



Title VI Equity
Analysis

Youth Unlimited Fare

July 2022

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SamTrans

Title VI Equity Analysis: Youth Unlimited Fare

■ SUMMARY

The Youth Unlimited Pilot Program has provided free SamTrans bus fares for Socioeconomically Disadvantaged (SED) students, as defined by the California Department of Education. SED students include students that are eligible for the free and reduced-price meal program, students experiencing homelessness, foster youth, migrant students, and students whose parents did not graduate high school. There are approximately 30,000 SED students in San Mateo County. The goals for this new fare product included:

1. Reduce transportation costs for low-income families;
2. Attract new or more frequent SamTrans riders and improve mobility options for low-income families; and
3. Understand the operational impacts of providing free fares to some or all youth.

The pilot program launched on January 1, 2022 in partnership with the San Mateo County Office of Education. The San Mateo County Transit District (District) worked with the Office of Education to acquire contacts and gauge interest from every public school district and charter school in San Mateo County. The Palo Alto Unified School District was also included because it serves a small group of San Mateo County residents. A total of 32 school districts and charter schools signed up to participate in the pilot program. Each participating school district and charter school was asked to sign a Memorandum of Understanding (MOU) with the District outlining the responsibilities of each party for the pilot program. A paper "flash pass" was created for fare enforcement and ridership count purposes. The pilot program was originally planned for a duration of six months; however, it was extended for an additional two months (through August 2022) to cover the summer break and to enable more robust data analysis. A survey was completed by approximately 300 participants or their parents between March and April 2022. An extension was approved by the Federal Transit Administration (FTA) Region IX Civil Rights Office to allow for the pilot program to operate for an extra two months, for a total of eight months, before Board consideration of a fare equity analysis and related fare structure decision.

Staff evaluated the pilot program, and, based on the program's success in reaching its goals, staff recommends that the Youth Unlimited Pass continue as a permanent fare product and replace the discounted Youth Monthly Pass previously sold for use by low-income students.

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. SamTrans has committed to the Title VI objectives set forth in the FTA Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

As a federal grant recipient, the District is required to maintain and provide to the FTA information on District compliance with the FTA's Title VI regulations. At a minimum, the

District must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Additionally, the District must ensure compliance by evaluating service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including disparate impacts on minority populations and/or disproportionate burdens on low-income populations. The indices of discrimination that could be monitored for disparate impacts include fare structures that could consistently cause minority-group riders to bear a higher fare burden than the overall riding public.

The Youth Unlimited Pass consists of a new fare product that will be permanently implemented at the beginning of the 2022 school year. This assessment analyzes the proposed fare product and any potential impacts on minority and low-income passengers. It includes a summary of related public outreach, materials provided for Limited English Proficient (LEP) populations, and information on public comments received.

■ BACKGROUND

SAMTRANS OVERVIEW

The District provides SamTrans fixed route bus service, as well as complementary ADA and non-ADA paratransit and shuttle services in San Mateo County, California. The 446-mile area also includes routes to San Francisco and Palo Alto. With its diverse service area, SamTrans contains both dense urban and suburban landscape with residents from an array of different backgrounds. Prior to COVID-19, SamTrans operated approximately 78 routes throughout San Mateo County and San Francisco County. **Attachment 1** is a copy of the SamTrans Service Map. **Attachment 2** contains combined minority demographic maps where the minority population is broken out by block group using US Census 2017 American Community Survey (ACS) Data. Minority census tracts are defined as those in which the minority population exceeds the system-wide minority average of 50%. **Attachment 2** also contains low-income demographic maps where the service area's low-income population is broken out by block group using ACS data. Low-income block groups are defined under SamTrans's 2019 Title VI Program as those in which more than 10% of households have incomes under \$25,000.

■ FARE PROPOSAL

CURRENT FARES

SamTrans fares are based on one-way trips regardless of the distance. A matrix of SamTrans's existing fare chart [can be found on the SamTrans website](#). SamTrans customers pay fares with cash, a mobile app (SamTrans Mobile App), a Clipper® card, tickets, a monthly pass, or a day pass. SamTrans fare structure includes "Eligible Discount" fixed-route fares for seniors, customers with disabilities, and Medicare cardholders. Youth riders (those between the ages of 5 and 18) also receive the same discounted fares. None of the proposed adjustments relate to paratransit fares or express bus fares.

PROPOSED FARES

This Fare Equity Analysis analyzes the following proposed fare changes:

1. **Make the Youth Unlimited Pass a permanent fare product; and**
2. **Remove the Discounted Youth Local Monthly Pass, which will no longer be needed.**

The Youth Unlimited Pass will continue to be distributed by the SamTrans Administrative Office to participating school districts and schools and will be available on the Clipper card rather than as a paper "flash pass".

Currently, the Discounted Youth Local Monthly Pass, priced at \$22, is available only to students enrolled in their schools' free lunch programs. Students who are eligible for the Discounted Youth Local Monthly Pass will have access to the new free Youth Unlimited Pass, making the Discounted Youth Local Monthly Pass superfluous.

At the same time that the Board of Directors considers the change described above, it will also be asked to make available a new rolling Local 31-Day Ticket to riders in all fare categories (Adult, Youth and Eligible Discount) through qualified schools and social service agencies pursuant to agreement with the SamTrans Administrative Office. The Local 31-Day Ticket is not included in this Fare Analysis as these limited paper service tickets are not available for purchase by the general public.

Table 1 shows the current Fare Structure with the Discounted Youth Local Monthly Pass. The fare products in the Other Products category are separate from the Fixed-route Service fare products that can be found on the [SamTrans website](#). The Fixed-route Service fare product price amounts remain the same with the addition of the Youth Unlimited Pass and Local 31-Day Ticket.

Table 1: Current Fare Structure: Other Products

| Other Products | | | |
|-------------------------------------|---|-------------------------|--|
| Product | Payment Options | Category | Current |
| Local One-way 10-Ticket Book | SamTrans Sales Outlets | Adult | \$22.50 |
| | | Youth | \$11.00 |
| | | Eligible Discount | \$11.00 |
| Discounted Youth Local Monthly Pass | Limited Paper Pass thru School Lunch Program | Youth | \$22.00 |
| Summer Youth Pass | Mobile app, www.samtrans.com , SamTrans Administrative Office | Youth | \$40.00 |
| Way2Go Pass | Pursuant to agreement with SamTrans Administrative Office | Educational Institution | \$35 per semester / \$70 per year (\$2,500 annual minimum) |
| | | Employer | \$75 per year (\$2,500 annual minimum) |
| | | Residential Complex | \$40 per year (\$2,500 annual minimum) |

In **Table 2** below, an updated Fare Table reflects the proposed addition of the Youth Unlimited Pass and Local 31-Day Ticket. These programs are designed to increase equitable access to public transportation within San Mateo County. Each of these programs provides an overall benefit to SamTrans Title VI Fare Equity Analysis- July 2022

the community, with costs borne exclusively by the District. As there are no additional costs to riders, alternatives were not considered in this analysis. The complete Proposed Fare Structure can be found in **Attachment 4**.

Table 2: Updated Fare Structure: Other Products

| Product | Payment Options | Category | Current |
|------------------------------|---|--|--|
| Local 31-Day Ticket | Pursuant to agreement with SamTrans Administrative Office | Adult | \$65.60 |
| | | Youth/Eligible Discount | \$27.00 |
| Local One-way 10-Ticket pack | SamTrans Sales Outlets, SamTrans Administrative Office | Adult | \$22.50 |
| | | Youth/Eligible Discount | \$11.00 |
| Summer Youth Pass | Mobile app, www.samtrans.com , SamTrans Administrative Office | Youth | \$40.00 |
| Youth Unlimited Pass | Pursuant to agreement with SamTrans Administrative Office | Socio-Economically Disadvantaged Youth | Free |
| Way2Go Pass | Pursuant to agreement with SamTrans Administrative Office | Educational Institution | \$35 per semester / \$70 per year (\$2,500 annual minimum) |
| | | Employer | \$75 per year (\$2,500 annual minimum) |
| | | Residential Complex | \$40 per year (\$2,500 annual minimum) |

■ SAMTRANS TITLE VI POLICIES

The Federal Transit Administration updated its Title VI of the Civil Rights Act of 1964 guidance in October 2012, through FTA Circular 4702.1B. This guidance requires that the governing authority of each federally assisted public transportation provider adopt three policies including:

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

The District adopted its policies based on a number of factors, including existing policies already in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. The District published its policies for public review in January 2013 and conducted significant public outreach to solicit input. Following public engagement, the District revised the policy proposals and the Board of Directors adopted the revised policies at the March 13, 2013 meeting. The adopted policies follow and are included in **Attachment 3**.

MAJOR SERVICE CHANGE POLICY

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. An Equity Analysis completed for a major service change must be presented to the Board prior to adoption. A major service change is defined as a reduction or increase of 25 percent or more in total vehicle revenue miles in service on any

specific route over a one-week period.

DISPARATE IMPACT POLICY

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

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

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

In the course of performing a Title VI Equity Analysis, the District must analyze how the proposed action would impact minority populations as compared to non-minority populations. In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted Disparate Impact Threshold – or that benefits non-minorities more than minorities with a disparity that exceeds the adopted Disparate Impact Threshold – the District must demonstrate that a substantial legitimate justification that cannot otherwise be accomplished and that the proposed change is the least discriminatory alternative.

The SamTrans Disparate Impact Threshold, which determines whether the impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment are significant enough to require further analysis, is established at 20 percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority populations compared to the same impacts borne by non-minority populations.

DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. Per FTA Circular 4702.1B:

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

At the conclusion of the analysis, if the transit provider finds that low-income populations will bear a disproportionate burden of the proposed [fare/]service change, the transit provider should take steps to avoid, minimize or mitigate impacts where practicable. The provider should describe alternatives available to low-income populations affected by the [fare/]service changes.

The District's Disproportionate Burden Threshold, which determines whether the adverse impacts of a major service change (as defined in the Major Service Change Policy) or a fare adjustment is significant enough to require mitigation, is established at 20% percent based on the cumulative impact of the proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

PUBLIC ENGAGEMENT FOR POLICY DEVELOPMENT

FTA Circular C 4702.1B requires transit agencies to seek public input before Board action to adopt the Disparate Impact and Disproportionate Burden policies. Staff received public input through four community meetings throughout the county to further develop the District's Major Service Change, Disparate Impact and Disproportionate Burden policies. Comments were also made through the mail, telephone, and the dedicated e-mail address of TitleVI@samtrans.com. The community meetings were held:

- Tuesday, Feb. 12, 2013 6:30 p.m. to 8 p.m.
Pacifica Sharp Park Library
104 Hilton Way, Pacifica
- Tuesday, Feb. 19, 2013 6:30 p.m. to 8 p.m.
War Memorial Activity Room
6655 Mission St., Daly City
- Thursday, Feb. 21, 2013 10:00 a.m. to 11:30 a.m.
SamTrans Offices
1250 San Carlos Ave., San Carlos
- Monday, Feb. 25, 2013 6:30 p.m. to 8 p.m.
Lewis and Joan Platt East Palo Alto Family YMCA
550 Bell St., East Palo Alto

A total of 15 members of the public participated in the meetings, providing valuable comments for staff. Upon receipt of the input from meeting attendees, staff revised the proposals for its standards and policies and submitted them for Board approval. The Board of Directors approved the Policies on March 13, 2013.

More information regarding SamTrans's Title VI policies and standards can be found here: <http://www.SamTrans.com/riderinfo/TitleVI.html>

■ EQUITY EVALUATION OF PROPOSED CHANGE – YOUTH UNLIMITED PASS

In accordance with 49 CFR Section 21.5 (b) (2), 49 CFR Section 21.5 (b) (7) and Appendix C to 49 CFR part 21, grantees must evaluate all non-exempt fare changes to determine whether those changes have a discriminatory impact on minority or low-income populations.

In performing this analysis, District staff concluded that adding the Youth Unlimited Pass to replace the Discounted Youth Local Monthly Pass **would not have a disparate impact on minority customers, nor impose a disproportionate burden on low-income customer's based on the SamTrans Policies.**

FARE EQUITY METHODOLOGY OVERVIEW

Based on FTA Circular 4702.1B, for proposed changes to fares by payment type or fare media, the District should analyze any available information generated from ridership surveys that indicate whether minority and/or low-income passengers are more likely to use the payment types subject to the proposed change and the associated fare changes resulting from the change. If the difference in the percentage change experienced between minority riders and non-minority riders is greater than 20%, that would suggest that the fare change would result in disparate impacts on minority populations. Further, if the percentage difference in the change experienced between low-income riders and non-low-income riders is greater than 20%, that would suggest that the fare change would result in a disproportionate burden to low-income populations. A difference of less than 0% (any negative percentage) would indicate that the fare change would benefit those populations more than the others.

The analysis and methodology for this study rely upon data from both the “Youth Unlimited Fare Survey” and the SamTrans 2021 Triennial Survey as Youth Unlimited Fare Survey yielded a relatively small sample size.

The methodology developed to analyze the impact of the fare proposal on minority populations compared to non-minority populations, and low-income populations compared to non-low-income populations, included the following steps:

1. Analyzing the percentage of the proposed fare discount on the Discounted Youth Local Monthly passes compared with the breakdown of system-wide fare payment methods.
2. Approximating the threshold for low-income status as those with an annual household income at or below 200 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines in 2021.
3. Defining the term “minority” to mean those who self-identified as any ethnicity other than “white” alone in the SamTrans 2021 Triennial Survey and Youth Unlimited Fare

Survey.

4. Using SamTrans 2021 Triennial Survey data, Youth Unlimited Fare Survey data, and current and proposed changes to the Fare Structure to determine if the proposed fare changes will have a disparate impact or disproportionate burden on minority or low-income populations, respectively, based on the agency's associated policies.

POTENTIAL ADVERSE EFFECTS

Typically, adverse effects associated with a fare change relate to the cost increase of a transit trip, fare or fare media. The Youth Unlimited Pass will provide discounts to eligible youth riders with little or no impact on other ridership. Accordingly, this analysis does not anticipate any potential adverse effects to current or potential riders. Rather, the expansion of new fare product would create an overall benefit for the ridership by offering a reduced fare for eligible low-income youth.

DATA USE AND ANALYSIS

For purposes of examining the fare payment behavior, the following data was used:

- The Youth Unlimited Fare Survey contains pilot program participant demographics that include ethnicity, race, and household size. A total of 329 surveys were completed by pilot participants. The useable sample size is 322 and allows for a program specific analysis. This cross section of income and household data provides a more accurate profile of low-income SamTrans riders.
- The SamTrans 2021 Triennial Survey contains information on customers' riding behavior including fare usage, ethnicity, income, household size and other fare related information. This is the most comprehensive survey since the beginning of the COVID-19 pandemic. The fieldwork for the 2021 Triennial Survey was conducted between September and November 2021. A total of 2,370 surveys were completed by SamTrans riders. Given the size and scope of the 2021 SamTrans system-wide onboard customer survey (2,370 total respondents with a margin of error of +/- 1.34 percent at a confidence level of 95 percent), the data generally can be used to develop cross-tabulations to conduct in-depth analysis regarding the potential impact of the proposal on minority and low-income populations.
- For both the SamTrans 2021 Triennial Survey and the Youth Unlimited Fare Survey, "minority" respondents includes riders who self-identified as Asian, Pacific Islander, Middle Eastern, Hispanic (non-White), Black/African American, American Indian/Alaskan Native and Mixed. "Non-minority" is defined as white. Both surveys break down Asian into Filipino, Chinese, Vietnamese, and Indian/Pakistani. This question is not mandatory. However, multiple answers were accepted for this question.
- For the analysis using the SamTrans 2021 Triennial Survey, a rider is identified as "low-income" if the rider's household income is under 200% of the federal poverty level. This is

used to account for the region's higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income combinations that comprise "low-income" as follows:

| HHS 2021 Poverty Guidelines | |
|------------------------------------|-------------------------|
| LOW INCOME | |
| Household Size | Household Income |
| 1+ | Under \$26K |
| 2+ | Under \$35K |
| 3+ | Under \$45K |
| 4+ | Under \$55K |
| 5+ | Under \$65K |

For example, a household of two or more persons with an income of \$33,000 would be considered low-income and meet the income requirements of SED program participation.

Data Assumptions:

- Even though the SamTrans 2021 Triennial Survey data is a robust set, some passengers preferred not to reveal their ethnicity, income, age, fare type, fare category, and/or household size. Based on the available data, the useable data set includes those who responded to all questions. While it would have been ideal for all riders to have responded to all of the questions, excluding some data from the evaluation is not a significant detriment to comprehensive evaluation.
- Similarly, the Youth Unlimited Fare Survey useable data includes information from those who responded to the ethnicity question. Given the requirements for participation in the Youth Unlimited Pilot Program, the assumption is that all received surveys represent low-income populations and the Youth fare category.
- The Average Fare Analysis compared income, household, fare, fare type and ethnicity status across fare categories (Adult, Youth, and Eligible Discount). Similarly, the useable data for this analysis includes responses to all of these questions. Express and Way2GoPass figures were not included.

ANALYSIS METHODOLOGY

The Fare Equity Analysis uses an FTA-approved methodology to assess the effects of a fare change. This methodology assesses whether protected riders are disproportionately more likely to use the affected fare type or media, and if such effects are adverse. In accordance with the Disparate Impact Policy and Disproportionate Burden Policy, impacts will be considered disproportionate when the difference between the affected fare types' protected ridership share and the overall system's protected ridership share is greater than 20%.

In addition, an Average Fare Analysis was conducted to assess the impact of the discount as it

relates to other fare types and fare categories, as further described below.

FARE EQUITY ANALYSIS FINDINGS

Disproportionate Burden Analysis

This analysis examines the impacts of the fare change on low-income riders using both the Youth Unlimited Fare Survey data and the SamTrans 2021 Triennial Survey.

Table 3: Low-Income vs. Non- Low-Income Ridership

| | Low-Income | Non-Low-Income | Total | Sample Size |
|--|------------|----------------|-------|-------------|
| All Riders | 63.34% | 36.66% | 100% | 1173 |
| Youth Unlimited Fare | 100% | 0% | 100% | 322 |
| <i>Difference from all Riders</i> | -33.66% | 33.66% | -- | -- |

Any child under the age of 18 and part of the SED program is eligible for a free Youth Unlimited Pass. Given the income restrictions for this program, the participants of the survey are all considered low-income. The dataset indicates that low-income riders will receive 100% of the benefit from Youth Unlimited Fare Program. This exceeds the share of low-income riders in the SamTrans system as a whole. **As a result, the introduction of this new fare would not place a disproportionate burden on SamTrans low-income riders, but in fact results in a disproportionate benefit to low-income riders.**

Disparate Impact Analysis

This analysis examines the impacts of the fare change on minority riders using both the Youth Unlimited Fare Survey data and the SamTrans 2021 Triennial Survey.

Table 4: Minority vs. Non-Minority

| | Minority | Non-Minority | | Sample Size |
|--|---------------|--------------|------|-------------|
| All Riders | 84.14% | 15.87% | 100% | 1173 |
| Youth Unlimited Fare | 93.13% | 6.88% | 100% | 322 |
| <i>Difference from all Riders</i> | -8.99% | 8.99% | -- | -- |

Table 5: Low-Income Minority vs. Low-Income Non-Minority

| | Minority | Non-Minority | | Sample Size |
|--|---------------|--------------|------|-------------|
| All Riders | 90.17% | 9.83% | 100% | 743 |
| Youth Unlimited Fare | 93.12% | 6.88% | 100% | 322 |
| <i>Difference from all Riders</i> | -2.95% | 2.95% | -- | -- |

The Youth Unlimited Pass minority ridership exceeds the share of minority riders in the SamTrans system as a whole. The two tables above compare the Youth Unlimited Fare Survey ridership results with the overall ridership from the SamTrans 2021 Triennial Survey. Minority riders and minority low-income riders would more likely benefit from the Youth Unlimited Fare and **therefore, the discounted fare would not result in a disparate impact on minority riders.**

AVERAGE FARE ANALYSIS METHODOLOGY

As the Youth Unlimited Pass will replace the Discounted Youth Local Monthly Pass, an Average Fare Analysis was also conducted. The proposed change only affects the Youth Fare Category and the Discounted Youth Local Monthly Pass. The analysis was done to assess whether the changes would lead to an overall disparate impact or disproportionate burden when compared with other fare categories.

The “Average Fare Analysis” is the comparative tool used to determine the impact to minority and low-income riders by analyzing specific ridership and fare payment changes along with the impacts associated with changes in each fare category. The model usually compares “unit fares” among many fare types. This analysis used this Average Fare Analysis to incorporate the Adult fare category and Eligible Discount fare category users among all fare products.

The analysis provides a disaggregation of income and ethnicity within each fare category and fare type. This includes a comparison of the current fare with the proposed fare. The Average Fare Analysis also provides the percentage change between the existing and proposed fare structures by fare type, for ridership income and minority status, to assess whether the proposed fare change will fall within the thresholds (20% established by the District's Disproportionate Burden and Disparate Impact Policies).

To determine the comparative percentage change for each fare and rider group, the number of survey respondents is multiplied by the ridership in each fare and rider group. This number is then multiplied by both the existing fare as well as the proposed fare so that the difference between the two can be examined. Those totals are then added up respectively and the difference between the total existing fare and the total proposed fare for each group (including minority passengers, non-minority passengers, low-income passengers and non-low-income passengers) is then translated into a percent change. These percent changes are then compared with each passenger type's overall ridership to determine whether the impact of the fare increase is felt proportionally to the overall ridership, or rather, whether a disparate impact and/or disproportionate burden exists.

Table 6 shows the calculated average fare difference between the current annual and proposed annual fare. Tables 7 and 8 calculate the difference of the proportional change of the impact of the fare change. **The difference in impact for all protected groups is below the Disparate Impact/Disproportionate Burden thresholds and, therefore, there is no disparate impact or disproportionate burden.**

Table 6: Comparison of Average Fare and Proposed Annual Fare

| | Minority | Non-Minority | Low-Income | Non-Low-Income |
|-------------------------------------|--------------------------|-------------------------|-------------------------|-------------------------|
| Total Current Average Fare | \$ 90,378,6398.79 | \$ 12,229,201.55 | \$ 79,025,955.64 | \$ 23,581,884.70 |
| Average Current Annual Fare | \$ 18.48 | \$ 15.45 | \$ 19.53 | \$ 14.41 |
| | | | | |
| Total Proposed Average Fare | \$ 65,426,599.39 | \$ 10,387,704.68 | \$ 52,231,819.38 | \$ 23,581,884.70 |
| Average Proposed Annual Fare | \$ 13.38 | \$ 13.12 | \$ 12.91 | \$ 14.41 |
| | | | | |

Table 7: Comparison of Average Fare and Proposed Annual Fare: Minority and Non-Minority

| | Minority % | Minority # | Non-Minority % | Non-Minority # |
|--|------------|-------------------|----------------|-------------------|
| Total Change in Fare per Group | -100% | \$(24,952,039.39) | -100% | \$ (1,842,096.87) |
| Average Change in Fare Group | | \$ (5.10) | | \$ (2.33) |
| % Change as Percent of Fare Change | | 93.125% | | 6.875% |
| % Ridership from Survey | | 86.07% | | 13.93% |
| Difference of Proportional Impact of Fare Change | | 7.06% | | -7.06% |
| Difference between Protected Class and non-Protected Class | 0% | | 0% | |

Table 8: Comparison of Average Fare and Proposed Annual Fare: Low-Income and Non-Low-Income

| | Low Income% | Low-Income # | Non-Low-Income % | Non-Low- Income # |
|--|-------------|--------------------|------------------|-------------------|
| Total Change in Fare per Group | -100% | \$ (26,794,136.25) | -100% | \$ (0) |
| Average Change in fare Group | | \$ (6.62) | | \$ (0) |
| % change as percent of fare change | | 100% | | 0 |
| % ridership from survey | | 71.20 | | 28.80 |
| Difference of Proportional Impact of Fare change | | 28.80% | | -28.80% |
| Difference between Protected Class and non-Protected class | 0% | | 0% | |

A full Average Fare Table can be found in **Attachment 5**. In addition, a complete evaluation report of the Youth Unlimited Pilot Program can be found in the [Youth Unlimited Pilot Program Evaluation Report](#).

■ PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

DISSEMINATION OF INFORMATION, INCLUDING TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS

FTA Circular 4702.1B requires transit agencies to seek public input before Board approval for Major Service Changes or Fare Changes. The SamTrans's public participation process offers early and continuous opportunities for the public (including minorities and people with low incomes) to be involved in the identification of potential impacts of proposed transportation decisions. Efforts to involve minority and low-income populations include both comprehensive measures and measures targeted at overcoming language and other barriers that prevent such populations from effective participation in decision-making.

District staff began outreach to San Mateo County schools for implementation of the Youth Unlimited Pilot Program in January 2022. With close collaboration with the schools and districts, passes were distributed to eligible students. The District's public information campaign began in January 2022 with the creation of [a website](#) that is available in multiple languages via automatic translation.

A pilot program participant survey was conducted during March 2022 and was available in English, Spanish, and Chinese. The survey was sent to participating schools that distributed the surveys. The students or their parents/guardians could fill out the survey. Approximately 63 (19.6%) of the surveys were completed in Spanish, 256 (79.8%) surveys in English and two (.6%) in Chinese. Approximately 19.6% of the survey participants indicated that they spoke English either "Not Well" or "Not at all." When asked whether English was spoken at home, 29% of the respondents indicated that it was spoken "Not well" or "Not at all."

PUBLIC OUTREACH

On May 24, 2022, the District held a Virtual Community Meeting in both Spanish and English. Email and social media posts were sent to over 80 contacts. Three individuals attended. The Facebook event invite, Facebook post and Twitter post can be found in **Attachment 6**. The English and Spanish presentations can be found on the [Youth Unlimited Program homepage](#). No requests for translation or interpretation in languages other than Spanish were received, so translation and interpretation in other languages was not offered.

In addition, emails announcements were sent to contacts at 55 schools. The list of schools and school districts can be found in **Attachment 7**.

Staff also presented the Youth Unlimited Fare Evaluation at the June 1, 2022 District Board of Directors meeting.

The District's public participation process included measures to disseminate information on the proposed service changes to LEP persons, as well as at public hearings and meetings. The SamTrans Customer Service Center offers foreign language translation service via in-house translators and the Language Line.

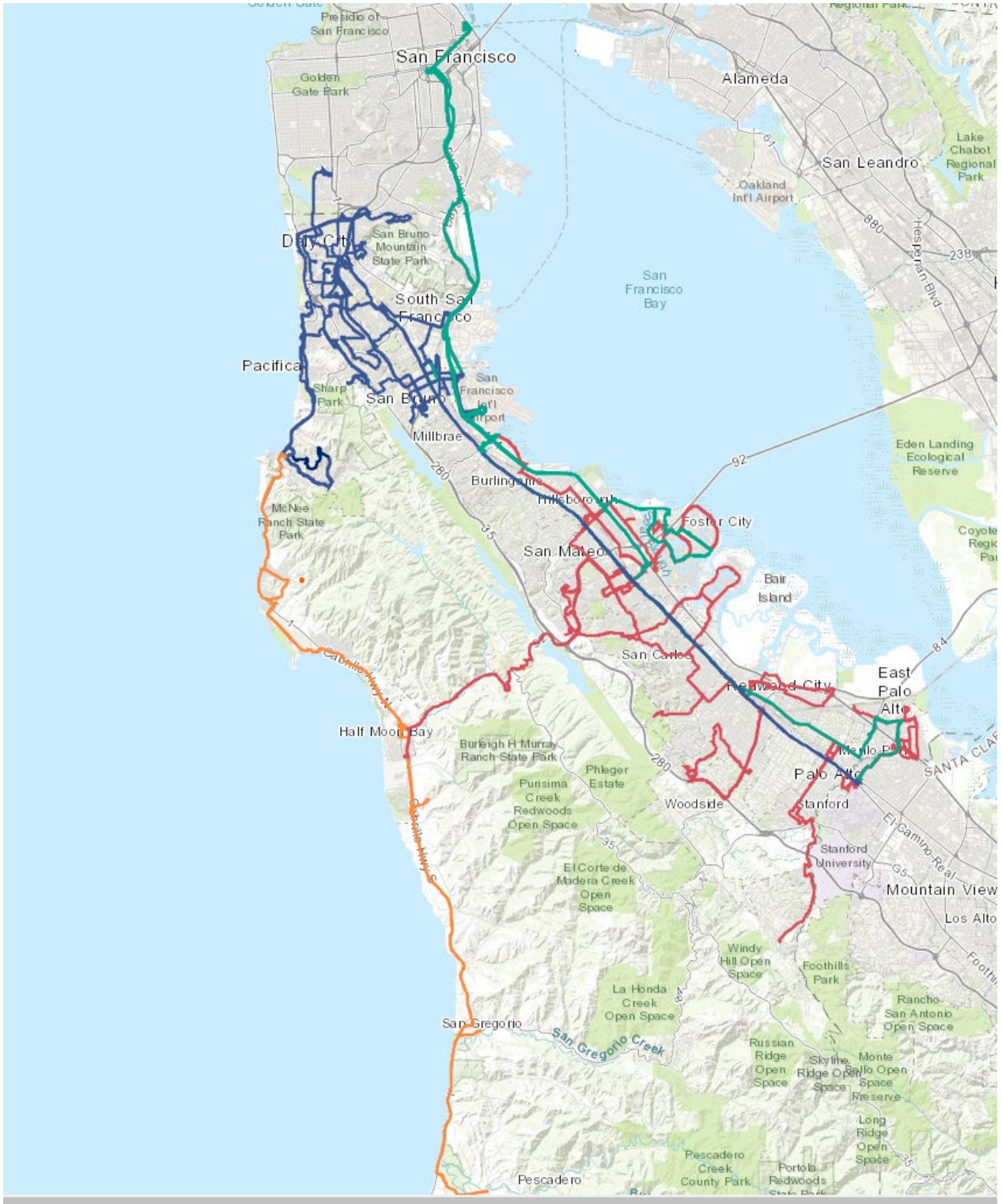
PUBLIC COMMENTS

Summary of Comments

As of June 1, 2022, SamTrans received a total of 138 comments from the various forms of outreach. One comment was provided through the Virtual Community Meeting (**Attachment 8**) and another during the SamTrans Board of Directors meeting in June. One hundred and thirty-six comments were also submitted through the open-ended question requesting feedback in the survey. All comments received that were relevant to Youth Unlimited Fare were in support of continuation of the program.

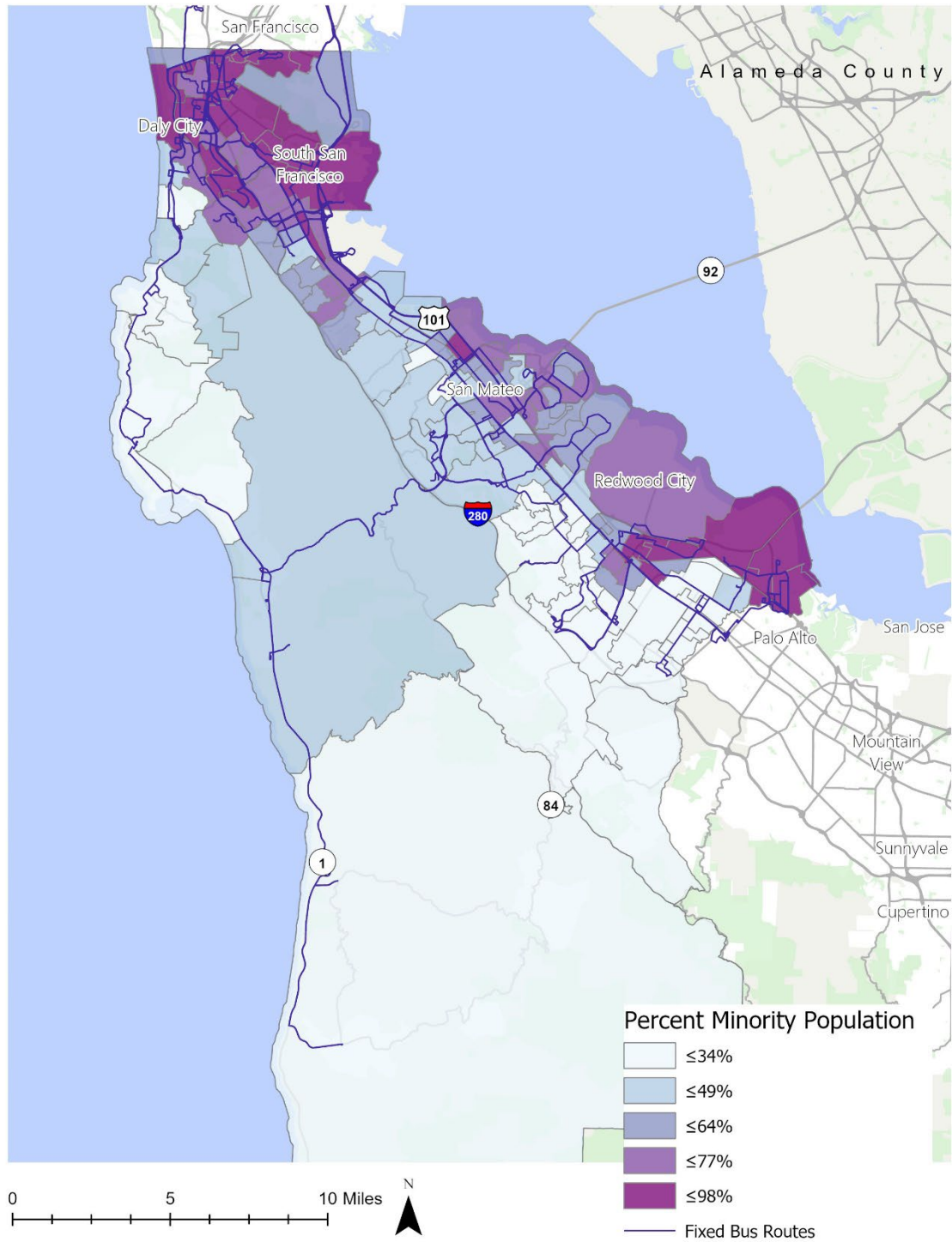
ATTACHMENT 1 – SAMTRANS SYSTEM MAP

SamTrans System Map

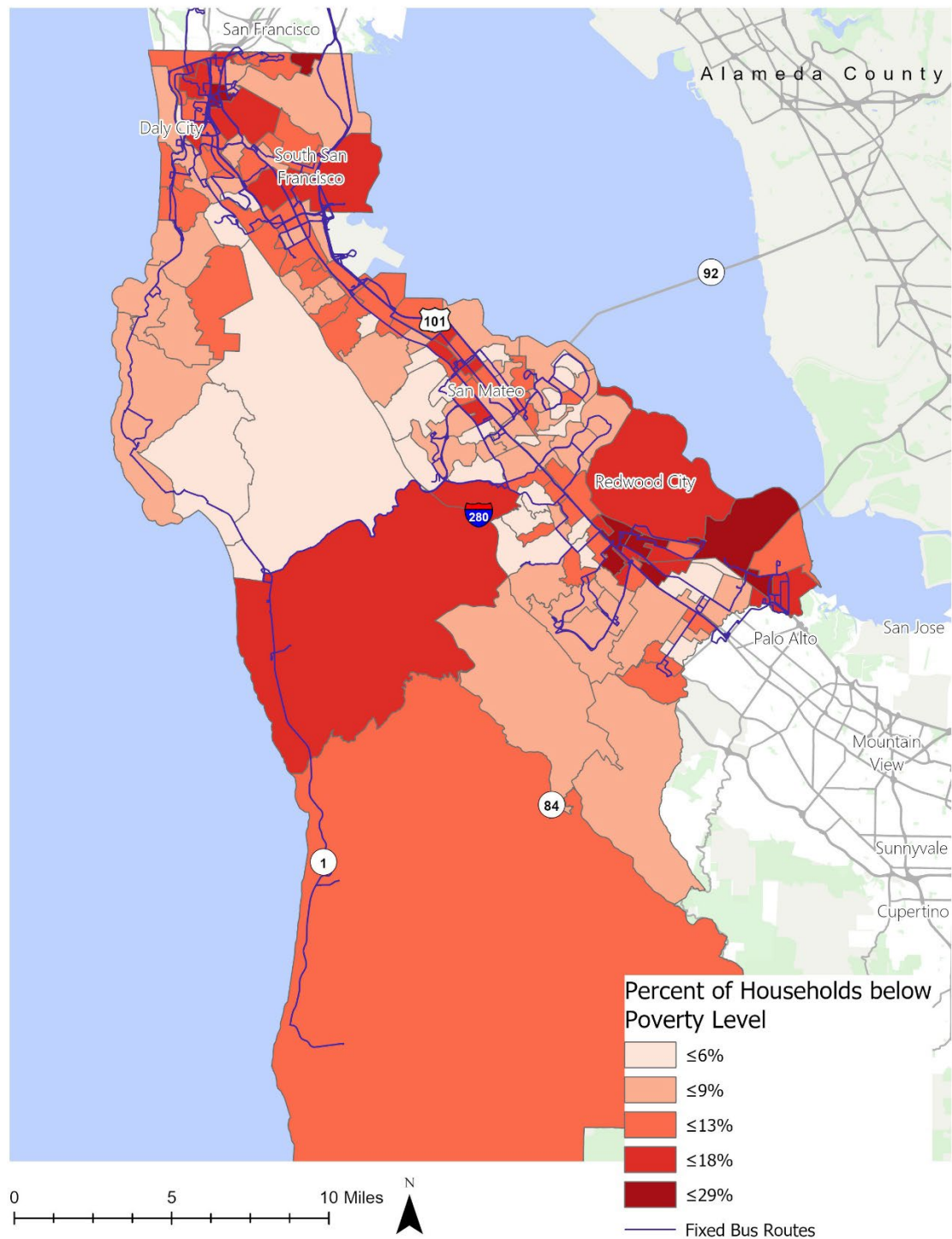


**ATTACHMENT 2 –
SERVICE AREA DEMOGRAPHICS: MINORITY AND
LOW-INCOME POPULATIONS IN SAN MATEO
COUNTY**

Minority Populations by Census Tract



Households below Poverty Level by Census Tract



**ATTACHMENT 3 –
BOARD APPROVAL OF DISPARATE IMPACT AND
DISPROPORTIONATE BURDEN POLICIES**

RESOLUTION NO. 2013 –09

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

* * *

**ADOPTION OF SYSTEM-WIDE SERVICE STANDARDS AND POLICIES, DEFINITION OF "MAJOR SERVICE CHANGE," AND DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES
REQUIRED FOR COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964**

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other assistance to operate their programs and services without regard to, or discrimination based on, race, color or national origin; and

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

WHEREAS, as set forth in the above-referenced Circular, the Board of Directors is required to adopt System-Wide Service Standards and Policies to guide the equitable distribution of SamTrans programs and services; and

WHEREAS, the San Mateo County Transit District (District) is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

WHEREAS, over the past two months, District staff has presented draft policies to this Board and the public in Board meetings and other public meetings, undertaken extensive public outreach and accepted public comment on the policies; and

WHEREAS, the General Manager/CEO recommends the Board approve the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of SamTrans' programs and services to ensure they are provided equitably, without discrimination based on race, color or national origin.

NOW, THEREFORE, BE IT RESOLVED the Board of Directors of the San Mateo County Transit District hereby approves the attached System-Wide Service Standards and Policies, definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies.

Regularly passed and adopted this 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

STAFF REPORT ATTACHMENT

SAMTRANS TITLE VI STANDARDS AND POLICIES

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

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

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

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

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

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

PART 1

MAJOR SERVICE CHANGE POLICY

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

A major service change is defined as:

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

The following service changes are exempted:

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

PART 2

DISPARATE IMPACT POLICY

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

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

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

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

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

PART 3

DISPROPORTIONATE BURDEN POLICY

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

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

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

PART 4

SYSTEMWIDE SERVICE STANDARDS

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

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

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

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

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

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

Exhibit 1: Routes by Category

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

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

A. VEHICLE LOAD

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

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

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

Exhibit 2: Vehicle Load Factor Standards

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

B. VEHICLE HEADWAY

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

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

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

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

Exhibit 3: Vehicle Headway Standards

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

C. ON-TIME PERFORMANCE

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

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

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

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

Exhibit 4: On-Time Performance Standards

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

D. SERVICE AVAILABILITY

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

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

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

PART 5

SYSTEMWIDE SERVICE POLICIES

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

- A. Vehicle Assignment
- B. Transit Amenities

A. VEHICLE ASSIGNMENT

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

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

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

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

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

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

Bus Stop Benches

Benches are considered for installation based on the following criteria:

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

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

Trash Receptacles

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

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

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

Next Bus Arrival Signage

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

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

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

ATTACHMENT 4: PROPOSED FARE STRUCTURE

Adopted – May 26, 1976

Revised – August 4, 2021

Effective – August 4, 2021

Proposed for Amendment – July 6, 2022

San Mateo County Transit District
State of California

* * *

Fare Structure

I. FARE PRICES

Fixed-route Service

| Product | Payment Options | Category | Current |
|--|---|---|-------------------|
| Local One-way (2-hour transfer on Clipper and Mobile app) | Cash, Mobile app, Ticket/Token | Adult | \$2.25 |
| | | Youth/Eligible Discount | \$1.10 |
| | Clipper | Adult | \$2.05 |
| | | Youth/Eligible Discount/ Adult Means-based | \$1.00 |
| | Transfers from Other Agencies (Clipper)^ | Adult/Youth/ Eligible Discount/ Adult Means-based | One free transfer |
| | | | |
| Local Day Pass | Cash, Mobile app | Adult | \$4.50 |
| | | Youth/Eligible Discount | \$2.00 |
| Local Monthly Pass | Clipper | Adult | \$65.60 |
| | | Youth/Eligible Discount | \$27.00 |
| Express One-way (2-hour transfer on Clipper and Mobile app) | Cash, Mobile app | Adult | \$4.50 |
| | | Youth/Eligible Discount | \$2.25 |
| | Clipper | Adult | \$4.00 |
| | | Youth/Eligible Discount/ Adult Means-based | \$2.00 |
| | Transfer upgrade from One-way Local (Mobile), Day Pass (Paper/Mobile), Ticket/Token | Adult | \$2.25 |
| | | Youth/Eligible Discount | \$1.00 |
| | Transfer upgrade from Local Monthly Pass (Clipper), Summer Youth Pass, One-way Local transfer (Clipper) | Adult | \$1.95 |
| | | Youth/Eligible Discount/ Adult Means-based | \$1.00 |
| | Transfers from Other Agencies (Clipper)^ | Adult | \$1.95 |
| | | Youth/Eligible Discount/ Adult Means-based | \$1.00 |
| | Clipper | Adult | \$130.00 |
| | | Youth/Eligible Discount* | |

^ Accepted Inter-agency transfers on Clipper: Caltrain Monthly Pass (2 or more zones), VTA Monthly Pass, Dumbarton Express 31-day Pass and AC Transit 31-day Pass

* Youth and Eligible Discount may purchase the Adult Express Monthly Pass by using an Adult Clipper card or may use a Youth or Eligible Discount Local Monthly Pass and pay an upgrade.

Other Products

| Product | Payment Options | Category | Current |
|---|--|---|--|
| <u>Local 31-Day Ticket</u> | <u>Pursuant to agreement with SamTrans Administrative Office</u> | <u>Adult</u> | <u>\$65.60</u> |
| | | <u>Youth/Eligible Discount</u> | <u>\$27.00</u> |
| Local One-way 10-Ticket Book <u>Pack</u> | SamTrans Sales Outlets, <u>SamTrans Administrative Office</u> | Adult | \$22.50 |
| | | Youth/ <u>Eligible Discount</u> | \$11.00 |
| | | <u>Eligible Discount</u> | <u>\$11.00</u> |
| Discounted Youth-Local Monthly Pass | <u>Limited Paper Pass thru School Lunch Program</u> | <u>Youth</u> | <u>\$22.00</u> |
| <u>Youth Unlimited Pass</u> | <u>Pursuant to agreement with SamTrans Administrative Office</u> | <u>Socio-Economically Disadvantaged Youth</u> | <u>Free</u> |
| Summer Youth Pass | Mobile app, www.samtrans.com, SamTrans Administrative Office | Youth | \$40.00 |
| Way2Go Pass | Pursuant to agreements with SamTrans Administrative Office | Educational Institution | \$35 per semester / \$70 per year (\$2,500 annual minimum) |
| | | Employer | \$75 per year (\$2,500 annual minimum) |
| | | Residential Complex | \$40 per year (\$2,500 annual minimum) |
| <u>Regional All-Agency Pass Pilot</u> | <u>To be determined through Regional Fare Coordination and Integration Study</u> | | |

Demand Response Services

| | | | |
|---|--|-------------------------------|--|
| Paratransit Redi-Wheels/RediCoast One-way (ADA) | Cash, Mobile app | Regular | \$4.25 |
| | | Lifeline | \$1.75 |
| | 10-Ticket Book <u>Sheet</u> available at SamTrans Administrative Office | Regular | \$42.50 |
| | | Lifeline | \$17.50 |
| | Agency-sponsored Group Trips thru <u>through</u> SamTrans Administrative Office | Regular | \$5.00 per rider |
| | | Lifeline | \$2.25 per rider |
| Paratransit 5311 Coastsides On-demand One-way (non-ADA) | Cash, Mobile app | Regular | \$4.25 |
| | | Lifeline | \$1.75 |
| | Agency-sponsored Group Trips thru <u>through</u> SamTrans Administrative Office | Regular | \$4.50 per rider |
| | | Lifeline | \$1.75 per rider |
| Microtransit Pilot Program | Same as Local fixed-route | Adult/Youth/Eligible Discount | Local fixed-route Fare Structure applies |

Parking

| | | |
|--|--|---------|
| Daily Parking at Colma Park and Ride | Cash, credit/debit card | \$3.00 |
| Monthly Parking at Colma Park and Ride | www.samtrans.com, SamTrans Administrative Office | \$63.00 |

II. FIXED-ROUTE SERVICE FARE TYPES & CATEGORIES

A. Fare Types:

1. **Local One-way (with Transfers).** Available through Clipper[®], the SamTrans mobile app, cash, Token or Ticket. Valid on Local service. Effective January 1, 2020, for customers using Clipper or SamTrans mobile app: includes free transfers on SamTrans Local service for 120 minutes.
2. **Local Day Pass.** Available through the SamTrans mobile app or cash. When purchased on-board, bus operator issues through the farebox. Valid on Local service from the time of activation at the farebox until 2:00 a.m. the next day.
3. **Local Monthly Pass.** Available through Clipper ~~and limited paper passes distributed through Social Services agencies and schools.~~ Valid on Local service from 12:01 a.m. on the first day of the month for which issued until 2:00 a.m. on the first day of the following month.
4. **Summer Youth Pass.** Available through the SamTrans mobile app, www.samtrans.com or advance purchase at SamTrans Administrative Office. Valid ~~for~~ on Local service ~~during June, July and August~~ from 12:01 a.m. on June 1 until 2:00 a.m. on September 1. Effective January 1, 2020, Youth will pay upgrade when riding Express service.
5. ~~**Discount Youth Local Monthly Pass.** Available through public school districts to qualified low income students as identified through the school lunch program. Valid on Local service. Effective January 1, 2020, Youth will pay an upgrade when riding Express service.~~
Local 31-Day Ticket. Available for pre-purchase through qualified schools and social service agencies pursuant to agreement with the SamTrans Administrative Office. Ticket is valid on Local service from the time of activation at the farebox until 2 a.m. on the 32nd day after activation.
6. **Youth Unlimited Pass.** No cost unlimited-ride pass available to youth who are Socioeconomically Disadvantaged (SED) students, as defined by the California Department of Education. Distributed by the SamTrans administrative offices to participating school districts and schools.
7. **Express One-way.** Available through Clipper, SamTrans mobile app or cash. Customers using Clipper or SamTrans mobile app: includes free transfers for 120 minutes valid on Express and Local SamTrans services.
8. **Express Monthly Pass.** Available through Clipper only for Adult fare category. Youth and Eligible Discount fare categories may use a Local Day Pass, Local Monthly Pass, Local 31-Day Ticket or Summer Youth Pass for Express service with payment of an Express

Service Upgrade. Youth and Eligible Discount also may choose to purchase an Express Monthly Pass on an Adult Clipper card.

9. **Express Service Upgrade.** To pay for the difference between Local and Express fares. For use with: (i) 120-minute Local service transfers (Clipper and SamTrans mobile app); (ii) Tokens and Tickets; (iii) Local Day Passes; (iv) Local Monthly Passes; (v) Local 31-Day Ticket; (vi) Summer Youth Passes.
10. **Way2Go Pass.** Unlimited-ride pass available to educational institutions, employers, and residential complexes (“Organizations”) for use on all SamTrans service within the calendar year or semester issued. Organizations must purchase for all eligible participants, defined as:
 - a. Educational Institutions: all full-time students, or other eligible sub-groups subject to SamTrans approval (e.g., designated low-income student groups)
 - b. Employers: all full-time employees, or other eligible sub-groups subject to SamTrans approval (e.g., employees who live in San Mateo County)
 - c. Residential complexes: all residents age 5 years or older
11. **Regional All-Agency Pass Pilot.** Available to passengers who are selected to participate in Regional Fare Coordination and Integration Study administered by the Bay Area Fare Integration Task Force, managed by the Metropolitan Transportation Commission and Bay Area Rapid Transit.

B. Fare Categories:

1. **Adult.** Applies to passengers aged nineteen (19) through sixty-four (64).
2. **Eligible Discount.** Available to passengers aged sixty-five (65) or older, or who possess a Regional Transit Connection (RTC) Discount Card, a Medicare Card, a current Disabled Person Placard Identification Card issued by the Department of Motor Vehicles, or a valid transit discount card issued by another California transit agency which is equivalent to the RTC Discount Card. Passengers carrying an RTC Discount Card marked with an attendant symbol may have a personal care attendant travel with them at the Eligible Discount fare.
3. **Youth.** Available to passengers who are eighteen (18) years old or younger. Up to two children aged four (4) years or younger may travel free with each Adult or Eligible Discount fare-paying passenger. Additional children are subject to the Youth fare.
4. **Means-based Fare Pilot Program.** SamTrans' participation in the Regional Means-Based Fare Pilot Program (Clipper START Pilot Program), administered by the Metropolitan Transportation Commission, began in January 2021 and will run through June 2023.

The Means-Based Fare is available only to participants who apply, are accepted and enroll in the Pilot Program. Participation is limited to adults aged 19 through 64, who are current

residents in one of the nine San Francisco Bay Area counties, and who have an annual household income level at or below 200 percent of the Federal Poverty Level. Information about the application process is posted on SamTrans' website at www.samtrans.com.

C. Waived Fares.

Local, ~~Out of San Francisco~~ and Express Bus fares are waived for the following categories of passengers with proper identification or fare media:

- a. Peace Officers. Uniformed and non-uniformed, sworn peace officers showing proper identification.
- b. Military Personnel. Active military personnel in uniform showing proper identification.
- c. Employees/Retirees. San Mateo County Transit District employees, qualified retirees, spouses, domestic partners and dependent children under the age of eighteen (18) showing their employee identification or family transportation pass.
- d. Board of Directors and Citizens Advisory Committee Members. Board of Directors and Citizens Advisory Committee members showing their District identification.
- e. ADA Paratransit-eligible Passengers. Passengers certified for Redi-Wheels and RediCoast (ADA) paratransit, and their personal care attendants, showing valid Redi-Wheels or RediCoast identification cards.

III. ADA AND NON-ADA PARATRANSIT FARE TYPES & CATEGORIES

ADA Paratransit Redi-Wheels and RediCoast, and non-ADA Paratransit 5311 Coastside Demand Response services require advanced reservations; service area restrictions apply.

A. ADA Paratransit: Redi-Wheels and RediCoast

1. Regular Redi-Wheels and RediCoast. For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, and (ii) possess a valid Redi-Wheels or RediCoast card. Available through the SamTrans mobile app, cash or ticket. Tickets are sold in ~~booklets~~ sheets with 10 rides at SamTrans Administrative Office and via mail/~~fax~~.
2. Lifeline Redi-Wheels and RediCoast. For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, (ii) possess a valid Redi-Wheels or RediCoast card, and (iii) receive Supplemental Security Income, San Mateo County General Assistance, or Medi-Cal. Available through the SamTrans mobile app, cash or ticket. Tickets are sold in ~~booklets~~ sheets with 10 rides at SamTrans Administrative Office or via mail/~~fax~~.
3. Service Agency-sponsored Group Trips. For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, (ii) possess a valid Redi-Wheels or RediCoast card, and (iii) are participating in group trips sponsored by eligible agencies. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance, or Medi-Cal. Eligible agencies

are: Poplar Recare, Rosener House, San Carlos Adult Day Care, Senior Focus, Senior Day Care, South San Francisco Adult Day Care and Coastsides Adult Day Health Care. Sponsor is billed by the District after the trip.

B. Non-ADA Paratransit: 5311 Coastsides Demand Response

1. **Regular and Lifeline 5311 Coastsides Demand Response.** For passengers living in the 5311 Coastsides Service Area. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi-Cal. Pay with cash or the SamTrans mobile app.
2. **Agency-sponsored Group Trips.** For passengers living in the 5311 Coastsides Service Area who are participating in group trips sponsored by Senior Coastsiders. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi-Cal. Sponsor is billed by the District after the trip.

IV. FARE PAYMENT

- A. **Cash Payment.** Cash payments are made by feeding bills or coins into the farebox. Bills up to \$20 (twenty dollars) and coins of one cent, five cents, 10 cents and 25 cents are accepted. No ~~cash~~ change is provided in case of overpayment. ~~Through June 30, 2020, change may be provided in the form of Change Cards issued through the farebox.~~
- B. **Local One-way Token or Ticket.** Available to Adult and Youth as Tokens through June 30, 2020, and as Tickets effective July 1, 2020. Available to Eligible Discount as Tickets. Sold only in packages of 10. Each Token or Ticket is valid for one Local ride. Multiple Tokens or Tickets may be combined for ~~Out of San Francisco or~~ Express service (but no ~~Change~~ Card is provided). Tokens will be accepted on SamTrans buses through June 30, 2021 (after which point only Tickets will be accepted).
- C. **Clipper®.** Use of Clipper requires customers to “tag” the card at the Card Interface Device on-board buses. The Clipper card is a transit fare payment card issued and administered by the Metropolitan Transportation Commission (MTC) that is valid for use on all major public transit services throughout the San Francisco Bay Area. There may be fees associated with the use of a Clipper card. Such fees, if any, will be set by the MTC. Clipper customers will have an approximate 10 percent discount over One-way cash fares.
- D. **Mobile Ticketing Application Pilot Program.** Customers may purchase via the SamTrans Mobile App: (i) Local, ~~Out of San Francisco~~ and Express One-way; (ii) Local Day Pass; (iii) Express Upgrade; (iv) Paratransit Redi-Wheels/RediCoast One-way (ADA); and (v) Paratransit 5311 Coastsides Demand Responsive One-way (non-ADA) and (vi) Summer Youth Pass. Credit and debit cards are accepted.

E. Inter-agency Transfers

Transfers from certain transit systems to SamTrans will receive one Local fare credit; available only on Clipper. Effective January 1, 2020, Upgrade will be charged for Express service.

| | |
|---|--|
| AC Transit 31-day Ticket | Local Fare Credit within two hours of tagging Clipper on home system |
| Caltrain Monthly Pass, two or more zones | Local Fare Credit |
| DB (Dumbarton Express) 31-day Ticket | Local Fare Credit within two hours of tagging Clipper on home system |
| Santa Clara Valley Transportation Authority | Local Fare Credit within two hours of tagging Clipper on home system |

F. Institutional Agreements. The General Manager/CEO may enter into agreements with public and private institutions (including other public transit agencies) through which SamTrans is reimbursed for bus trips taken by defined groups of riders, provided the reimbursement rate is an existing price in the SamTrans Fare Structure.

G. Special Promotional Fares. From time to time, the General Manager/CEO may authorize the establishment of special and promotional fares.

H. Rules and Regulations. All Passes, Tokens and Tickets are subject to District regulations as may be adopted from time to time. Misuse of a Pass, Token or Ticket or violation of the laws governing behavior on transit vehicles makes such Pass, Token or Ticket subject to revocation. Passes must be kept in the possession of the rider at all times. Assigned Passes may not be transferred to another individual.

Passes, Tokens, and Tickets ~~and Change Cards~~ are not subject to refund or replacement.

The individual ride value of a Pass shall be valid for any route that has a fare for the specified ride value or less. The single-ride value of a Pass may be applied to the fare for any route with a higher individual ride value by paying the difference in cash, Tokens or Tickets ~~or Change Cards~~. Fixed-route fare media are not valid on Paratransit service. District staff is empowered to add means of fare media distribution (e.g. website) without amendment of this document.

V. SERVICE CLASSIFICATIONS

A. Local Service

Transit routes of an intra-community or inter-community nature that operate primarily on local and arterial streets are classified as Local service. Local routes provide service at each established bus stop.

B. Express Service

Express service includes specialized routes of an inter-community nature that operate a significant portion of the route length along freeways without intermediate stops.

C. ADA and non-ADA Paratransit Service

1. **ADA Paratransit.** Service known as Redi-Wheels and RediCoast operates for certified passengers with disabilities traveling in the San Mateo County Transit District service area. Advance reservations are required, and certain qualifying and service area restrictions apply.

The Redi-Wheels service area includes the bayside of San Mateo County, portions of the City of Palo Alto north of Embarcadero Road, and the City of San Francisco in the Stonestown area and the Bayshore Corridor.

The RediCoast service area includes Montara, Moss Beach, El Granada, Princeton, Half Moon Bay, San Gregorio, La Honda, and Pescadero, with limited service to the bayside, San Francisco and Palo Alto.

Redi-Wheels and RediCoast customers are able to transfer to other paratransit providers in San Mateo County, San Francisco, Santa Clara County, and the East Bay at specified locations.

2. **Non-ADA Paratransit.** Service known as 5311 Coastside Demand Responsive service is available to customers living in Montara, Moss Beach, El Granada, Princeton, Half Moon Bay, San Gregorio, La Honda, and Pescadero, with limited service to the bayside of San Mateo County, portions of San Francisco and Palo Alto. Advance reservations are required, and certain qualifying and service area restrictions apply.

D. Microtransit On-demand Program Service

Microtransit is a demand-responsive service model offering flexible routing of transit vehicles to serve one or multiple trip requests within a defined service area. Passengers wishing to use microtransit may request a ride using a mobile app or by phone. The service is facilitated by a cloud-based platform that receives trip requests and dynamically routes the transit vehicle to serve the customers. Local fares apply.

VI. PARKING

A. Fees

Parking is provided for a fee at the Colma Park and Ride lot on a per-day or monthly basis. Daily parking fees are payable at the parking payment machine. Monthly parking passes can be purchased at the SamTrans Administrative Offices or via www.samtrans.com. The General Manager/CEO may authorize the sale of “reserved” parking permits for a fee of up to \$105.00 per month.

B. Restrictions


The use of San Mateo County Transit District parking facilities shall be in accordance with District's Vehicle Parking Regulations and other rules.

ATTACHMENT 5: AVERAGE FARE ANALYSIS CHART

| Survey usage by Group | | | | | | | | | | Usage by Group | | | | | | | | | | Cumulative Annual Current Fare | | | | Cumulative Proposed Fare | | | | Annual Fare Change Experienced by Group | | | | | | | | | |
|---------------------------------|--------------|-----------------|-----------------|----------|------------|--------------|---------------------|----------------|----------------|----------------|-----------------|----------------|----------------|--------------|--------------|-------------|-------------|-----------|--------------|--------------------------------|------------------|------------------|------------------|--------------------------|------------------|------------------|-----------------|---|------------------|--------------------|--------------|-------------------|--------------|--------------------|------|------|------|
| Fare Payment Method | Current Fare | Proposed Change | Absolute Change | % Change | Minority | Non-Minority | Minority Low-Income | Non-Low-Income | Overall Survey | Minority % | Minority # | Non-Minority % | # Non-Minority | Low-Income % | Low-Income # | Overall % | Overall # | Minority | Non-Minority | Low-Income | Non-Low-Income | Minority | Non-Minority | Low-Income | Non-Low-Income | Minority % | Minority # | Non-Minority % | Non-Minority # | Low Income % | Low Income # | Low Income % | Low Income # | | | | |
| Full Fare- Cash/Mobile | \$ 2.25 | \$ 2.25 | \$ - | 0% | 287 | 54 | 190 | 20 | 210 | 131 | 341 | 22.33% | 1092317.77 | 25.96% | 205523.2043 | 19.76% | 799256.9056 | 30.47% | 498584.07 | 22.84% | 1297840.975 | \$ 2,457,714.98 | \$ 462,427.21 | \$ 1,798,328.04 | \$ 1,121,814.16 | \$ 2,457,714.98 | \$ 462,427.21 | \$ 1,798,328.04 | \$ 1,121,814.16 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 |
| Full Fare- Clipper | \$ 2.05 | \$ 2.05 | \$ - | 0% | 228 | 29 | 76 | 14 | 90 | 67 | 157 | 9.96% | 487166.114 | 13.94% | 110373.5727 | 8.47% | 342538.6738 | 15.58% | 255001.01 | 10.52% | 597539.6865 | \$ 998,690.53 | \$ 226,265.82 | \$ 702,204.28 | \$ 522,752.08 | \$ 998,690.53 | \$ 226,265.82 | \$ 702,204.28 | \$ 522,752.08 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 |
| Full Fare- Day Pass | \$ 4.50 | \$ 4.50 | \$ - | 0% | 142 | 28 | 107 | 14 | 121 | 49 | 170 | 11.05% | 540449.908 | 13.46% | 106567.5874 | 11.38% | 460524.217 | 11.40% | 186493.28 | 11.39% | 647017.405 | \$ 2,432,024.58 | \$ 479,554.14 | \$ 2,072,358.98 | \$ 839,219.75 | \$ 2,432,024.58 | \$ 479,554.14 | \$ 2,072,358.98 | \$ 839,219.75 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 |
| Full Fare- Monthly Pass | \$ 65.60 | \$ 65.60 | \$ - | 0% | 207 | 29 | 158 | 13 | 171 | 65 | 236 | 16.11% | 787838.95 | 13.94% | 110373.5727 | 16.09% | 650823.4802 | 15.12% | 247389.04 | 15.81% | 898212.524 | \$ 51,682,235.10 | \$ 7,240,506.37 | \$ 42,694,020.30 | \$ 16,228,721.17 | \$ 51,682,235.10 | \$ 7,240,506.37 | \$ 42,694,020.30 | \$ 16,228,721.17 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 |
| Eligible Discount- Cash/Mobile | \$ 1.10 | \$ 1.10 | \$ - | 0% | 0 | 0 | | 0 | 0 | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | |
| Eligible Discount- Clipper | \$ 1.00 | \$ 1.00 | \$ - | 0% | 0 | 0 | | 0 | 0 | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | |
| Eligible Discount- Day Pass | \$ 2.00 | \$ 2.00 | \$ - | 0% | 0 | 0 | | 0 | 0 | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | |
| Eligible Discount- Monthly Pass | \$ 27.00 | \$ 27.00 | \$ - | 0% | 1 | 1 | 2 | 2 | 0 | 2 | 0.08% | 3805.98526 | 0.48% | 3805.98526 | 0.19% | 7611.970529 | 0.00% | 0 | 0.13% | 7611.970529 | \$ 102,761.60 | \$ 102,761.60 | \$ 205,523.20 | \$ - | \$ 102,761.60 | \$ 102,761.60 | \$ 205,523.20 | \$ - | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | |
| Youth Cash/Mobile | \$ 1.10 | \$ 1.10 | \$ - | 0% | 91 | 18 | 59 | 6 | 65 | 109 | 7.08% | 246244.626 | 8.65% | 48607.73476 | 6.11% | 247893.0422 | 10.23% | 367463.35 | 7.30% | 444652.3938 | \$ 380,979.12 | \$ 79,356.51 | \$ 272,127.95 | \$ 184,209.69 | \$ 380,979.12 | \$ 79,356.51 | \$ 272,127.95 | \$ 184,209.69 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | |
| Youth Clipper | \$ 1.00 | \$ 1.00 | \$ - | 0% | 25 | 8 | 12 | 2 | 14 | 17 | 31 | 1.95% | 95149.6316 | 2.88% | 22835.91159 | 1.32% | 53283.7921 | 3.95% | 64701.75 | 2.08% | 117885.5432 | \$ 95,149.63 | \$ 22,835.91 | \$ 53,283.79 | \$ 64,701.75 | \$ 95,149.63 | \$ 22,835.91 | \$ 53,283.79 | \$ 64,701.75 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 |
| Youth Day Pass | \$ 2.00 | \$ 2.00 | \$ - | 0% | 38 | 4 | 27 | 2 | 29 | 13 | 42 | 2.96% | 144627.44 | 1.92% | 15223.94106 | 2.73% | 110373.5727 | 3.02% | 49477.81 | 2.81% | 159851.3811 | \$ 289,254.88 | \$ 30,447.88 | \$ 220,747.15 | \$ 98,955.62 | \$ 289,254.88 | \$ 30,447.88 | \$ 220,747.15 | \$ 98,955.62 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 |
| Youth Monthly Pass | \$ 27.00 | \$ 27.00 | \$ - | 0% | 68 | 17 | 39 | 2 | 41 | 44 | 85 | 5.29% | 258806.998 | 8.17% | 64701.7495 | 3.86% | 156045.3958 | 10.23% | 167463.35 | 5.69% | 323508.7475 | \$ 6,987,788.95 | \$ 1,746,947.24 | \$ 4,213,225.69 | \$ 4,521,510.49 | \$ 6,987,788.95 | \$ 1,746,947.24 | \$ 4,213,225.69 | \$ 4,521,510.49 | 0% | \$ - | 0% | \$ - | 0% | \$ - | 0% | \$ - |
| Youth Monthly Pass (discounted) | \$ 22.00 | \$ - | \$ (22.00) | -100% | 298 | 22 | | 320 | 0 | 320 | 23.19% | 1134183.61 | 10.58% | 87371.67582 | 30.10% | 1217915.285 | 0.00% | 0.00 | 21.43% | 1217915.285 | \$ 24,952,039.39 | \$ 1,842,096.87 | \$ 26,794,136.26 | \$ - | \$ - | \$ - | \$ - | \$ - | -100% | \$ (24,952,039.39) | -100% | \$ (1,842,096.87) | -100% | \$ (26,794,136.26) | | \$ - | |
| Sub-Total | | | | | 520 | 67 | 137 | 12 | 469 | 118 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | | | | | 1285 | 208 | 670 | 73 | 1063 | 430 | 1493 | 100.00% | 4890691.06 | 100.00% | 791644.935 | 100.00% | 4045762.336 | 100.00% | 1636573.66 | 100.00% | | | | | | | | | | | | | | | | | |
| | | | | | 86.068% | 13.932% | 63.63% | 6.87% | 71.20% | 28.80% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | Total Ridership | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | 4890691.06 | 791644.94 | | | 4045762.34 | 1636573.66 | 5682336.00 | | | | | | | | | | | | | | | | | | | | | | | | | | |
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ATTACHMENT 6 – NOTICE OF COMMUNITY MEETING: SOCIAL MEDIA

24



TUESDAY, MAY 24, 2022 AT 5:30 PM

Youth Unlimited Pilot Program Community Meeting

Online event

Event Ended

About

Discussion

About

Discussion

Details

3 people responded

Event by SamTrans

Public · Anyone on or off Facebook

SamTrans is hosting a virtual community meeting on the Youth Unlimited Pilot Program which gives free SamTrans bus passes to low-income students. SamTrans will share results of the... [See more](#)

Social issues

Online

Guests

1

Went

2

INTERESTED

[See All](#)



Search Facebook



SamTrans

@SamTrans · 2.8 76 reviews · Transportation Service

Call Now

Home Photos Videos Events More

Like

Message



SamTrans
May 10 · 🌐

Join us on May 24th as we host a virtual community meeting on the Youth Unlimited Pilot Program which gives free SamTrans bus passes to low-income students. We will share results of the program and take community feedback. This will all help SamTrans evaluate of the program and decide its future.
Zoom: <https://us06web.zoom.us/j/86786743949>
Call in option: 669 900 6833
Zoom webinar ID: 867 8674 3949



3

Like

Comment

Share

ATTACHMENT 7 – LIST OF CONTACTED SCHOOLS

From: [Oh, Simon](#)
Subject: RE: SamTrans Virtual Community Meeting - Youth Unlimited Pilot Program
Date: Monday, May 23, 2022 4:05:26 PM
Attachments: [image001.png](#)

Good day to all,

As a final reminder, we at SamTrans are hosting a virtual community meeting regarding the future of the Youth Unlimited Pilot Program. Please be sure to share the below message to your community early tomorrow before the 5:30 p.m. meeting start time. Thanks and enjoy your day.

Simon Oh, Customer Experience Coordinator
1250 San Carlos Avenue, San Carlos, CA 94070

Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)

3logos_eSig3



From: Oh, Simon

Sent: Tuesday, May 10, 2022 12:47

Subject: SamTrans Virtual Community Meeting - Youth Unlimited Pilot Program

Good day to you,

Please share this message with your community through your usual communication channels regarding a virtual community meeting involving the Youth Unlimited Pilot Program. Feedback from parents, students and staff will help SamTrans determine the future of the program.

Thank you for your help promoting this important meeting and your continued partnership.

SamTrans is hosting a virtual community meeting Tuesday, May 24 on the Youth Unlimited Pilot Program. SamTrans staff will provide information on the pilot program granting free SamTrans bus passes to low-income students, share results of the program thus far and allow the public to provide their feedback. This will all help SamTrans with evaluation of the program and determine its future.

To participate, here are the details below:

Tuesday, May 24

5:30 p.m. to 6:30 p.m.

Languages: English, Spanish

Zoom: <https://us06web.zoom.us/j/86786743949>

Call in option: 669 900 6833

Zoom webinar ID: 867 8674 3949

Request for translation and interpretation for languages other than Spanish must be made 72 hours before the event by emailing info@samtrans.com or calling Customer Service at 1-800-660-4287. You can reach us at the same email and phone number for any questions or if you need any further information.

Simon Oh, Customer Experience Coordinator
1250 San Carlos Avenue, San Carlos, CA 94070

Websites: [Caltrain](#) | [SamTrans](#) | [TA](#)

San Mateo County Schools and Districts with SamTrans School Service

| School District | School |
|---|---|
| Belmont-Redwood Shores School District | Ralston Middle School |
| Brisbane School District | Lipman Middle School |
| Burlingame School District | Burlingame Intermediate School |
| Burlingame School District | Burlingame Intermediate School |
| Burlingame School District | Burlingame Intermediate School |
| Cabrillo Unified School District | Half Moon Bay High School |
| Cabrillo Unified School District | Hatch Elementary School |
| Cabrillo Unified School District | Hatch Elementary School |
| Cabrillo Unified School District | Manuel F. Cunha Intermediate School |
| Jefferson Elementary School District | Ben Franklin Intermediate School |
| Jefferson Elementary School District | Fernando Rivera Intermediate School |
| Jefferson Elementary School District | Franklin D. Roosevelt School |
| Jefferson Elementary School District | John F. Kennedy Elementary School |
| Jefferson Elementary School District | Thomas R. Pollicita Middle School |
| Jefferson Union High School District | Jefferson High School |
| Jefferson Union High School District | Oceana High School |
| Jefferson Union High School District | Terra Nova High School |
| Jefferson Union High School District | Westmoor High School |
| Menlo Park City School District | Encinal Elementary School |
| Menlo Park City School District | Encinal Elementary School |
| Menlo Park City School District | Hillview Middle School |
| Menlo Park City School District | Hillview Middle School |
| Menlo Park City School District | Hillview Middle School |
| Menlo Park City School District | Laurel School |
| Menlo Park City School District | Oak Knoll Elementary School |
| Menlo Park City School District | Oak Knoll Elementary School |
| Pacifica School District | Ingrid B. Lacy Middle School |
| Pacifica School District | Ingrid B. Lacy Middle School |
| Portola Valley School District | Corte Madera School |
| Portola Valley School District | Ormondale School |
| Redwood City School District | Adelante Selby Spanish Immersion School |
| Redwood City School District | Clifford Elementary School |
| Redwood City School District | Henry Ford School |
| Redwood City School District | John F. Kennedy Middle School |
| Redwood City School District | John F. Kennedy Middle School |
| Redwood City School District | John F. Kennedy Middle School |
| San Bruno Park School District | Belle Air Elementary School |
| San Bruno Park School District | Parkside Intermediate School |
| San Carlos School District | Charter Learning Center (CLC) |
| San Carlos School District | Mariposa Upper Elementary School |
| San Carlos School District | Tierra Linda Middle School |
| San Carlos School District | Tierra Linda Middle School |
| San Mateo County Office of Education | Community School |
| San Mateo Union High School District | Aragon High School |
| San Mateo Union High School District | Aragon High School |
| San Mateo Union High School District | Aragon High School |
| San Mateo Union High School District | Aragon High School |
| San Mateo Union High School District | Burlingame High School |
| San Mateo Union High School District | Capuchino High School |
| San Mateo Union High School District | Design Tech High School |
| San Mateo Union High School District | Hillsdale High School |
| San Mateo Union High School District | Peninsula High School |
| San Mateo Union High School District | Peninsula High School |
| San Mateo Union High School District | San Mateo High School |
| San Mateo-Foster City School District | Bayside Academy (STEM) |
| San Mateo-Foster City School District | Borel Middle School |
| San Mateo-Foster City School District | Borel Middle School |
| San Mateo-Foster City School District | Bowditch Middle School |
| San Mateo-Foster City School District | Bowditch Middle School |
| San Mateo-Foster City School District | Foster City Elementary School |
| San Mateo-Foster City School District | Parkside Montessori School |
| San Mateo-Foster City School District | Sunnybrae Elementary School |
| Sequoia Union High School District | Carlmont High School |
| Sequoia Union High School District | Carlmont High School |
| Sequoia Union High School District | Carlmont High School |
| Sequoia Union High School District | Menlo-Atherton High School |
| Sequoia Union High School District | Menlo-Atherton High School |
| Sequoia Union High School District | Menlo-Atherton High School |
| Sequoia Union High School District | Sequoia High School |
| Sequoia Union High School District | Woodside High School |
| Sequoia Union High School District | Woodside High School |
| South San Francisco Unified School District | Alta Loma Middle School |
| South San Francisco Unified School District | Alta Loma Middle School |
| South San Francisco Unified School District | El Camino High School |
| South San Francisco Unified School District | South San Francisco High School |

ATTACHMENT 8 – PUBLIC COMMENTS

| | |
|----|---|
| | Q32 |
| | Comments or feedback for SamTrans. Feel free to write additional comments: |
| 1 | =D |
| 2 | 2022 Youth Unlimited Pass has aloud me to explore more of San Mateo. |
| 3 | Abrir horarios más cortos que pase el 280 |
| 4 | Agradezco todo el apoyo que nos brindan a los estudiantes ' SamTrans ' |
| 5 | buen servicio |
| 6 | buen servicio y puntual |
| 7 | Bus drivers are almost never on time and sometimes come 10+ mins after bus is scheduled |
| 8 | Bus drivers been great, kind, and welcoming. Maybe bigger busses after school for buses that have routes near schools. It can get very crowded. |
| 9 | clean your buses |
| 10 | Doy las gracias por esta gran ayuda para nosotros, ya que esta pandemia vino a cambiar en todos los sentidos nuestra manera de vivir, Dios los Bendiga por esta gran labor. |
| 11 | El personal muy amable y respetuoso se viaja a gusto |
| 12 | En algunas ocasiones, los conductors del bus no son amables. Y no esperan asta que el pasaje esta sentado para poder conducir. |
| 13 | es un buen programa ayuda mucho a nosotros los estudiantes gracias por apoyar a los jóvenes |
| 14 | Es un servicio nesessario |
| 15 | es una ayuda para nosotros para poder yegar atiempo ala rescuela |
| 16 | Estoy muy feliz , por esta ayuda que se le da alos estudiantes yo tengo dos hijos y es mucha ayuda para mi y mis niños ya que no se tienen que preocupar por traer dinero pues el pase les sirve para todo. Muchas gracias en mi nombre y mis hijos , mil gracias |
| 17 | Excelente servicio ! Me gustaría que aumentarán la frecuencia de los viajes |
| 18 | Excellent |
| 19 | Good for the kids. Wish there would be a provision for accompanying adult. |
| 20 | Gracias por apoyar a los niños ha trasladarse a su escuela y casa seguros. Dios les Bendiga y los conduzca por bien camino a todos los que lo hacen posible.ojala se extienda este pase para que nos siga ayudando más a los de bajo recursos. |
| 21 | Gracias por Ofrecer el transporte para nuestros estudiantes lo cual ayuda a que nuestros jóvenes no pierdan sus clases debido al no tener un auto oh dinero aora pagar el pasaje cada día oh el pace mensual es una gran ayuda para nuestros estudiantes |
| 22 | Gracias |
| 23 | Great program and service |
| 24 | Great Program!! I am a single parent who lost their job due to Covid. I have found a job but making 30K less a year than I did before Covid! So this program has significantly helped out my family! |
| 25 | Great service, customer service, Employees and care |
| 26 | Habeces los choferes no son amables con las personas |
| 27 | Hard to see schedules |
| 28 | Hi |
| 29 | I am fully satisfied by samtrans. But sometimes the time issue occurs in ECR it is not on time |
| 30 | I am happy with the program |

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|----|---|
| 31 | I am very grateful for the card and thankful. The card is a very great help for my family and I. |
| 32 | I have none. |
| 33 | I like take the bus go school and get back home thanks |
| 34 | I live across from skyline drive , no public transportation is provided to BHS nor BIS or Hoover Elementary school here in Burlingame. I wish there is public transportation provided to my kids school to make a ease for me to pick up and drop off a easy . |
| 35 | I lost mine and I haven't been able to get a replacement please help me get another it would definitely benefit my family finically My phone number : (650)-669-6161 |
| 36 | I really like how you guys are doing now, but there could be improvements :) |
| 37 | I would really like to thank this program. As a single mother everything is harder. Money for one is a struggle. This program has helped me more than you know. It also helps my son be more independent and street smart. It shows him responsibility and time management. |
| 38 | If there is a way to get the bus to start getting to the stops a bit earlier it would be very helpful, so that no one is late to school |
| 39 | It is late most of the time |
| 40 | It is late most of the time |
| 41 | It is late most of the time |
| 42 | It is late most of the time |
| 43 | It would help my family if adults can also get a card. |
| 44 | It'd be great to continue bus ride benefits for kids under 18. |
| 45 | It's supa cool |
| 46 | It's been very helpful and I hope it gets continued next year! |
| 47 | Its better wait until everyone seat down or hold on then move bus. also we hope 121 bus line has shorter wait time between during students off school in the afternoon after 3pm. |
| 48 | Just one incident my daughter take the bus from Aragon to Norfolk and the driver has a confrontation with another student make him upset so he decided not to stop for my daughter and another kids at Norfolk stop bus he keep going and stop like 10 minutes away in Lodi ave what is far from the stop so I understand the frustration of the driver deal with teenagers but is not my daughter problem and I don't like that if is stop assigned he has to stop I feel that is really disrespectful and unprofessional I call that day to report that situation to samtrans so I hope that was inform and report |
| 49 | Loved SamTrans buses, clean and well maintained, drivers are friendly |
| 50 | May we request for a replacement my son lost his card yesterday |
| 51 | Me da seguridad en asistir a mi escuela con puntualidad, |
| 52 | Me gustan muchos sus servicios . |
| 53 | Me gustaría que los estudiantes tuvieran un bus que pase por la Grant street como lo tenían antes mi hijo usa el bus después de la escuela y tiene que caminar de la 4th asta la 19th seria de mucha ayuda gracias |
| 54 | Me gustaría que los jóvenes pasajeros respetaran las reglas de bus para sentirme más seguro . Y como adulto gracias por ayudarnos con los pases y choferes bilingües |
| 55 | More frequent bus services. Also a bus pass for the parent for low income house holds would help more than you know!!!! |

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| 56 | Muchas gracias por ayudar a los estudiantes con el pase para el bus es de gran ayuda para todos ojala y sigan alludando siempre |
| 57 | Muchas gracias por ofrecer este servicio a mi hija ya que me ahorra dinero y gracias por ofrecer el servicio de autobuses para poder movernos mas facilmente en el area sin tener que depender de un autom6vil. |
| 58 | Muchas Gracias SamTrans |
| 59 | Muy buen servicio |
| 60 | Muy buen servicio |
| 61 | My son is looking forward to using Sam trans for high school. This will help save time in transporting him and free us up. |
| 62 | N |
| 63 | N |
| 64 | n/a |
| 65 | n/A |
| 66 | N/A |
| 67 | Ninguno |
| 68 | no |
| 69 | none |
| 70 | None |
| 71 | none |
| 72 | Nos alluda mucho la verdad es menos el gasto y mi hija asiste m1s ala escuela y sin problemas |
| 73 | ok |
| 74 | On special early out days Sam trans should provide a bus. |
| 75 | Please add Thursday 1:30pm bus route pickup from Oak Knoll Elementary. |
| 76 | Please clean buses and do upgrades bathrooms on bus help with long rides and security person protect young children during rides |
| 77 | Please continue the program, very helpful for my kids and I as avsingle mom. |
| 78 | please continue this program, it's been so beneficial for me and it's made my life and my family's life so much easier. i can make it to school and work on time, get to the food bank every week on time, and save money doing it. |
| 79 | Please keep this service |
| 80 | Que pasen mas seguidos |
| 81 | Que sigan dando esta oportunidad para los estudiantes de viajar gratis porque es de mucha ayuda |
| 82 | SamTrans is honestly a good transportation, only thing is it sometimes causes me to be late. Always depends on the bus driver, sometimes i'm 5 minutes late and sometimes even 10 |
| 83 | SamTrans is often late. |
| 84 | Samtrans is very helpful because everybody in my family works and they can't give me a ride, so I take the bus |
| 85 | SamTrans los brinda un buen servicio a la comunidad |
| 86 | SamTrans need to provide service when there are short days at school too, not only Wednesday. And SamTrans needs to supervised their drivers specially in the mornings. |

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| 87 | samTrans nos a ayudado mucho con este programa mis hijos lo disfrutan muchísimo sin preocupación de que no puedan tener dinero para pagar ellos usan samTrans felices estamos muy agradecidos espero que lo puedan seguir brindando esta ayuda. |
| 88 | Sigan apollando a los estudiantes |
| 89 | Since my kids can't ride alone, it would be better if parents were included in the program. |
| 90 | Solo agradecer por el servicio que ofrecen |
| 91 | stop being late |
| 92 | Sup SamTrans hope you do these free bus passes again! |
| 93 | Sup SamTrans. Hope you do these free bus passes again! |
| 94 | Thank for providing this service for the students, it's been very helpful and able to save money. |
| 95 | thank you |
| 96 | Thank you |
| 97 | Thank you for allowing my son to participate in this program. |
| 98 | Thank you for driving us home safely... |
| 99 | Thank you for given me the unlimited bus pass |
| 100 | Thank you for giving me the opportunity to use this program. this program unrealistically helps me and those who need it, especially those who have just arrived in America. |
| 101 | Thank you for help all the students with your support |
| 102 | Thank you for partnering with our school district. We appreciate the free business pass & your service. |
| 103 | Thank you for the bus pass, my son really appreciates this! |
| 104 | Thank you for the offer to use free bus service. I'm sure there's lots of kids in San Mateo county who would benefit from this program. Unfortunately my son is autistic and doesn't like public transportation. |
| 105 | Thank you for the passes! |
| 106 | Thank you for the service and for providing the pass for the kids. |
| 107 | Thank you for this enormous help |
| 108 | Thank you for this program |
| 109 | Thank you for this service! |
| 110 | Thank you for your service, my youth is able to catch samtrans to and from school. It was very difficult to rush to pick him up from school now that I'm working 12hours shift thank you so very much. |
| 111 | Thank you so much for offering this to students! It's really helping families struggling with finances. |
| 112 | Thank you so much for providing this service to families who are struggling financially. |
| 113 | Thank you very much for all this help for our family |
| 114 | Thank you very much for the pass, it helps a lot. |
| 115 | Thanks SamTrans for everything you have done I really appreciate, |
| 116 | the drivers are nice |
| 117 | The free ride pass is very helpful when we're having a hardship. Thank you for your help! |
| 118 | The live times showing when the bus is coming is a bit unreliable, works for the most part but since some buses come late it just has you waiting more. |

| | |
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| 119 | The pass has been great wish that the high schoolers had the same pass as the middle schoolers They would definitely use it |
| 120 | The pass has been really helpful during this time what my family is on one income and do not have to stress about how my child gets to places when I'm unable to pick her up or drop her off. Thank you. |
| 121 | The youth unlimited pass has helped my child tremendously. My child is able to get to school on time and safely along with her friends. This is one of the great services the community has to offer. I appreciate it |
| 122 | This pass has helped up tremendously |
| 123 | This pass helped me out in so many ways. I know I can get anywhere on time now. It helps me feel more self-sufficient and independent. I like to be able to get anywhere at anytime and not have to be codependent on anyone to get me somewhere. |
| 124 | This pass helped us save over 100.00\$ last month on transportation. Thank you! |
| 125 | this pass was super helpful and i hope they provide it again next year |
| 126 | This season pass is providing my family a great economic benefit. I'm the legal guardian of four siblings and would be really difficult to afford to pay full price each month or manage to ride everyone to school every day. One suggestion would be to improve/coordinate better with the school when there are early dismissals. This is because sometimes the bus doesn't get to school at these times when there are conferences for example. Other than that, I'm grateful this pilot program was created. |
| 127 | Try to be less than 5 mins late to the bus stops. |
| 128 | Una ayuda muy necesaria con los pases de autobús Gracias |
| 129 | Very good |
| 130 | Very grateful with the pilot program. Please keep offering it. |
| 131 | We really need the 80 bus services from oak knoll school after school because a lot of us parents and grandparents and nannies/ baby sitters work and/ or don't have Transportation to pick kids up from school every day and some of us live too far and are too handicapped to walk such a great distance. Having this service has helped save and support us and our children and i personally believe that perfect attendance would not be supported without this service nor do i know how i would be able to pick my child up from school each day without this continuous service |
| 132 | We really rely on Samtrans for our transportation we do not drive . I have disabilities and my grandson is eight years old and he lives with me and he depends on that bus to get home from Oak Knoll School every day without that bus I don't know how we will get him from school the school bus pick him up in the morning but there's no transportation bringing him back home that would be very detrimental to us please keep this bus route going we really need it thank you so much keep Samtrans coming to Oak Knoll School because we really need it. |
| 133 | Well |
| 134 | With the youth pass, my child is more able to take ECR instead of walking home |
| 135 | Wonderful program that has taken some financial burden off my plate. Allows my daughter to take a bus instead of miss programs. |

**ATTACHMENT 9 – BOARD APPROVAL OF TITLE IV ANALYSIS (TO
BE ADDED AFTER JULY BOARD MEETING)**