



BOARD OF DIRECTORS 2013

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GENERAL MANAGER/CEO

SamTrans Citizens Advisory Committee (CAC)
1250 San Carlos Avenue, San Carlos, CA 94070, Bacciocco Auditorium, 2nd Floor

AGENDA

March 6, 2013 - Wednesday

6:30 PM

1. Pledge of Allegiance
2. Call to Order/Roll Call
3. Public Comment
4. Approval of Meeting Minutes for February 6, 2013
5. Presentation – Update on SamTrans Title VI Requirements – Michael Eshleman
6. Presentation – Triennial Customer Survey Summary – Christiane Kwok
7. Presentation – Consumer Report Overview – Rona Rios
8. Citizens Advisory Committee Meeting Dates – Nancy McKenna
9. Report of the Chair
10. SamTrans Staff Update – Chester Patton
11. CAC Member Comments/Requests
12. Liaison Reports
 - a. SamTrans Board – Peter Ratto
 - b. SamTrans Accessibility Advisory Committee – Tom Collette
 - c. Caltrain Accessibility Advisory Committee – Peter Loranger
 - d. Peninsula Corridor Joint Powers Board – Andy Chow
 - e. Peninsula Corridor Joint Powers Board Citizens Advisory Committee – Andy Chow
 - f. Senior Mobility Action Plan – vacant
13. Next Meeting: Wednesday, April 3, 2013 at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd floor, San Carlos, CA
14. Adjournment

All items on this agenda are subject to action

CAC MEMBERS: K. Adler, A. Chow, L. Chow, T. Collette, D. Cruz, K. Gilbert, M. Hall, S. Koya, P. Loranger, J. McKie, T. Miller, M. Pye, P. Ratto (Chair)

INFORMATION TO THE PUBLIC

If you have questions on the agenda, please contact the Assistant District Secretary at 650.508.6223. Assisted listening devices are available upon request. Agendas are available on the SamTrans Website at www.samtrans.com.

Date and Time of Boards and Advisory Committee Meetings

San Mateo County Transit District (SamTrans) Committees and Board: Second Wednesday of the month, 2 PM. SamTrans Citizens Advisory Committee: First Wednesday of the month, 6:30 PM. Date, time and location of meetings may be changed as needed.

Location of Meeting

The SamTrans Administrative Building is located at 1250 San Carlos Ave., San Carlos, which is one block west of the San Carlos Caltrain Station on El Camino Real, accessible by SamTrans bus Routes: 260, 295, 390, 391, KX.

Public Comment

If you wish to address the Citizens Advisory Committee, please fill out a speaker's card located on the agenda table. If you have anything that you wish distributed to the Citizens Advisory Committee and included for the official record, please hand it to the Assistant District Secretary, who will distribute the information to the Committee members and staff.

Members of the public may address the Citizens Advisory Committee on non-agendized items under the Public Comment item on the agenda. Public testimony by each individual speaker shall be limited to three minutes and items raised that require a response will be deferred for staff reply.

Accessibility for Individuals with Disabilities

Upon request, SamTrans will provide for written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and a preferred alternative format or auxiliary aid or service at least two days before the meeting. Requests should be mailed to Nancy McKenna at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-1306; or email to cacsecretary@samtrans.com; or by phone at 650.508.6279, or TDD 650.508.6448.

Availability of Public Records

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-1306, at the same time that the public records are distributed or made available to the legislative body.

**SAN MATEO COUNTY TRANSIT DISTRICT
1250 SAN CARLOS AVENUE, SAN CARLOS, CALIFORNIA**

**CITIZENS ADVISORY COMMITTEE
MINUTES OF MEETING – FEBRUARY 6, 2013**

COMMITTEE MEMBERS PRESENT: K. Adler, A. Chow, T. Collette, K. Gilbert, M. Hall, S. Koya, P. Loranger, J. McKie, T. Miller, M. Pye, P. Ratto (Chair)

COMMITTEE MEMBERS ABSENT: L. Chow, D. Cruz

SAMTRANS STAFF PRESENT: A. Chan, K. Cheema, W. Draper, T. Dumandan (MV Transportation), M. Eshleman, E. Harris, D. Kim, N. McKenna, C. Patton, A. Rivas

Chair Peter Ratto called the meeting to order at 6:30 p.m. and led the Pledge of Allegiance.

PUBLIC COMMENT

None

REPORT FROM THE NOMINATING COMMITTEE – KOYA/MILLER/PYE

Sonny Koya said the Nominating Committee met and recommends Peter Ratto for chair.

A motion (Koya/Pye) to close the nominations and nominate Chair Ratto for chair was unanimous; (Ratto abstained).

Mr. Koya said the Committee is recommending Kris Adler for vice chair.

Motion (Koya/Pye) to close the nominations and nominate Mr. Adler for vice chair was unanimous; (Adler abstained).

APPROVAL OF THE MINUTES

The Committee (McKie/Collette) approved the minutes of December 5, 2012.

PRESENTATION – SAMTRANS SERVICE PLAN UPDATE

Executive Officer, Planning and Development April Chan said:

- Title VI ensures public services, including transportation, are provided in a non-discriminatory manner. It requires opportunities for public participation in decision making without regard to race, color, or national origin, including populations with limited English proficiency.
- Title VI applies to SamTrans because the San Mateo County Transit District (District) is eligible for and receives Federal assistance for its transit and other programs.

- The Federal Transit Administration (FTA) monitors transit providers for Title VI compliance. Non-compliance with Title VI can result in Federal funding to be conditioned or withheld.
- New Title VI requirements:
 - Conduct an updated survey of passengers to collect customer demographic and travel pattern data at least every five years.
 - Develop a formal Public Participation Plan.
 - Report racial breakdown of membership of District-appointed membership advisory committees.
 - Adopt a policy on major service changes.
 - Adopt policies on disparate impact and disproportionate burden for specific populations.
- The Board needs to adopt system-wide service standards and policies and monitor compliance with standards and policies. Staff must present service monitoring results to the Board at least every three years.
- A Major Service Change Policy is done to determine threshold when equity analysis for service changes is needed and the Disparate Impact or Disproportionate Burden Policies determine threshold when fare or service changes would have a disparate impact on race, color, national origin or disproportion burden on low-income populations.
- Equity analyses is required for major service changes and all fare changes to determine whether an adverse impact is present prior to board adoption by using demographic data from passenger surveys.
- FTA's role is to review Title VI Programs, investigate Title VI complaints and perform Title VI audits.

Andy Chow arrived at 6:42 p.m.

Ms. Chan provided an update on the SamTrans Service Plan (SSP):

- A draft SSP was released in August 2012. Staff conducted outreach and received public comments between September and October 2012, and during November through December 2012, staff reviewed comments to determine what changes to recommend for the final draft plan.
- Transit operators implementing major service changes after April 1, 2013 must conduct a service equity analysis in accordance with the new FTA requirements.
- The proposed SSP changes are considered major service changes and are proposed to be implemented after April 1.
- Title VI Major Service Change, Disparate Impact and Disproportionate Burden policies should be in place before staff finalizes the SSP recommendations. Staff will conduct a service equity analysis on the proposed SSP changes in accordance with the new requirements and policies.
- The new proposed Title VI schedule is:
 - The Board was informed of the New Title VI requirements at the January meeting.
 - Staff will review the proposed Title VI policies with the Board at the February meeting.
 - Public outreach on the proposed Title VI policies will take place during February and March.

- o Staff will ask for Board approval of the Title VI policies at the March meeting.
- The new proposed SSP schedule is:
 - o Staff will release the final draft SSP recommendations in March and call for a public hearing on the SSP to be held at the April Board meeting.
 - o Public outreach on the final draft SSP during March and April.
 - o Conduct public hearing at the April meeting.
 - o Board adoption of SSP, Title VI Equity Analysis and Environmental Assessment at the May meeting.

Mr. Koya asked if there will be a narrative of all the meetings with dates, times, location and purpose with more explanation for riders that is in wording easy for passengers to understand. People on Route 292 are still wondering if there will be a bus after June. He said staff needs to explain what is going to happen at the meetings in their marketing materials. Mr. Koya said about three meetings ago he suggested staff do a feasibility study before any proposal is done and now the new Title VI requirement is making staff do the same thing. Ms. Chan said there will be Take Ones on the buses informing passengers there will be a number of meetings happening and a little bit about what Title VI is, and the information is also being put on the website. Once the final draft SSP recommendations are completed, there will be another set of public meetings in March, and information will also be on the website and buses informing the public of these meetings.

Director, Bus Transportation Chester Patton said Title VI has new Federal requirements. A policy has not been produced yet. There will be a policy for SamTrans with thresholds and service changes that trigger these processes, and that will be a lot more concrete and easier to comment on and understand.

Kathy Gilbert asked when the new FTA requirements started. Ms. Chan said they started a while back but the final written requirements were not released until late fall 2012. Legal counsel then had to review them and brief staff.

Ms. Gilbert asked if the FTA triennial audit will still happen at the same time as the next one or three years hence. Ms. Chan said FTA could conduct their normal audit or just on Title VI. She said the audit covers many things.

Margaret Pye asked what staff's definition of equity analysis is. Ms. Chan said it is how the policy is defined. Staff needs to do the equity analysis to see if it triggers Title VI. The analysis can't be done until there is a policy.

Ms. Pye asked if the CAC will be part of the input for the Public Participation Policy. Ms. Chan said staff needs to submit a Title VI Program to the FTA every three years. Staff will be working on the policies that are part of the Title VI plan and the Public Participation Plan is another piece.

Andy Chow asked if there are similar policies related to equity prior to this new mandate. Ms. Chan said the major change for Title VI is it now requires staff to go out

to the public and ask for their comments and incorporate them into the policy before submitting to the FTA.

Mr. Koya said it will be a formidable task to retroactively bring the SSP into compliance.

Mr. Adler asked if these changes were created through the FTA or Congressional action. Ms. Chan said she is not sure but the Bay Area Rapid Transit Airport Extension Project received a lot of attention.

Mr. Adler said the Title VI is confusing and people attending the meetings will be more focused on the SSP and not Title VI.

Tom Collette asked how long the Take One has been on the buses. Mr. Patton said the date on the publication is January 25. Mr. Collette said he hopes there will be translators for the major languages at the meetings.

Tryn Miller asked what Title VI is. Ms. Chan said Title VI is a Federal protection from discrimination based upon race, national origin or color.

Mr. Koya said there should be a two year moratorium on the SSP to fully evaluate the FTA requirements.

Mr. Chow said the SSP doesn't have to be tabled for two years. The schedule is aggressive, but not insurmountable. He said he has confidence in staff to work things through.

Ms. Gilbert asked when the demographic information will be done on the public and if that has to precede the policy. Planner, Michael Eshleman said an onboard passenger survey was done in October.

Judy McKie said most communication on the bus is in English and Spanish, and asked about other languages. Ms. Chan said research shows most passengers speak English or Spanish.

Public Comment

Claudia Crook, Brisbane, thanked staff for the presentation and the timeline. She feels the process seems a bit rushed with the Title VI and SSP. One of her concerns is an equity study which will be done during the time the final draft is going to the Board. She asked how the surveys are conducted on buses because she never saw one. She said as far as communication, it should be in more languages. There are a lot of Asian cultures that ride Route 292 and flyers should be in the language with the high ridership on the route. She asked if the meeting information will be on the visual message boards on the buses and if any meetings will be in South San Francisco or Brisbane because one of the changes is to Route 292 which serves that area.

Patricia Niederhufer, Foster City, said she relies on Route 251. She attended the January Board meeting and submitted a petition from riders on Route 251 asking for no changes. There is a plan to eliminate service to the eastern part of the route. The

eastern part of Foster City has three large neighborhoods, an elementary school, day care, shopping center and medical and dental offices. By eliminating the eastern part, of the route it will eliminate service to the senior center in Foster City.

REPORT OF THE CHAIR

Chair Ratto said he might occasionally call upon members to attend community meetings in their cities that are transportation related. He recently asked Ms. Miller to participate in a meeting in San Bruno for the San Bruno Transportation Corridor.

SAMTRANS STAFF UPDATE

Director of Bus Transportation Chester Patton reported:

- CAC recruitment began on February 4 and closes March 1. The application is on the website and back table.
- December performance:
 - Average weekday ridership was 38,230, a 3.7 percent decrease.
 - On-time performance was 88.7 percent.
 - Complaints were low at 191 for the month.
 - Miles between road calls was high at 35,500.
 - Tokens continue to be popular.
 - There were nine missed schedules for the month.

CAC MEMBER COMMENTS/REQUESTS

Ms. Miller asked what the status is of the bus stop at Hillsdale Shopping Center for Routes 390/391 that has been under construction for over a month. She asked if it is possible to put a bench at the stop for Route 140 at Sneath Lane and Monterey in San Bruno.

Peter Loranger said the Route 251 service cuts are by his house and he was not aware of them and they are outrageous.

Mr. Collette said he met Ms. Neiderhufer on the bus and he is totally against Route 251 being eliminated or cut. Foster City needs the service for people to get in and out.

Maureen Hall said she was at Seton Hospital about a month ago and the schedules are very outdated in the lobby.

Mr. Adler said the 511.org site from a smart phone has an access to allow the use of schedule information. The information by Redwood City is accurate, but the real-time information around Menlo Park and Palo Alto seems to mirror schedule departure time. He was happy to hear the audio announcements for the January service changes and it is a good way to catch everyone's attention. On El Camino Real in Redwood City, past the Woodside Bridge, there is a right-turn-only lane where El Camino goes from three lanes to two lanes, the buses have to make a stop by Target, then continue in the far right lane, change lanes into the middle lane, then pull over to make a stop. He asked if there could be a right-turn-only lane exemption or legal way to allow buses to stay in the lane over a painted section to make it easier on the driver.

Mr. Chow said he has been in Hong Kong for the last few months. He terms out in April and has been on the CAC for nine years and hopes his replacement is as passionate as he has been on transportation.

Ms. Pye said she observes her surroundings and when she gets on Route 390 she knows where she is going. She said the scrolling destination information inside the bus could be misleading. The Marguerite Shuttle has changed its schedule to match the arrival of Route 390 at Palo Alto and the driver will wait up to three minutes for the bus and passengers. Ms. Pye said she was on Route 390 at pre-dawn and there was a passenger waiting at a bus stop in Atherton where there are no streetlights and the driver almost passed her up. She suggested a promotional giveaway of a flashing light for these types of instances.

Ms. Gilbert asked when the new Gillig buses will be arriving. Mr. Patton said the last quarter of 2012. Ms. Gilbert said the San Francisco Municipal Transportation Agency is having community meetings on M Line service changes and the flyer is in English, Spanish, Chinese and Russian.

Mr. Koya said he didn't hear any adverse comments about the Route 292 timetable modified in January. The drivers have been paying attention to being on time. Riders on Route 292 are very hopeful the service in and out of San Francisco will remain intact. He said the racks on the buses need to be checked and stocked so there is ample supply of material especially with the upcoming public meetings. He suggested staff board the buses and pass out leaflets and answer questions on the upcoming meetings and changes. He asked if there could be translations of the information on the website. Mr. Koya said the news of the 30 hybrid buses is very encouraging. He thanked Assistant District Secretary Nancy McKenna and Mr. Patton for answering e-mails and being patient with his questions. Mr. Koya said a bus on Route 292 has old Employee of the Year bus card inside the bus.

Ms. McKie said the bus stop at Oak Grove and California Drive in Burlingame is often blocked by delivery trucks. Also, the bus stop sign is bent. Mr. Patton said staff will go out to the stop and survey the area and see what can be done.

LIAISON REPORTS

a. SamTrans Board - Peter Ratto

- The January mobility management report was on fixed-route bus service. Ridership on Route ECR is up. Fare revenue is trending up.
- November multimodal ridership up 4.8 percent for all modes.
- The Board received presentations on FTA Title VI and the Metropolitan Transportation Commission Transit Sustainability Project.

b. SamTrans Accessibility Advisory Committee - Tom Collette

- The Committee met on January 14 and discussed what is done with old shelters when they are replaced and bench replacement. Redi-Wheels is 90 percent on-time.
- He will need a person to replace him when he is termed out in April.
- The next meeting is in March.

- c. **Caltrain Accessibility Advisory Committee - Peter Loranger** – no report
- d. **Peninsula Corridor Joint Powers Board and CAC** - Andy Chow – no report
- e. **Senior Mobility Action Plan** - vacant

NEXT MEETING:

The next meeting will be held March 6, 2013, at 6:30 p.m., 1250 San Carlos Avenue, Bacciocco Auditorium, 2nd Floor, San Carlos, California 94070.

Adjourned at 8:27 p.m.

**SAN MATEO COUNTY TRANSIT DISTRICT
STAFF REPORT**

TO: SamTrans Citizens Advisory Committee

THROUGH: Chester Patton
Director, Bus Transportation

FROM: Michael Eshleman
Planner

SUBJECT: **UPDATE ON SAMTRANS TITLE VI REQUIREMENTS**

ACTION

This report is for information only. No CAC action is required.

SIGNIFICANCE

Staff will give an update on new Title VI requirements as they relate to SamTrans fixed-route service at the March 6, 2013 CAC meeting.

Federal Title VI requirements of the Civil Rights Act 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:

- 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. The new Federal requirements also necessitate transit agencies to seek public input before Board action on the latter three policies. Staff has developed draft the standards and policies and has 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

Staff are revising the draft policies based on public, CAC, and Board input and will submit the final policies to the Board for approval at the March 13 meeting.

The draft standards and policies are attached to this staff report for CAC review.

BUDGET IMPACT

There is no impact on the budget.

BACKGROUND

SamTrans, as recipient of Federal Transit Administration grant assistance, is required to comply with U.S. Department of Transportation Title VI regulations, which prohibit providers of public transportation services to discriminate based on race, color, or national origin. Certain of the requirements apply specifically to public transit providers operating 50 or more fixed-route vehicles in urbanized areas with a population of 200,000 or more; SamTrans meets this threshold.

Prepared by: Michael Eshleman, Planner

650-508-6227

STAFF REPORT ATTACHMENT

SAMTRANS TITLE VI STANDARDS AND POLICIES

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

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy
- System-wide Service Standards
- System-wide Service Policies

Staff has developed draft standards and policies and included them within this document for Board review.

The first policy defines "major service change" as a threshold for when an agency will conduct a thorough analysis of the potential effects of service changes on protected populations. For the second and third policies, agencies are required to define thresholds for when they will find that a fare change or major service change will result in a "disparate impact" on the minority population or a "disproportionate burden" on the low-income population. The last two policies define service standards and policies to be used when determining whether service and amenities are distributed equitably to minority and non-minority routes and facilities.

The Major Service Change Policy, Disparate Impact Policy, and Disproportionate Impact Policy are currently going through public review via a series of four public meetings held throughout the county. Information about the Title VI process, complaint procedures, and the proposed standards and policies are available via the SamTrans website as well by calling the customer service phone number or emailing a dedicated email address.

These policies are in draft form and will be revised based on input from the public and the Board. They will be brought back as final proposals for approval by the Board at the March 13 meeting.

PART 1

MAJOR SERVICE CHANGE POLICY

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

A major service change is defined as:

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

The following service changes are exempted:

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

PART 2

DISPARATE IMPACT POLICY

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

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

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

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

The Disparate Impact Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

PART 3

DISPROPORTIONATE BURDEN POLICY

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

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

The SamTrans Disproportionate Burden Threshold to determine if the adverse impacts of a major service change (as defined in the first part of this document) or a fare adjustment is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

PART 4

SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in The Federal Transit Administration's (FTA) Circular 4702.1B SamTrans must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. These service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service. In some cases, these standards differ from standards used by SamTrans for other purposes.

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards for the following indicators. Individual public transportation providers set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry:

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

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

- Coastal: Routes serving the coastal community – from Half Moon Bay to Pacifica, excluding those routes which link Pacifica to Daly City.
- Community: Infrequent, community-specific routes which do not operate during off-peak hours.
- Local: Routes designed to carry passengers between major passenger hubs, employment centers, and residential neighborhoods.
- Multi-city: Routes serving multiple cities, including some offering express or late-night service.
- Mainline: Long-distance routes serving significant portions of the county, generally at higher frequency.

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

Exhibit 1: Routes by Category

Category	Routes
Coastal	14, 16, 17, 294
Community	24, 35, 36, 38, 43, 46, 53, 54, 55, 58, 72, 73, 83, 85
Local	110, 112, 118, 120, 121, 122, 123, 130, 132, 133, 140, 141, 250, 251, 260, 262, 270, 271, 274, 280, 281
Multi-City	295, 296, 297, 359, 397, KX
Mainline	292, 390, 391, ECR

SamTrans also defines service standards differently for peak and off-peak service. "Off-peak" refers to weekday midday and evening service, as well as Saturday, Sunday, and Holiday service.

A. VEHICLE LOAD

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

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

SamTrans calculates Vehicle Load Factor by dividing the average peak passenger load on each route by the number of seats on the type of bus typically assigned to that route. Vehicle Load Factor is monitored regularly to ensure customer comfort and to determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. Vehicle Load Factor standards are presented in the exhibit below.

Exhibit 2: Vehicle Load Factor Standards

Category	Peak	Off-Peak
Coastal	1.25	1.00
Community	1.50	N/A
Local	1.25	1.00
Multi-City	1.25	1.00
Mainline	1.50	1.25

B. VEHICLE HEADWAY

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

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., four buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her

destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes that have the highest load factors.

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

Exhibit 3: Vehicle Headway Standards

Category	Peak	Off-Peak
Coastal	90 minutes	90 minutes
Community	60 minutes	N/A
Local	60 minutes	60 Minutes
Multi-City	60 minutes	60 Minutes
Mainline	30 minutes	60 minutes

C. ON-TIME PERFORMANCE

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

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

measured against the level of performance for the system. For example, a transit provider might define on-time performance as 95 percent of all runs system-wide or on a particular route or line completed within the allowed "on-time" window.

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

Exhibit 4: On-Time Performance Standards

Category	Peak	Off-Peak
Coastal	85 percent	85 percent
Community	85 percent	N/A
Local	85 percent	85 percent
Multi-City	85 percent	85 percent
Mainline	85 percent	85 percent

D. SERVICE AVAILABILITY

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

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

SamTrans' goal is to ensure 70 percent of county residents live within walking distance (i.e., one quarter mile) of a bus stop. SamTrans service is particularly strong in communities with significant minority and low-income populations. Transit access is determined by mapping all active bus stops within the system and then calculating the population (based on 2010 Census data) within one-quarter mile radii of those stops. This information is then compared to the total county population.

DRAFT

PART 5

SYSTEMWIDE SERVICE POLICIES

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

- A. Vehicle Assignment
- B. Transit Amenities

A. VEHICLE ASSIGNMENT

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

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

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

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

All buses have the same level of amenities available to riders. Coaches are distributed among the various depots according to the number of operator runs assigned to each depot. The specific type of vehicle is then chosen by the operator based on the demands of the specific schedules he/she will be operating that day (i.e., shorter buses

are used on routes with tighter turning motions, articulated coaches are used on routes with higher ridership). All 29-foot buses are assigned to Route 17, which operates along the coast and generally has lower ridership and features difficult turning motions at certain points along the route. SamTrans is expecting delivery of new diesel-hybrid coaches in the next several years. Those new buses will be assigned in such a manner to ensure they are distributed equitably among the communities SamTrans serves.

In short, buses are not assigned to specific communities within San Mateo County based on vehicle age or size but rather to serve specific routes that call for them based on the needs of that route. Many of the routes and runs serve multiple communities with diverse populations. Given SamTrans' strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality.

B. TRANSIT AMENITIES

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

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

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

Bus Shelters

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

- Stops where more than 200 passengers board each day.
- 75 percent of shelters shall be located in Census Tracts on routes associated within urbanized areas.
- Distribution of shelters county-wide should match the distribution of minority Census tracts.
- Locations for shelters with advertisements are chosen by the vendor based on the visibility and traffic.

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

Bus Stop Benches

Benches are considered for installation based on the following criteria:

- Stops where more than 200 passengers board each day.
- Distribution of benches county-wide should match the distribution of minority Census tracts.

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

Trash Receptacles

Trash receptacles are considered for installation based on the following criteria:

- Stops where over 200 passengers board each day.
- Distribution of trash receptacles county-wide should match the distribution of minority Census tracts.

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

Next Bus Arrival Signage

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

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

If and when SamTrans is in a position to introduce a comprehensive, system-wide electronic signage program, new policies will be developed to ensure equitable siting.

**SAN MATEO COUNTY TRANSIT DISTRICT
STAFF REPORT**

TO: Citizens Advisory Committee

THROUGH: Chester Patton
Director, Bus Transportation

FROM: Nancy McKenna
Assistant District Secretary

SUBJECT: **CITIZENS ADVISORY COMMITTEE MEETING DATES**

ACTION

Staff recommends that the CAC:

- Move the April 3 meeting to the week of March 25.
- If requested by the CAC, move the remainder of 2013 up one week.

SIGNIFICANCE

At the February 13, 2013 the SamTrans Board approved moving their 2013 Board meeting schedule from the second Wednesday of the month to the first Wednesday of the month due to Chair Carole Groom's appointment to the California Coastal Commission. Staff feels there is a need to move the April 3 meeting up one week to allow for CAC comments and input on the SamTrans Service Plan prior to the public hearing at the Board meeting on April 3 at 2 p.m.

At this time, staff foresees no conflicts with upcoming items, but, if the CAC feels it would be beneficial for their meetings to be a week prior to the Board meeting for the remainder of 2013. Staff will poll the members and find a day of the week that works one week prior to the Board meeting if the CAC chooses to move the meeting date.

BUDGET IMPACT

There is no impact on the budget.

BACKGROUND

The SamTrans CAC Statement of Purpose of the CAC states:

"The day and time of the Regular Meetings shall be established by a majority vote of the CAC members. This day and time may be changed from time to time at the discretion of the CAC members by a majority vote. The CAC shall communicate any change in the day and time of the Regular Meeting to the District Secretary in writing, allowing sufficient time to provide public notice of such change."

Prepared By: Nancy McKenna

650-508-6279