Pase Diario Otro - especifique: _____

Route ID _____ [1] *Por favor abra →*

Estimado Pasajero de SamTrans,

Por favor tome un momento para completar esta encuesta para ayudar a SamTrans a servirle mejor. Usted también puede entrar en una rifa para ganar **un certificado de regalo de \$200 o uno de cinco pases mensuales de SamTrans gratis** al llenar la información opcional al final de esta encuesta. Apreciamos su patrocinio - ¡Gracias por viajar con SamTrans!

Sus respuestas son confidenciales y se usarán para propósitos estadísticos solamente. Regrese su encuesta completa al encuestador, abordo o deposítela en cualquier buzón de correo de U.S. (no necesita estampilla).

Por favor diganos acerca de sus viajes con SamTrans

1. ¿Hace cuánto tiempo que está viajando con SamTrans?

6 meses o menos 1-3 años
 Más de 6 meses Más de 3 años
pero menos de un año

2. ¿Qué a menudo viaja usted con SamTrans?

6-7 dias/semana 2 dias/semana
 5 dias/semana 1 dias/semana
 4 dias/semana 1-3 dias/mes
 3 dias/semana Menos de una vez al mes

3. ¿Cuál es su razón principal para viajar con SamTrans? (Marque hasta DOS.)

No tengo auto o no manejo
 Evitar el tráfico
 No hay parqueo o costo de parqueo
 Habilidad para hacer otras cosas (leer, dormir, etc.)
 Relajarse o reducir el estrés
 Más rápido que otras opciones
 Ahorrar dinero (gasolina, desgasto del carro)
 El empleador ayuda a pagar por el pase de tránsito
 Ayudar al medio ambiente
 Otro - especifique: _____

(Por favor cierre aquí con cinta adhesiva)

5. ¿Cuál es la categoría de su tarifa?

Adulto (de 18 a 64 años) Joven (17 años o menor)

Anciano Discapacitado

Afiliado a Medicare

6. ¿Cuál es el propósito principal de su viaje ahora? *(Marque sólo UNA.)*

Trabajo Compras

Escuela Otro - especifique: _____

Social o recreacional

7a. ¿Cómo llegó a la parada donde **abordó** este autobús?

Caminé Caminaré

Viaje en bicicleta Viajaré en bicicleta

Otro autobús de SamTrans Otro autobús de SamTrans

BART BART

Caltrain Caltrain

Muni Muni

VTA VTA

AC Transit AC Transit

Autobús gratis Autobús gratis

Manejé el carro Manejaré el carro

Me trajeron en carro Me recogerán en carro

Otro - especifique: _____

7b. Después que se **baje** de este autobús, ¿cómo **llegará** de la parada de autobús a su destino final?

Caminé Caminaré

Viaje en bicicleta Viajaré en bicicleta

Otro autobús de SamTrans Otro autobús de SamTrans

BART BART

Caltrain Caltrain

Muni Muni

VTA VTA

AC Transit AC Transit

Autobús gratis Autobús gratis

Manejé el carro Manejaré el carro

Me trajeron en carro Me recogerán en carro

Otro - especifique: _____

8. Incluyendo este autobús, ¿cuál es el **total de autobuses de SamTrans** que tomará para hacer este **Viaje de ida**?

1 2 3 4+

9. ¿Va a hacer un viaje de ida y vuelta en SamTrans hoy?

Sí *(viaje temprano con SamTrans o viajaré más tarde este día)*

No

[2] Atra →

¿Cómo lo estamos haciendo?

10. Por favor díganos si SamTrans está satisfaciendo sus necesidades evaluando cada artículo abajo. Circule un número de uno al cinco, significando **5=Muy Satisfecho** y **1=Muy Insatisfecho**. Si la pregunta no aplica, circule **NA por No Aplica**.

	Muy Satisfecho	Insatisfecho	Muy Satisfecho	Insatisfecho		
a. Limpieza del autobús <i>(exterior y interior)</i>	5	4	3	2	1	NA
b. Cortesía de los operadores del autobús	5	4	3	2	1	NA
c. Sentimiento de seguridad en los autobuses	5	4	3	2	1	NA
d. Disponibilidad de información en los autobuses <i>(horarios, boletines, avisos, audio)</i>	5	4	3	2	1	NA
e. Predicción de salida de autobuses en tiempo real <i>(En los centros de tránsito y 511)</i>	5	4	3	2	1	NA
f. Corren a tiempo	5	4	3	2	1	NA
g. Frecuencia <i>(Qué a menudo corren los autobuses?)</i>	5	4	3	2	1	NA
h. Conveniencia de las rutas <i>(Va a donde usted quiere ir)</i>	5	4	3	2	1	NA
i. Valor por su dinero	5	4	3	2	1	NA
j. Comunicación de cambios en los autobuses <i>(horario, cambio de tarifas)</i>	5	4	3	2	1	NA
k. Servicio/cortesía del Centro de Servicio al Cliente <i>(1-800-660-4287)</i>	5	4	3	2	1	NA
l. Su experiencia general con SamTrans	5	4	3	2	1	NA

Por favor díganos acerca de Usted

11. ¿Dónde tiene acceso a el horario de los buses y del salida en tiempo real?

Tablas de horario impreso 511.org información de horario

www.samtrans.com 511.org horario de salida en tiempo real

SamTrans Servicio al Cliente *(1-800-660-4287)* Llamada o texto al 511 para Mapas de Google Otro - especifique: _____ salida en tiempo real

[3] Por favor dele vuelta →

12. ¿Usa una tarjeta de Clipper®? Sí No

13. ¿Existen barreras al uso de una tarjeta Clipper®? *(Marque hasta TRES.)*

No, no existen barreras

No sé sobre Clipper/nunca oído hablar de ello

No entiendo como usarlo

Tuve una mala experiencia con Clipper

Prefiero pagar cada vez que voy

No lo uso bastante/no lo necesito

Proveedores limitados *(para obtener y cargar tarjeta)*

Otro - especifique: _____

14. ¿Dónde tienes acceso a internet?

No tengo acceso a internet Celular/móvil internet

Casa Otro dispositivo móvil *(por ej., tableta, lector electrónico)*

Trabajo Biblioteca o otras áreas públicas

15. ¿Es dueño o tiene acceso a un carro? Sí No

16. Es usted: Masculino Femenino

17. ¿Cuál es el nivel más alto de **educación** que completo?

Alguna escuela secundaria o menos

Graduado de escuela secundaria

Alguna universidad o escuela técnica

Graduado de la universidad

Pos graduado

18. ¿Cuál es su **estado de empleo** actual?

Empleado tiempo completo *(40 o más horas a la semana)*

Empleado medio tiempo *(menos de 40 horas a la semana)*

Estudiante Ama de casa

Jubilado Desempleado

19. ¿En cuál de las siguientes categorías pertenece su **edad**?

Menos de 13 25-34 55-64

13-17 35-44 65 o mayor

18-24 45-54

20. ¿Cuáles **idiomas** se hablan regularmente en su casa?

Inglés Tagalo

Español Vietnamita

Mandarín Hindi o otro idioma indio

Cantonés Otro - especifique: _____

[4] Por favor dele vuelta →

Appendix B: METHODOLOGY

DESCRIPTION OF METHODOLOGY

FIELD PROCEDURES

In total, 10 interviewers worked on the 2015 study. The training session for interviewers was conducted at Corey, Canapary & Galanis' (CC&G) office in San Francisco on Wednesday, September 30, 2015. Field interviewing was conducted between October 1 and October 31, 2015.

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 and Spanish. 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, and if they were able to determine, noted whether the language barrier was due to monolingual Tagalog or Chinese speakers. Those who could not use the English or Spanish 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.

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 was achieved by establishing a protocol which grouped routes by ridership: a) highly traveled routes, b) moderately traveled routes, and c) lightly traveled routes. After segmenting the routes by these criteria, interviewer shifts were assigned to randomly selected SamTrans routes based on their grouping. About 85% of the shifts were assigned to weekday routes, and 15% to weekend routes.

DESCRIPTION OF METHODOLOGY (continued)

Segmentation groupings are shown below.

WEEKDAY			
Route Type	Average Weekday Ridership	# of Routes	Approximate Shift
			Allocation (%)
Highly traveled routes	1,000+ Passengers	11	35%-40%
Moderately traveled routes	200-999 Passengers	17	25%-30%
Lightly traveled routes	Fewer than 200 Passengers	46	15%-20%

WEEKEND			
Route Type	Average Daily Weekend Ridership	# of Routes	Approximate Shift
			Allocation (%)
Highly traveled routes	1,000+ Passengers	4	5%-8%
Moderately traveled routes	200-999 Passengers	14	4%-7%
Lightly traveled routes	Fewer than 200 Passengers	6	3%-6%

The segments above are based on the daily ridership figures that were provided by SamTrans.

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 month of October 2015. This comparison showed that weighting the data was unnecessary, as the percentage of completed surveys (compared to the weekly total) for each ridership segment was already nearly identical to the estimated percentage of riders for each ridership segment. The following chart shows the actual number of surveys by ridership segment and the segment's percentage of the weekly total of surveys.

SamTrans Ridership vs. Surveys Completed					
	<u>Weekday</u>			<u>Weekend*</u>	<u>Weekly TOTAL</u>
	<u>Weekday Peak</u>	<u>Weekday Off-Peak</u>	<u>TOTAL Weekday*</u>		
Surveys completed	2,320	3,139	5,495	971	6,430
% of weekly total	36%	49%	85%	15%	100%
Estimated weekly # of SamTrans riders*			1,006,564	188,334	1,194,898
% of weekly total*			84%	16%	100%

*Taken from ridership numbers October, 2015. Since SamTrans routes were largely reconfigured in Fall 2014 and mid-2015, a weekday peak/off-peak breakdown from prior to October 2015 may not be valid. In addition, the peak/off-peak breakdown may be impacted by the fact that this study was not conducted among passengers who appeared to be younger than 12 years of age.

Appendix C: EDITING AND CODING PROCEDURES

EDITING AND CODING

This section outlines editing and coding procedures utilized on the 2015 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.”

Q20 (Languages spoken at home) and Q21 (English proficiency). If a respondent did not check *English* in Q20 but indicated in Q21 that English was spoken *very well* or *well* in their home, editing was accomplished by selecting *English* in Q20.

Other - Specify Responses

- Question which had another – specify response include: Q3, Q4, Q5, Q6, Q7a, Q7b, Q11, Q13, Q14, Q18, Q20, and Q23. Written in responses on these questions were either:
 - a) Coded up to existing response codes where applicable. For example, if a respondent wrote in “motorcycle” on the accessing SamTrans question (Q7a), this response was coded up to the *Drive alone* 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 (Q6), 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.

2015 SamTrans Triennial Customer Survey Code Sheet – Comment Code Frequencies

	(Base =1595)	
	#	%
Schedules – frequency / weekend / earlier / later	[294]	18%
General Unspecific Compliments	[270]	17%
Personnel – including driving safety, driving skills	[192]	12%
Routes – include additional / extend / more direct / more stops	[188]	12%
On-Time Performance / Reliability / Speed	[174]	11%
Fares and Fare Policy	[135]	8%
Bus Cleanliness – interior and exterior	[60]	4%
Enforcement / Security Issues	[52]	3%
Bus Overall Condition – including amenities, safety and comfort	[39]	2%
Transit Connections – including SamTrans, Caltrain, BART, MUNI	[29]	2%
Disability / Senior Issues	[25]	2%
Bus Stops – shelters condition / state of repair	[23]	1%
Seat Availability / Crowding / Bigger Buses	[22]	1%
Real Time Departure Sign/App	[19]	1%
Clipper.....	[16]	1%
Signage / Maps / Printed Schedules / Schedule Change Notices	[15]	1%
Service – other	[13]	1%
Temperature / Ventilation	[13]	1%
SamTrans Phone Information / Website	[10]	1%
Strollers, Bikes, Luggage Issues	[6]	<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.

Appendix D: INTERVIEWER TRAINING INSTRUCTIONS

SamTrans 2015 On-Board Survey Interviewer Instructions

Project Overview

This project is a passenger survey being conducted on-board SamTrans buses. It is an onboard, self-administered questionnaire to be distributed and collected on specific SamTrans routes. This fieldwork will take place beginning October 1, 2015, and end by October 31, 2015. In most cases, you will be working alone.

The San Mateo County Transit District is the administrative body for the principal public transit and transportation programs in San Mateo County. In addition to running SamTrans bus service, they also provide Redi-Wheels paratransit service, and Caltrain commuter rail. This survey will take place on SamTrans buses only – although you may travel to and from your shift on Caltrain. **You can find out more about SamTrans, including maps and schedules for all routes, on their website, www.samtrans.com.**

Important Information About This Project

This survey project has several elements you will need to understand clearly.

1. A system map will be provided to you today, which will help you understand the general travel direction of the routes you survey. **However, you will also want to look up maps for specific start, transfer, and end locations.**
2. SamTrans travels throughout San Mateo County. All bus routes serve San Mateo county, with a few heading north into San Francisco and a few heading south into Palo Alto (Santa Clara County).
3. Many streets cross multiple cities (El Camino Real, Hillsdale Boulevard, etc.).
4. SamTrans schedules often do NOT specify which side of a street your bus stop is on – the same cross-streets are often used in the same order – e.g. Airport/Linden (as an intersection) is often used regardless of the direction you are going. Thus, take extra time to find your correct bus stop and be sure you are going the correct direction you need to go.
5. The main non-freeway road in San Mateo County is El Camino Real – usually shortened to "El Camino." One of the system's main trunk routes – ECR – is named after the fact that much of the route goes up and down El Camino Real in San Mateo County.
6. A meal break is included in most shifts to maximize survey time.
 - a. **The routes scheduled before your meal break are ALMOST always a higher priority than the routes scheduled after your meal break.** The Coastside area (Pacifica/Half Moon Bay) is the exception to this – generally, your runs in Pacifica and Half Moon Bay are the priority, and other runs being used to get you to/from that area are of lesser priority.
 - b. **Note that the 'meal break' portion of the time period is 30 minutes.** Normally, more than 30 minutes is provided – as this allows for late bus arrivals. It also provides a chance for you to catch up on any paperwork and be ready for the remainder of your shift, as well as making sure you are at the correct bus stop in time for the next run.
7. A number of bus stops are not right at a Caltrain station, but within 1-3 blocks of a Caltrain station. This makes looking at a map prior to your shift extremely important.
8. **NEVER board a bus early – NEVER take an earlier bus – unless the schedule specifies it is OK to do so.**

Preparing For Your Shift

Several days before you work a shift, look at your specific shift assignment. Check samtrans.com. Make sure you know:

1. Where your starting point is;
2. How long it will take you to reach your starting point;
3. If one run ends at one point and your next run starts at another, you will usually have to walk a short distance to reach the next run. Be sure you know where these points are; and
4. Where your ending point is – and how you will travel back from your end point either to CC&G offices (usually if on an AM shift) or home (if on a PM shift).
5. In some cases, a shuttle may be arranged, or you may be provided information on arranging a shuttle, if it is impossible to reach your start/end point via public transit. Be sure you know what shuttle arrangements have been made, or make those arrangements.

6. **If you are unsure of any information you need – starting point, transfer point, ending point, travel to or from – it is your responsibility to ask questions/ask for help, and to do so BEFORE the day of the shift. Look as far ahead as the schedule is issued.**

Before you leave for your shift, be sure you have the following items:

1. Backpack
2. SamTrans system map
3. Your *personal* interviewer schedule
4. System authorization letter (from SamTrans – to be shown to driver as you board)
5. Your personal survey badge
6. Apron
7. Pencils
8. SamTrans questionnaires (150 English and 50 Spanish per shift)
9. Multi-lingual postcards (pack of 10)
10. Completed Questionnaire Envelope(s) – look for the envelopes with a **pink** cover
11. Survey control sheets (**yellow**)
12. Rubber bands
13. Interviewer Instructions (this document)
14. Clipboard
15. A watch (**NOT** a phone – if you do not have a watch – ask for one before you leave)
16. Your time sheet
17. A CC&G Clipper card (specifically issued to you)
18. Caltrain day passes (specifically issued to you)
19. Your personal identification with photo ID (provided by you)

Important: In order to account for every questionnaire properly, the RunID MUST be written in the lower left-hand corner (labeled "RouteID"). You should pre-number questionnaires BEFORE entering the bus. If you exhaust all of the pre-numbered questionnaires, you MUST write the RUN ID on EVERY questionnaire you distribute – BEFORE they are in the passengers' hands. **Look at your interviewer schedule – check the "LEVEL" column for each Run. This shows you the number of questionnaires to pre-number:**

- **HIGH** volume runs – pre-number 50 English questionnaires
- **MED** volume runs – pre-number 30 English questionnaires
- **LOW** volume runs – pre-number 10 English questionnaires

Unused surveys with the Run ID written in can be reused – fully erase or cross out the prior Run ID and write in the correct Run ID.

Safety!

Working on a moving bus can be challenging at times. Ensure your safety, as well as the safety of passengers at all times! You **must** hold on to a handrail or bar at all times when you are standing or walking on the bus! Allow passengers the time to find a seat or a safe place to stand before offering them a survey. NEVER block passengers entering or exiting the bus.

You are required to wear your backpack while surveying on board the bus. Since many buses have very narrow aisles, please be aware of your movement and avoid injuring passengers with your backpack.

Distribution of Questionnaires

Distributing (and collecting) questionnaires from passengers is your primary task on this project. For each of your runs, you should strive to get the questionnaire into the hands of every (or nearly every) passenger. Your approach as a surveyor will make a tremendous difference in whether or not riders agree to do the survey.

Tips for Getting Everyone to Complete a Questionnaire

1. **Be prepared and professional!** Whether you enter the bus organized and with a smile on your face, or disorganized, uncertain, and panicked – passengers are watching. Just like a job interview begins as you enter the door of an office, remember that riders are making an assessment of you as you wait for/enter the bus.
2. **Politely introduce yourself to the bus driver.** Be sure your badge is on and your access letter is handy. Remember that you are on the driver's vehicle and treat them with respect.
3. As you hand out surveys, **give a short introduction** about the survey. You need to reach everyone on the bus – so avoid lengthy explanations or conversations.
4. **Do not ask riders if they want to fill out the survey, but rather, use a positive approach.** Some phrases which work well include: "We need your opinions on this survey." If they hesitate, you might add: "We want to know what you think."
5. **Be easygoing and friendly.** Answer questions about the survey so passengers can complete the questionnaire – but **avoid questions seeking YOUR opinion or lengthy discussions (whether about the survey or not).** Some riders will try to engage you in a conversation they feel passionately about. Instead of joining the conversation, encourage them to provide their opinion on the survey itself.
6. **Be aware of the environment on the bus.** Some early morning buses, particularly, may have riders on them who want a quiet atmosphere – lower the volume of your voice if that is desired. Conversely, on some busier buses, you may be able to give a brief introduction to many people at one time, and/or ask those around you to hand out surveys to those you cannot reach (because the bus is so crowded).

After surveys are distributed, walk through the bus every few minutes and watch for people who may have questions or are finished. Be polite: "I'll take the survey if you are done." Or "I can take that for you." **Attempt to collect every survey you distribute. Do not worry about collecting the pencils you hand out – we have plenty of those!**

Survey Eligibility

- Attempt to **distribute surveys to all passengers** who appear to be **13 or older**. NEVER ask someone's age. If you are uncertain – offer them a survey anyway.
- All riders traveling in a group should be given a questionnaire, as should couples. The surveys are NOT intended to be a group response.
- If someone speaks Spanish, offer them a Spanish language questionnaire. Do **NOT profile/assume someone speaks Spanish.**

Do not distribute questionnaires to:

- Passengers who appear to be under 13 years of age
- Employees of the transit system
- Sleeping passengers
- Other CC&G employees traveling on the bus

Instruct passengers to return completed surveys to you.

Handling Refusals and Survey Completion Options

Getting to "Zero Refusals"

Here are some tips to help you address refusals and convert them into participation:

- **In most cases, do not take a first 'no' answer as a final one.** When someone refuses, in many cases, they are objecting to some part of survey participation, or they do not understand what you are asking. Sometimes, they are just not having a good day. Find out what they are objecting to, if you can, and offer a solution. ***If they say 'no' again, you will need to stop there in most cases – we want to be assertive, but not overbearing.***
- **Use positive language to overcome resistance.** Some passengers may ask, "Is this survey required??" Do not go on the defensive, but instead, respond in a positive manner: "No, but we greatly value your input and hope you will participate anyway."
- **Use the "domino effect" in your favor.** If you start at one end of the bus, and get a refusal, do not stay in that area – move to another area and ask other passengers. Passengers who hear other passengers participating are more likely to participate themselves. Passengers who hear other passengers refuse are more likely to refuse. Get and keep the positive responses going!
- **Offer solutions to "I have no time."** Some passengers are doing something else on their trip (working, sleeping, "me time") and do not want to do the survey just then. Other passengers may be taking a very short trip, and they do not feel they have enough time to complete the survey. Point out to them that they may complete it later and mailing it in – just by folding it and affixing tape where indicated. (No postage is necessary.) **But use this as a last resort -- most people who say they will mail it in . . . never do.**
- **Do NOT assume they will refuse because they are using a tablet, phone, or other device.** If they are in a conversation on their phone, you can hand the survey to them. If they are working, politely explain they can complete it later – and repeat the options above.
- **Briefly address questions/concerns.** If a passenger is concerned about privacy, let them know that they do not have to provide the contact information on page 5, and the survey results are viewed together (as data). You may also let them know we are conducting this ***and we are a market research company – we NEVER participate in sales-related activities. We ONLY do market research.*** Thus, the results will be used to help improve SamTrans – nothing else.
- **For patrons who speak a language other than English or Spanish, who are blind, or who are otherwise unable to fill out the survey,** ask the person if they are able to have someone help them with the survey at home, and **point out the mail-back panel**. **You may also provide them with a postcard with the telephone number as well. Although the cards have a description in English, Spanish, Chinese, and Tagalog - they can participate in this manner even if they speak some other language. This number is also helpful if they speak English or Spanish, but have difficulty in reading/writing on the questionnaire.**
- **You may need to (quickly) decide whether to take an incomplete survey or encourage them to participate via return mail.** A survey will not be considered complete unless at least half of the questions have been answered (e.g. about 3 of the 5 pages of the questionnaire). If the passenger has filled out at least half the survey, it is better to accept the survey with skipped questions than to risk losing that survey (which is very unlikely to be mailed in).

Survey Quality Assurance - Completeness

- Be sure to **tell the patrons to fill in all pages** of the survey.
- **Some respondents may not realize there are questions inside – do a quick check to be sure they have not missed the inside pages of the survey.** Handing patrons the survey with the **survey opened** will help them see there are inside pages.

Tracking Completes and Non-Responses

You will complete a Survey Control Sheet (Yellow Card) for EVERY run of your shift. (A 'run' has its own **Run number** on the detailed schedule, and is one specific bus you survey from a start point to an end point.) **Most of the survey control sheet MUST be completed IN REAL TIME (that is, as you are distributing and collecting surveys on the bus).**

At the Start of Each Run, Enter:

- The current date and day
- Route number of the bus you are boarding (Route #)
- Your last name
- The specific location where you are boarding the bus to start the run. (Trip Start Location)
- The time the run started (e.g. the time you boarded the bus)

During your run, keep track of 4 KEY items in real time:

1. **The number of questionnaires distributed.** English surveys come in packs of 25, and Spanish surveys in packs of 10, to help you keep track.
2. **A tally of all non-responses** (passengers under 13, refusals, already participated, etc.) on your survey control sheet. Use 'hash marks' (e.g. ||||) to keep track of these quickly.
3. **The actual start time/place for your run.**
4. **The actual end time/place for your run.**

At the end of each Run, enter on the survey control sheet:

- Location where you exited the bus
- The time that the run ended.
- The total number of questionnaires DISTRIBUTED for both English and Spanish.
- The total number of questionnaires RETURNED. RETURNED QUESTIONNAIRES ARE DEFINED AS ALL QUESTIONNAIRES COLLECTED ON THIS PARTICULAR RUN.
- All returned surveys and the completed survey control sheet should be rubber banded together and placed in the "Completed Questionnaire" envelope. Please IMMEDIATELY complete the information on the front of this envelope for that run (e.g. RUN ID, # of Questionnaires Distributed, etc.)
- For unused questionnaires with RUN IDs written on them:
 - *Cross out the RUN IDs of the run you just finished
 - *Write in the new RUN ID (number and letter)
 - *You will then reuse these questionnaires on the next run

When you fully complete your Survey Control Sheet, **every person who was on the bus should be represented – either in the top half (received a questionnaire) or on the bottom half (non-response).**

Non-Response Definitions

Refusal – Anyone who does not take a survey because they do not want to (and is not covered by one of the categories below).

Under 13 – Anyone who is obviously under 13 years of age. NEVER ask someone their age – if you are uncertain, assume they are at least 13 and offer a survey.

Language Barrier - Spanish-speaking passengers who refuse a questionnaire are tallied as “refusals” since we have a Spanish instrument. **Only passengers who speak a language other than English or Spanish count as a Language Barrier.** Write the language spoken/apparently spoken – particularly if you have more than one or two Language Barrier non-responses. **Be sure to offer them a multi-lingual post card so they can participate – and note the card distribution on the survey control sheet and packet envelope.**

Sleeping – NEVER wake up someone who is asleep. However, keep an eye on the passenger – if they wake up, offer them a survey (and erase the non-response from this category).

Already Participated – This is someone who has already completed a survey – either on the current route or another route.

Other (specify) – Use this for all other non-responses. This includes:

- On-duty law enforcement, SamTrans employees, and CC&G surveyors traveling to/from shifts
- Someone who left the bus before you could reach them (usually due to crowding)
- **Specify which of the "Other" categories the person/people belong to.**

At the End of Each Bus Shift

- Be sure ALL Survey Control sheets are completely filled out. Tally the total number of questionnaires distributed, questionnaires returned, and total non-responses.
- All returned surveys and the completed survey control sheet should be rubber-banded together and placed in the appropriate packet envelope.
- Be sure you fill out the front of the packet envelope **for each run. Transfer the total number of completes and total number of non-responses to the sheet on the front of the packet envelope.**
- **Note on the front of the packet envelope any unusual happenings** that may have affected transit service or passengers' experience on this shift. *If you are thinking, "Boy, I've got to tell [Jon/Carol/Elizabeth/Steve] all about what happened on this run" – Put it in the notes on the front of the envelope. Two weeks from now, the person you tell will not remember – but we will need to revisit those notes to accurately report on the data we collect!!!!*
- **TURN IN ALL COMPLETED WORK WITHIN 24 HOURS.** Initially, you will need to check in your work. Once you no longer have to check in, you MUST drop off completed work within 24 hours. You can either:
 - Drop it in the returned work box in Carol's office during office hours; or
 - Drop it in the trunk in the office lobby.

Conduct and Communication

Good conduct and good communication are an essential part of this project and others at CC&G. As representatives of CC&G and our client, SamTrans, the following guidelines should always be followed:

- Always act professionally.
- Always be punctual. You should be at your starting point at least 15 minutes prior to the scheduled departure time. *Failing to adhere to the published schedule, and/or starting shifts late, will lead to dismissal.*
- **Dress in casual business attire.** This is typically long trousers and collared shirts for men, and a pair of slacks and blouse/top for women. **Wear comfortable, closed-toed shoes.**
- **Note that 'business casual' DOES NOT include blue jeans, t-shirts, 'sweats', workout wear, yoga pants, shorts, sandals, flip-flops, and ANY clothing with prominent brand names, logos, or slogans.**
- All surveyors must wear their ID badges and have a valid photo ID at all times while surveying.

- **Your surveyor badge and survey access letter permit you to ride on SamTrans SOLELY for the purposes of this study. Any other use is prohibited and cause for immediate dismissal.**
- **You must wear your surveyor badge for every shift. If your badge is lost or stolen, you must report it to CC&G immediately.**
- **Look ahead at the schedule.** It is part of your job to ask questions if you are unsure how you will travel there, to ask for additional maps or directions if needed, etc.
- **Adhere to check-ins and work return deadlines.** You will be expected to check in at the beginning of the project, and there may be other check-ins announced.
 - **Check-ins will occur for EVERYONE after you have completed your first 1 to 3 shifts.** Everyone will check in (in-depth) 1 to 3 times. For AM shifts, plan to check in IMMEDIATELY AFTER your shift. For PM Shifts, plan to check in ABOUT 45 MINUTES PRIOR to the time you need to leave for the start of your shift the next day. **If you are planning to check in at other times, you MUST contact CC&G and make those arrangements!**
 - **Return completed work within 24 hours after the end of your shift.**
- **Communication is part of the job.** Questions which arise, changes to protocols, updated schedules – all of these things require constant communication during the project.
 - **Check your email daily.** With many people in the field from early morning to late at night, this is the best way to communicate timely (but not urgent) information so everyone is aware of it.
 - **Schedules will generally be both emailed and printed. These are based on the availability you have noted in ScheduleBase and discussed with CC&G. Your availability on ScheduleBase should be accurate at least 2-4 weeks beyond the current day.**
 - If for any reason you CANNOT make a shift – and it is 5 or more days away – email Carol at carolc@ccgresearch.com.
 - If for any reason you CANNOT make a shift – **and the shift is less than 5 calendar days away – use the urgent notification numbers below and let CC&G know AS SOON AS POSSIBLE.**

CONTACT INFORMATION – This is also being given to you to place on your lanyard (*behind your badge*)

Corey, Canapary & Galanis – main number is (415) 397-1200
ONLY call this number for urgent matters from 8 am to 4 pm, Monday through Friday

For all other times/days:

Before 8 am Monday-Friday and before 12 noon weekends – Carol Anne Carroll (415) 200-5277
After 4 pm Monday-Friday and after 12 noon weekends – Jon Canapary (415) 577-2428

Client Contact

Patrick Thompson
Market Research & Development 650-508-6245

If a passenger specifically asks for a contact at the District, provide Mr. Thompson's name and phone number. **If you do give out this information, notify CC&G RIGHT AWAY.**

Appendix E: SAMTRANS ROUTES SELECTED TO SAMPLE

Route #	Route Geography	WEEKDAY CLASSIFICATION	WEEKEND CLASSIFICATION
FLX San Carlos	Central	Light	
ECR	Express/Multi-City	High	High
KX	Express/Multi-City	Light	
FLX Pacifica	North	Light	
11	North	Light	
14	North	Light	
16	North	Light	
17	North	Moderate	Moderate
19	North	Light	
24	North	Light	
25	North	Light	
28	North	Light	
29	North	Light	
35	North	Light	
37	North	Light	
38	North	Light	Light
39	North	Light	
43	North	Light	
46	North	Moderate	
49	North	Light	
53	Central	Light	
54	Central	Light	
55	Central	Light	
57	Central	Light	
58	Central	Light	
59	Central	Light	
60	Central	Moderate	
62	Central	Light	
67	Central	Moderate	
68	Central	Moderate	
72	Central	Light	
73	Central	Light	
79	Central	Moderate	
80	South	Light	
82	South	Light	
83	South	Light	
84	South	Light	
85	South	Light	
86	South	Light	

Route #	Route Geography	WEEKDAY CLASSIFICATION	WEEKEND CLASSIFICATION
87	South	Light	
88	South	Light	
89	South	Light	
95	Central	Light	
110	North	High	Moderate
112	North	Moderate	Moderate
118	North	Light	
120	North	High	High
121	North	High	Moderate
122	North	High	High
130	North	High	Moderate
131	North	High	Moderate
133	North	Moderate	Moderate
140	North	Moderate	Moderate
141	North	Light	
250	Central	High	Moderate
251	Central	Light	Light
252	Central	Light	
256	Central	Moderate	Light
260	Central	Moderate	
270	Central	Light	Light
273	Central	Light	
274	Central	Moderate	
275	Central	Moderate	
276	Central	Light	
280	South	Moderate	Light
281	South	High	Moderate
286	South	Light	
292	Express/Multi-City	High	High
294	Express/Multi-City	Light	Light
295	Central	Moderate	
296	South	High	Moderate
297	South	Light	Moderate
397	Express/Multi-City	Moderate	Moderate
398	Express/Multi-City	Moderate	Moderate

J. MONITORING PROGRAM

SYSTEM-WIDE 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. 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.

Some SamTrans standards are defined with regards to peak and off-peak hours. 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.1 displays the different types of routes that SamTrans services. Coastal routes serve the coast-side communities from Half Moon Bay to Pacifica. Community routes serve community-specific areas and are infrequent. Local routes carry passengers between major passenger hubs, employment centers, and residential neighborhoods. Multi-city routes serve multiple cities. Mainline routes are long-distance and serve significant portions of the county, usually with higher frequency.

Exhibit J.1: Routes by Category

Category	Routes
Coastal	14, 16, 17, 294, FLXP
Community	11, 19, 24, 25, 28, 29, 35, 37, 38, 39, 43, 46, 49, 53, 54, 55, 57, 58, 59, 60, 62, 67, 68, 72, 73, 79, 80, 82, 83, 84, 85, 86, 87, 88, 89, 95
Local	110, 112, 118, 120, 121, 122, 130, 131, 133, 140, 141, 250, 251, 252, 256, 260, 261, 270, 273, 274, 275, 276, 278, 280, 281, 286, FLXS
Multi-City	295, 296, 297, 397 398, KX
Mainline	292, ECR

The route types are determined from baseline standards. SamTrans utilized its triennial customer survey data to determine the percentage of riders on each route who identify themselves as either “minority” or “low-income.” Any routes wherein a higher percentage of riders identified themselves as “minority” than the system average of 79.0% are categorized as minority, and any routes with more than the system average of 48.5% self-identified “low income” riders are categorized as low income routes. SamTrans also utilized American Community Survey 2014 5-year estimate census tract data for routes without statistically significant results from the triennial customer survey. Any routes that served census tracts with a higher average percentage minority than the county wide average of 43.6 percent were categorized as minority routes. Any routes that served census tracts with a higher average percentage low income than the county wide average of 10.8 percent were categorized as low income routes.

SamTrans operates 18 routes that provide very limited service, operating up to only 34 trips per day. Accordingly, these routes are excluded in this analysis as the vehicle headway standards are inapplicable.

Exhibit J.2: Routes by Status

Route	Minority Status	Income Status
11	Minority	Non-low income
14	Non-minority	Low income
16	Non-minority	Non-low income
17	Non-minority	Low income
19	Non-minority	Non-low income
24	Minority	Low income
25	Minority	Low income
28	Minority	Non-low income
29	Minority	Low income
35	Minority	Non-low income
37	Minority	Low income
38	Non-minority	Low income
39	Minority	Low income
43	Minority	Non-low income
46	Non-minority	Low income
49	Minority	Low income
53	Non-minority	Low income
54	Minority	Non-low income
55	Non-minority	Non-low income
57	Non-minority	Non-low income
58	Non-minority	Non-low income
59	Non-minority	Non-low income
60	Non-minority	Non-low income
62	Non-minority	Non-low income
67	Non-minority	Non-low income
68	Non-minority	Non-low income
72	Non-minority	Low income
73	Non-minority	Non-low income
79	Non-minority	Low income
80	Non-minority	Non-low income
82	Non-minority	Non-low income
83	Non-minority	Non-low income
84	Non-minority	Non-low income
85	Non-minority	Non-low income
86	Non-minority	Non-low income
87	Non-minority	Non-low income
88	Non-minority	Non-low income
89	Non-minority	Non-low income

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Route	Minority Status	Income Status
95	Non-minority	Low income
110	Non-minority	Non-low income
112	Non-minority	Low income
118	Non-minority	Non-low income
120	Minority	Low income
121	Minority	Non-low income
122	Minority	Low income
130	Minority	Non-low income
131	Minority	Low income
133	Minority	Low income
140	Non-minority	Non-low income
141	Non-minority	Non-low income
250	Minority	Non-low income
251	Non-minority	Non-low income
252	Minority	Low income
256	Non-minority	Non-low income
260	Non-minority	Non-low income
261	Non-minority	Low income
270	Non-minority	Low income
273	Minority	Non-low income
274	Non-minority	Low income
275	Non-minority	Low income
276	Non-minority	Low income
278	Non-minority	Low income
280	Minority	Low income
281	Minority	Low income
286	Non-minority	Non-low income
292	Non-minority	Low income
294	Non-minority	Low income
295	Non-minority	Non-low income
296	Minority	Low income
297	Non-minority	Low income
397	Non-minority	Low income
398	Non-minority	Non-low income
ECR	Minority	Low income
KX	Non-minority	Non-low income
FLXS	Non-minority	Low income
FLXP	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 average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route.

Exhibit J.3: 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

Finding:

Across all SamTrans routes, vehicle load factor standards were met. All of the SamTrans route categories and their respective routes were far from the maximum vehicle load standard, with the highest vehicle loads coming from the community routes (0.28 during peak hours and 0.30 during off-peak hours).

Exhibit J.4: Actual Average Vehicle Load

Category	Peak	Off-Peak
Coastal	0.20	0.19
Community	0.28	0.30
Local	0.14	0.14
Multi-City	0.16	0.18
Mainline	0.27	0.23

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.

Exhibit J.5: 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

Finding:

Across all SamTrans routes, vehicle headway standards were met. The highest average headway was 63 minutes for the coastal line. The lowest average headway was 25 minutes for the mainline.

Exhibit J.6: Actual Headways by Route Category

Category	Maximum Headway	Minimum Headway	Average Headway
Coastal	120 minutes	30 minutes	63 minutes
Community	120 minutes	60 minutes	30 minutes
Local	130 minutes	10 minutes	44 minutes
Multi-City	70 minutes	15 minutes	53 minutes
Mainline	60 minutes	15 minutes	25 minutes

Exhibit J.7: Average Headways by Route Status

Category	Average Headway
Minority	26 minutes
Non-Minority	48 minutes
Low Income	40 minutes
Non-Low Income	42 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.

Exhibit J.8: 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

Finding:

On average, three of the route categories met on-time performance standards during peak or off-peak hours. Of all the route categories, the mainline routes, which serve the greatest number of cities in San Mateo County and San Francisco County on a single run, had the lowest percentage of routes meeting on-time performance standards. Coastal routes had the highest average on-time performance. They operate less frequently and serve the area between Half Moon Bay and Pacifica. Local routes on average met the standard. These routes serve diverse cities in San Mateo County, which include Redwood City, South San Francisco, and Palo Alto. 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.

Exhibit J.9: Average On-Time Performance by Route Category

Category	Average On-Time Performance
Coastal	91 percent
Community	88 percent
Local	86 percent
Multi-City	80 percent
Mainline	79 percent

Exhibit J.10: Percentage of Routes Meeting Performance Standards

Category	Peak	Off-Peak
Coastal	92 percent	86 percent
Community	88 percent	N/A
Local	85 percent	85 percent
Multi-City	79 percent	80 percent
Mainline	76 percent	79 percent

Exhibit J.11: Percentage of Routes Meeting Standard by Route Status

Category	Percent On-Time	
	Peak	Off-Peak
Minority	87 percent	86 percent
Non-Minority	86 percent	76 percent
Low Income	83 percent	79 percent
Non-Low Income	87 percent	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 indicates that SamTrans’ standard is met.

Exhibit J.12: SamTrans Service Area and Walking Distances

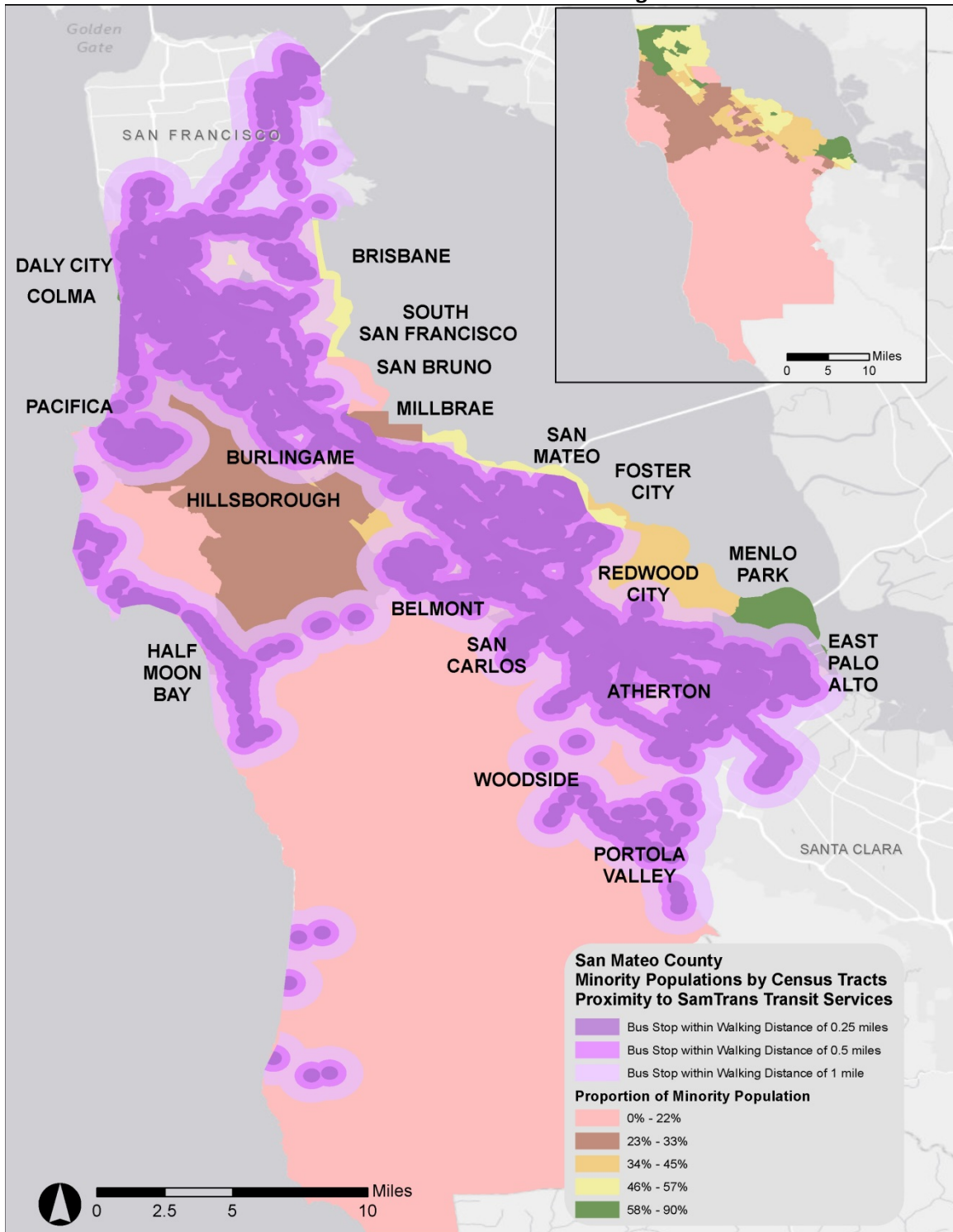
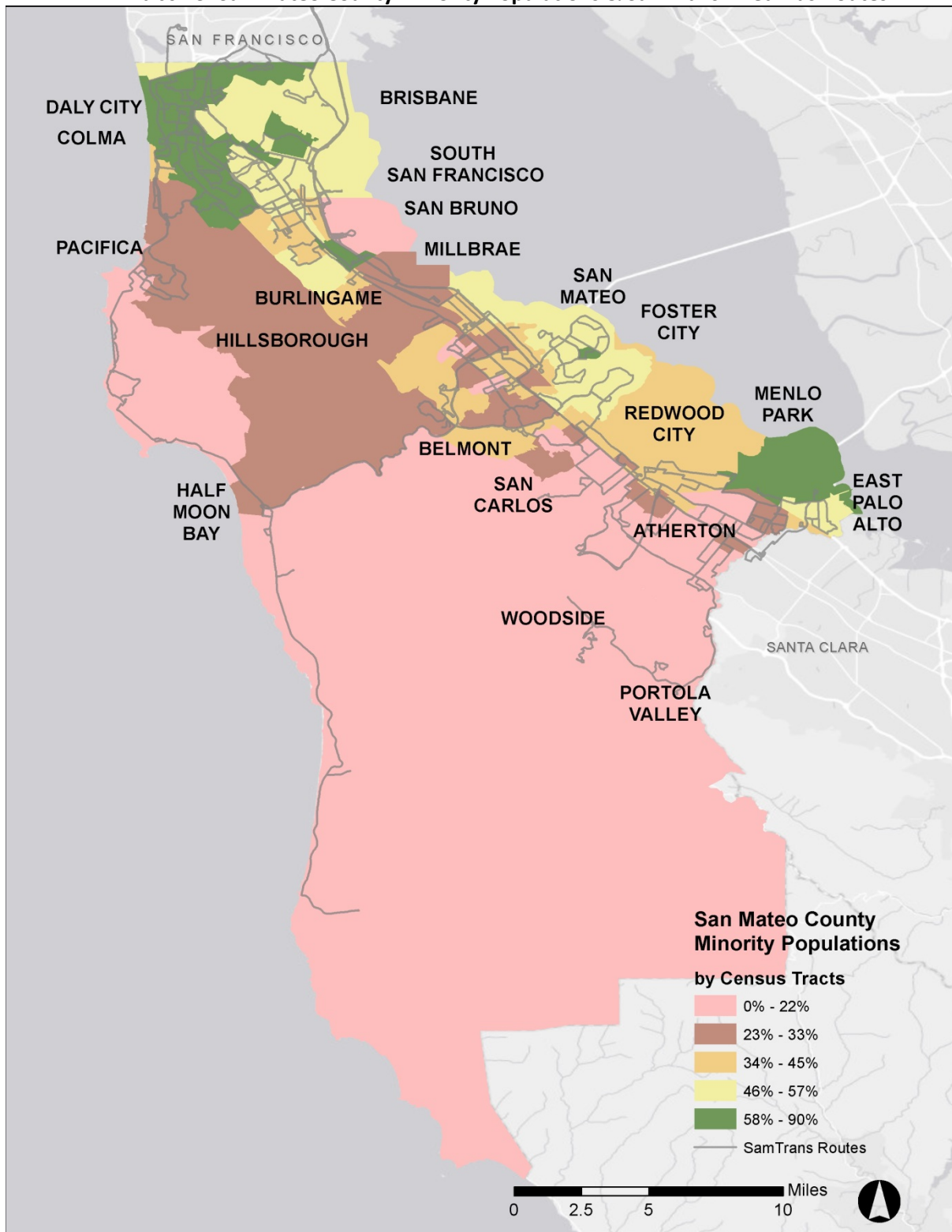


Exhibit J.13: San Mateo County Minority Populations & SamTrans Fixed-Bus Routes



SYSTEM-WIDE 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 fleet: 29-foot transit coaches, 35-foot low-floor transit coaches, 40-foot transit coaches, and 60-foot articulated coaches.

All SamTrans buses are maintained to the same strict standards and 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 dispatcher chooses the specific type of vehicle based on the demands of the schedules each run will be operating that day. A large proportion of 29-foot buses are assigned to Route 17, which generally has lower ridership and features difficult turning motions at certain points along the route.

SamTrans buses are not assigned to specific communities within the county based on vehicle age or size but rather on specific routes and their needs. Many of the routes and runs serve multiple communities with diverse populations. Age is not a viable proxy for diminished quality, given SamTrans’ strict maintenance standards.

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 system-wide basis. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference.

BUS SHELTERS

Standard:

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 the trash receptacles emptied at least once each week.

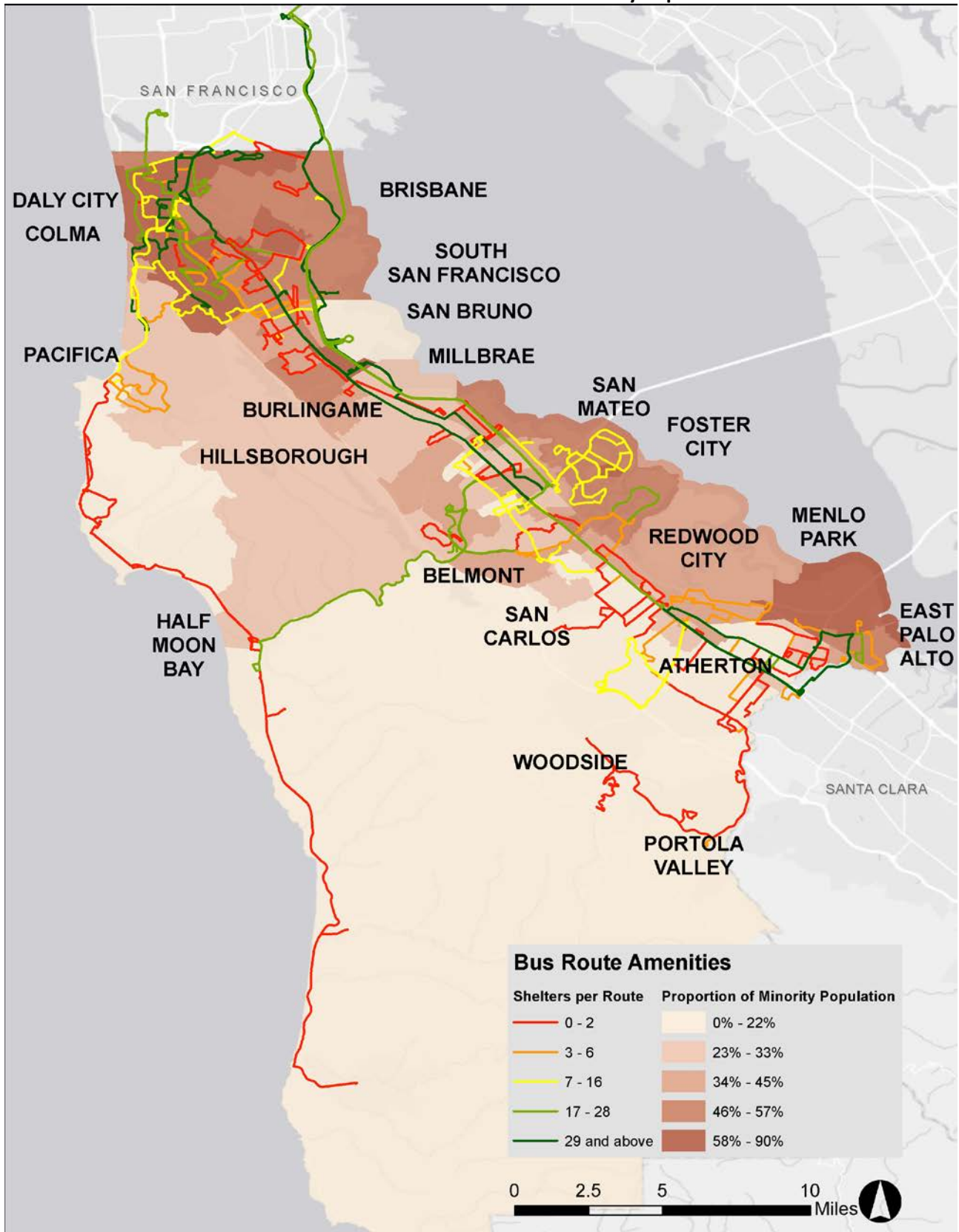
Finding:

Nearly every SamTrans stop with more than 200 passengers daily includes a shelter. The distribution of shelters county-wide matches the distribution of shelters in minority Census tracts.

Exhibit J.14: Bus Stops with Daily Passenger Count and Shelters

Stop	Passengers Daily	Shelter
Daly City Bart Bay 1	1475	Yes
Mission St. & Goethe St.	980	Yes
Redwood City - Caltrain Lane A	779	Yes
Lake Merced & Southgate	665	Yes
Colma BART - Bay 6	621	Yes
Palo Alto Transit Center - Bay 9	556	Yes
Redwood City - Caltrain - Lane B	540	Yes
San Bruno BART - Bay 9	404	Yes
Bayshore & Sunnydale	386	No
Skyline College	367	Yes
Southgate & Lake Merced	349	Yes
19th Ave & Winston Dr.	343	Yes
Colma Bart - Bay 5	301	Yes
Hillsdale Blvd. & Edison - Hillsdale Shopping Center	272	Yes
Linda Mar Park N Ride	272	Yes
El Camino Real & Hillsdale Blvd	265	Yes
Southgate Ave. & Westmoor Ave. (North)	235	No
South SF Bart - Bay 3	225	Yes
Colma BART - Bay 12	221	Yes
Colma BART - Bay 10	220	Yes
Southgate Ave. & Westmoor Ave. (South)	216	No
Airport & Baden	213	Yes
El Camino Real & Hillsdale Blvd	203	Yes
Merrill St. & Santa Cruz Ave	200	Yes

Exhibit J.15: Distribution of Shelters for Minority Populations



BUS STOP BENCHES

Standard:

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.

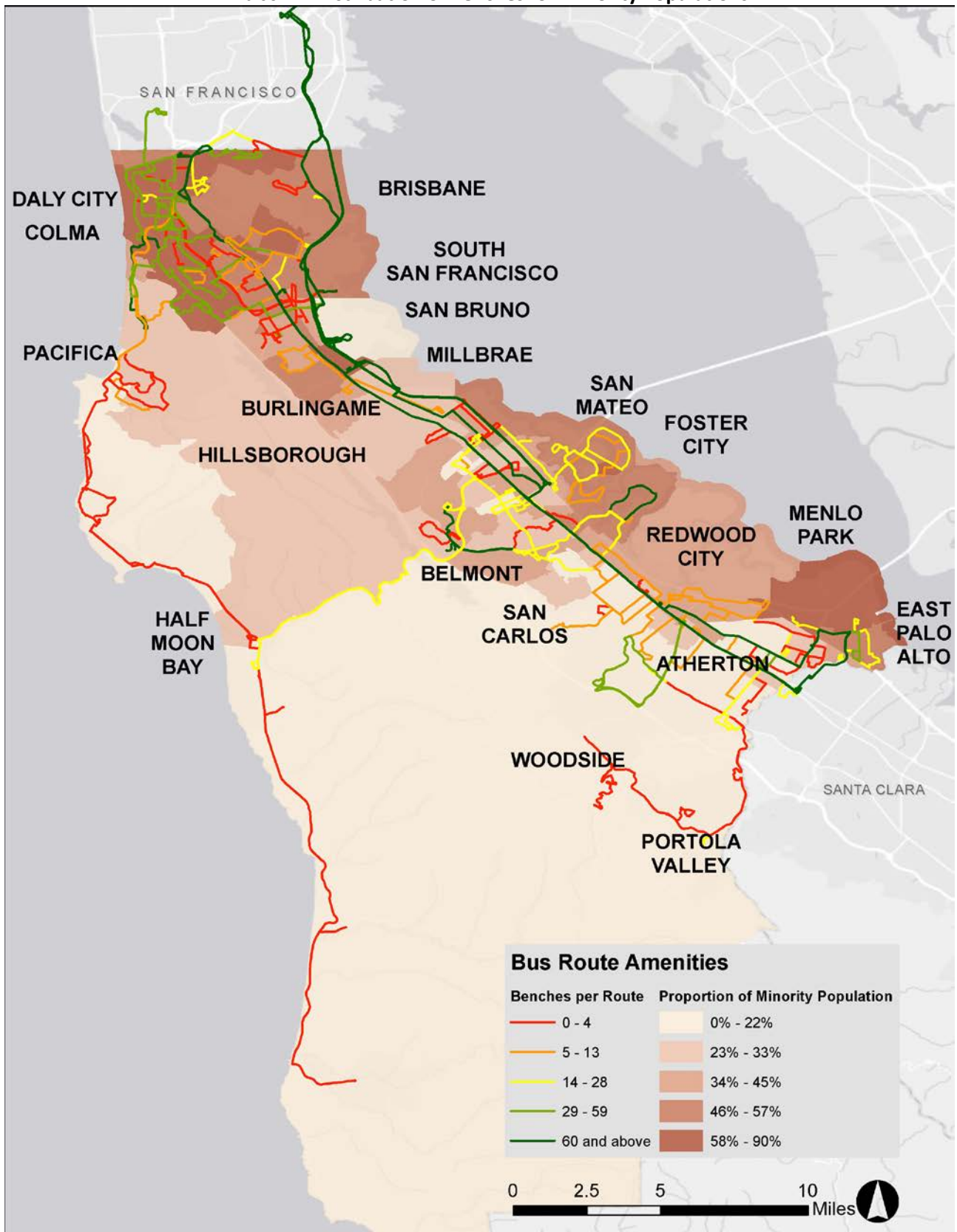
Finding:

Nearly every SamTrans stop with more than 200 passengers daily includes benches. The distribution of benches county-wide matches the distribution of benches in minority Census tracts.

Exhibit J.16: Bus Stops with Daily Passenger Count and Benches

Stop	Passengers Daily	Bench
Daly City Bart Bay 1	1475	Yes
Mission St. & Goethe St.	980	Yes
Redwood City - Caltrain Lane A	779	Yes
Lake Merced & Southgate	665	Yes
Colma BART - Bay 6	621	Yes
Palo Alto Transit Center - Bay 9	556	Yes
Redwood City - Caltrain - Lane B	540	Yes
San Bruno BART - Bay 9	404	Yes
Bayshore & Sunnydale	386	Yes
Skyline College	367	Yes
Southgate & Lake Merced	349	Yes
19th Ave & Winston Dr.	343	Yes
Colma Bart - Bay 5	301	Yes
Hillsdale Blvd. & Edison - Hillsdale Shopping Center	272	Yes
Linda Mar Park N Ride	272	Yes
El Camino Real & Hillsdale Blvd	265	Yes
Southgate Ave. & Westmoor Ave. (North)	235	No
South SF Bart - Bay 3	225	Yes
Colma BART - Bay 12	221	Yes
Colma BART - Bay 10	220	Yes
Southgate Ave. & Westmoor Ave. (South)	216	No
Airport & Baden	213	Yes
El Camino Real & Hillsdale Blvd	203	Yes
Merrill St. & Santa Cruz Ave	200	Yes

Exhibit J.17: Distribution of Benches for Minority Populations



TRASH RECEPTACLES

Standard:

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.

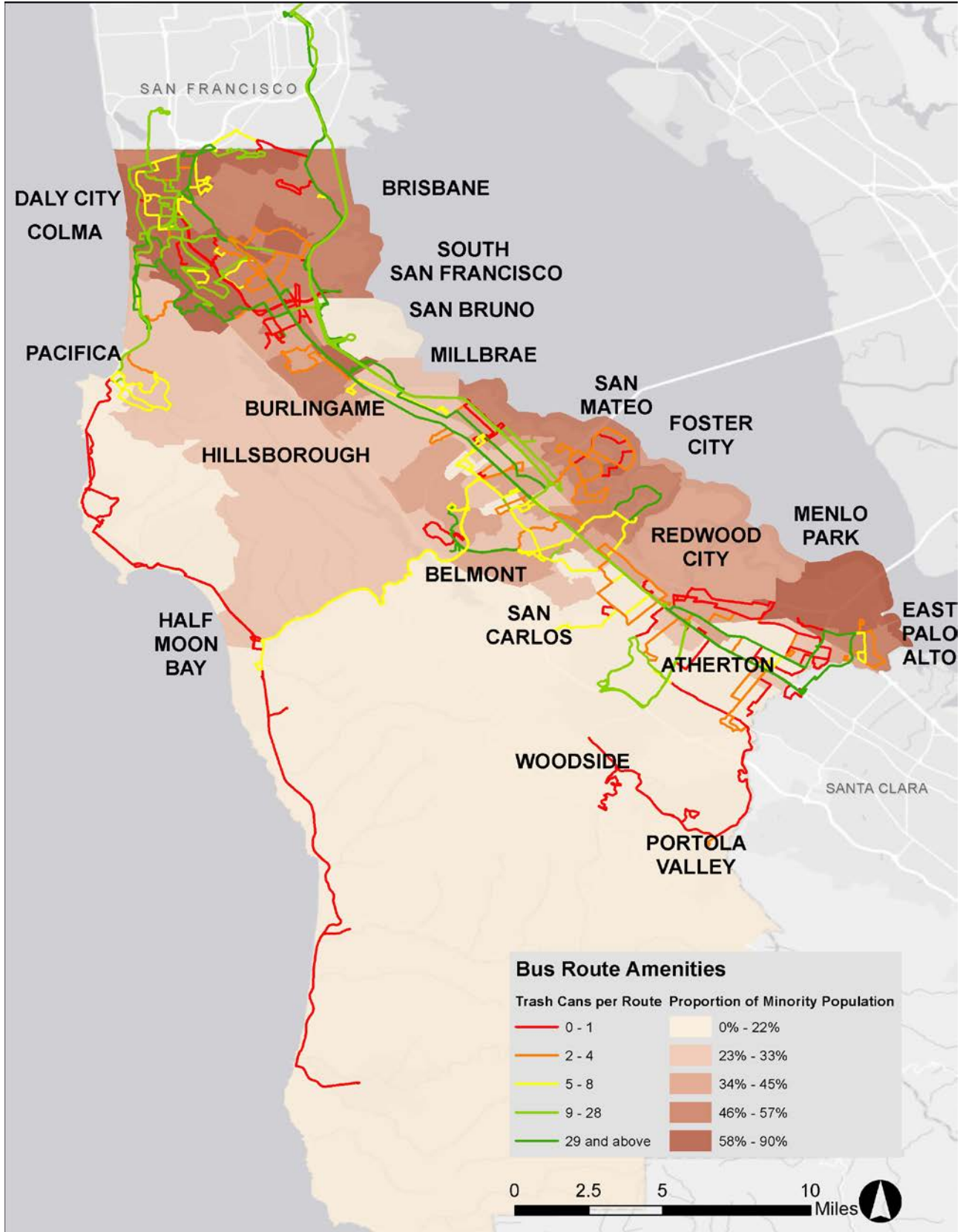
Finding:

Nearly every SamTrans stop with more than 200 passengers daily includes trash receptacles. The distribution of trash receptacles county-wide matches the distribution of trash receptacles in minority Census tracts.

Exhibit J.18: Bus Stops with Daily Passenger Count and Trash Receptacles

Stop	Passengers Daily	Trash Receptacle
Daly City Bart Bay 1	1475	Yes
Mission St. & Goethe St.	980	Yes
Redwood City - Caltrain Lane A	779	Yes
Lake Merced & Southgate	665	Yes
Colma BART - Bay 6	621	Yes
Palo Alto Transit Center - Bay 9	556	Yes
Redwood City - Caltrain - Lane B	540	Yes
San Bruno BART - Bay 9	404	Yes
Bayshore & Sunnydale	386	No
Skyline College	367	Yes
Southgate & Lake Merced	349	Yes
19th Ave & Winston Dr.	343	Yes
Colma Bart - Bay 5	301	Yes
Hillsdale Blvd. & Edison - Hillsdale Shopping Center	272	Yes
Linda Mar Park N Ride	272	Yes
El Camino Real & Hillsdale Blvd	265	Yes
Southgate Ave. & Westmoor Ave. (North)	235	No
South SF Bart - Bay 3	225	Yes
Colma BART - Bay 12	221	Yes
Colma BART - Bay 10	220	Yes
Southgate Ave. & Westmoor Ave. (South)	216	No
Airport & Baden	213	Yes
El Camino Real & Hillsdale Blvd	203	Yes
Merrill St. & Santa Cruz Ave	200	Yes

Exhibit J.19: 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 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.

K. POLICY DEVELOPMENT OUTREACH

Federal Transit Administration's (FTA) new Circular required 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. Normally SamTrans performs a self-assessment every three years or when it undertakes a significant service change or any fare change.

In the past three years, SamTrans has conducted two equity analyses, for SamTrans codified tariff adjustments and elimination of Route FLXS. The following documents include each Title VI equity analysis and the resolutions evidencing the Board's adoption.

SAN MATEO COUNTY TRANSIT DISTRICT



**TITLE VI
FARE EQUITY ANALYSIS
SAMTRANS CODIFIED TARIFF ADJUSTMENTS**

OCTOBER 2015

SAMTRANS

TITLE VI FARE EQUITY ANALYSIS

CODIFIED TARIFF ADJUSTMENTS

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.

As a federal grant recipient, SamTrans is required to maintain and provide to the FTA information on its compliance with 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. Normally SamTrans conducts compliance self-assessments every three years, or when it undertakes any fare change or significant service change. This assessment covers SamTrans' proposed two-step fare adjustment which will take place in January 2016 and January 2019. Included in this Title VI analysis is a description of the proposed fare adjustments, an analysis of any potential impacts on minority and/or low-income passengers, and strategies for mitigation of such impacts.

PROPOSAL

Current SamTrans fare policy requires all passengers to pay a fare for each boarding in the form of cash, Clipper card, tokens, a monthly pass, or a day pass for fixed-route service, and Redi-Wheels full fare or Redi-wheels Lifeline fares for paratransit service. SamTrans fixed-route service includes discounted fares for seniors, customers with disabilities, and Medicare cardholders and fall into a category known as "Eligible Discount." Youth riders (those between the ages of 5 and 17) also receive a discount on the adult fare, though not to the same extent as Eligible Discount riders. Redi-wheels paratransit service is for persons with disabilities who cannot independently use regular fixed-route SamTrans bus service. Redi-wheels Lifeline fares are for qualified low-income customers. Lifeline fares are permitted for those certified customers with disabilities possessing a valid Redi-Wheels or RediCoast ADA card and receiving Supplemental Security Income, San Mateo County General Assistance, or Medi-Cal. Historically, fare revenue covers approximately 18 percent of the total cost to provide the ride, with fare revenue from Redi-wheels paratransit covering about 6 percent of total service cost. SamTrans has not made any fare increases since 2010 and it now proposes adjustments to its fare policies to take effect in two phases: one in 2016 and another in 2019.

Fare adjustments are proposed for Adult, Youth, and Eligible Discount fare categories and for each fare medium including of cash, express fare on Route KX, Clipper card, tokens, monthly

passes, and day passes for the fixed-route service. With respect to Redi-Wheels, there are two separate proposals, one that includes stepped increases to full fare and Lifeline categories (Alternative 1) and another proposal that limits Redi-Wheels increases to just full-fare with Lifeline prices held steady (Alternative 2). SamTrans will also consider pricing Youth fares the same as Eligible Discount fares, expanding the age of a youth from 17 years to 18 years, allowing two children instead of one to ride free with a fare-paying adult, eliminating the higher fares for Express service, and establishing an approximate 10% discount for using Clipper Card e-cash to incentivize its use. Among the Redi-Wheels full fare and Lifeline proposed fare increases for paratransit service, adjustments will be made for both one-way trips and agency-paid trips. The agencies that pay for the Redi-Wheels trips include 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.

The proposed fare increase will take effect over two phases: the first to be implemented in 2016 and the second to be implemented in 2019, with some changes effective January 1 and others July 1. Figure 1 below illustrates the specific fare categories and proposed adjustments for each phase for Alternative 1; Figure 2 illustrates those changes proposed for Alternative 2:

Figure 1: Proposed Fare Adjustments (Alternative 1)

Fare Category	Existing	Proposed 2016	Proposed 2019
Adult			
Cash	\$2.00	\$2.25	\$2.50
Express	\$5.00	\$2.25	\$2.50
Clipper	\$2.00	\$2.05	\$2.25
Tokens (10)	\$16.00	\$18.00	\$20.00
Monthly Pass	\$64.00	\$65.60	\$72.00
Day Pass	\$5.00	\$5.50	\$6.25
Youth & Eligible Discount			
Cash	<i>\$1.25 Youth</i> \$1.00	\$1.10	\$1.25
Clipper	<i>\$1.25 Youth</i> \$1.00	\$1.00	\$1.15
Monthly Pass	<i>\$36.00 Youth</i> \$25.00	\$27.00	\$31.05
Day Pass	<i>\$3.00 Youth</i> \$2.50	\$2.75	\$3.00
Redi-Wheels Paratransit			
Redi-Wheels Full Fare	\$3.75	\$4.25	\$4.75
Redi-Wheels Lifeline	\$1.75	\$2.00	\$2.25
Agency-paid Full Fare	\$4.50	\$5.00	\$5.50
Agency-paid Lifeline	\$2.25	\$2.75	\$3.00

Figure 2: Proposed Fare Adjustments (Alternative 2)

Fare Category	Existing	Proposed 2016	Proposed 2019
Adult			
Cash	\$2.00	\$2.25	\$2.50
Express	\$5.00	\$2.25	\$2.50
Clipper	\$2.00	\$2.05	\$2.25
Tokens (10)	\$16.00	\$18.00	\$20.00
Monthly Pass	\$64.00	\$65.60	\$72.00
Day Pass	\$5.00	\$5.50	\$6.25
Youth & Eligible Discount			
Cash	<i>\$1.25 Youth</i> \$1.00	\$1.10	\$1.25
Clipper	<i>\$1.25 Youth</i> \$1.00	\$1.00	\$1.15
Monthly Pass	<i>\$36.00 Youth</i> \$25.00	\$27.00	\$31.05
Day Pass	<i>\$3.00 Youth</i> \$2.50	\$2.75	\$3.00
Redi-Wheels Paratransit			
Redi-Wheels Full Fare	\$3.75	\$4.25	\$4.75
Redi-Wheels Lifeline	\$1.75	\$1.75	\$1.75
Agency-paid Full Fare	\$4.50	\$5.00	\$5.50
Agency-paid Lifeline	\$2.25	\$2.25	\$2.25

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 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 February 2013 and conducted significant public outreach to solicit input. Following public engagement, SamTrans revised the policies and the Board of Directors adopted the policies at the March 13, 2013 meeting. The adopted policies follow.

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. SamTrans must then reanalyze the proposal to determine if the disparity would be eliminated or reduced. To proceed with a change that has a disparate impact above the defined threshold, the agency must demonstrate that a legitimate business purpose cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

SamTrans has adopted a Disparate Impact Threshold of 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 relative to 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 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.

SamTrans has adopted a Disproportionate Burden Threshold of 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 RELATED TO ADOPTED POLICIES AND PROCEDURES

Staff developed draft standards and policies, and received public input through four community meetings throughout the county to develop the District's 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.

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, SamTrans staff concluded that the proposed fare increases would not have a disparate impact on minority customers, or a disproportionate burden on low-income customers based on the District's Policies.

METHODOLOGY

Based on FTA C 4702.1B, for proposed changes that increase fares by payment type or fare media, SamTrans should analyze any available information generated from ridership surveys that indicates whether minority and low-income passengers are more likely to use the payment type subject to the proposed change. SamTrans utilized the following methodology to analyze whether the proposed fare increases would have a disparate impact on minority populations or impose a disproportionate burden on low-income populations:

1. Analyzing the percentage change of the proposed fare adjustment for each fare payment method compared with the breakdown of the system-wide fare payment method.
2. Defining the term low-income to mean those with an annual household income below \$25,000 (i.e., double the federal poverty rate).
3. Defining the term "minority" to mean those who self-identify as any ethnicity other than "white" alone.
4. Analyzing data from the October 2012 SamTrans fixed-route system-wide onboard customer survey for minority and low-income populations.
5. Using the 2012 fixed-route survey data to create the figures in the analysis below as they relate to SamTrans fare changes.
6. Analyzing data from the 2015 Redi-Wheels Customer Telephone Survey for minority and low-income populations.
7. Using the 2015 paratransit survey data to create the figures in the analysis below as they relate to Redi-Wheels fare changes.

Given the size and scope of the 2012 SamTrans system-wide onboard customer survey (i.e., more than 5,000 total respondents with a margin of error of +/- 0.94 percent at a confidence interval of 95 percent), the data 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.

The 2015 Redi-Wheels telephone customer survey had 483 relevant responses (i.e.,

respondents who answered the applicable questions regarding race/income), translating to a low margin of error of +/- 3.88 percent at a confidence interval of 95 percent.

IMPACT OF FARE CHANGE BY PAYMENT METHOD

Fixed-Route Proposal

The proposed fare increases are not applied uniformly across the various fare payment methods. When looking at the various changes in each fare category, some increase at greater rates than others, so as to incentivize the use of some products over others. As seen in Figure 3, the cash and adult token fare categories are changed the most during the first phase in 2016, with a 12.5 percent increase, followed by day passes at 10.0 percent. For the second phase in 2019, cash and adult tokens are joined by day passes as the categories with the greatest percentage change, with an increase of 25.0 percent. Monthly passes also experience a more significant percentage change of 24.2 percent. Passengers using the fare payment methods with the greatest percent change have a greater potential to be impacted.

Figure 3: Percentage Change of Proposed Fixed-route Fare Adjustments

Fare Category	Existing	Proposed 2016	Percentage Change	Proposed 2019	Percentage Change
Adult					
Cash	\$2.00	\$2.25	12.5%	\$2.50	25.0%
Express	\$5.00	\$2.25	-55.0%	\$2.50	-50.0%
Clipper	\$2.00	\$2.05	2.5%	\$2.25	12.5%
Tokens (10)	\$16.00	\$18.00	12.5%	\$20.00	25.0%
Monthly Pass	\$64.00	\$65.60	2.5%	\$72.00	12.5%
Day Pass	\$5.00	\$5.50	10.0%	\$6.25	25.0%
Youth & Eligible Discount					
Cash	\$1.00	\$1.10	10.0%	\$1.25	25.0%
Clipper	\$1.00	\$1.00	0.0%	\$1.15	15.0%
Monthly Pass	\$25.00	\$27.00	8.0%	\$31.05	24.2%
Day Pass	\$2.50	\$2.75	10.0%	\$3.00	20.0%

One of the key findings of the 2012 On-board Customer Survey was the system-wide trends in how passengers typically pay for their trips when using SamTrans bus service. Figure 4 details the payment methods used system-wide as reported by survey respondents.

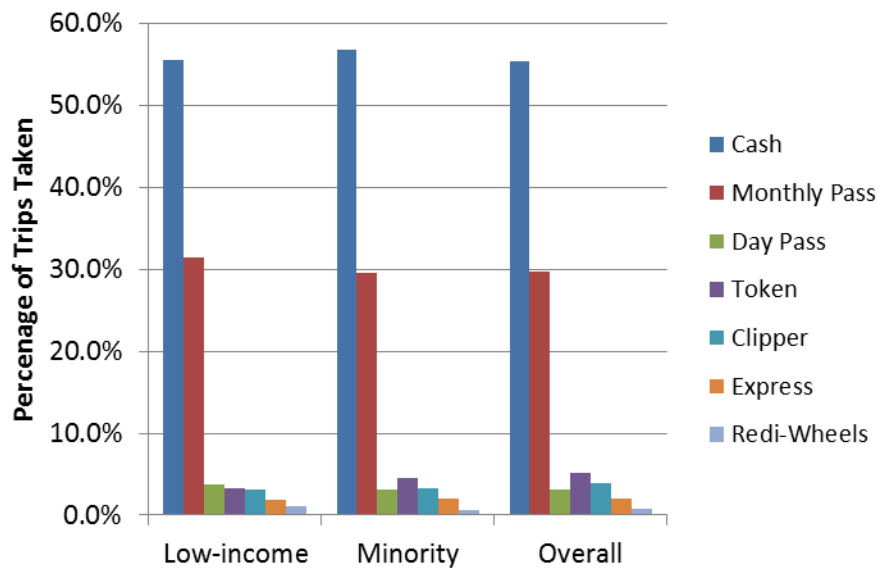
Figure 4: Fixed-route Fare Payment Distribution

Payment Method	Overall	Percent
Cash	2,935	55.4%
Express	109	2.1%
Monthly Pass	1,574	29.7%
Token	271	5.1%
Clipper	204	3.9%
Day Pass	162	3.1%
Redi-Wheels	39	0.7%
Total	5,294	100.0%

Among the 5,185 total survey respondents, over half (56.6 percent) indicated that they paid for their boarding with cash, followed by monthly passes (30.4 percent). Taken together, cash and monthly passes make up 87.0 percent of total fare payment transactions on SamTrans fixed-route service.

Next, the profile of fare payment by ridership group—minority, low-income, and overall system—as shown in Figure 5 below is considered.

Figure 5: Fixed-route Fare Payment by Ridership Group



Redi-Wheels Proposals

Similarly, the Redi-Wheels proposed fare increases are not uniformly applied across all payment methods. With respect to Alternative 1, Figure 6 shows agency-paid lifeline fares will increase the most during 2016 and 2019, with 22.2 percent and 33.3 percent increases, respectively. Paratransit customers using this payment method have a greater potential for impact. Figure 7 illustrates those same changes for Alternative 2, without increases for lifeline customers.

Figure 6: Percentage Change of Redi-Wheels Proposed Fare Adjustments (Alternative 1)

Fare Category	Existing	Proposed 2016	Percentage Change	Proposed 2019	Percentage Change
Redi-Wheels Paratransit					
Redi Wheels Full Fare	\$3.75	\$4.25	13.3%	\$4.75	26.7%
Redi Wheels Lifeline	\$1.75	\$2.00	14.3%	\$2.25	28.6%
Agency-paid Full Fare	\$4.50	\$5.00	11.1%	\$5.50	22.2%
Agency-paid Lifeline	\$2.25	\$2.75	22.2%	\$3.00	33.3%

Figure 7: Percentage Change of Redi-Wheels Proposed Fare Adjustments (Alternative 2)

Fare Category	Existing	Proposed 2016	Percentage Change	Proposed 2019	Percentage Change
Redi-Wheels Paratransit					
Redi Wheels Full Fare	\$3.75	\$4.25	13.3%	\$4.75	26.7%
Redi Wheels Lifeline	\$1.75	\$1.75	0.0%	\$1.75	0.0%
Agency-paid Full Fare	\$4.50	\$5.00	11.1%	\$5.50	22.2%
Agency-paid Lifeline	\$2.25	\$2.25	0.0%	\$2.25	0.0%

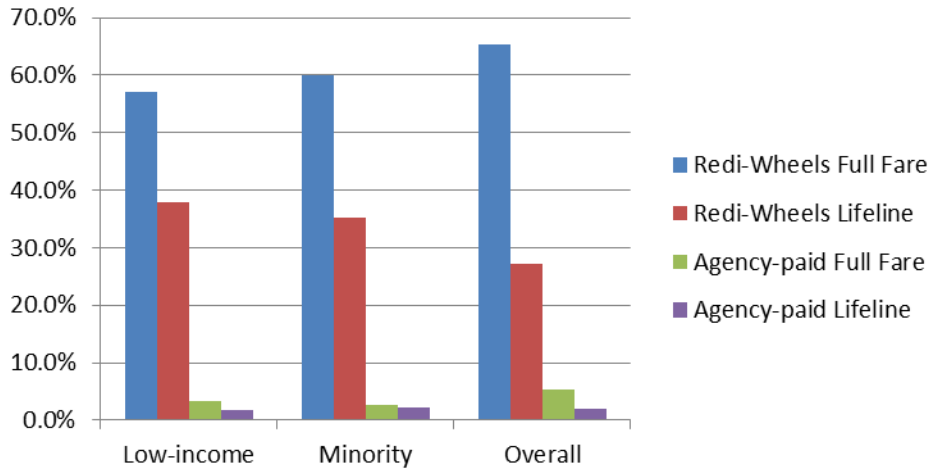
According to the 2015 Redi-Wheels Customer Telephone Survey, staff gathered additional data on how passengers pay for SamTrans paratransit service. Figure 6 below breaks down the usage of the four payment methods by paratransit customers as reported by Telephone Survey respondents. One-way payments by full-fare and Lifeline customers are the most frequently used, making up over 90 percent of all fare payments. Of the 483 total respondents, a large majority pay by one-way full-fare (65.4 percent), followed by one-way lifeline (27.1 percent).

Figure 8: Redi-Wheels Paratransit Fare Payment Methods

Payment Method	Overall	Percent
Redi Wheels Full Fare	316	65.4%
Redi Wheels Lifeline	131	27.1%
Agency-paid Full Fare	26	5.4%
Agency-paid Lifeline	10	2.1%
Total	483	100.0%

Figure 9 below illustrates how minority users and low-income users, compared with the overall Redi-Wheels ridership, pay for Redi-Wheels service.

Figure 9: Redi-Wheels Fare Payment by Ridership Group



IMPACT OF FARE CHANGE ON MINORITIES

Fixed-Route Proposal

Of the 5,090 total responses regarding ethnicity in the 2012 fixed-route customer survey, 4,180 (82.1 percent) identified themselves as a minority, which is defined for the purposes of this analysis as any ethnicity other than white alone. Figure 10 below depicts a summary of fare type comparing the existing fare cost, percent change of each fare adjustment phase, and the usage by minority groups as compared to overall usage. Of all the fare types, minority customers use cash fares at a higher proportion compared with the overall system usage (58.8 percent compared to 57.7 percent).

Figure 10: Summary of Fixed-route Fare Adjustments and Comparison of Fare Usage

Count	Cost	2016 Adjustment			2019 Adjustment			Usage by Group				
		Existing	Proposed	Change	% Change	Proposed	Change	% Change	Minority	Non-minority	Low-income	Non Low-income
Cash	\$2.00	\$2.25	\$0.25	12.5%	\$2.50	\$0.25	10.0%	2,459	476	1,210	998	2,935
Express	\$5.00	\$2.25	-\$2.75	-55.0%	\$2.50	\$0.25	10.0%	87	22	40	41	109
Monthly Pass	\$64.00	\$65.60	\$1.60	2.5%	\$72.00	\$6.40	8.9%	1,280	294	685	535	1,574
Day Pass	\$5.00	\$5.50	\$0.50	10.0%	\$6.25	\$0.75	12.0%	135	27	82	46	162
Token	\$16.00	\$18.00	\$2.00	12.5%	\$20.00	\$2.00	10.0%	195	76	71	113	271
Redi-Wheels One-way	\$3.75	\$4.25	\$0.50	13.3%	\$4.75	\$0.50	10.5%	24	15	24	9	39
Total								4,180	910	2,112	1,742	5,090

Percentage	Cost	2016 Adjustment			2019 Adjustment			Usage by Group				
		Existing	Proposed	Change	% Change	Proposed	Change	% Change	Minority	Non-minority	Low-income	Non Low-income
Cash	\$2.00	\$2.25	\$0.25	12.5%	\$2.50	\$0.25	10.0%	58.8%	52.3%	57.3%	57.3%	57.7%
Express	\$5.00	\$2.25	-\$2.75	-55.0%	\$2.50	\$0.25	10.0%	2.1%	2.4%	1.9%	2.4%	2.1%
Monthly Pass	\$64.00	\$65.60	\$1.60	2.5%	\$72.00	\$6.40	8.9%	30.6%	32.3%	32.4%	30.7%	30.9%
Day Pass	\$5.00	\$5.50	\$0.50	10.0%	\$6.25	\$0.75	12.0%	3.2%	3.0%	3.9%	2.6%	3.2%
Token	\$16.00	\$18.00	\$2.00	12.5%	\$20.00	\$2.00	10.0%	4.7%	8.4%	3.4%	6.5%	5.3%
Redi-Wheels One-way	\$3.75	\$4.25	\$0.50	13.3%	\$4.75	\$0.50	10.5%	0.6%	1.6%	1.1%	0.5%	0.8%
Total								100.0%	100.0%	100.0%	100.0%	100.0%

To determine whether minority populations would be disparately impacted by each fare adjustment, staff compared the method of fare payment for minority riders to that of the overall ridership. Among passengers self-identified as minorities, 56.9 percent indicated using cash as their primary form of fare payment, compared to 49.0 percent of non-minority respondents. A summary of responses by ethnicity is provided in Figure 11.

Figure 11: Fixed-route Payment Method by Ethnicity

Payment Method	Non-Minority	Minority	Overall
Cash	49.0%	56.9%	55.4%
Express	2.3%	2.0%	2.1%
Monthly Pass	30.4%	29.6%	29.7%
Token	7.9%	4.5%	5.1%
Clipper	6.1%	3.4%	3.9%
Day Pass	2.8%	3.1%	3.1%
Redi-Wheels	1.6%	0.6%	0.7%

When comparing responses by minority respondents to non-minority respondents, minority respondents were more less likely to use monthly passes (29.6 percent compared to 30.4 percent), tokens (4.5 percent compared to 7.9 percent), Clipper card (3.4 percent compared to 6.1 percent), and Redi-Wheels fares (0.6 percent compared to 1.6 percent). Other fare payment methods by minorities compared with methods used system-wide and by non-minorities varied only with slight discrepancies.

Redi-Wheels Proposals

Of the 483 total responses regarding ethnicity in the 2015 Redi-Wheels paratransit survey, 233 (48.2 percent) identified themselves as a minority. Figure 12 below shows the summary of the Alternative 1 Redi-Wheels fare proposal, with breakdowns of existing cost, percent change of each fare adjustment phase, and the usage by minorities as compared to overall usage. Of all the four Redi-Wheels fare types, minority customers use one-way Lifeline fares at a higher rate compared with the overall group of paratransit users (35.2 percent compared to 27.1 percent).

Figure 12: Summary of Redi-Wheels Fare Usage (Alternative 1)

Count	Cost	2016 Adjustment		2019 Adjustment		Usage by Group				
		Existing	Proposed	% Change	Proposed	% Change	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$3.75	\$4.25	13.3%	\$4.75	11.8%	140	176	159	157	316
Redi-Wheels Lifeline	\$1.75	\$2.00	14.3%	\$2.25	12.5%	82	49	106	25	131
Agency-paid Full Fare	\$4.50	\$5.00	11.1%	\$5.50	10.0%	6	20	9	17	26
Agency-paid Lifeline	\$2.25	\$2.75	22.2%	\$3.00	9.1%	5	5	5	5	10
Total						233	250	279	204	483

Percentage	Cost	2016 Adjustment		2019 Adjustment		Usage by Group				
		Existing	Proposed	% Change	Proposed	% Change	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$3.75	\$4.25	13.3%	\$4.75	11.8%	60.1%	70.4%	57.0%	77.0%	65.4%
Redi-Wheels Lifeline	\$1.75	\$2.00	14.3%	\$2.25	12.5%	35.2%	19.6%	38.0%	12.3%	27.1%
Agency-paid Full Fare	\$4.50	\$5.00	11.1%	\$5.50	10.0%	2.6%	8.0%	3.2%	8.3%	5.4%
Agency-paid Lifeline	\$2.25	\$2.75	22.2%	\$3.00	9.1%	2.1%	2.0%	1.8%	2.5%	2.1%
Total						100.0%	100.0%	100.0%	100.0%	100.0%

To address this concern regarding Lifeline usage, Alternative 2 holds the Lifeline fare constant through 2019. The impacts of that alternative can be found in Exhibit 13.

Figure 13: Summary of Redi-Wheels Fare Usage (Alternative 2)

Count	Cost	2016 Adjustment		2019 Adjustment		Usage by Group				
		Existing	Proposed	% Change	Proposed	% Change	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$3.75	\$4.25	13.3%	\$4.75	11.8%	140	176	159	157	316
Redi-Wheels Lifeline	\$1.75	\$2.00	14.3%	\$2.25	12.5%	82	49	106	25	131
Agency-paid Full Fare	\$4.50	\$4.50	0.0%	\$4.50	0.0%	6	20	9	17	26
Agency-paid Lifeline	\$2.25	\$2.25	0.0%	\$2.25	0.0%	5	5	5	5	10
Total						233	250	279	204	483

Percentage	Cost	2016 Adjustment		2019 Adjustment		Usage by Group				
		Existing	Proposed	% Change	Proposed	% Change	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$3.75	\$4.25	13.3%	\$4.75	11.8%	60.1%	70.4%	57.0%	77.0%	65.4%
Redi-Wheels Lifeline	\$1.75	\$2.00	14.3%	\$2.25	12.5%	35.2%	19.6%	38.0%	12.3%	27.1%
Agency-paid Full Fare	\$4.50	\$4.50	0.0%	\$4.50	0.0%	2.6%	8.0%	3.2%	8.3%	5.4%
Agency-paid Lifeline	\$2.25	\$2.25	0.0%	\$2.25	0.0%	2.1%	2.0%	1.8%	2.5%	2.1%
Total						100.0%	100.0%	100.0%	100.0%	100.0%

With respect to the impact of the proposed Redi-Wheels changes on minority customers, staff compared the method of fare payment for minority riders to that of non-minority riders. Among minority respondents, 60.1 percent of respondents indicated using the one-way full fare category while 70.4% of non-minority respondents did the same. A summary of responses by ethnicity is provided in Figure 14.

Figure 14: Redi-Wheels Payment Method by Ethnicity

Payment Method	Non-Minority	Minority	Overall
Redi-Wheels Full Fare	70.4%	60.1%	65.4%
Redi-Wheels Lifeline	19.6%	35.2%	27.1%
Agency-paid Full Fare	8.0%	2.6%	5.4%
Agency-paid Lifeline	2.0%	2.1%	2.1%

IMPACT OF FARE CHANGE ON LOW-INCOME PERSONS

Fixed-Route Proposal

A total of 3,854 survey respondents answered the question regarding household income, with 2,112 respondents (54.8 percent) reporting as low-income. For the purposes of this analysis, low-income is defined as respondents reporting household incomes below \$25,000. Figure 15 displays the summary of fare type comparing the existing fare cost, percent change of each fare adjustment phase, and the usage by low-income groups as compared to overall usage – distinct from minority groups. Compared with the overall system usage, low-income customers use certain fare types at a higher proportion, including: monthly passes (32.4 percent compared to 30.7 percent), day passes (3.9 percent compared to 2.6 percent), and Redi-Wheels fares (1.1 percent compared to 0.5 percent).

Figure 15: Summary of Fixed-route Fare Adjustments and Comparison of Fare Usage

Count	Cost	2016 Adjustment			2019 Adjustment			Usage by Group				
Fare Category	Existing	Proposed	Change	% Change	Proposed	Change	% Change	Minority	Non-minority	Low-income	Non Low-income	Overall
Cash	\$2.00	\$2.25	\$0.25	12.5%	\$2.50	\$0.25	10.0%	2,459	476	1,210	998	2,935
Express	\$5.00	\$2.25	-\$2.75	-55.0%	\$2.50	\$0.25	10.0%	87	22	40	41	109
Monthly Pass	\$64.00	\$65.60	\$1.60	2.5%	\$72.00	\$6.40	8.9%	1,280	294	685	535	1,574
Day Pass	\$5.00	\$5.50	\$0.50	10.0%	\$6.25	\$0.75	12.0%	135	27	82	46	162
Token	\$16.00	\$18.00	\$2.00	12.5%	\$20.00	\$2.00	10.0%	195	76	71	113	271
Redi-Wheels One-way	\$3.75	\$4.25	\$0.50	13.3%	\$4.75	\$0.50	10.5%	24	15	24	9	39
Total								4,180	910	2,112	1,742	5,090

Percentage	Cost	2016 Adjustment			2019 Adjustment			Usage by Group				
Fare Category	Existing	Proposed	Change	% Change	Proposed	Change	% Change	Minority	Non-minority	Low-income	Non Low-income	Overall
Cash	\$2.00	\$2.25	\$0.25	12.5%	\$2.50	\$0.25	10.0%	58.8%	52.3%	57.3%	57.3%	57.7%
Express	\$5.00	\$2.25	-\$2.75	-55.0%	\$2.50	\$0.25	10.0%	2.1%	2.4%	1.9%	2.4%	2.1%
Monthly Pass	\$64.00	\$65.60	\$1.60	2.5%	\$72.00	\$6.40	8.9%	30.6%	32.3%	32.4%	30.7%	30.9%
Day Pass	\$5.00	\$5.50	\$0.50	10.0%	\$6.25	\$0.75	12.0%	3.2%	3.0%	3.9%	2.6%	3.2%
Token	\$16.00	\$18.00	\$2.00	12.5%	\$20.00	\$2.00	10.0%	4.7%	8.4%	3.4%	6.5%	5.3%
Redi-Wheels One-way	\$3.75	\$4.25	\$0.50	13.3%	\$4.75	\$0.50	10.5%	0.6%	1.6%	1.1%	0.5%	0.8%
Total								100.0%	100.0%	100.0%	100.0%	100.0%

To further analyze whether fare increases would cause a disproportionate burden on low-income populations, staff compared fare payment patterns for low-income versus non-low income passengers. A summary of responses by household income is provided in Figure 16.

Among respondents identifying themselves as low-income, the primary form of payment in cash was slightly higher than those of non-low-income respondents (55.5 percent compared to 54.4 percent). Similarly, a slightly higher proportion of low-income respondents utilize monthly passes compared to non-low-income respondents (31.4 percent compared to 29.2 percent), day pass (3.8 percent compared to 2.5 percent), and Redi-Wheels (1.1 percent compared to 0.5 percent).

Figure 16: Fixed-route Fare Payment Method by Income

Payment Method	Low-income	Non-Low-income	Overall
Cash	55.5%	54.4%	55.7%
Express	1.8%	2.2%	1.5%
Monthly Pass	31.4%	29.2%	29.9%
Token	3.3%	6.2%	5.1%
Clipper	3.1%	5.1%	3.9%
Day Pass	3.8%	2.5%	3.1%
Redi-Wheels	1.1%	0.5%	0.7%

Redi-Wheels Proposals

In the 2015 Redi-Wheels customer survey, 279 respondents (57.8 percent) reported themselves to be low-income. Figure 17 below shows the summary of Redi-Wheels fare type comparing the existing fare cost, percent change of each fare adjustment phase, and the usage by low-income users as compared to overall usage. Of all the four Redi-Wheels fare types, low-income customers also use one-way lifeline fares at a higher rate than the overall group of paratransit users (38.0 percent compared to 27.1 percent).

Figure 17: Summary of Redi-Wheels Fare Usage (Alternative 1)

Count	Cost	2016 Adjustment		2019 Adjustment		Usage by Group				
		Existing	Proposed	% Change	Proposed	% Change	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$3.75	\$4.25	13.3%	\$4.75	11.8%	140	176	159	157	316
Redi-Wheels Lifeline	\$1.75	\$2.00	14.3%	\$2.25	12.5%	82	49	106	25	131
Agency-paid Full Fare	\$4.50	\$5.00	11.1%	\$5.50	10.0%	6	20	9	17	26
Agency-paid Lifeline	\$2.25	\$2.75	22.2%	\$3.00	9.1%	5	5	5	5	10
Total						233	250	279	204	483

Percentage	Cost	2016 Adjustment		2019 Adjustment		Usage by Group				
		Existing	Proposed	% Change	Proposed	% Change	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$3.75	\$4.25	13.3%	\$4.75	11.8%	60.1%	70.4%	57.0%	77.0%	65.4%
Redi-Wheels Lifeline	\$1.75	\$2.00	14.3%	\$2.25	12.5%	35.2%	19.6%	38.0%	12.3%	27.1%
Agency-paid Full Fare	\$4.50	\$5.00	11.1%	\$5.50	10.0%	2.6%	8.0%	3.2%	8.3%	5.4%
Agency-paid Lifeline	\$2.25	\$2.75	22.2%	\$3.00	9.1%	2.1%	2.0%	1.8%	2.5%	2.1%
Total						100.0%	100.0%	100.0%	100.0%	100.0%

Alternative 2, which does not include increases to Lifeline fares, seeks to address this potential impact. The Alternative 2 proposal is detailed in Exhibit 18.

Figure 18: Summary of Redi-Wheels Fare Usage (Alternative 2)

Count	Cost	2016 Adjustment		2019 Adjustment		Usage by Group				
		Existing	Proposed	% Change	Proposed	% Change	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$3.75	\$4.25	13.3%	\$4.75	11.8%	140	176	159	157	316
Redi-Wheels Lifeline	\$1.75	\$2.00	14.3%	\$2.25	12.5%	82	49	106	25	131
Agency-paid Full Fare	\$4.50	\$4.50	0.0%	\$4.50	0.0%	6	20	9	17	26
Agency-paid Lifeline	\$2.25	\$2.25	0.0%	\$2.25	0.0%	5	5	5	5	10
Total						233	250	279	204	483

Percentage	Cost	2016 Adjustment		2019 Adjustment		Usage by Group				
		Existing	Proposed	% Change	Proposed	% Change	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$3.75	\$4.25	13.3%	\$4.75	11.8%	60.1%	70.4%	57.0%	77.0%	65.4%
Redi-Wheels Lifeline	\$1.75	\$2.00	14.3%	\$2.25	12.5%	35.2%	19.6%	38.0%	12.3%	27.1%
Agency-paid Full Fare	\$4.50	\$4.50	0.0%	\$4.50	0.0%	2.6%	8.0%	3.2%	8.3%	5.4%
Agency-paid Lifeline	\$2.25	\$2.25	0.0%	\$2.25	0.0%	2.1%	2.0%	1.8%	2.5%	2.1%
Total						100.0%	100.0%	100.0%	100.0%	100.0%

With respect to the impact of the proposed Redi-Wheels changes on low-income respondents, staff compared the method of fare payment for low-income riders to that of non-low income riders. Among those identified as low-income, 57.0 percent of respondents indicated using the one-way full fare category while 81.0 percent of non-low income respondents did the same. A summary of responses by income category is provided in Figure 19.

Figure 19: Redi-Wheels Fare Payment Method by Income

Payment Method	Low-income	Non-Low-income	Overall
Redi-Wheels Full Fare	57.0%	81.0%	65.4%
Redi-Wheels Lifeline	38.0%	5.2%	27.1%
Agency-paid Full Fare	3.2%	12.1%	5.4%
Agency-paid Lifeline	1.8%	1.7%	2.1%

FINDINGS

Figures 20 (Fixed-route), 21 (Redi-Wheels Alternative 1), and 22 (Redi-Wheels Alternative 2) illustrate the methodology for calculating how the 2016 and 2019 proposals will affect SamTrans/Redi-Wheels customers. The number of respondents in each fare category is multiplied by the existing and proposed fares. Those totals are then added up and a net change in fares is translated into a percentage change. These percentage changes for minority, non-minority, low-income, and non-low income passengers can then be compared with one another to determine respective impacts and burdens.

Figure 20: Fixed-Route Disparate Impact and Disproportionate Burden Calculations

Fare Category	Current Fare	2016 Adjustment	Cumulative Current Fare				Cumulative Proposed 2016 Fare			
			Minority	Non-minority	Low-income	Non Low-income	Minority	Non-minority	Low-income	Non Low-income
Cash	\$2.00	\$2.25	\$ 4,918.00	\$ 952.00	\$ 2,420.00	\$ 1,996.00	\$ 5,532.75	\$ 1,071.00	\$ 2,722.50	\$ 2,245.50
Express	\$5.00	\$2.25	\$ 435.00	\$ 110.00	\$ 200.00	\$ 205.00	\$ 195.75	\$ 49.50	\$ 90.00	\$ 92.25
Monthly Pass	\$64.00	\$65.60	\$ 81,920.00	\$ 18,816.00	\$ 43,840.00	\$ 34,240.00	\$ 83,968.00	\$ 19,286.40	\$ 44,936.00	\$ 35,096.00
Day Pass	\$5.00	\$5.50	\$ 675.00	\$ 135.00	\$ 410.00	\$ 230.00	\$ 742.50	\$ 148.50	\$ 451.00	\$ 253.00
Token	\$16.00	\$18.00	\$ 3,120.00	\$ 1,216.00	\$ 1,136.00	\$ 1,808.00	\$ 3,510.00	\$ 1,368.00	\$ 1,278.00	\$ 2,034.00
Redi-Wheels One-way	\$3.75	\$4.25	\$ 90.00	\$ 56.25	\$ 90.00	\$ 33.75	\$ 102.00	\$ 63.75	\$ 102.00	\$ 38.25
Total Cumulative Fare			\$ 91,158.00	\$ 21,285.25	\$ 48,096.00	\$ 38,512.75	\$ 94,051.00	\$ 21,987.15	\$ 49,579.50	\$ 39,759.00
Average Fare per Group			\$ 21.81	\$ 23.39	\$ 22.77	\$ 22.11	\$ 22.50	\$ 24.16	\$ 23.48	\$ 22.82
Change in Average Fare per Group							\$ 0.69	\$ 0.77	\$ 0.70	\$ 0.72
Percent Change in Fare per Group							3.2%	3.3%	3.1%	3.2%

Fare Category	Current Fare	2019 Adjustment	Cumulative Current Fare				Cumulative Proposed 2019 Fare			
			Minority	Non-minority	Low-income	Non Low-income	Minority	Non-minority	Low-income	Non Low-income
Cash	\$2.00	\$2.50	\$4,918.00	\$952.00	\$2,420.00	\$1,996.00	\$ 6,147.50	\$ 1,190.00	\$ 3,025.00	\$ 2,495.00
Express	\$5.00	\$2.50	\$435.00	\$110.00	\$200.00	\$205.00	\$ 217.50	\$ 55.00	\$ 100.00	\$ 102.50
Monthly Pass	\$64.00	\$72.00	\$81,920.00	\$18,816.00	\$43,840.00	\$34,240.00	\$ 92,160.00	\$ 21,168.00	\$ 49,320.00	\$ 38,520.00
Day Pass	\$5.00	\$6.25	\$675.00	\$135.00	\$410.00	\$230.00	\$ 843.75	\$ 168.75	\$ 512.50	\$ 287.50
Token	\$16.00	\$20.00	\$3,120.00	\$1,216.00	\$1,136.00	\$1,808.00	\$ 3,900.00	\$ 1,520.00	\$ 1,420.00	\$ 2,260.00
Redi-Wheels One-way	\$3.75	\$4.75	\$90.00	\$56.25	\$90.00	\$33.75	\$ 114.00	\$ 71.25	\$ 114.00	\$ 42.75
Total Cumulative Fare			\$ 91,158.00	\$ 21,285.25	\$ 48,096.00	\$ 38,512.75	\$ 103,382.75	\$ 24,173.00	\$ 54,491.50	\$ 43,707.75
Average Fare per Group			\$ 21.81	\$ 23.39	\$ 22.77	\$ 22.11	\$ 24.73	\$ 26.56	\$ 25.80	\$ 25.09
Change in Average Fare per Group							\$ 2.92	\$ 3.17	\$ 3.03	\$ 2.98
Percent Change in Fare per Group							13.4%	13.6%	13.3%	13.5%

Figure 21: Redi-Wheels Disparate Impact and Disproportionate Burden Calculations (Alternative 1)

Fare Category	Current Fare	2016 Adjustment	Cumulative Current Fare				Cumulative Proposed 2016 Fare			
			Minority	on-minority	Low-income	Non Low-income	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$ 3.75	\$ 4.25	\$ 525.00	\$ 660.00	\$ 596.25	\$ 588.75	\$ 595.00	\$ 748.00	\$ 675.75	\$ 667.25
Redi-Wheels Lifeline	\$ 1.75	\$ 2.00	\$ 143.50	\$ 85.75	\$ 185.50	\$ 43.75	\$ 164.00	\$ 98.00	\$ 212.00	\$ 50.00
Agency-paid Full Fare	\$ 4.50	\$ 5.00	\$ 27.00	\$ 90.00	\$ 40.50	\$ 76.50	\$ 30.00	\$ 100.00	\$ 45.00	\$ 85.00
Agency-paid Lifeline	\$ 2.25	\$ 2.75	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 13.75	\$ 13.75	\$ 13.75	\$ 13.75
Total Cumulative Fare			\$ 706.75	\$ 847.00	\$ 833.50	\$ 720.25	\$ 802.75	\$ 959.75	\$ 946.50	\$ 816.00
Average Fare per Group			\$ 3.03	\$ 3.39	\$ 2.99	\$ 3.53	\$ 3.45	\$ 3.84	\$ 3.39	\$ 4.00
Change in Average Fare per Group							\$ 0.41	\$ 0.45	\$ 0.41	\$ 0.47
Percent Change in Fare per Group							13.6%	13.3%	13.6%	13.3%

Fare Category	Current Fare	2019 Adjustment	Cumulative Current Fare				Cumulative Proposed 2019 Fare			
			Minority	on-minority	Low-income	Non Low-income	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$ 3.75	\$ 4.25	\$ 525.00	\$ 660.00	\$ 596.25	\$ 588.75	\$ 665.00	\$ 836.00	\$ 755.25	\$ 745.75
Redi-Wheels Lifeline	\$ 1.75	\$ 2.00	\$ 143.50	\$ 85.75	\$ 185.50	\$ 43.75	\$ 184.50	\$ 110.25	\$ 238.50	\$ 56.25
Agency-paid Full Fare	\$ 4.50	\$ 5.00	\$ 27.00	\$ 90.00	\$ 40.50	\$ 76.50	\$ 33.00	\$ 110.00	\$ 49.50	\$ 93.50
Agency-paid Lifeline	\$ 2.25	\$ 2.75	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 15.00	\$ 15.00	\$ 15.00	\$ 15.00
Total Cumulative Fare			\$ 706.75	\$ 847.00	\$ 833.50	\$ 720.25	\$ 897.50	\$ 1,071.25	\$ 1,058.25	\$ 910.50
Average Fare per Group			\$ 3.03	\$ 3.39	\$ 2.99	\$ 3.53	\$ 3.85	\$ 4.29	\$ 3.79	\$ 4.46
Change in Average Fare per Group							\$ 0.82	\$ 0.90	\$ 0.81	\$ 0.93
Percent Change in Fare per Group							27.0%	26.5%	27.0%	26.4%

Figure 22: Redi-Wheels Disparate Impact and Disproportionate Burden Calculations (Alternative 2)

Fare Category	Current Fare	2016 Adjustment	Cumulative Current Fare				Cumulative Proposed 2016 Fare			
			Minority	on-minori	Low-income	Non Low-income	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$ 3.75	\$ 4.25	\$ 525.00	\$ 660.00	\$ 596.25	\$ 588.75	\$ 595.00	\$ 748.00	\$ 675.75	\$ 667.25
Redi-Wheels Lifeline	\$ 1.75	\$ 2.00	\$ 143.50	\$ 85.75	\$ 185.50	\$ 43.75	\$ 164.00	\$ 98.00	\$ 212.00	\$ 50.00
Agency-paid Full Fare	\$ 4.50	\$ 4.50	\$ 27.00	\$ 90.00	\$ 40.50	\$ 76.50	\$ 27.00	\$ 90.00	\$ 40.50	\$ 76.50
Agency-paid Lifeline	\$ 2.25	\$ 2.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25
Total Cumulative Fare			\$ 706.75	\$ 847.00	\$ 833.50	\$ 720.25	\$ 797.25	\$ 947.25	\$ 939.50	\$ 805.00
Average Fare per Group			\$ 3.03	\$ 3.39	\$ 2.99	\$ 3.53	\$ 3.42	\$ 3.79	\$ 3.37	\$ 3.95
Change in Average Fare per Group							\$ 0.39	\$ 0.40	\$ 0.38	\$ 0.42
Percent Change in Fare per Group							12.8%	11.8%	12.7%	11.8%

Fare Category	Current Fare	2019 Adjustment	Cumulative Current Fare				Cumulative Proposed 2019 Fare			
			Minority	on-minori	Low-income	Non Low-income	Minority	Non-minority	Low-income	Non Low-income
Redi-Wheels Full Fare	\$ 3.75	\$ 4.25	\$ 525.00	\$ 660.00	\$ 596.25	\$ 588.75	\$ 665.00	\$ 836.00	\$ 755.25	\$ 745.75
Redi-Wheels Lifeline	\$ 1.75	\$ 2.00	\$ 143.50	\$ 85.75	\$ 185.50	\$ 43.75	\$ 184.50	\$ 110.25	\$ 238.50	\$ 56.25
Agency-paid Full Fare	\$ 4.50	\$ 4.50	\$ 27.00	\$ 90.00	\$ 40.50	\$ 76.50	\$ 27.00	\$ 90.00	\$ 40.50	\$ 76.50
Agency-paid Lifeline	\$ 2.25	\$ 2.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25	\$ 11.25
Total Cumulative Fare			\$ 706.75	\$ 847.00	\$ 833.50	\$ 720.25	\$ 887.75	\$ 1,047.50	\$ 1,045.50	\$ 889.75
Average Fare per Group			\$ 3.03	\$ 3.39	\$ 2.99	\$ 3.53	\$ 3.81	\$ 4.19	\$ 3.75	\$ 4.36
Change in Average Fare per Group							\$ 0.78	\$ 0.80	\$ 0.76	\$ 0.83
Percent Change in Fare per Group							25.6%	23.7%	25.4%	23.5%

When viewed cumulatively, the adverse effects caused by the upcoming fare increases will not disparately impact minority passengers or disproportionately burden low-income and non-low-income populations in proportions that reflect almost exactly the population of respondents to the 2012 SamTrans fixed-route system-wide onboard customer survey and 2015 Redi-Wheels Customer Telephone Survey.

The results of the fixed-route equity analysis are detailed in Figures 23 and 24 below.

Figure 23: 2016 Fixed-route Fare Proposal Findings Summary

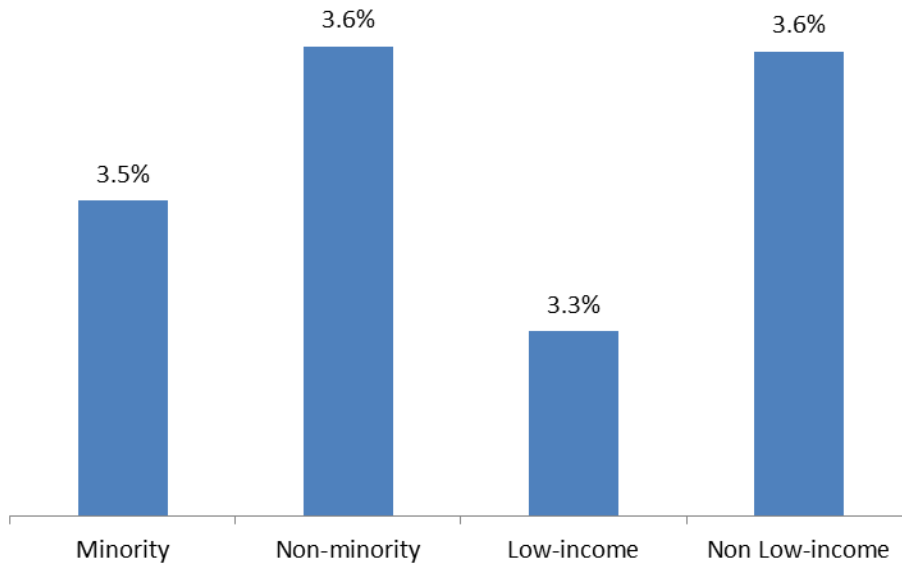
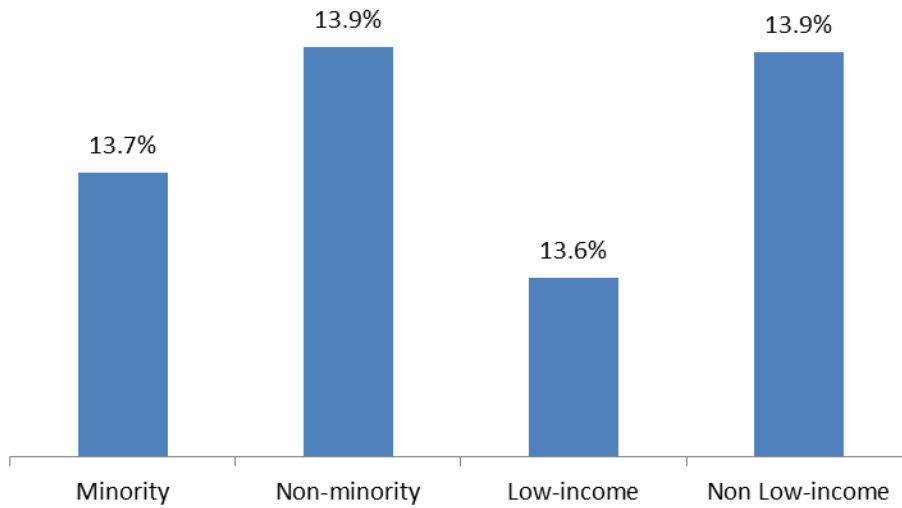


Figure 24: 2019 Fixed-route Fare Proposal Findings Summary



The result of the Redi-Wheels equity analysis for Alternative 1 are detailed in Figures 24 and 25 below.

Figure 24: 2016 Redi Wheels Fare Proposal Findings Summary (Alternative 1)

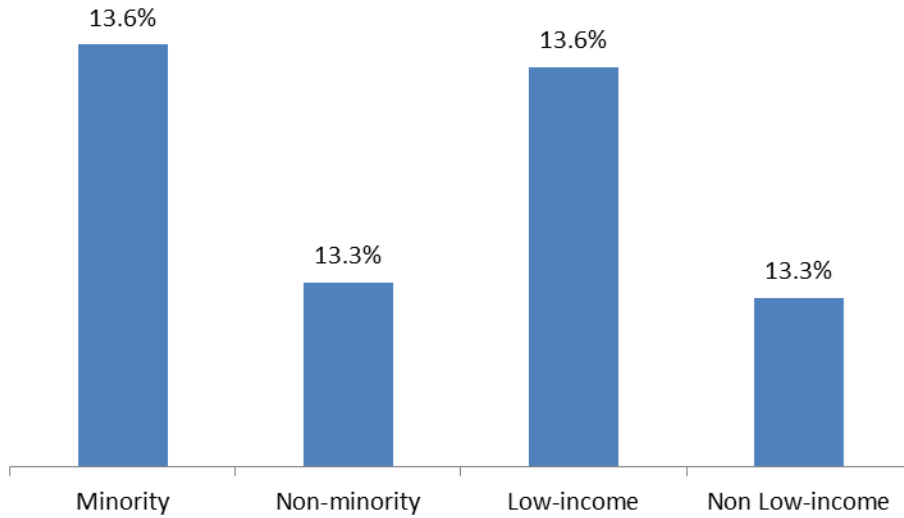
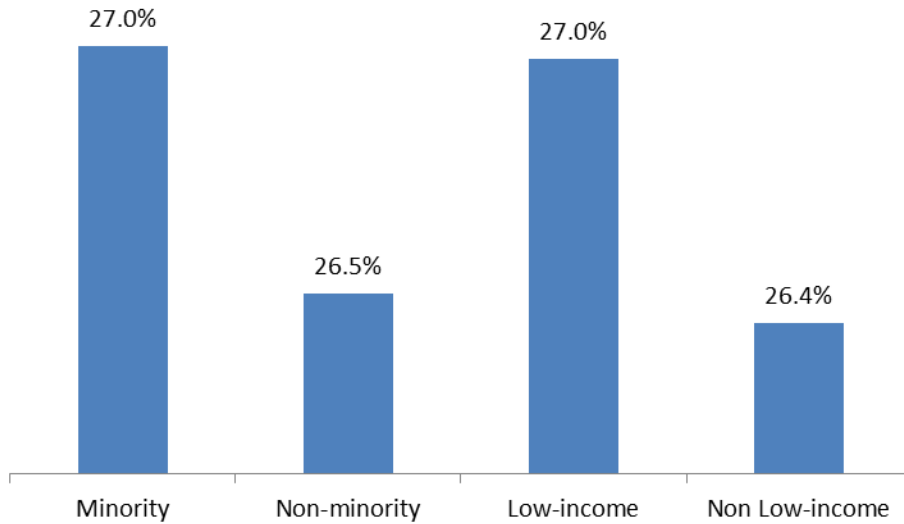


Figure 25: 2019 Redi Wheels Fare Proposal Findings Summary (Alternative 2)



The result of the Redi-Wheels equity analysis for Alternative 2 are detailed in Figures 26 and 27 below.

Figure 26: 2016 Redi Wheels Fare Proposal Findings Summary (Alternative 2)

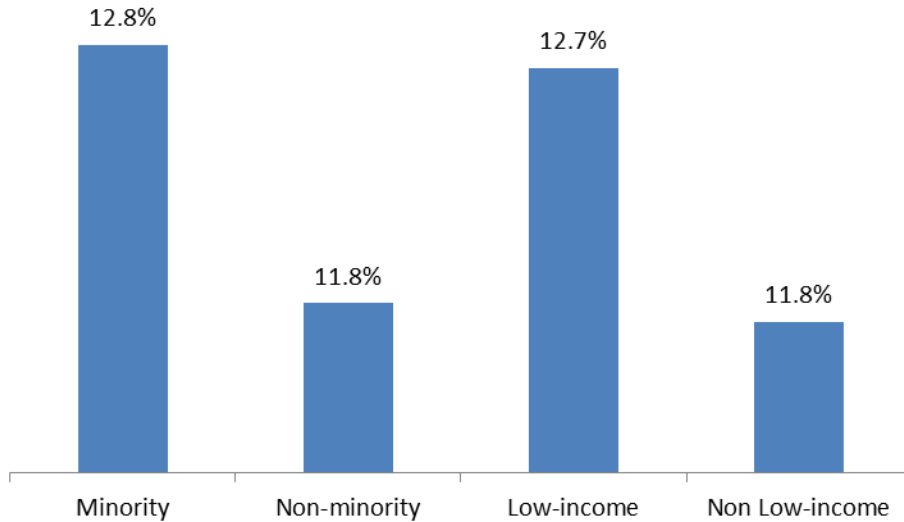
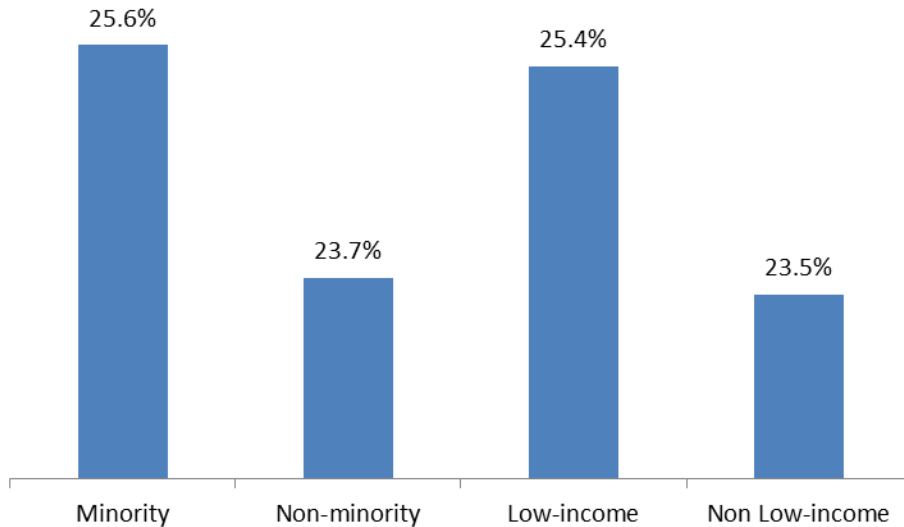


Figure 27: 2019 Redi Wheels Fare Proposal Findings Summary (Alternative 2)



Based on the charts above, there are neither Disparate Impacts nor Disproportionate Burdens that exceed the District’s thresholds for Redi-Wheels Alternatives 1 and 2 and fixed-route service.

PUBLIC OUTREACH ACTIVITIES

SamTrans' public participation process offers early and continuous opportunities for the public (including minorities and people with low-income) 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 barriers that prevent such populations from effective participation in decision making.

Staff conducted an extensive public outreach program to notify SamTrans customers and the community of the proposed change and to solicit input. The notification process included four community meetings, held in San Carlos, South San Francisco, East Palo Alto, and Pacifica. Efforts also included bilingual (English and Spanish) newspaper notices, a news release, onboard messages, Facebook postings, Tweets, information sent to the SamTrans Citizens Advisory Committee (CAC) and a public hearing at the October 7th, 2015 Board of Directors meeting. Information regarding the proposal was posted to the SamTrans website, which offers translation into 90 different languages. Customers and the public were able to provide input at the community meetings, via a unique e-mail address, through the postal service, and with a call to the Customer Service Center. The notices also included directions for submitting oral and written comments through the SamTrans Board Secretary, SamTrans website, and Customer Service Center telephone lines for those unable to attend the public hearing or public meeting. All such comments are entered into the public hearing record, if they were made.

The SamTrans CAC expressed concerns regarding the impact these fare changes would have on low-income populations. In addition, the SamTrans Accessibility Advisory Committee also expressed concerns regarding the impact of the increases on Redi-Wheels fares. At the SamTrans Board meeting and public hearing held on October 7, 2015 regarding these proposals, there was significant concerns regarding the impact the increased Lifeline fares would have on the neediest in the community. As such, the Board requested staff develop an alternative proposal (Alternative 2) that did not include an increase in Redi-Wheels fares for those eligible for the Lifeline discount.

This Title VI Equity Analysis has found there is no Disparate Impact or Disproportionate Burden associated with the proposed changes. Alternative 2 results in the reduction of impacts, on all groups in question. It is interesting to note that the decrease in impacts on non-minorities and non-low income customers is more pronounced in Alternative 2 than in Alternative 1. These findings are illustrated in Figures 28 and 29.

Figure 28: 2016 Redi Wheels Fare Proposal Alternative Comparison

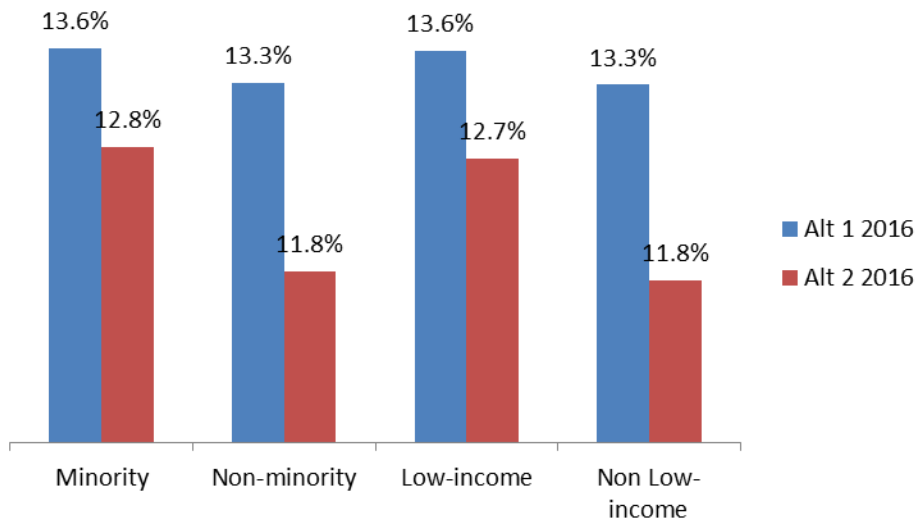
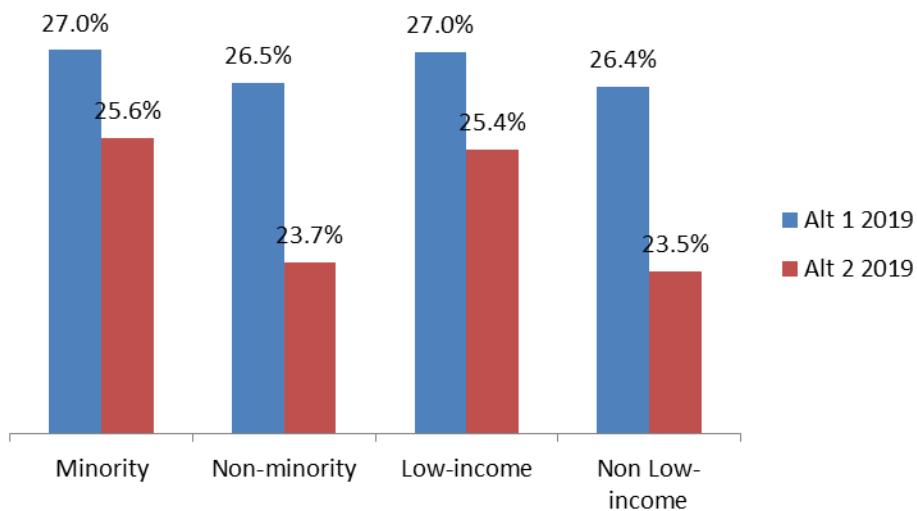


Figure 29: 2016 Redi Wheels Fare Proposal Alternative Comparison



INFORMATION DISSEMINATION TO LIMITED ENGLISH PROFICIENT PERSONS

SamTrans’ public participation process includes measures to disseminate information on the proposed fare changes to people with limited English proficiency as well as at public hearings and meetings.

As stated above, comprehensive measures were employed by SamTrans to reach out to non-English speaking persons, including Spanish translation in the newspaper and posting the information online so that it can be translated in to various languages. In addition, SamTrans’

Customer Service Center offers foreign language translation service, via the AT&T language line, for those wishing to provide oral comments, including at the October 7th, 2015 public hearing.

RESOLUTION NO. 2015 - 54

BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT
STATE OF CALIFORNIA

* * *

ADOPTING AN AMENDED AND RESTATED CODIFIED TARIFF, MAKING FINDINGS UNDER THE CALIFORNIA ENVIRONMENTAL QUALITY ACT AND AND APPROVING THE ASSOCIATED TITLE VI ANALYSIS

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 to outline the classifications, costs and regulations of SamTrans services and fare media; and

WHEREAS, from time to time, the District has amended the Codified Tariff to increase fares in order to implement policy and administrative changes to SamTrans service; and

WHEREAS, the District last increased fares for fixed-route buses in 2010 and for paratransit in 2010 (Lifeline fares) and 2011 (full fares), despite rising expenses since those times of 10 percent for fixed-route service and nine percent for paratransit, resulting in fares covering only 18.1 percent of fixed-route service and 5.6 percent of paratransit service; and

WHEREAS, staff recommends that the Board of Directors amend the Codified Tariff, effective January 10, 2016, to:

1. Increase Fixed Route cash fares a maximum of 25 cents in 2016 and another 25 cents in 2019;
2. Increase the prices of Day Passes, tokens and Monthly Passes to correspond to the increased cash fares;

3. Establish an approximate 10 percent discount for payments made with Clipper® cash;
4. Price the Youth fare the same as the Eligible Discount fare;
5. Increase the maximum eligible age for a Youth fare from 17 years old to 18 years old;
6. Increase the number of children under the age of four who may ride free with a fare-paying adult from one child to two children;
7. Eliminate the premium fare for express service into San Francisco;
8. Reduce the premium fare for express service out of San Francisco from \$5 to \$4;
9. Increase the cost of the Way2Go Pass by \$5, to \$130 per participant, with a minimum participation level of \$13,000 by 2019;
10. Increase the cost of the Summer Youth Pass by \$5 to \$45 in 2019;
11. Introduce a new Eligible Discount paper token to be priced equivalent to the Youth Token; and
12. Increase the Paratransit fares a maximum of 50 cents in 2016 and 50 cents in 2019 for full fare customers only (with no change to Lifeline paratransit fares); 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 conjunction with most 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. 2013-09, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare

or major service changes are deemed to have disproportionate effects 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 Fixed Route and Paratransit fare modifications and other aforementioned changes, concluding that the amendment to the Codified Tariff would result in no disparate impacts on minority passengers or disproportionate burdens on low-income passengers; and

WHEREAS, the purposes of the proposed amendments to the Codified Tariff include meeting the financial needs and requirements of the District and obtaining funds for operating expenses, therefore exempting this action from the California Environmental Quality Act (CEQA) pursuant to Public Resources Code Section 21080(b)(8); and

WHEREAS, the District Board held a duly noticed public hearing at its October 7, 2015 meeting, and engaged in public outreach including published notices and community meetings throughout the District's service area to afford members of the public an opportunity to comment upon the fare change proposals outlined above.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the San Mateo County Transit District hereby:

1. Finds that the amendments to the Codified Tariff serve the purposes of meeting the financial needs and requirements of the District and obtaining funds for operating expenses as referenced in the CEQA statutory exemption codified at Public Resources Code Section 21080(b)(8);
2. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the fare increases and changes to the District's Fixed Route and Paratransit services will not have a

disparate impact on minority populations or a disproportionate burden on low-income populations;

3. Approves the Title VI Equity Analysis attached as Attachment B and incorporated by this reference;
4. Amends the Codified Tariff, as outlined in the recitals above, effective January 10, 2016; and
5. Adopts the amended Codified Tariff, attached as Attachment A and incorporated by this reference.

Regularly passed and adopted this 4th day of November, 2015 by the following vote:

AYES: GEE, GUILBAULT, MATSUMOTO, RATTO, STONE
TISSIER, HARRIS

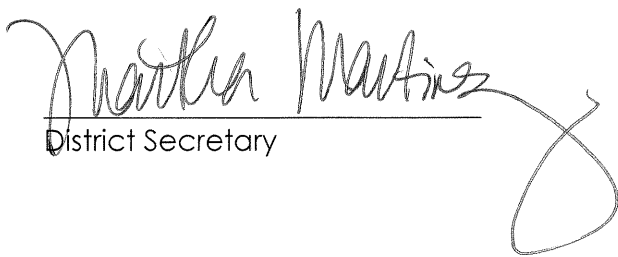
NOES: NONE

ABSENT: GROOM, KERSTEEN-TUCKER



Chair, San Mateo County Transit District

ATTEST:



District Secretary

SAN MATEO COUNTY TRANSIT DISTRICT



**TITLE VI
SERVICE EQUITY ANALYSIS
ELIMINATION OF FLX SAN CARLOS**

JUNE 2016

SAMTRANS

TITLE VI SERVICE EQUITY ANALYSIS

ELIMINATION OF FLX SAN CARLOS

Introduction and Executive Summary

In January 2014, the San Mateo County Transit District ("the District" or "SamTrans" when referring to bus service) introduced a new two-year pilot service—the FLX San Carlos (FLX SC)—combining both fixed and flexible routing for customer convenience. When service began, SamTrans committed to evaluate the route for effectiveness at the end of the pilot term and adjust or eliminate service if necessary. For the last 27 months that the service has been operational, ridership has not grown to the level anticipated for its continued operation. As a result of the poor continued ridership, SamTrans is now considering the elimination of the service effective August 5, 2016.

In order to comply with the Civil Rights Act of 1964 and implementing regulations adopted by the Federal Transit Administration (FTA), the District must complete a Title VI Service Equity Analysis for any service change that falls within the Major Service Change Policy adopted by the District on March 13, 2013. Because the elimination of the FLX SC meets the threshold established in the SamTrans Major Service Change Policy, a Service Equity Analysis is required. A map of the service proposed for elimination appears as Appendix A.

As shown in the Service Equity Analysis contained within this report, the elimination of the FLX SC would not result in either a disparate impact for minority riders or a disproportionate burden for low-income riders.

Title VI Equity Analysis Background

Title VI of the Civil Rights Act of 1964, Section 601 states:

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

It is the District's responsibility to ensure that access to its transit services and facilities is equitably distributed and provided without regard to race, color, or national origin. According to the Federal Department of Transportation, equity in the provision of transit service is described as "providing equal levels of service to minority and non-minority residents of the urbanized area. Levels of service, in turn, are defined in terms of capital allocation and accessibility."¹ The indices of discrimination that could be

¹ Transit Cooperative Research Program, Legal Research Digest: "The Impact of Civil Rights Litigation Under Title VI and Related Laws on Transit Decision Making", TCRP Project J-5, Washington, D.C. June 1997

monitored for disparate treatment include a service design that could consistently cause minority-group riders to bear a higher average fare than non-minority group riders. The District has committed to complying with the Title VI objectives set forth in 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.

Federal requirements outlined in FTA Circular 4702.1B for compliance with Title VI were updated in October 2012 to require each federally-assisted public transportation provider to approve three policies including:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

The District adopted 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 released the three policies for review by the public in February 2013.

PUBLIC ENGAGEMENT RELATED TO ADOPTED POLICIES AND PROCEDURES

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.

Following the public engagement phase, the District revised the policies and the Board of Directors (Board) adopted the policies at its March 13, 2013 Board meeting.

ADOPTED POLICIES AND PROCEDURES

A brief overview of the adopted policies follows below. The full text of the policies is included in Appendix B.

- **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. SamTrans has adopted a Disparate Impact Threshold of 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. SamTrans has adopted a Disproportionate Burden Threshold of 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.

Based on its adopted Title VI policies, SamTrans must analyze how the proposed service reduction would impact minority and low-income populations compared to non-minority and non-low-income populations. If the proposed action results in a negative impact that affects minorities and low-income populations more than non-minorities and non-low-income populations, in excess of the adopted thresholds, SamTrans must determine whether there is an alternative that results in more equitable impacts. In order to proceed with a change that has negative impacts above the defined threshold, SamTrans must demonstrate a substantial legitimate business purpose for the proposed service change, that alternatives have been analyzed and that the proposed change is the least discriminatory alternative.

Proposed Service Elimination

In January 2014, SamTrans introduced a new two-year pilot service—the FLX SC—combining both fixed and flexible routing for customer convenience. The route operates on a fixed-route schedule in the morning and afternoon, with flexible scheduling during the midday period. Customers are able to use the route like any regular fixed route in the morning and afternoon; or, riders can call a day in advance to have the bus pick them up or drop them off at locations throughout the City of San Carlos when the bus is not operating on a fixed schedule.

As the FLX SC is a pilot project, SamTrans committed to evaluate the route for effectiveness at the end of the term and adjust or eliminate service if necessary.

In the 27 months since the service launched, ridership has averaged 10-20 passengers per day. The total ridership from April 2015 to April 2016 was 3,349 boardings. This figure is well below the system-wide average of 27 passengers an hour, and also below the average for the other FLX route in operations (FLX-Pacific). As a result of the poor continued ridership, SamTrans is now considering the elimination of the service effective August 5, 2016.

The service elimination would result in a reduction of approximately 1,620 annual service hours and 19,753 vehicle miles, which equates to an average of 6 daily vehicle hours and 77 daily vehicle miles.

Public Outreach

During the course of the FLX San Carlos pilot, SamTrans staff has reached out to the City of San Carlos and community leaders to discuss the poor ridership and potential alternatives to this service. On May 4, 2016, the SamTrans Board announced its intent to hold a public hearing on June 1, 2016 to consider the discontinuation of this route.

Information on the proposed elimination of this service was posted on the SamTrans website, SamTrans social media, along with three ways to provide comments (i.e., mail, email, phone).

On May 25, 2016, SamTrans hosted a public meeting at its headquarters in San Carlos to discuss the proposed discontinuation and receive public input. This meeting was advertised in the San Mateo Daily Journal on May 18, 2016, on the SamTrans website, and on SamTrans social media. The public meeting was held prior to a meeting of the SamTrans Citizens Advisory Committee to encourage attendance and input. Eight members of the public were present at the meeting. Questions were raised about potential hub-and-spoke service concepts on the Peninsula, and about Clipper data. Further detail on comments submitted in advance of the June 1, 2016 Board meeting are set forth in Appendix C.

Data Use, Definitions and Methodology for Equity Analysis

Data Selection

SamTrans typically uses the following data for purposes of analyzing the impacts of service changes:

- Ridership Data
- 2015 Onboard Survey Data

Census data typically is used for launches of new service in areas not currently served by bus.

In cases where the proposed service change represents total service elimination for a route, using ridership and rider demographic data provides the information necessary to accurately gauge both the number of actual users as well as the ethnic and income characteristics of those who will be affected by the service reduction. Census data provides SamTrans with the ability to determine the number of minorities and low-income persons adjacent to the route, but this data does not indicate the actual rider impacts as effectively as ridership data.

The ridership data consulted for this analysis was collected between April 2015 and April 2016 via validated Automatic Passenger Counters (APCs). The 2015 onboard survey was conducted as a stratified-random-sample by a market research firm under contract with SamTrans.

Data Use

Given the size and scope of the 2015 SamTrans system-wide customer onboard survey (i.e., more than 6,000 total respondents who answered questions regarding race and income with a margin of error of +/-1.4 percent at a confidence interval of 95 percent), the 2015 data was accurate at the route level. Given the high response rate among surveyed passengers for questions on race and ethnicity, the passenger survey allows a comparison of the minority status of FLX SC passengers to passengers system-wide.

However, because a large percentage of the FLX SC ridership refused to respond to the income question (over 60%), route-level income data gathered through the survey is not sufficiently robust to use in this analysis. Accordingly, this analysis compares the Census data showing the proportion of low-income residents living adjacent to the FLX SC service area to survey data showing the proportion of low-income passengers using SamTrans system-wide.

In sum, while the approach is not typical, this analysis combines a route-level survey data comparison for minority status, and system-wide survey data for income, checked against Census data to protect against potentially skewing the data in a way that understates the potential disproportionate burden imposed by the proposed change.

Definitions

For purposes of this analysis, the following definitions are used:

- Minority Population: those who self-identified as any ethnicity other than "white" alone
- Low-Income Population: those with a reported annual household income below \$25,000 (i.e.,

double the federal poverty rate)

Methodology

As the service change under review is an entire route elimination, it was not necessary to complete detailed estimates for potential ridership loss on eliminated route segments or frequency changes. As such, the data used to determine the impacts to the riders reflected the binary nature of the service reduction. This method assumes that **all** of the existing FLX SC riders would be adversely impacted by the service elimination.

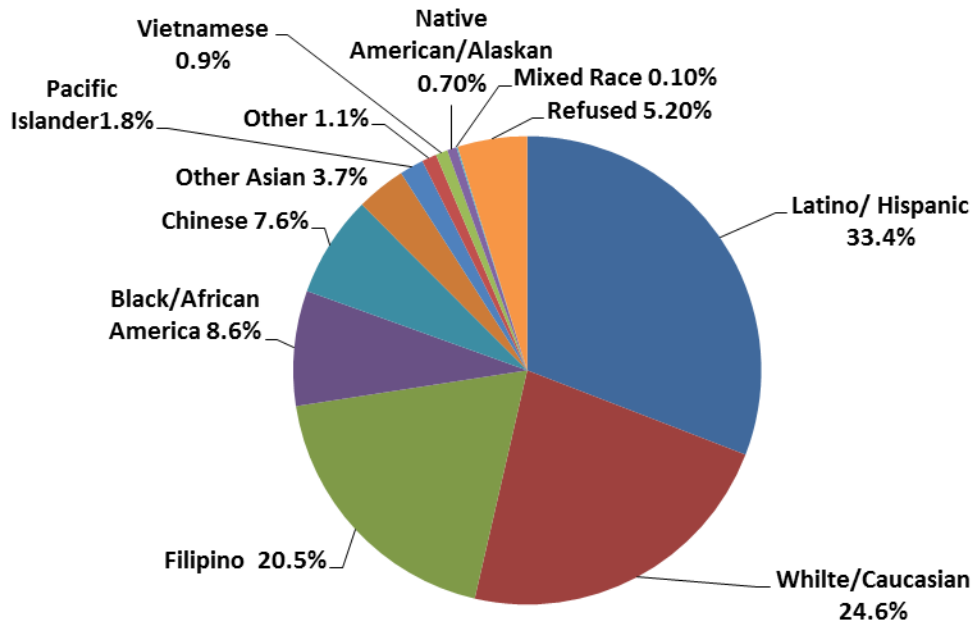
For the analysis, the total ridership numbers for the route were disaggregated by ethnicity and income so that percentages of the minority and low-income riders could be determined. This would allow an evaluation between the minority and non-minority riders as well as between the low-income and the non-low-income riders of the route, while also estimating the magnitude of the ridership affected by the service reduction. Additionally, the evaluation compares the demographics of the riders of the eliminated route to the systemwide rider population to determine whether there is a disparate impact to minority passengers or a disproportionate burden imposed on low-income passengers, if the FLX San Carlos route is eliminated. Using the thresholds established by the SamTrans' Title VI Policies, the analysis provides an evaluation of the impacts borne by minority and low-income populations compared to the impacts born by non-minority and non-low-income riders.

Demographic Analysis

Racial Composition

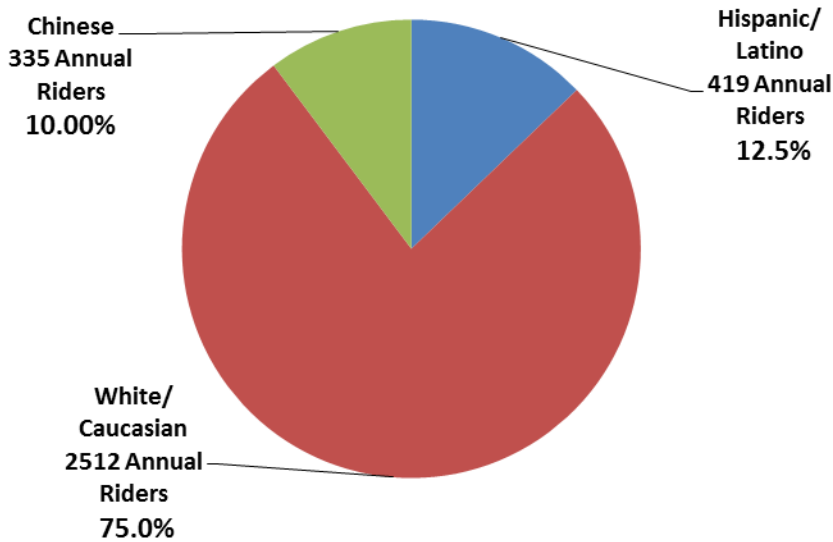
The SamTrans rider population is highly diverse, with approximately 75% of the riders indicating they are from a minority population. As shown in Figure 1, below, the most significant minority populations are: Latino/Hispanic (33.4%), Filipino (20.5%), Black/African-American (8.6%) and Chinese (7.6%).

Figure 1: System-wide Racial Composition



While the SamTrans system ridership is highly diverse, the ridership of the FLX SC is largely White/Caucasian (75%) with only 25%, or 2,512, reported as minority. As shown in Figure 2, below, the percentages of minority versus non-minority populations of the FLX SC ridership are the exact opposite to the system-wide percentages.

Figure 2: FLX SC Racial Composition and Annual Boardings



Income Composition

The household incomes of SamTrans riders are fairly evenly split between the classification of low-income and non-low-income households, with 48.5% indicating that they earn less than \$25,000 (200% of the federal poverty rate) and 51.5% reporting household incomes of \$25,000 or greater. Table 1, below, presents the percentage of SamTrans low-income and non-low-income riders.

Table 1: System wide Ridership Income Levels

System wide Ridership	
Low-Income Riders	48.50%
Non-Low-Income Riders	51.50%

As previously noted, because 60% of the FLX SC ridership refused to respond to survey questions related to income, we had to assume that system-wide income percentages would be applied to the ridership numbers to determine the magnitude of the ridership that would be affected by the service change. The use of system-wide income percentages likely overstates the impacts to FLX SC riders due to higher-than average incomes in San Carlos as compared to the entire SamTrans service area.

Even though the SamTrans' Service Equity Analyses typically rely on ridership data to evaluate the impacts due to service changes, we had to use Census data as well to understand the FLX SC ridership given insufficient income data was collected through the ridership survey. The Census data provided an understanding of how the community's household incomes compare with the system-wide ridership's incomes. Census data on income was not used to quantify the impacts of service changes; but, rather it was used to ensure that use of system-wide income data would not skew the analysis too minimize impacts on low-income passengers.

As such, we reviewed Census data for the City of San Carlos residents provided in the 2010 – 2014 American Community Survey (ACS) 5-year estimates and compared the income percentages to those presented in the SamTrans rider survey. Table 2 provides the income distributions for San Carlos residents.

Table 2: San Carlos Households' Income

Subject	San Carlos City, California	
	Estimate	Margin of Error
Total	11570	+/-252
Less than \$10,000	2.6%	+/-0.9
\$10,000 to \$14,999	1.3%	+/-0.6
\$15,000 to \$24,999	3.5%	+/-1.0
\$25,000 to \$34,999	5.5%	+/-1.3
\$35,000 to \$49,999	8.4%	+/-1.5
\$50,000 to \$74,999	12.7%	+/-1.8
\$75,000 to \$99,999	8.5%	+/-1.5
\$100,000 to \$149,999	17.3%	+/-2.1
\$150,000 to \$199,999	13.5%	+/-1.7
\$200,000 or more	26.7%	+/-2.2
Median income (dollars)	\$125,747	+/-7,815
Mean income (dollars)	\$155,783	+/-7,026
PERCENT IMPUTED		

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates

Comparing the Census data to SamTrans rider data, the San Carlos residents have significantly higher household incomes than SamTrans passengers system-wide, as reported in the latest on-board survey. The percentage of those that would qualify as “low income” within San Carlos is almost 7 times less than for SamTrans riders system-wide. Table 3 compares household incomes in the Census data for San Carlos and in the system-wide SamTrans survey data. Because we utilize San Carlos Census data as a proxy for low-income passengers using FLX SC, the data used likely overstates the impacts to low-income populations as not all low-income individuals in the community actually use the FLX SC service. Thus, we provide the “worst case” scenario for purposes of establishing impacts to low-income populations. Overstating burdens borne by low-income passengers is preferred to understating the impacts for purposes of protecting low-income passengers.

Table 3: Household Income Comparison

Household Income	Percentage San Carlos Census	Percentage SamTrans System-Wide
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SAN MATEO COUNTY TRANSIT DISTRICT | TITLE VI PROGRAM

		Riders
Less than \$25,000	7.4%	48.5%
\$25,000 or greater	92.6%	51.5%

Equity Analysis

The heart of the equity analysis is the comparison of the impacts born by minority and low-income populations as a result of the discontinuance of FLX SC compared to the impacts born by non-minority and non-low-income riders. This includes a review of demographics of the FLX SC riders relative to the rider demographics of the system as a whole.

As previously stated, the analysis also includes the yearly boardings of the route in order to better understand the magnitude of the FLX SC ridership that could be affected, given that the proposed elimination of the service is due to low ridership.

When looking at the first data points, shown on Table 4, below, the difference between the minority ridership of the FLX SC riders and the minority ridership of SamTrans as a whole is significant. The overall percentage of minority riders on the entire SamTrans system is 75.4%. However, only 25% of the FLX SC riders are from a minority population. Thus, 75% of passengers who would be affected by the service elimination are non-minority. This suggests that the service elimination would negatively affect minority riders relatively less than non-minority riders on that same route. Put another way, non-minority riders would bear a greater loss than minority riders.

Table 4: Minority and Non-Minority Proportion of Riders

Minority Proportion of Riders	
Riders on FLX SC	Riders on System
25.0%	75.4%
Non-Minority Proportion of Riders	
Riders on FLX SC	Riders on System
75.0%	24.6%

Additionally, when reviewing the actual numbers, as opposed to the percentages, of minority and low-income passengers, as well as the annual boardings of the FLX SC ridership, compared to the ridership of the system as the whole, the magnitude of the service elimination on the minority and low-income rider populations becomes more apparent. Of the total annual boardings on the route, only 837 self-identified as minority passengers. Because we had to utilize Census information to evaluate the number of low-income individuals in the FLX SC service area, there may be as many as 1,625 boardings that qualify as low-income as that is the total number of low-income households in the FLX SC service area. However, as previously noted, that number likely overestimates the number of low-income passengers actually affected by the service elimination because not all low-income individuals in the FLX SC service actually ride the service. Nonetheless, Table 5 presents the annual boardings along with the minority and assumed income designations for both the FLX SC and the system as a whole.

Table 5: Minority and Low-income* Boardings

Routes	Annual Boardings	Low Income Boardings	Minority Boardings	Percent Low Income	Percent Minority
FLX SC	3,349	1,625	837	48.5%	25.0%
All Routes	13,976,318	6,778,514	10,538,144	48.5%	75.4%

(*Low-Income Boardings on FLX SC likely inflated)

Disparate Impact/Disproportionate Burden Impacts

Using the SamTrans policies and thresholds for Disparate Impacts and Disproportionate Burdens, the analysis also compares the percentage of low-income and minority riders impacted by the change to non-low-income and non-minority riders affected by the change. The Policies’ threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations. By overlaying the “acceptable range” derived from applying the 20-percent threshold, the determination can be made as to whether the change results in a Disparate Impact and/or Disproportionate Burden.

Table 6 presents the comparison of those impacted by the FLX SC service elimination to the system-wide ridership, along with the acceptable range that could be experienced without a finding of Disparate Impact or a Disproportionate Burden. Based on this analysis, the percentage of impacts experienced by low-income and minority riders falls within or below the 20% threshold.

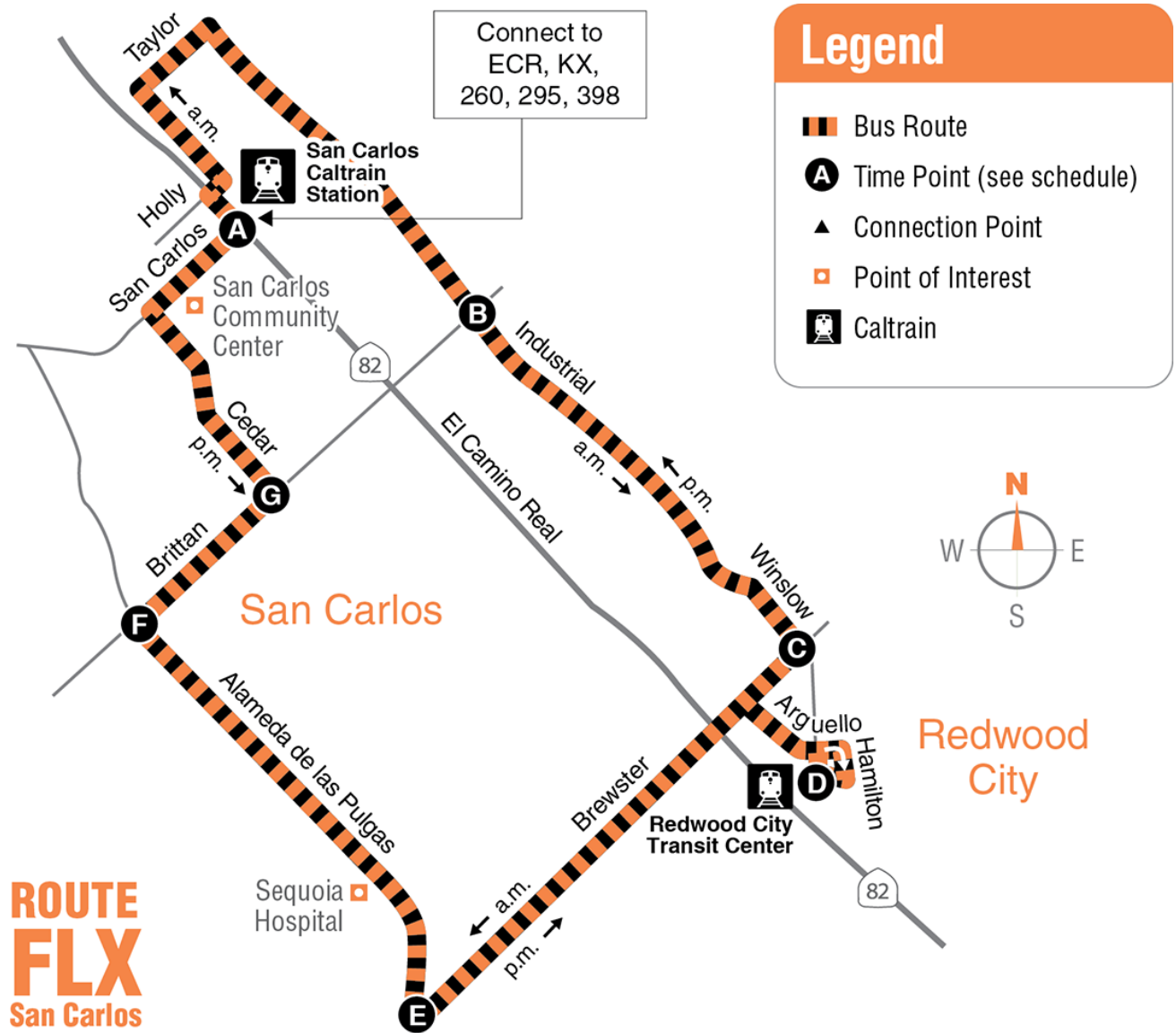
Table 6: Percentage of Riders Impacted by FLX SC Elimination

Rider Category	Percentage of All Users	Percentage Impacted by FLX SC Elimination	Acceptable Range
Low-Income Riders	48.5%	48.5%	48.5% to 68.5%
Non Low Income Riders	51.5%	51.5%	
Minority Riders	75.4%	25.0%	25% to 45%
Non Minority Riders	24.6%	75.4%	

Findings

The Service Equity Analysis concludes that the elimination of FLX SC would not result in either Disparate Impacts to minority populations, or Disproportionate Burdens to low-income populations.

Appendix A: FLEX SAN CARLOS MAP



Appendix B: SamTrans Title VI 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 13th 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

SAMTRANS TITLE VI STANDARDS AND POLICIES

Adopted March 13, 2013

Federal Title VI 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 nonminority 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.

Appendix C: Public Comment on Elimination of FLX SC Route

Information on the proposed elimination of this service was posted on the SamTrans website, SamTrans social media, along with three ways to provide comments (i.e., mail, email, phone). SamTrans received no public comments through these venues.

SamTrans received one comment on the proposed elimination of FLX San Carlos service at its Wednesday, May 25, 2016 community meeting held at its headquarters in San Carlos at 6:00 p.m. Eight members of the public were in attendance, including members of the SamTrans Citizens Advisory Committee. Only one commentor, a new resident of San Carlos, made comments. He suggested that SamTrans may want to consider hub-and-spoke bus service in the future for the Peninsula. He also asked about whether Clipper data could be used to better evaluate the productivity of local bus service.

RESOLUTION NO. 2016 -29

BOARD OF DIRECTORS, SAN MATEO COUNTY TRANSIT DISTRICT
STATE OF CALIFORNIA

* * *

**ELIMINATING THE FLX SAN CARLOS ROUTE, APPROVING FILING A NOTICE OF EXEMPTION
UNDER THE CALIFORNIA ENVIRONMENTAL QUALITY ACT, AND APPROVING THE
ASSOCIATED TITLE VI ANALYSIS**

WHEREAS, on January 26, 2014, the San Mateo County Transit District (District) launched the FLX San Carlos service as a two-year pilot project to operate four trips in the morning and five trips in the afternoon during weekday peak commute periods; and

WHEREAS, in response to San Carlos residents' requests, the District also began providing on-demand midday pick-up and drop-off services within the city of San Carlos and portions of the city of Redwood City; and

WHEREAS, since the FLX San Carlos service launched, ridership has been low, with an average of 10 to 20 passengers per day; and

WHEREAS, staff recommends that the Board of Directors discontinue the FLX San Carlos service effective August 5, 2016 due to low ridership; 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 when a service is discontinued to assess whether it will result in a disparate impact or disproportionate burden on minority or low-income populations, respectively; and

WHEREAS, staff has prepared and presented to the Board a Title VI Equity Analysis, attached as Attachment A, that assesses the potential effects of elimination of

the FLX San Carlos service, concluding it would result in no disparate impacts on minority passengers and no disproportionate burdens on low-income passengers; and

WHEREAS, the filing of a Notice of Exemption under the California Environmental Quality Act (CEQA) is appropriate because there is no potential for the elimination of the FLX San Carlos service to have significant effects on the environment as there will be little or no impact on traffic given the low ridership levels, and any traffic, air, or noise effects of the service would decrease; and

WHEREAS, the Board of Directors held a duly noticed public hearing at its June 1, 2016 meeting and engaged in public outreach including published notices and community meetings throughout the FLX San Carlos service area to afford members of the public an opportunity to comment upon the discontinuance of the FLX San Carlos service; and

WHEREAS, the District has worked with the city of San Carlos staff and community members to identify alternative service that would meet the needs of the community better, which include improving scheduling on the Route 295 to align with school bell times.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the San Mateo County Transit District hereby:

1. Approves the filing of a Notice of Exemption under California Environmental Quality Act for the elimination of the FLX San Carlos service because there is no potential for the elimination of service to have significant effects on the environment, under 14 Cal. Code of Regs. § 15061(b)(3);

2. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the discontinuance of the FLX San Carlos service will not have a disparate impact on minority populations or a disproportionate burden on low-income populations;
3. Approves the Title VI Equity Analysis attached as Attachment A and incorporated by this reference; and
4. Approves discontinuation of the FLX San Carlos service effective August 5, 2016.

Regularly passed and adopted this 1st day of June, 2016 by the following vote:

AYES: GEE, GROOM, HARRIS, MATSUMOTO, RATTO
STONE, TISSIER, GUILBAULT

NOES: NONE

ABSENT: KERSTEEN-TUCKER



Chair, San Mateo County Transit District

ATTEST:



District Secretary