TITLE VI PROGRAM

DECEMBER 2025

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

samTrans

SAN MATEO COUNTY TRANSIT DISTRICT

(SAMTRANS)

TITLE VI PROGRAM

PREPARED FOR:

FEDERAL TRANSIT ADMINISTRATION
REGION IX

PREPARED BY:

SAN MATEO COUNTY TRANSIT DISTRICT

DECEMBER 2025

TABLE OF CONTENTS

I. INTRODUCTION 02

II. GENERAL REQUIREMENTS 04

a. Title VI Notice to Public 04
b. Title VI Complaint Procedures and Complaint Form 04
c. List of Investigations, Complaints, or Lawsuits 04
d. Public Participation Plan 04
e. Language Assistance Plan 04
f. Membership of Non-elected Committees 04
g. Sub-recipient Monitoring 08
h. Evidence of Board Approval 10
i. Construction Projects 11
j. Additional Information upon Request 11

III. REQUIREMENTS OF TRANSIT PROVIDERS 12

a. Service Standards and Title VI Policies 12
b. Demographic and Service Profile 12
c. Demographic Ridership and Travel Patterns 12
d. Monitoring Program Results 12
e. Public Engagement for Policy Development 12
f. Title VI Equity Analyses 12

APPENDICES

A. TITLE VI NOTICE TO PUBLIC 13
B. TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM 17
C. LIST OF INVESTIGATIONS, COMPLAINTS, OR LAWSUITS 35
D. PUBLIC PARTICIPATION PLAN 38
E. LANGUAGE ASSISTANCE PLAN 59
F. EVIDENCE OF BOARD APPROVAL 117
G. SERVICE STANDARDS AND TITLE VI POLICIES 121
H. DEMOGRAPHIC AND SERVICE PROFILE 133
I. RIDERSHIP AND TRAVEL PATTERNS 149
J. MONITORING PROGRAM RESULTS 256
K. POLICY DEVELOPMENT OUTREACH 276
L. TITLE VI EQUITY ANALYSES 277

I. INTRODUCTION

The San Mateo County Transit District's (hereinafter "SamTrans" or the "District") Title VI Program provides information and analysis bearing upon compliance with Title VI of the Civil Rights Act of 1964 regarding transit services and related benefits. The purpose of Title VI is to ensure that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. §2000d.)

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

As a federal grant recipient, the District is required to maintain and provide to the FTA information on its compliance with Title VI regulations. At a minimum, the District must conduct periodic compliance assessments to ensure that the level and quality of transit services is provided in a nondiscriminatory manner; that full and fair participation in public transportation decision-making occurs without regard to race, color, or national origin; and to ensure meaningful access to transit-related programs and activities by persons with limited English proficiency. The District is required to submit a Title VI Program every three years and to document that its services and benefits are provided in a non-discriminatory manner. This Title VI program evidences activities conducted in 2023 through 2025.

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

1. Discussion and attachments pertaining to general Title VI requirements.
    a. Title VI Notice to Public
    b. Title VI Complaint Procedures and Complaint Form
    c. List of Investigations, Complaints, or Lawsuits
    d. Public Participation Plan
    e. Language Assistance Plan
    f. Membership of Non-elected Committees
    g. Sub-recipient Monitoring
    h. Evidence of Board Approval
    i. Construction Projects
    j. Additional Information upon Request

2. Discussion and attachments pertaining to Title VI requirements for transit operators.
    a. Service Standards and Title VI Policies
    b. Demographic and Service Profile
    c. Demographic Ridership and Travel Patterns
    d. Service Monitoring Program Results
    e. Public Engagement for Title VI Policy Development

f. Title VI Equity Analyses

3. All other required submittals.

II. GENERAL REQUIREMENTS

This chapter addresses the general triennial reporting requirements for all FTA grantees. The information is required under U.S. Department of Transportation (DOT) regulations.

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

2. **Title VI Complaint Procedures and Complaint Form**
   The District responds to any and all complaints or lawsuits that allege discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. SamTrans makes its procedures for filing a complaint available to members of the public on SamTrans' website, at the customer receptionist desk located at SamTrans headquarters at 1250 San Carlos Avenue, San Carlos, CA, and by sending to a customer if requested by phone or email. A copy of the District's Title VI procedures for filing a complaint, sample complaint form, and complaint process overview are contained in **Appendix B**.

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

4. **Public Participation Plan**
   A summary of public outreach and involvement activities undertaken in the last three years and description of steps taken to ensure that minority and low-income persons had meaningful access to these activities is contained in various portions of this Title VI Program, including the District's Public Participation Plan in **Appendix D**, the Language Assistance Plan in **Appendix E**, Policy Development Outreach in **Appendix K**, and the outreach summary portion of SamTrans' recent equity analyses in **Appendix L**.

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

6. **Membership of Non-elected Committees**
   The Citizens Advisory Committee (CAC) is composed of 15 representatives from various segments of the community and acts in an advisory capacity to the SamTrans Board. Responsibilities include providing input on the needs of current and potential transit users. The Citizens Advisory Committee has direct liaison to the Board of Directors through the Community Relations Committee and assists the SamTrans Board of Directors in any manner the Board deems appropriate.

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

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

As of December 2025, the CAC meets in a hybrid format in person at the San Mateo County Transit District Auditorium, 2nd Floor, 1250 San Carlos Ave, San Carlos, CA, and virtually via Zoom teleconference on the last Wednesday of each month at 6:30 p.m. All meetings are open to the public.

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

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

An annual four-week recruitment is held to fill the vacancies on the CAC. In the event there are a significant number of unexpected vacancies, such as at the current time, staff will hold an off-cycle recruitment to fill the vacancies at the Board's direction. As of December 2025, there are four vacancies on the Committee (two for Multimodal Riders and two for Community constituencies), with an additional four seats to expire in April 2026 (two for Bus Riders, one for Multimodal Riders, and one for Community). SamTrans announced the recruitment to fill eight vacancies at the January 2026 Board meeting and will announce the appointments for terms beginning May 1, 2026 at the April 2026 Board meeting.

SamTrans is proactive in recruiting new CAC members, including individuals from traditionally underserved communities in San Mateo County, and all applications are kept on file. The SamTrans website and onboard take-ones are provided in English, Spanish, and Chinese. SamTrans also provides English language in the following forms:

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

Every person who applies to fill vacancies is interviewed by the Community Relations Board

Subcommittee, which is comprised of three members of the Board of Directors. The same questions are asked of each candidate and the final decision is based on qualifications and responses to interview questions.

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

Exhibit 1: Current (2025) CAC Membership List

Race / Ethnic Background	Representing	Term Expires April 30
White / Caucasian	Bus Riders	2026
Not Provided	Bus Riders	2026
Asian	Bus Riders	2027
White / Caucasian	Bus Riders	2027
Not Provided	Bus Riders	2028
Not Provided	Community Riders	2026
White / Caucasian	Community Riders	2028
White / Caucasian	Community Riders	2028
Asian	Multimodal Riders	2026
Not Provided	Multimodal Riders	2027
Not Provided	Multimodal Riders	2028
VACANT	Community Riders	2027
VACANT	Community Riders	2028
VACANT	Multimodal Riders	2026
VACANT	Multimodal Riders	2027

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

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

The committee is composed of 15 volunteer community representatives from various constituencies and acts in an advisory capacity to the SamTrans Board of Directors. As of December 2025, the committee meets quarterly in a hybrid format in person at the San Mateo County Transit District Auditorium, 2nd Floor, 1250 San Carlos Ave, San Carlos, CA 94070, and virtually via Zoom teleconference. All meetings are open to the public. Each member is appointed for a three-year term representing and divided among the following constituencies:

- Senior Community – one member representing elderly and senior residents or riders
- Youth and Youth Transit Riders – one member representing residents or riders under the age of 18
- San Mateo County Supervisorial District Representatives – one member representing each of the five County supervisorial Districts in San Mateo County
- Citizens Advisory Committee Representatives – one member representing each of the three transportation agency CACs in San Mateo County (SamTrans, Caltrain, and San Mateo County Transportation Authority CACs)
- People with Disabilities – one member representing riders or residents with disabilities
- Community Representatives – one member representing each of the following four community interests that are impacted by Measure W: 1) Organized Labor; 2) Environmental or Sustainability Organization; 3) the City/County Association of Governments of San Mateo County (C/CAG) Bicycle and Pedestrian Advisory Committee; and 4) Private Sector Employer.

An annual four-week recruitment is held in September to October to fill the vacancies on the COC. As of December 2025, there are two vacancies – one for People with Disabilities and one for County Supervisor District 1. SamTrans is proactive with respect to recruiting new COC members, including individuals from traditionally underserved communities in San Mateo County, and all applications are kept on file. The Website and Onboard take ones are provided in English, Spanish and Chinese. Applications are available in Chinese and Spanish online and upon request.

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

Exhibit 2: Current (2025) Measure W COC Membership List

Race / Ethnic Background	Representing	Term Expires December 31
White / Caucasian	SamTrans Citizens Advisory Committee	2025
White / Caucasian	Caltrain Citizens Advisory Committee (San Mateo County)	2025
White / Caucasian	County Supervisor District 4	2025
White / Caucasian	Organized Labor	2027
White / Caucasian	Environmental or Sustainability Organization	2026
White / Caucasian	Senior Community	2025
White / Caucasian	Youth and Youth Transit Riders	2027
Mixed	TA Citizens Advisory Committee	2026
Asian	County Supervisor District 2	2027
Latino / Hispanic	County Supervisor District 3	2026
White / Caucasian	C/CAG Bicycle and Pedestrian Advisory Committee	2026
Latino / Hispanic and Black / African-American	County Supervisor District 5	2026
White / Caucasian	Private Sector Employer	2027
VACANT	People with Disabilities	2026
VACANT	County Supervisor District 1	2027

7. Sub-recipient Monitoring

SamTrans was not responsible for any sub-recipients over the last reporting period and will not be taking on any sub-recipients in the next reporting period, thus no monitoring of sub-recipients by SamTrans is required. However, below are the procedures for sub-recipients.

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

Primary recipients should assist their sub-recipients in complying with DOT's Title VI regulations, including the general reporting requirements. Assistance shall be provided to the sub-recipient as necessary and appropriate by the primary recipient. Primary recipients should provide the following information to sub-recipients; such information, forms, and data may be kept in a central repository and available for all sub-recipients:

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

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

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

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

a) *In order to ensure the primary and sub-recipient are in compliance with Title VI requirements, the primary recipient shall undertake the following activities:*

   (1) *Document its process for ensuring that all sub-recipients are complying with the general reporting requirements of Circular 4702.1B, as well as other requirements that apply to the sub-recipient based on the type of entity and the number of fixed route vehicles it operates in peak service if a transit provider.*

(2) Collect Title VI Programs from sub-recipients and review programs for compliance. Collection and storage of sub-recipient Title VI Programs may be electronic at the option of the primary recipient.

(3) At the request of FTA, in response to a complaint of discrimination, or as otherwise deemed necessary by the primary recipient, the primary recipient shall request that sub-recipients who provide transportation services verify that their level and quality of service is provided on an equitable basis. Sub-recipients that are fixed route transit providers are responsible for reporting as outlined in Chapter IV of Circular 4702.1B.

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

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

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

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

8. Evidence of Board Approval

The Board meeting agenda, staff report, meeting minutes, PowerPoint presentations, and signed resolution of the SamTrans Board's adoption of the 2025 Title VI Program is/will be included in **Appendix F**.

9. Construction Projects

SamTrans has not undertaken any construction projects during this reporting period. For any District construction projects that require documentation under Title VI Circular 4702.1B, an environmental justice analysis will be prepared and submitted separately as allowed under the Circular.

10. Additional Information upon Request

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

III. REQUIREMENTS OF TRANSIT OPERATORS

This chapter responds to the specific reporting requirements on a triennial basis for FTA grantee transit operators that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people. The information is required under DOT regulations.

1. **Service Standards and Title VI Policies**
   A copy of the District's Major Service Change, Disparate Impact and Disproportionate Burden policies, and Systemwide Service Standards and Policies can be found in **Appendix G**. In 2026, SamTrans is proposing to revise its Major Service Change Policy to add criteria to define a major service change for microtransit service and to update its Disparate Impact and Disproportionate Burden policies by decreasing the threshold of both policies. SamTrans is also proposing to update its transit amenities under systemwide service policies to reflect the Bus Stop Improvement Plan (BSIP) guidelines, which were adopted by the Board in 2024.

2. **Demographic and Service Profile**
   SamTrans regularly evaluates demographic information as part of any proposed service or fare change, as required by the FTA. SamTrans also conducted demographic analysis using Census data for this 2025 Program submission. The results are included in **Appendix H**.

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

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

5. **Public Engagement for Policy Development**
   A summary of the public engagement process utilized to develop and vet SamTrans' major service change, disparate impact and disproportionate burden policies, and systemwide service standards and policies can be found in **Appendix K**.

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

A. TITLE VI NOTICE TO PUBLIC

The SamTrans Notice to Public regarding Title VI rights is included below. It is posted in English, Spanish, and Chinese at several highly visible locations around SamTrans Administrative headquarters at 1250 San Carlos Avenue, San Carlos, CA 94070, including the lobby, customer reception desk, and board meeting room. In addition, ad cards with a Title VI Notice to Public are on all SamTrans fixed-route buses. SamTrans posts the Title VI Notice on rider guides for paratransit and on SamTrans' website at www.samtrans.com/TitleVI.

SamTrans has updated its Title VI notice to include notice of free translation assistance in all Safe Harbor languages as defined in the Language Assistance Plan included in this Title VI submission. SamTrans has also translated Frequently Asked Questions and multiple taglines in over 20 languages for community-focused outreach.

Examples of the posted Title VI notices follow.

Title VI Notice – SamTrans Headquarters, San Carlos, CA

TITLE VI RIGHTS

SamTrans and Caltrain operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights of 1964. For more information, or to file a complaint, visit **www.samtrans.com/TitleVI** or **www.caltrain.com/TitleVI**.

Any person who believes they have been discriminated against based on race, color, or national origin with regard to transit services delivery has the right to file a complaint within 180 days of the alleged incident. You may download a complaint form at the websites above or request one by calling 1-800-660-4287 (TTY 650-508-6448). You may also file a complaint with the Federal Transit Administration through its Office of Civil Rights, Title VI Program Coordinator, East Building, 5th floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

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

Cualquier persona que se sienta víctima de discriminación por motivos de raza, color u origen nacional en relación con la prestación de servicios de transporte tiene el derecho de presentar una queja dentro de los 180 días del supuesto incidente. Usted puede descargar un formulario de queja (arriba) o solicitar un formulario, llamando al numero 1-800-660-4287 (TTY 650-508-6448). También puede presentar quejas al Federal Transit Administration por medio de la oficina, "Office of Civil Rights", con el coordinador de programa del Title VI ubicado en el quinto piso-TCR del edificio oeste, 1200 New Jersey Ave., SE, Washington, DC 20590.

SamTrans 和Caltrain根据《1964年民权法》第六篇运营其项目和服务，而不考虑种族、肤色或原国籍。如需了解更多信息，或者若要提出投诉，请访问 **www.samtrans.com/TitleVI** 或 **www.caltrain.com/TitleVI**.

任何认为自己在运输服务交付方面因种族、肤色或国籍而受到歧视的人都有权在指控事件发生后 180 天内提出投诉。您可以在上面下载投诉表或致电 1-800-660-4287 (TTY 用户请拨打 650-508-6448) 索取一份。您也可以通过其公民权利办公室向联邦交通管理局提出投诉，Title VI 项目协调员，East Building, 5th floor-TCR,1200 New Jersey Ave., SE, Washington, DC 20590.

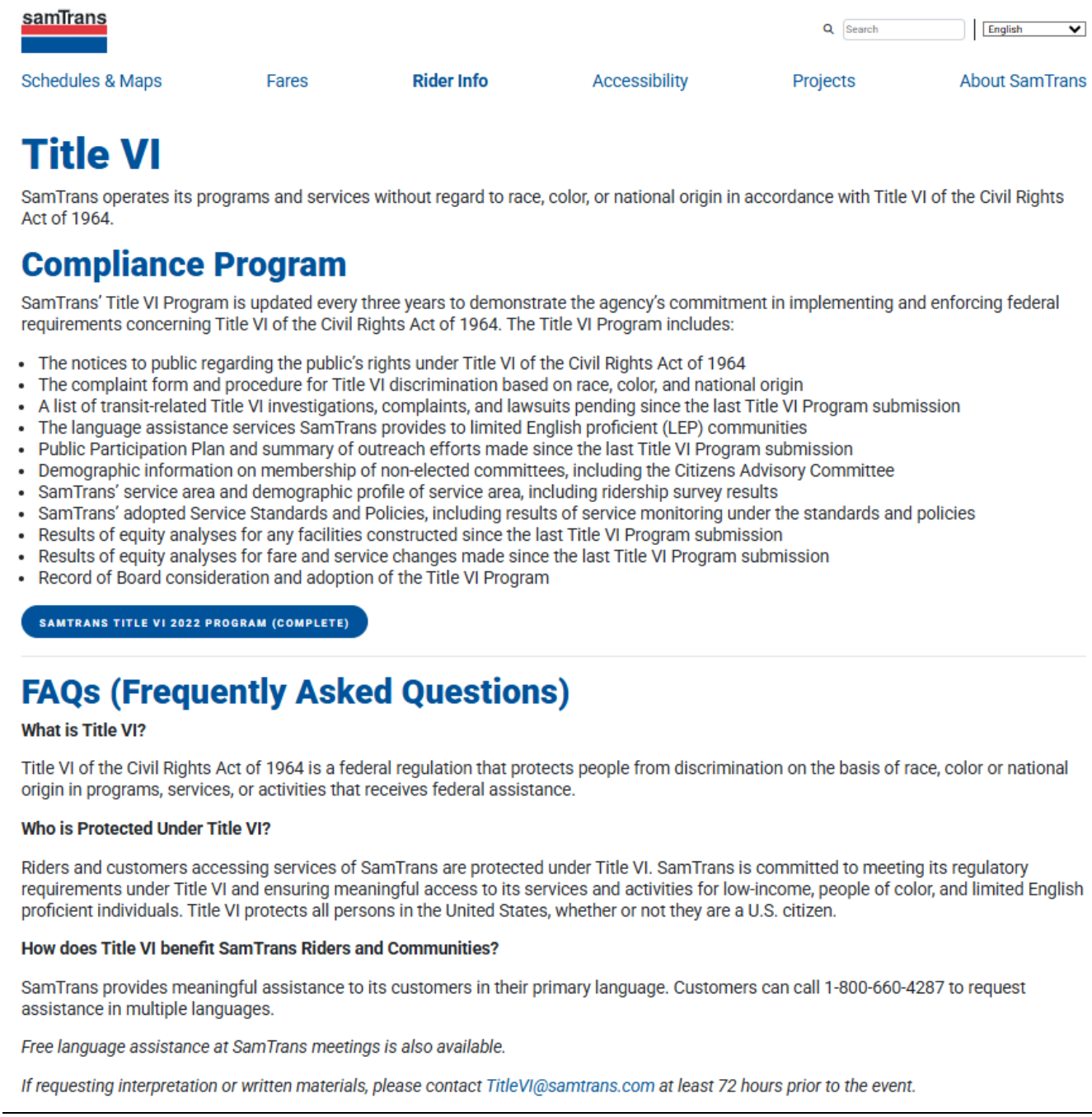
Free Language Assistance is Available: 1-800-660-4287
Asistencia de idiomas gratis: 1-800-660-4287
可免费提供语言协助：1-800-660-4287
Hỗ trợ ngôn ngữ miễn phí có sẵn: 1-800-660-4287
الباب السادس: إخطار الحقوق المدنية 1-800-660-4287
May Available na Libreng Tulong sa Wika: 1-800-660-4287
무료 언어 지원이 제공됩니다: 1-800-660-4287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

San Mateo County
TRANSIT DISTRICT

06/2023

Title VI Notice – Ad Card on Fixed-Route Buses

Title VI Notice – SamTrans Website



samTrans

Search | English

Schedules & Maps | Fares | **Rider Info** | Accessibility | Projects | About SamTrans

Title VI

SamTrans operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Compliance Program

SamTrans' Title VI Program is updated every three years to demonstrate the agency's commitment in implementing and enforcing federal requirements concerning Title VI of the Civil Rights Act of 1964. The Title VI Program includes:

- The notices to public regarding the public's rights under Title VI of the Civil Rights Act of 1964
- The complaint form and procedure for Title VI discrimination based on race, color, and national origin
- A list of transit-related Title VI investigations, complaints, and lawsuits pending since the last Title VI Program submission
- The language assistance services SamTrans provides to limited English proficient (LEP) communities
- Public Participation Plan and summary of outreach efforts made since the last Title VI Program submission
- Demographic information on membership of non-elected committees, including the Citizens Advisory Committee
- SamTrans' service area and demographic profile of service area, including ridership survey results
- SamTrans' adopted Service Standards and Policies, including results of service monitoring under the standards and policies
- Results of equity analyses for any facilities constructed since the last Title VI Program submission
- Results of equity analyses for fare and service changes made since the last Title VI Program submission
- Record of Board consideration and adoption of the Title VI Program

SAMTRANS TITLE VI 2022 PROGRAM (COMPLETE)

FAQs (Frequently Asked Questions)

What is Title VI?

Title VI of the Civil Rights Act of 1964 is a federal regulation that protects people from discrimination on the basis of race, color or national origin in programs, services, or activities that receives federal assistance.

Who is Protected Under Title VI?

Riders and customers accessing services of SamTrans are protected under Title VI. SamTrans is committed to meeting its regulatory requirements under Title VI and ensuring meaningful access to its services and activities for low-income, people of color, and limited English proficient individuals. Title VI protects all persons in the United States, whether or not they are a U.S. citizen.

How does Title VI benefit SamTrans Riders and Communities?

SamTrans provides meaningful assistance to its customers in their primary language. Customers can call 1-800-660-4287 to request assistance in multiple languages.

Free language assistance at SamTrans meetings is also available.

If requesting interpretation or written materials, please contact TitleVI@samtrans.com at least 72 hours prior to the event.

B. TITLE VI COMPLAINT PROCEDURES & FORM

The San Mateo County Transit District (SamTrans) Title VI Complaint Processing and Investigation Procedure, Investigator Form, Cover Letter and Instructions, and Title VI Complaint Forms follow.

SamTrans has updated the Title VI Complaint Form in all Safe Harbor languages as defined in the Language Assistance Plan included in this Title VI Program. Complaint forms are available in 21 languages aside from English, including Arabic, Chinese, Farsi, French, German, Gujarati, Hindi, Italian, Japanese, Khmer, Korean, Portuguese (Brazilian and Portuguese), Punjabi, Russian, Spanish, Tagalog, Tamil, Telugu, Urdu, and Vietnamese. The Spanish and Chinese forms are included in this appendix, as they are the top two languages used by Limited-English Proficient riders on SamTrans.

COMPLAINT PROCESSING AND INVESTIGATION PROCEDURE

Title VI Complaint Processing Procedure

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

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

SamTrans Title VI website: www.samtrans.com/TitleVI

Definitions

The following definitions are used throughout the Title VI Complaint Processing and Investigation Procedures.

Consumer Report / Complaint: Complaints, comments, and compliments that are received by SamTrans by phone, email, letter, or comment card, which may or may not include a Title VI concern.

Contract Operator: The third-party company under contract with SamTrans to provide transportation services on behalf of SamTrans.

Customer: Any member of the public who comes into contact with SamTrans' services.

Customer Service Center: A department within SamTrans that handles intake of customer inquiries, complaints, and compliments. The Customer Service Center routes customer comments as needed through ComplianceQuest for investigation by the responsible party. Using the information provided by the responsible party, the Customer Service Center responds to the customer.

ComplianceQuest: A tool for collecting and routing information. All detailed information regarding non-Title VI complaints is kept in this database. All Title VI Discrimination Complaint Forms are kept in this database, but the details of investigations and findings are not.

Title VI Administrator: The SamTrans staff member assigned to oversee and manage the Title VI process, including tracking and investigating Title VI complaints.

Title VI Discrimination Complaint Form: The standard form used to submit Title VI complaints.

Title VI Spreadsheet: An Excel spreadsheet used to track potential and filed Title VI Discrimination Complaint Forms. The spreadsheet will also be used to monitor and analyze performance and determine if there are any trends that need to be mitigated.

Transit Police: Law enforcement contracted through the San Mateo County Sheriff's Office to support SamTrans. Transit Police Title VI complaints will be handled by the Department of Risk Management and the San Mateo County Sheriff's Office.

Receipt of Consumer Complaint Which Includes Allegation of Discrimination

Follow this section if the complaint is not received via a Title VI Complaint Form. If a Title VI Complaint Form is received, skip to "Receipt of Title VI Complaint Form".

Customer Service Center

1. Receive the complaint, follow standard procedures for entering the Consumer Report into the ComplianceQuest database system.
2. Check the discrimination box in ComplianceQuest for all Consumer Reports that mention race, color, or national origin, or make a claim of discrimination.
3. Route all Consumer Reports that are marked discrimination to the designated recipients for routine investigation and send to the Title VI Administrator for review.
4. If the Title VI Administrator finds a potential Title VI violation:
    a. Respond to customer following standard response procedures.
    b. Send Title VI Complaint Form and Cover letter to complainant as part of the above response. If complainant is unable to complete a written form, staff may fill out the form on complainant's behalf.
    c. Document in ComplianceQuest how and when Title VI information was sent.

Title VI Administrator

1. Review all incoming ComplianceQuest reports marked as discrimination within 48 hours of receipt for potential Title VI claims.
2. Determine if the complaint is a potential Title VI complaint. Discrimination allegations based on age, sex, gender, or disability are not covered under Title VI and can be eliminated from the Title VI Procedure. Enlist assistance from Legal as necessary.
3. For potential Title VI violations:
    a. Advise Customer Service through ComplianceQuest to send the customer a Title VI complaint form and cover letter (included in this Appendix B).
    b. Notify any Contract Operator (if applicable) of the potential for a Title VI claim.
    c. Email request to Superintendent, manager, or contractor to retain a copy of any video recording. Video can also be requested through ComplianceQuest.
    d. Enter information into the Title VI spreadsheet, including notes about when and how forms are provided in ComplianceQuest.
4. For non-Title VI complaints:
    a. Advise Customer Service through ComplianceQuest that the complaint does not include a potential Title VI violation and standard process should be followed.
5. Title VI Administrator shall maintain a log of consumer complaints that are potential Title VI claims.

Contractor

1. Contractor will investigate the complaint according to the contractor's internal procedures.
    a. If the contractor's investigation of a complaint begins before the Title VI Administrator determines whether the complaint concerns Title VI, the contractor's investigation should be conducted in a manner that assesses whether a potential Title VI violation occurred.
2. Contractor must forward its findings to the Title VI Administrator and the Title VI Administrator will enter findings into ComplianceQuest.

Receipt of Title VI Discrimination Complaint Form

Title VI Administrator

1. Create Title VI complaint file.
2. Document and record into Title VI Spreadsheet.
    a. Title VI Complaint Form must be received within 180 days of alleged incident to begin investigation. If no investigation is initiated, clearly document the reason.
3. Make determination whether the Title VI Discrimination Complaint Form contains a valid Title VI concern. Enlist assistance from Legal as necessary.
    a. If a Title VI investigation is warranted, begin investigation. Follow the Title VI Investigation Form (included in this Appendix B).
    b. If no Title VI investigation is warranted, clearly document the basis for the determination and close file.
4. Inform complainant that a formal Title VI investigation is being conducted or that their complaint is not covered by Title VI and therefore Title VI investigation is not warranted. This must be done within 10 working days of receipt of the completed and signed Title VI Discrimination Complaint Form.
5. Notify Contract Operator of Title VI investigation in writing, including request for documentation.
6. Notify Transit Police of Title VI investigation in writing, including request for documentation if complaint is related to alleged fare evasion, the receipt of a citation, or other incident that involved Transit Police.
7. If the complaint implicates a transit employee, notify appropriate management, base superintendent, and assistant superintendent.
8. Enter information from the Title VI Discrimination Complaint Form into the Title VI Spreadsheet. The initial Title VI Complaint Form will also be kept in ComplianceQuest, but the Title VI Investigations and Findings will not be kept in ComplianceQuest. Title VI Investigation and Findings will be kept in a Title VI complaint file specifically created for that complaint.
9. If this is the first time that a complaint has been received from an individual, send the Title VI Complaint to Customer Service to enter into ComplianceQuest.
    a. Indicate to Customer Service whether this is being investigated as a Title VI investigation.

Customer Service Center

1. If the Title VI Discrimination Complaint Form is the first receipt of the complaint:
    a. Enter complaint into ComplianceQuest.
    b. Indicate the date that the form was received and whether the claim has been determined to warrant a Title VI investigation or a routine investigation.
    c. Route to all parties as appropriate.

   d. Do not provide an answer to the customer, unless directed by the Title VI Administrator.
2. If the Title VI Form is derived from a previous complaint, it should have already been entered into ComplianceQuest.
3. Title VI Investigations and Findings are not recorded in ComplianceQuest, only the receipt of the initial Title VI Discrimination Complaint Form.

Contractor

1. Assist Title VI Administrator with investigation, as necessary.
2. If the Title VI complaint implicates a transit employee, provide to the Title VI Administrator:
   a. Facts or other relevant information pertinent to the complaint discovered during the investigation.
   b. Implicated employee's training records and any future training refreshers.
   c. Dates and summaries of any Title VI counseling and/or discipline imposed on implicated employee.
   d. Summary of Title VI complaint history regarding the implicated employee.

Transit Police

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

Title VI Investigation of Complaint

Title VI Administrator

1. Interview employees, complainant, and witnesses.
   a. Obtain statements from witnesses, copies of records, and other evidence needed to ascertain the validity of the allegations raised in the complaint. Any failure to cooperate with the investigation should be documented.
2. Following the interviews, draft and submit the Title VI Investigation Report to the Deputy Director of Civil Rights within 30 working days of receipt of the Title VI Discrimination Complaint Form for review.
   a. The Title VI Investigation Report must include names and titles of all who are contacted about the incident, any evidence reviewed (such as video recordings), and all other relevant information.
   b. The report shall state why the incident was or was not a case of discrimination.
   c. If a violation of Title VI is found, recommend appropriate corrective action.
   d. If no findings of Title VI discrimination, identify why no finding was identified.
3. If unable to complete the investigation within 30 working days, notify the Deputy Director of Civil Rights and document the reason(s) why the investigation requires more than 30 working days to complete.
4. Review Investigation Report with appropriate management, including Civil Rights Management, appropriate Chief Operating Officer, and/or Contract Operator, if applicable. Discuss findings and/or recommended corrective action.
5. Prepare Determination Letter for issuance notifying complainant of SamTrans' findings, along

with their right to appeal and information regarding the appeal process.
6. Send Determination Letter of findings to complainant within 60 days of receipt of Title VI Discrimination Complaint Form.
7. Provide a summary of the Title VI Investigation Report to the General Manager/CEO's Office, as complainant has 60 days after receiving the Determination Letter to appeal findings to the General Manager/CEO.
8. Update complaint file and log in the Title VI spreadsheet.

Contractor (If Applicable)

1. Track complaint, employee history if an employee was involved in complaint, and findings.
2. Implement corrective actions, as required by the report.
3. Track corrective actions.

Appeal

1. Complainant has 10 days after receipt of Determination Letter to appeal findings to the General Manager/CEO. Requests for appeal must be submitted in writing to the General Manager/CEO and shall sufficiently detail any items the complainant feels were not fully understood or otherwise incorrectly decided by the Deputy Director of Civil Rights and/or other staff reviewing claim.
2. The General Manager/CEO will notify the complainant in writing of the determination of the issues raised in the appeal within 10 working days of the submittal of the appeal. The decision of the Executive Director is final.

Complaint to Federal Transit Administration (FTA)

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

SAMTRANS TITLE VI DISCRIMINATION INVESTIGATOR FORM

SECTION 1 - CASE INFORMATION (from Title VI Administrator)

Title VI Complaint Form Number: _____

Consumer Report & Folder Number (if it exists): _____

Complainant Name:_____

Investigator Name:_____

Investigator Work Location:_____

Investigation Completion Due Date_____

SECTION 2 – PREVIOUS INVESTIGATION

Has this incident/complaint been investigated previously? _____Yes _____No [If you answered "no" to this question, go to Section 3.]

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

_____Yes _____No

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

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

_____Yes _____No

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

_____

_____

_____

SECTION 3 – INVESTIGATION

Date & time of incident:_____ Names, ID (if applicable) and title of employee accused of discrimination

Name:_____Title:_____ID#_____

Name:_____Title:_____ID#_____

Name:_____Title:_____ID#_____

Location of incident (including vehicle information): _____

_____

Was there a determination that discrimination was involved? _____Yes _____No If yes, what

corrective action was taken?

_____

_____

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

_____

_____

Was the complainant contacted? _____Yes _____No

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

_____Yes _____No _____Unknown

Re: SamTrans Title VI Discrimination Complaint

Dear SamTrans Customer:

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

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

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

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

SamTrans Title VI Administrator

Español al otro lado

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

Estimado SamTrans al Cliente:

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

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

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

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

SamTrans, Administrador de Título VI

English on other side

English

SamTrans – Title VI Discrimination Complaint Form

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

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

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

SECTION 1 - CONTACT INFORMATION

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: (Home)_____(Cell)_____ (Work)_____

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

E-mail:_____@_____

SECTION 2 – FILING FOR ANOTHER PERSON

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

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

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

_____

Please explain why you have filed for a third party. _____

_____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ____ Yes ____ No

SECTION 3 – DISCRIMINATION COMPLAINT

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

____Race ____Color ____National Origin

Please describe the Race, Color or National Origin of the aggrieved party _____

Date and time the alleged discrimination took place: Date___/___/___ Time_____a.m. / p.m.

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

_____

_____

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

Name:_____ ID#_____

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

_____

_____

_____

SECTION 4 – PREVIOUS OR EXISTING COMPLAINTS AND LAWSUITS

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

____ Yes, for this incident ____ Yes, for a different incident ____ No

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

____Federal Agency ____State Agency ____Local Agency

____Federal court ____State court

____Other (please specify):_____

Have you filed a claim or lawsuit regarding this complaint? Yes____ No____

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

____Federal Court ____State Court

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

Name / Office:_____

Address: _____

City:__State:_Zip Code: ____

Phone Number _____

SECTION 5 – SIGNATURE

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

_____ _____

Complainant's Signature Date

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

2/25/13

للترجمة, أتصل علي 1.800.660.4287

如需翻譯, 請電1.800.660.4287.

अनुवाद के लिए, 1.800.660.4287 पर कॉल करें।

翻訳のご用命は、+1.800.660.4287 までお電話ください。

번역을 원하시면, 1.800.660.4287번으로 전화하십시오.

برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.

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

Para sa pagsasalin sa ibang wika, tumawag sa 1.800.660.4287

Cần dịch thuật, xin gọi 1.800.660.4287.

Spanish

SamTrans - Formulario de Queja Discriminación según el Título VI

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

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

Proporcione la información solicitada a continuación y envíela a:

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

SECCION 1 - INFORMACIÓN DE CONTACTO

Nombre: _____

Dirección: _____

Ciudad: _____ Estado: _____Código de área: _____

Teléfono: (Casa) _____ (Teléfono móvil) _____
(Trabajo) _____

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

Correo electrónico:_____@_____

SECCION 2 -- LLENADO DEL FORMULARIO PARA OTRA PERSONA

¿Está llenando este formulario para una queja propia? ____ Si ____ No

[Si la respuesta es "si", vaya ala Sección 3].

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

_____

Explique la razón por la que presenta la queja como tercera persona. _____

_____

Confirme que cuenta con el permiso de la parte agraviada para presentar esta queja como tercera persona. ____ Si ____ No

SECCION 3 -- QUEJA DE DISCRIMINACIÓN

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

____Raza ____Color ____ Origen nacional

Describa la raza, color u origen nacional de la parte agraviada _____

Fecha y hora de la supuesta discriminación: Fecha ___/___/___ Hora _____a.m. / p.m.

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

_____

_____

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

Nombre: _____ # de ID_____

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

_____

_____

_____

SECCION 4 -- QUEJAS ANTERIORES O EXISTENTES Y DEMANDAS

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

____ Sí, por este incidente ____ Sí, por otro incidente ____ No

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

____Agencia federal ____Agencia estatal ____ Agencia local

____Corte federal ____Corte estatal

____Otro (especifique):_____

¿Ha presentado alguna queja o demanda respecto a esta queja en particular?

Sí____ No____

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

____Corte federal ____Corte estatal

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

Nombre / Oficina:_____

Dirección: _____

Ciudad: _____ Estado: _____Código de área:_____

Número telefónico _____

SECCIÓN 5 -- FIRMA

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

_____ _____

Firma del reclamante Fecha

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

Chinese

SamTrans – 民权法第六篇歧视投诉表

SamTrans 致力于确保任何人都不应由于种族、肤色或原国籍而被排除在 SamTrans 服务与便利设施的平等分配之外。任何人只要认为自己由于上述任何一个因素而受到了歧视，都可以提出投诉。投诉必须在事件发生之日起 180 个日历日内提出。

在收到您完整填写的投诉表后，SamTrans 会在 10 个工作日内联系您，以确认收到了您的投诉表，并开始调查（除非投诉已首先或同时向一个外部方提出）。调查工作可能包括与所有当事人讨论此投诉事宜，以查明问题性质。通常会在收到完整填写的投诉表后 60 天内开展和完成调查。根据所有收到的信息，一份调查报告将提交给 SamTrans 首席运营官。投诉者会于 60 天时限结束前收到一封说明 SamTrans 最后裁决的信函。

请完整填写下列信息，并寄送至 SamTrans, Title VI Administrator
1250 San Carlos Ave. – P.O. Box 3006
San Carlos, CA 94070-1306
或者发送电子邮件至：*titlevi@samtrans.com*

第 1 节 – 联系信息

姓名：_____

地址：_____

城市：_____ 州：_____ 邮编：_____

电话：（住宅电话）_____（手机）_____ （办公室电话）_____

[如果任何电话号码是 TDD（聋哑人用通信设备）或 TTY（文本电话）号码，请予以注明。]

电子邮箱：_____@_____

第 2 节 – 代他人提出投诉

您是否代表您自己提出此投诉？_____ 是 _____否

[如果您对此问题的回答为“是”，请前往第 3 节。]

如果您的回答为“否”，请提供您代其提出投诉的人的姓名和关系。

_____

请解释为何您代第三方提出了投诉。_____

_____

如果您代第三方提出投诉，请确认您已取得受侵害方的许可。 _____是 _____否

第 3 节 – 歧视投诉

下列哪一项描述了您认为歧视发生的原因？是否因为您的：

____种族 ____肤色 ____原国籍

请描述受侵害方的种族、肤色或原国籍 _____

所指控歧视的发生日期和时间：日期_____/ /___ 时间_____上午 / 下午

所指控歧视发生在哪里？具体的车辆信息将有所帮助（例如：车辆编号）。

_____

_____

您是否能识别出某个歧视了受侵害方的人士？

姓名：_____ ID#_____

请用您自己的措辞来描述所指控的歧视。解释事件经过并列出您认为该为此负责的人员。如有必要，请另附页。

_____

_____

_____

第 4 节– 此前或现有的投诉和诉讼

您此前是否向 SamTrans 提出了“民权法第六篇”歧视投诉？

____ 是，针对此事件 ____是，针对另一事件 _____否

您是否向任何其它机构或法院提出了此投诉？

____联邦机构 ____州机构 ____地方机构

____联邦法院 ____州法院

____其他（请注明）：_____

您是否针对此投诉提出了索赔或诉讼？是_____ 否_____

如果是，请提供诉状副本并注明受理法院：

____联邦法院 ____州法院

请提供受理投诉的机构/法院的联系人信息：

姓名 / 办公室：_____

地址：_____

城市：_____州：_____邮编：_____

电话号码_____

第 5 节 – 签名

请在下方署名，以证明上述信息真实无误。您可以附上任何书面材料或者其它您认为与您的投诉相关的信息。

_____ _____

投诉者签名 日期

注：投诉也可以提交给：Federal Transit Administration, Office of Civil Rights, Attention:Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590。

C. LIST OF COMPLAINTS AND INVESTIGATIONS

The following exhibit provides information on the Title VI complaints received during the review period of January 2023 to December 2025 by the Customer Service department and Office of Civil Rights. All formal complaints on the list below have been resolved through standard internal processes (e.g. investigation findings, re-training, or discipline). There have been no Title VI lawsuits filed against the District during this review period. Between the Title VI email inbox and Customer Service, a total of 57 complaints were received, of which four individuals completed a Title VI form filing a formal complaint, resulting in the initiation of an investigation.

Record ID	Date Filed	Date Closed	Description	Status	Finding
Letter	8/9/2022	1/19/2023	Customer states that we are violating the ADA by not allowing her to board with her baby stroller. (She also alleged racial discrimination.) Customer said that she is not able to fold the stroller because she is disabled and might injure herself	C	SamTrans interoffice memo sent about stroller policy. Closing letter sent to complainant; there is not sufficient evidence to substantiate complainants claim.
926154	4/13/2024	11/8/2024	Caller said his wife was waiting at the bus stop to go to work and the bus passed her up! Caller said, it's possible he passed her up because she's Latina and that would be discriminating! Adds caller, his wife had to pay for a ride to work and he feels she should be reimbursed!	C	Closing letter sent to complainant; there is not sufficient evidence to conclude that the operators actions were racially motivated but as a result, the operator will be required to complete refresher training on customer service, and operational protocols, including the requirement to stop at all designated stops on their routes.
929285	5/11/2024	11/8/2024	Rider reports that on Bus 458 (SF to SFO) around 3:30 PM, the operator greeted them in a hostile way, implied they were homeless, and then refused what the rider believes is the correct reduced/disabled fare using a Medicare card. Rider also alleges the operator applied fares inconsistently (letting some riders board free, charging others), and behaved in a racially discriminatory and disrespectful manner (including snapping fingers at Asian riders). Rider says the operator later confronted them onboard about "staring," which the rider denies, and the rider states they were triggered due to PTSD. Rider demands supervisor follow-up and states they are considering legal action against SamTrans.	C	Closing letter sent to complainant. We were unable to substantiate the claims and found insufficient evidence to conclude that the operator's actions were motivated by race.
936954	8/13/2024	12/19/2024	Patron, an African American senior, reported inappropriate behavior by the southbound route 292 bus driver. Caller stated that at the Millbrae Transit Center the driver got out of his seat and walked up to her to ask if she had a bottle of ammonia in her bag because several patrons in the front of the bus were coughing. Patron was taken aback by this off the wall question and told the driver that she didn't have any ammonia in her bag. However, she didn't open her bag to show him because this seemed intrusive. Driver approached her a second time and then called dispatch who contacted the Transit Police. The Transit Police arrived at 11:47 a.m. and searched the caller's bag. They	C	Complaint form filled out; no further response from complainant. Closing letter sent to complainant.

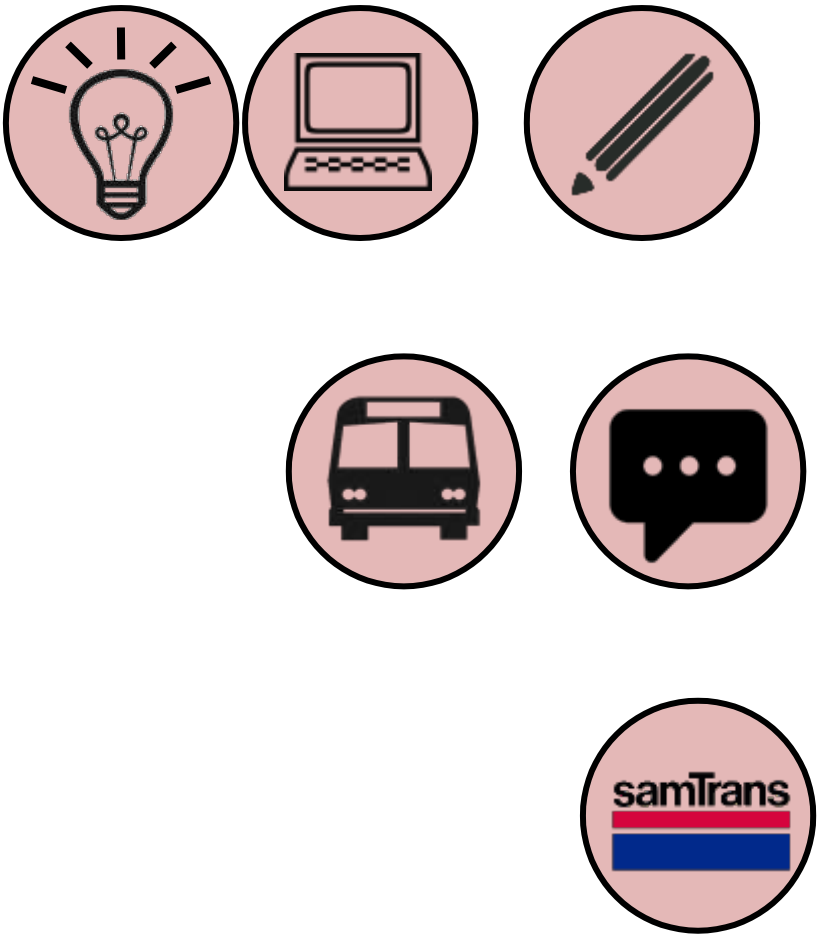
			didn't find any caustic substances, and she was cleared without further incident. Patron mentioned that she felt unnecessarily singled out and accosted by the driver. Customer contemplated whether this incident may have been racially motivated.		

D. PUBLIC PARTICIPATION PLAN

The following document is SamTrans' Public Participation Plan (PPP), updated in advance of this 2025 program submission.

San Mateo County Transit District | **SamTrans**

PUBLIC PARTICIPATION PLAN



PUBLIC PARTICIPATION PLAN

AUGUST 2013

REVISED DECEMBER 2025

Prepared by:

San Mateo County Transit District
Operations Planning Department
1250 San Carlos Ave,
San Carlos, CA 94070

TABLE OF CONTENTS

INTRODUCTION.....5

SERVICE DISTRICT PROFILE 7

PUBLIC PARTICIPATION PROCESS.....11

PUBLIC PARTICIPATION STRATEGIES.....13

INTRODUCTION

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

PURPOSE OF THE PUBLIC PARTICIPATION PLAN

Public participation is the process through which stakeholders can partake directly in agency decision-making, and express their concerns, desires, and values. The District's planning process and this Public Participation Plan (PPP) serve as roadmaps to ensure the public has sufficient access to information and can provide meaningful input into decisions made regarding the future of transit service in San Mateo County. The PPP was originally developed in 2013 through significant input from the public, research conducted by staff, and insights provided by peer agencies with the goal of improving how SamTrans interacts with its customers on a daily basis, as well as in larger, intermittent service planning efforts. The PPP was subsequently revised in 2022.

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

TITLE VI

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

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

Purpose of the PPP:

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

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

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

Service District Profile

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

Race and Ethnicity in the Community

The SamTrans service area is diverse with almost half of the population identifying as persons of color. Table 1 provides a racial and ethnic breakdown of the service area population in San Mateo County based on data from the American Community Survey (ACS) 2022 5-Year Estimate.

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

Race/Ethnicity	Total
Base All Respondents	787,779
White/Caucasian	37%
Asian	32%
Hispanic/Latino (Non-White)	25%
Black/African American	2%
Native Hawaiian/ Pacific Islander	1%
Two Or More Races	12%
Other Race	14.36
American Indian/Alaskan Native	.93%

Esri ACS (2018-2022)

The SamTrans ridership is also diverse. The following tables show ridership demographic data from the SamTrans Triennial Survey (Table 2). The SamTrans Triennial Survey is conducted every three years. The collected data also provides more specific categories (e.g., specific Asian countries of origin/backgrounds) than the ACS. Based on data from these surveys, nearly half of SamTrans riders are Non-White Hispanic/Latino. While there are other populations, only responses with at least 2% of the total are shown.

Table 2. Ridership Race and Ethnicity in the 2024 SamTrans Triennial Survey

Race/Ethnicity	Total
Base/All Respondents	3,248
White/Caucasian	18%
Asian (Unspecified)	2%
Hispanic/Latino (Non-White)	44%

Chinese	10%
Filipino	17%
Black/African American	8%

Table B03002, ACS 5-Year Estimate, 2020

Income and Economic Characteristics

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

Table 4. San Mateo County Household Incomes

Income	Percentage
Less Than $10,000	2.62%
$10,000 to $24,999	4.5%
$25,000 to $29,999	1.6%
$30,000 to $39,999	3.1%
$40,000 to $49,999	4%
$50,000 to $59,999	3.3%
$60,000 to $74,999	5.6%
$75,000 to $99,999	8.3%
$100,000 to $124,999	7.9%
$125,000 to $149,999	7.6%
$150,000 or more	52%

Table B19101, ACS 2020 5-Year Estimates

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

Table 5: SamTrans Triennial Survey Ridership Household Incomes

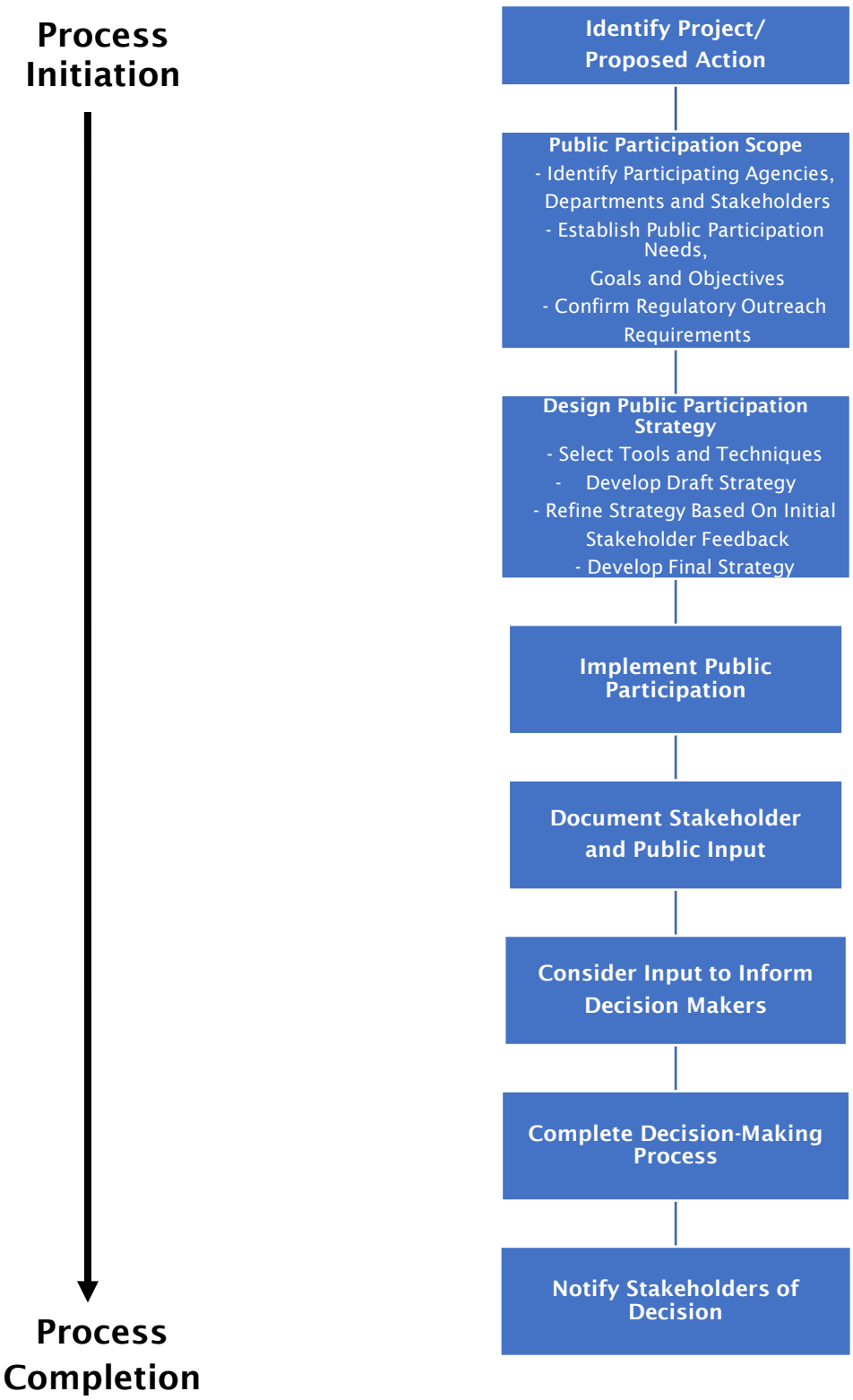
Income	Total
BASE/ALL RESPONDENTS	3,248
Less Than 10K	25%
$10,000-$24,999	17%
$25,000 to $29,999	8%
$30,000 to $39,999	9%
$40,000 to $49,999	7%
$50,000 to $59,999	6%
$60,000 to $69,999	5%
$70,000 to $79,999	4%
$80,000 to $89,999	3%
$90,000 to $99,999	2%
$100,000-$124,999	4%

$125,000 to $149,999	3%
$150,000 or more	8%
Average income ($1000)	$46.5

Household income alone, without family size, does not indicate any economic or financial hardship. Federal guidelines require the District to identify how many low-income individuals are served by SamTrans by comparing household income and size to the federal poverty rate. Currently, the District defines "low income" as 200% of the federal poverty rate. By this definition, a couple making less than $42,300 per year, and a four-person household making less than $64,300, would qualify as low income. It should also be noted that the area median household income (AMI) in San Mateo County for 2025 is approximately $186,000 [1] based on a household of four people. Given these unique characteristics of the District's service area, it may be appropriate to provide an analysis based on both the federal poverty guideline and the local AMI. The relatively high local cost of living may not categorize individuals as low-income per the poverty rate, but individuals may still be living in poverty.

[1] https://www.hcd.ca.gov/sites/default/files/docs/grants-and-funding/income-limits-2025.pdf

2023 DataUSA. Data from the ACS 5 year Estimate: https://datausa.io/profile/geo/san-mateo-county-ca#household_income


Process Initiation
Identify Project/ Proposed Action
Public Participation Scope
- Identify Participating Agencies, Departments and Stakeholders
- Establish Public Participation Needs,
Goals and Objectives
- Confirm Regulatory Outreach Requirements
Design Public Participation Strategy
- Select Tools and Techniques
- Develop Draft Strategy
- Refine Strategy Based On Initial Stakeholder Feedback
- Develop Final Strategy
Implement Public Participation
Document Stakeholder and Public Input
Consider Input to Inform Decision Makers
Complete Decision-Making Process
Notify Stakeholders of Decision
Process Completion

PUBLIC PARTICIPATION PROCESS CONSIDERATIONS

When the District prepares to begin a public engagement process, staff develops a strategy based on key considerations, including the target audience and impacted populations, the complexity of the issues, the range of potential outcomes, and the potential magnitude of positive and/or negative effects. Staff also consults the Language Assistance Plan to ensure outreach effectively reaches individuals with limited English proficiency.

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

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

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

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

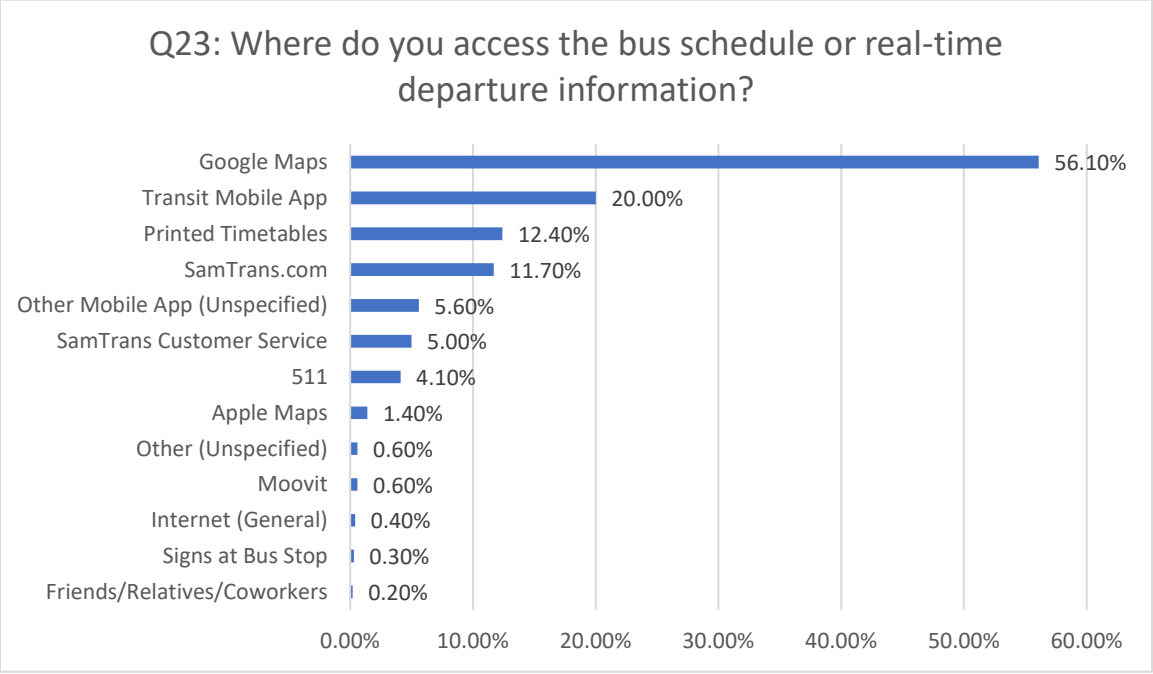
Projects and programs can include numerous federal, state, regional and local agencies, and the regulatory outreach requirements can vary significantly. A considerable amount of coordination may be required to ensure all regulatory requirements are met and all stakeholders are informed.

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

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

Outreach tools are selected in part based on survey results related to how passengers typically prefer to get information about our services. This chart displays the different ways in which riders access SamTrans bus schedule or real-time departure information based on responses to SamTrans' 2024 Triennial Customer Survey.

Exhibit 13: Information Channels for SamTrans Riders (Triennial Customer Survey 2024)



PUBLIC PARTICIPATION STRATEGIES

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

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

OUTREACH TOOLS & STRATEGIES

1. **Earned Media**

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

2. **Social Media / Online**

   Currently, SamTrans posts notices and announcements on the agency's website (www.samtrans.com), uses Facebook, X, Instagram, YouTube, TikTok, Threads, Bluesky, Nextdoor, Discord, and other social media outlets, and sends information via email to customers on an opt-in basis.

   Social media platforms allow users to have direct, immediate interaction with agency representatives. Because social media is relatively easy to use and less costly than other strategies, SamTrans is able to be creative and current with important information. In working with community partners and government entities, social media posts are easy to share and reach a wider audience.

SamTrans uses its e-news publication, *Next Stop*, to highlight events, updates, and announcements in greater detail for the region. Articles are written by SamTrans staff and take an in-depth look into a variety of topics that affect both riders and non-riders.

3. Virtual Participation in Public Meetings, Public Hearings, and Board Meetings

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

4. SamTrans Mobile App

SamTrans launched its mobile app in September 2018 to provide timetable information, trip planning, and ticket purchasing for smartphone users. Mobile apps are an increasingly-popular way for community members to get real-time information and bus statuses, and SamTrans will continue to modify and improve the app to provide the most current information and needs, such as parking, for riders. Currently, the app is available in 6 different languages: English, Tagalog, Portuguese, Simplified Chinese, Spanish, and Vietnamese. The app also provides a notification element to alert users of potential service changes.

5. On-Board Information Resources

Many riders and community members expect to find information about public participation opportunities at bus stops and on vehicles. Providing printed materials on buses is an effective way to share information about potential service or fare changes and other planning efforts. These materials — including handouts, seat-drop flyers, and pamphlets — are translated into the community's targeted languages. SamTrans also uses on-board visual messaging and audio announcements and will continue exploring ways to offer these communications in additional languages.

6. Customer Service Center and Dedicated Project Hotlines

The public can call SamTrans' customer service center or, if available, a dedicated project hotline both to receive information and to give comments and input. The customer service number, 1-800-660-4287, is easily accessible and is provided on all SamTrans materials and on the website. Customer Service Representatives also provide outreach assistance at transit fairs, community meetings, and other public events.

The SamTrans Customer Service Center can handle calls in numerous languages using a combination of bilingual staff and the Language Line telephonic interpretation service. Customer Service Representatives are on duty weekdays from 7 a.m. to 7 p.m. and on weekends and holidays

from 8 a.m. to 5 p.m. The Customer Service Center also is equipped with Hearing-Impaired Equipment (TTY) services.

7. **Printed Materials**

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

8. **Surveys**

   SamTrans conducts full-scope on-board passenger surveys every three years. These full-scope surveys are translated in English, Spanish, and Chinese. Issue-specific surveys may be used in certain circumstances, such as part of the outreach process for a planning project. Surveys can be conducted in person, in print, by phone and/or through online means. Printed surveys may have a low response rate. Telephone surveys may be more effective but are often costly. Online surveys are the easiest of the three options for the agency to conduct.

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

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

10. **Targeted Focus Groups**

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

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

11. **Public Workshops / Open Houses**

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

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

12. Direct Mail / Letters

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

13. Special Events

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

14. Government Meetings

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

15. Pop-Up Engagement

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

16. Community-Based Organizations (CBOs) Interactions

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

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

17. Advisory Committees and Groups

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

Stakeholder committees are also formed to provide input and guidance on initiatives affecting specific communities. These may consist of representatives from advocacy groups, large and small employers, and other interested community representatives. Members are often representatives of organizations that work with and advocate for such populations.

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

18. Ambassador Program

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

INFORMATION DISSEMINATION

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

- Issuing news releases
- Distribution of “Take-One” notices on buses
- Flyers on bus shelter information boards
- Ads in local newspapers, including multi-lingual newspapers
- Posts on SamTrans website
- Informing local employee commute coordinators
- Discussion of changes with its advisory committee
- Announcements in the *Next Stop* e-news publication and in-depth discussions on blogs
- Fact sheets distributed via email, website, or at in-person meetings
- Social media posts and status updates for third-party sharing
- Updating Mobile App with notices
- Meeting notices at SamTrans headquarters
- Posts in multilingual retail stores and places of worship/congregations
- Multilingual media such as radio, news print or online sites
- Engagement in community-based chat apps (e.g., Discord, Slack, etc.)

All SamTrans information lists the toll-free number of the SamTrans Customer Service Center, 1-800-660-4287, which can handle calls in numerous languages using multilingual staff and the Language Line.

FUTURE PUBLIC PARTICIPATION TECHNIQUES

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

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

Specific Strategies Used to Better Engage Underserved Populations

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

SUMMARY OF OUTREACH EFFORTS

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

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

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

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

- Reimagine SamTrans (An extensive comprehensive operational analysis effort conducted over three phases in 2019-2022)
- SamTrans Ride Plus
- Youth Unlimited Fare Program
- Way2Go Program

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

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

Based on the information collected at these meetings, we can continue to assess the effectiveness of our outreach tools and strategies, and incorporate feedback from LEP and minority communities, to strengthen our program or service evaluations; ensure the community is aware of key-decision making activities;

regularly update the community on the status of issues and projects and identify additional opportunities for community input.

E. LANGUAGE ASSISTANCE PLAN

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

LANGUAGE ASSISTANCE PLAN

DECEMBER 2025

LANGUAGE ASSISTANCE PLAN

REVISED December 2025

Prepared by:

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

TABLE OF CONTENTS

INTRODUCTION 5

PURPOSES OF THE LANGUAGE ASSISTANCE PLAN 6

FOUR FACTOR ANALYSIS 7

Factor 1 7

Factor 2 27

Factor 3 33

Factor 4 39

LANGUAGE ASSISTANCE IMPLEMENTATION PLAN 43

Methodologies 43

Recommendations for LAP Implementation 52

INTRODUCTION

ABOUT SAMTRANS

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

OVERVIEW

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

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

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

PURPOSES OF THE LANGUAGE ASSISTANCE PLAN

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

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

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

FACTOR 1:

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

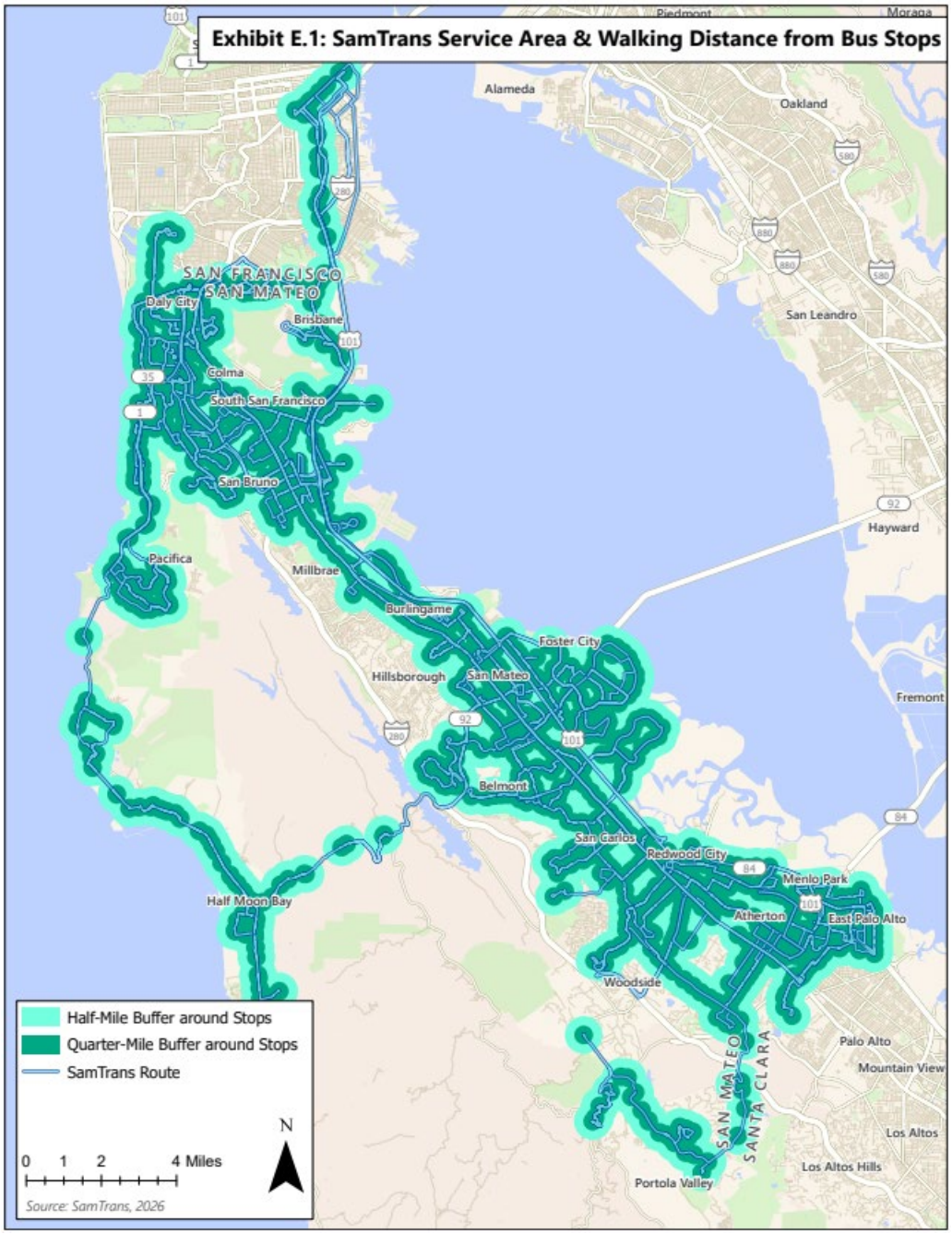
The first step in the LAP development process is to quantify the number of persons in the service area who do not speak English fluently and would benefit from the LAP. SamTrans looks at riders and non-riders in San Mateo County as the eligible service population. The following exhibit illustrates SamTrans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

Data Sources

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

- American Community Survey 2023 5-year estimates sample of languages of people that speak English less than very well: Table C16001: Language Spoken at Home for the Population 5 Years and Over, conducted by the United States Census Bureau
- California Department of Education (English Language Learners) for 2024-2025
- 2024 SamTrans Triennial Customer Survey
- Language Line Translation Requests (2023-2025)
- SamTrans Customer Service Call Center Data (2023-2025)
- MTC Passenger Snapshot Survey (2023-2024)
- MTC SamTrans Origin and Destination Surveys (2022 and 2019)

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



ANALYSIS OF CENSUS DATA

To identify the concentrations of LEP populations within San Mateo County and the SamTrans fixed-route service area, staff analyzed Census data from the American Community Survey (ACS) 2023 five-year estimates. Exhibit 2 illustrates the breakdown by language of the estimated number of San Mateo County residents who speak English "very well" or less than "very well." For the purposes of this analysis, staff focused on residents who indicated that they spoke English less than "very well." There are approximately 119,434 residents in the county who indicated they speak English less than "very well," representing 17 percent of the populace. This Census percentage is lower than the results of SamTrans' Triennial Customer Survey (2024) and Metropolitan Transportation Commission's Regional Transit Passenger Snapshot Survey (2023-2024) which are discussed below and both revealed a higher percentage of customers that speak English less than "very well."

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

> *The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations. Translation of non-vital documents, if needed, can be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.*

These safe harbor provisions apply to the translation of written documents only. While it does not apply for oral interpretation, the District aims to provide meaningful access through competent oral interpreters where oral language services are needed and are reasonable. A recipient may

determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures. For example, a recipient may determine that a large number of persons in that language group have low literacy skills in their native language and therefore require oral interpretation. In such cases, background documentation will be provided to the FTA upon request.

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

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

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

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

Exhibit 2: County-wide Populations by Language

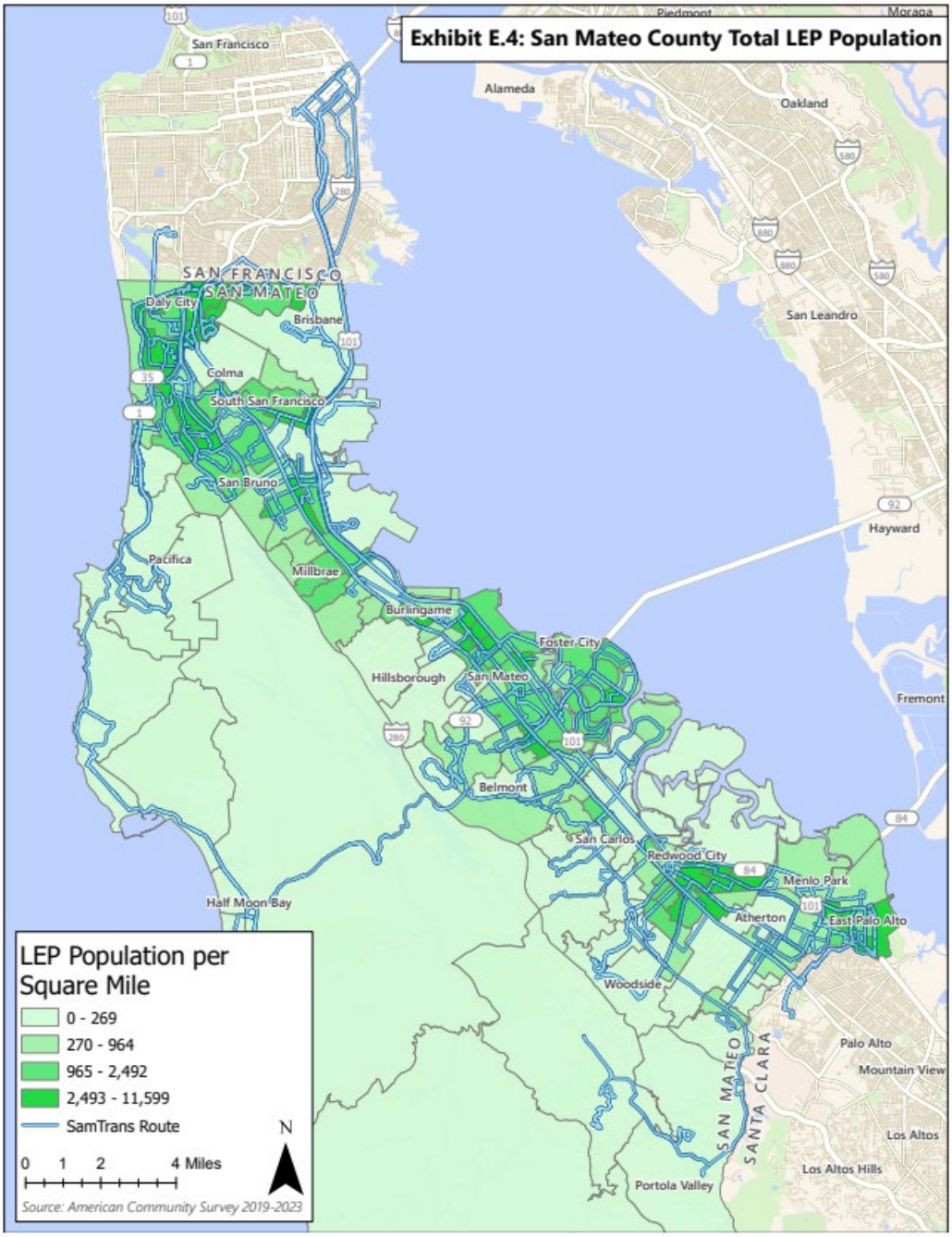
Language	Total San Mateo County	% of Population	Speaks English "very well"	Speaks English less than "very well"	% of total speaking English less than "very well" (LEP)
Speaks only English	386,575	54.73%	-	-	-
Spanish	125,135	17.72%	73,398	51,737	7.33%
Chinese (incl. Mandarin, Cantonese)	66,057	9.35%	38,078	27,979	3.96%
Tagalog (incl. Filipino)	41,878	5.93%	26,930	14,948	2.12%
Other Indo-European languages	28,783	4.08%	22,438	6,345	0.90%
Other Asian and Pacific Island languages	21,878	3.10%	14,314	7,564	1.07%
Russian, Polish, or other Slavic languages	11,133	1.58%	7,087	4,046	0.57%
Arabic	5,582	0.79%	3,626	1,956	0.28%
French, Haitian, or Cajun	4,615	0.65%	3,929	686	0.10%
Korean	4,547	0.64%	2,580	1,967	0.28%
Vietnamese	3,583	0.51%	2,307	1,276	0.18%
German or other West Germanic languages	3,408	0.48%	3,101	307	0.04%
Other and unspecified languages	3,104	0.44%	2,481	623	0.09%
Total	706,278	100%	586,844	119,434	16.91%

Additional data points were also analyzed using the American Community Survey (ACS) 5-year sample (2023) to help understand the percentage of the community that may be affected by language barriers. The Census defines a "linguistically isolated" household as one in which no member over the age of 14 speaks English "very well", or the household members may face significant language barriers because they may not be able to rely on an adult relative who speaks English well to provide language assistance. Exhibit 3 shows that approximately 8% of all households in San Mateo County are linguistically isolated, which remains the same from 2022. Averages may not add to 100% due to sampling variance.

Exhibit 3: Linguistically Isolated Households in San Mateo County

Linguistically Isolated Households in San Mateo County	Estimate	Percentage
All Households	21,007	7.9%
Spanish	6,891	16.4%
Other Indo-European Languages	2,703	11.2%
Asian And Pacific Island Languages	10,867	18.4%
Other Languages	546	15.6%

Exhibit 4: San Mateo County Total LEP Population



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

Exhibit 5: San Mateo County Arabic Speakers by Census Tract

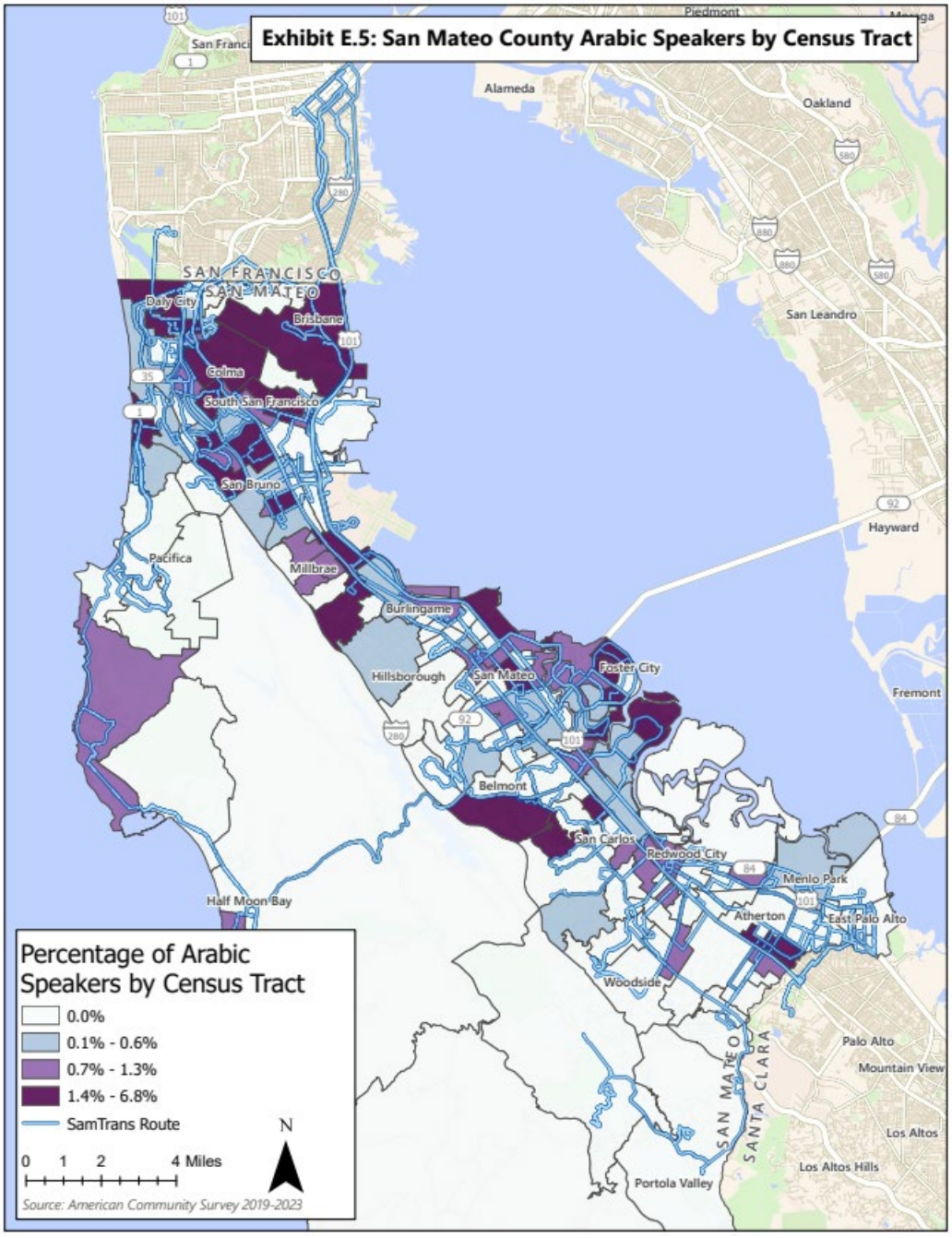


Exhibit 6: San Mateo County Chinese Speakers by Census Tract

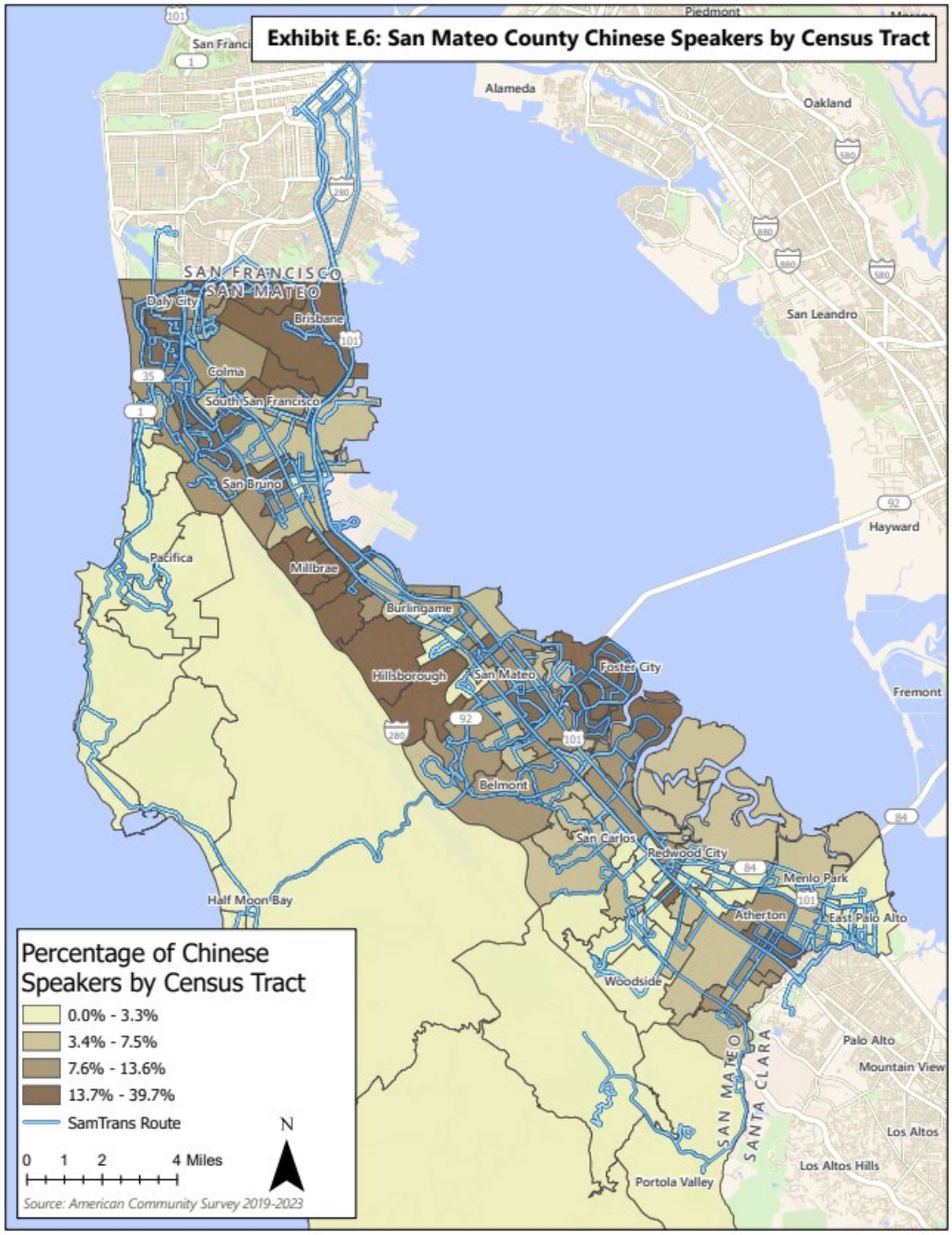


Exhibit 7: San Mateo County Korean Speakers by Census Tract

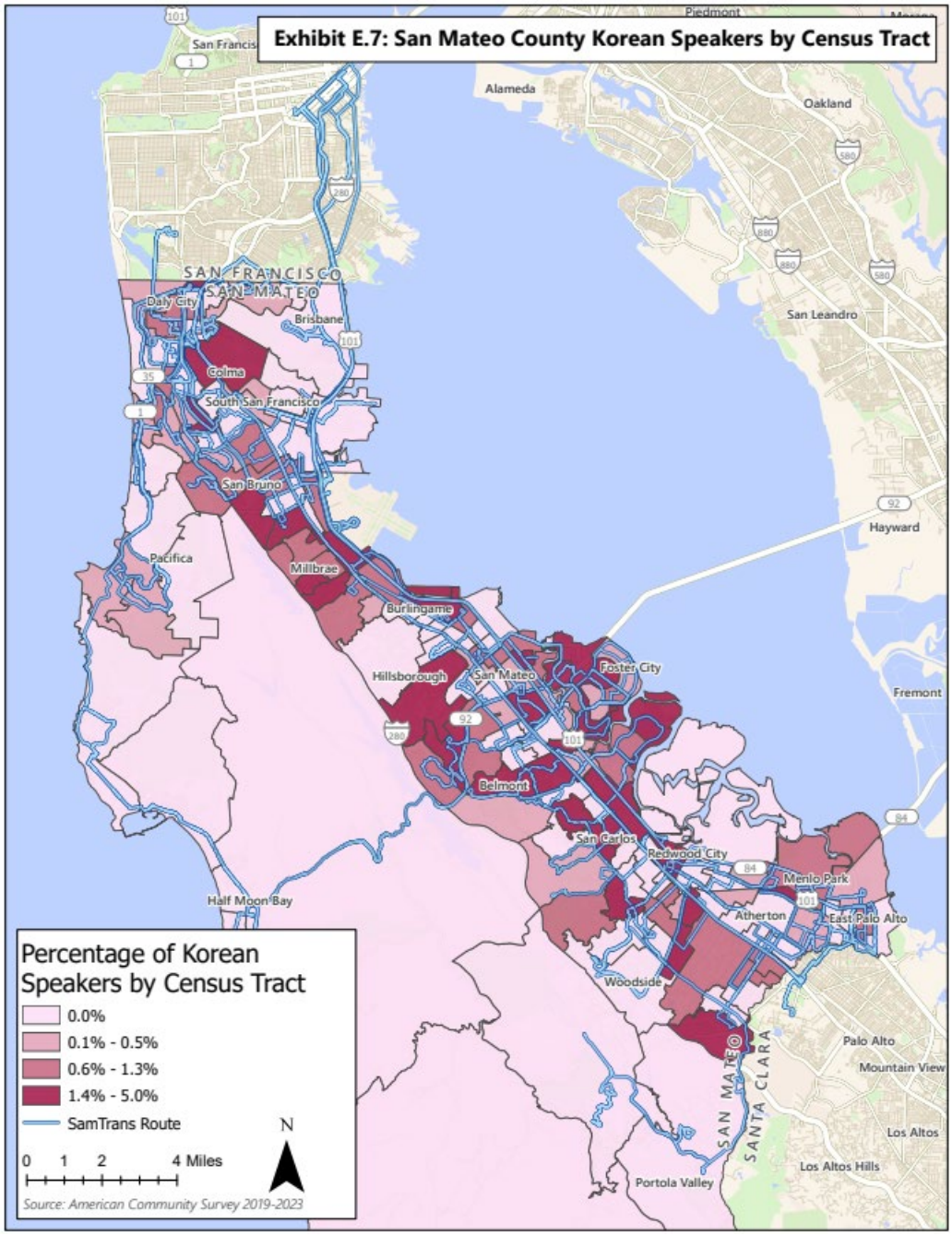


Exhibit 8: San Mateo County Russian Speakers by Census Tract

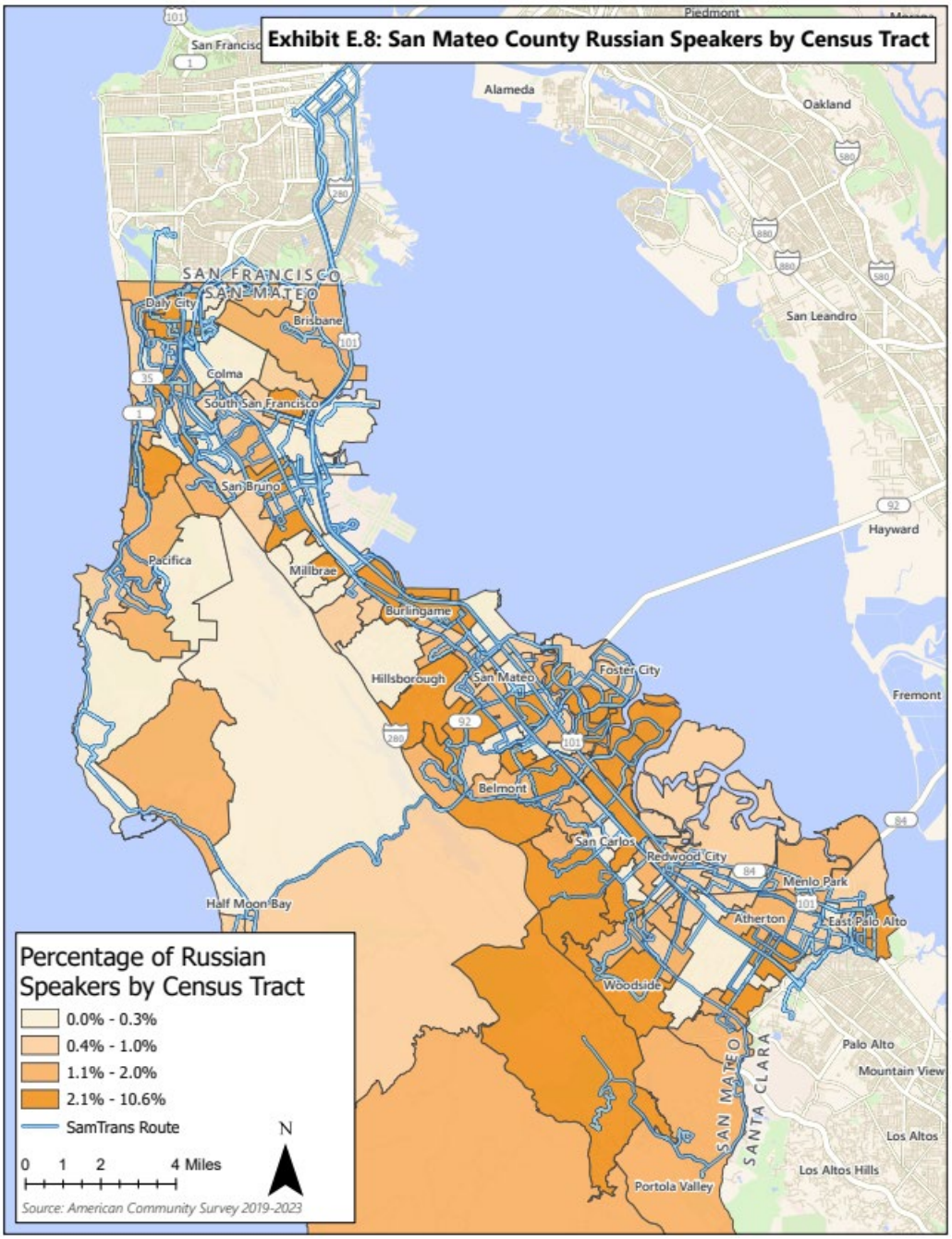


Exhibit 9: San Mateo County Spanish Speakers by Census Tract

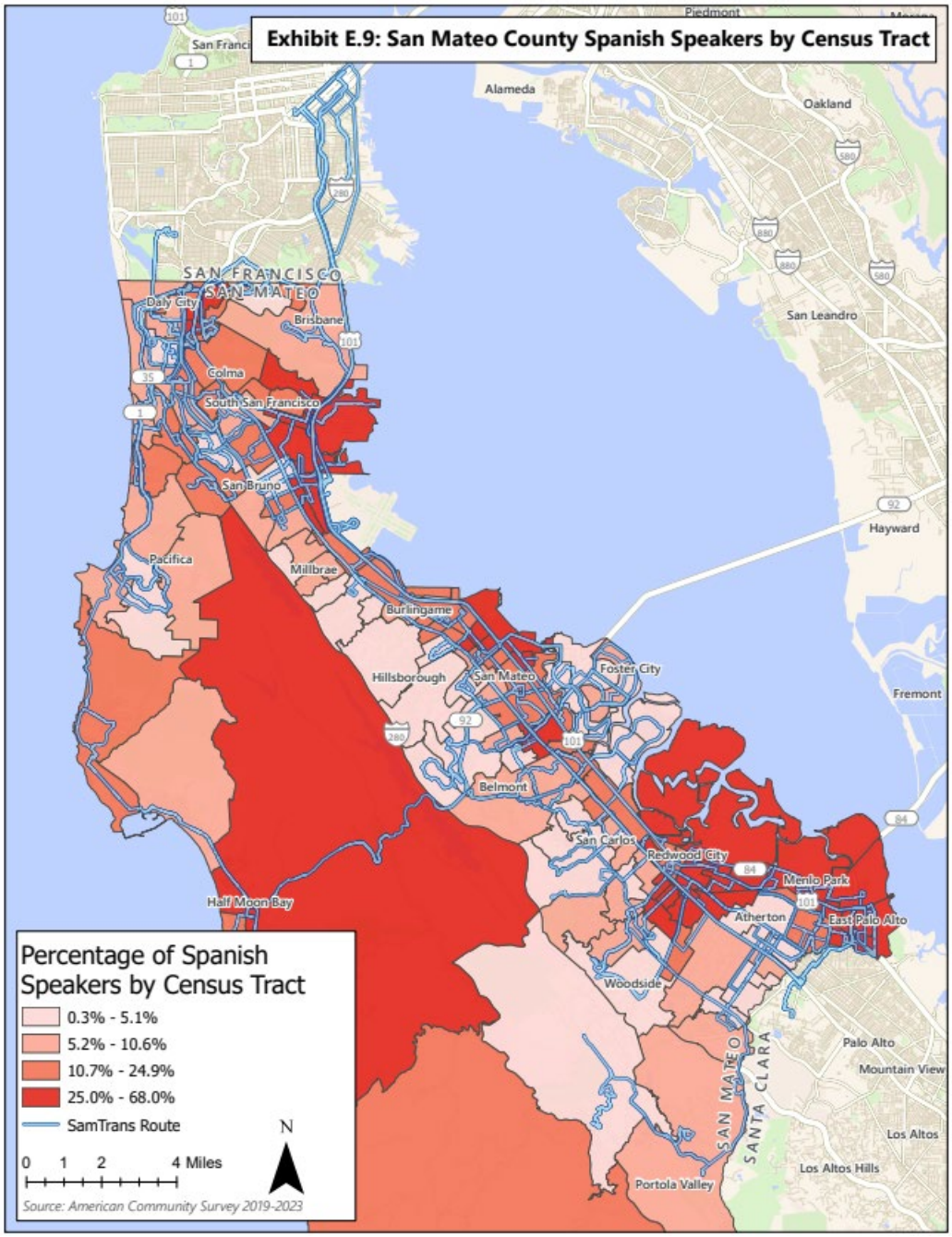


Exhibit 10: San Mateo County Tagalog Speakers by Census Tract

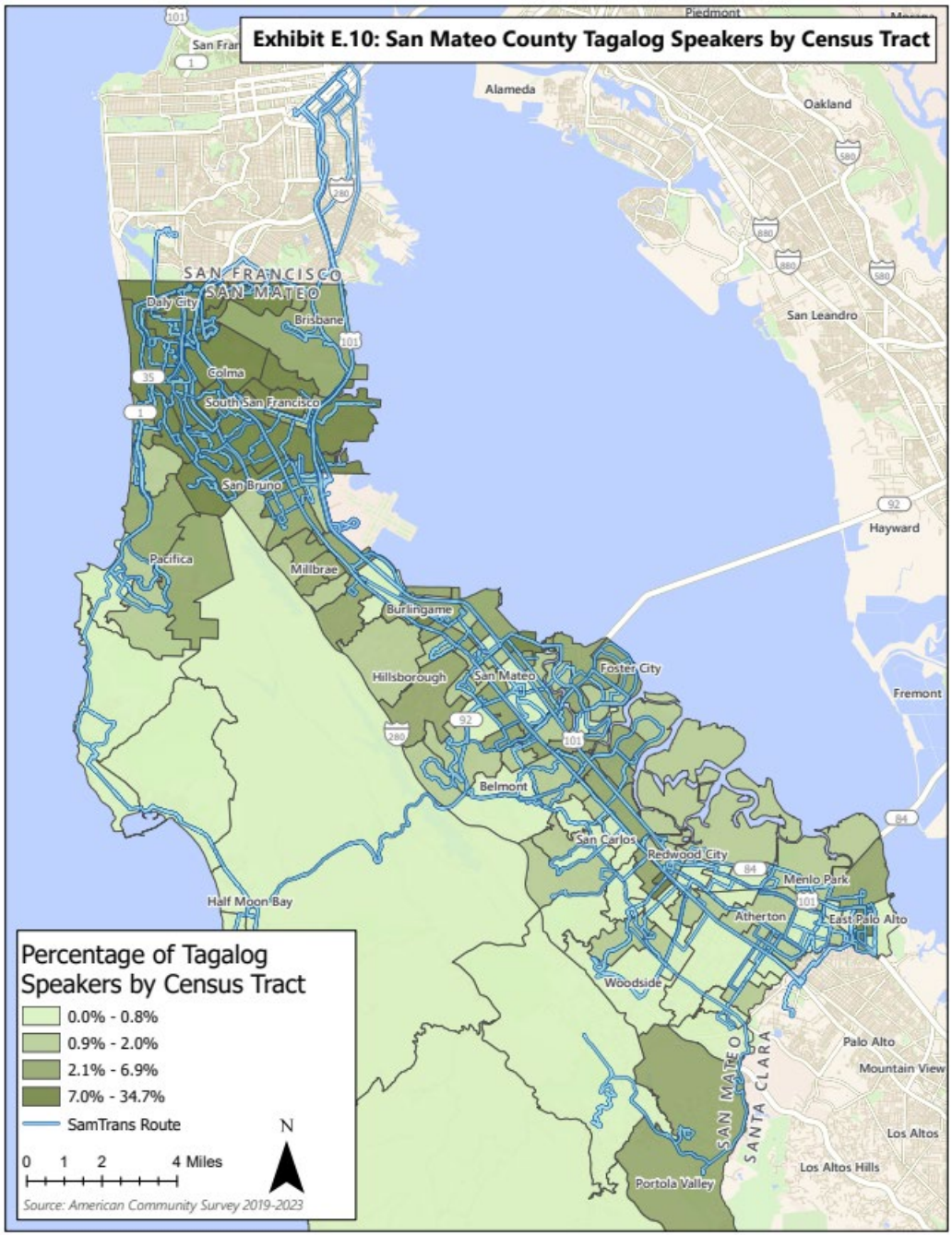
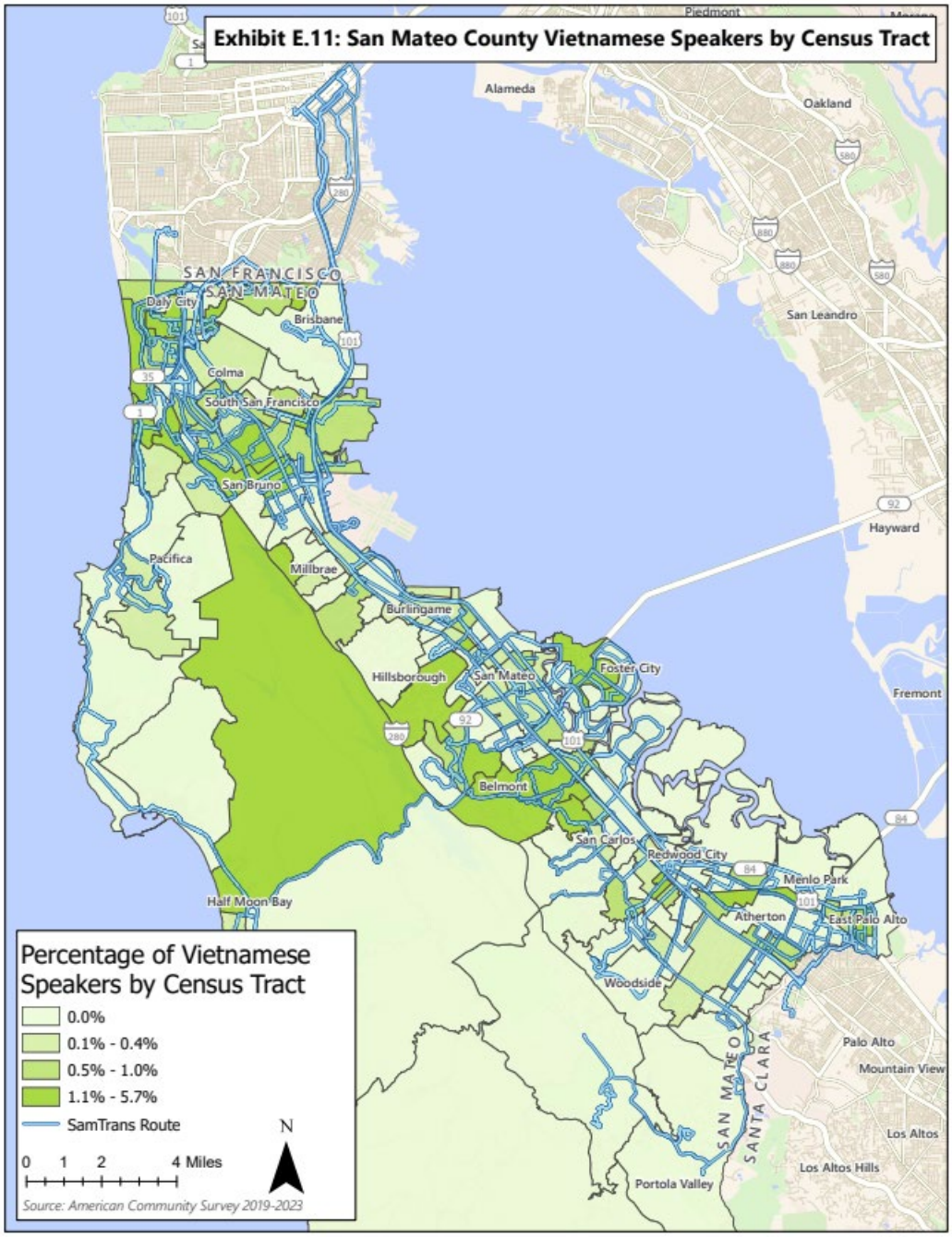


Exhibit 11: San Mateo County Vietnamese Speakers by Census Tract



ANALYSIS OF CALL CENTER DATA

The District's customer service call center, which is shared by SamTrans and Caltrain, handled over 43,500 calls from January 1, 2023 to September 30, 2025. To supplement information gathered via the U.S. Census, the District analyzed the number of calls coming through its call center which occurred in a language other than English. These numbers in Exhibit 12 below indicate the number of customer service calls for which staff utilized the language line. Approximately 17.7% of all calls required interpretation. The vast majority of non-English calls in this reporting period were in Spanish, with the next largest group in Mandarin or Cantonese. This confirms the 2023 ACS data that indicates that Chinese (including Mandarin and Cantonese) is the second largest language spoken at home in the service area. Unlike ACS data, ridership data, and call data of previous years, Russian translations surpassed Tagalog translations, becoming the third most-used language line translation for the reporting period. However, unlike the ACS data and ridership survey, Burmese was the sixth most-utilized language for interpretation.

Exhibit 12: Requests from Language Line for Interpreters (2023-2025)

Languages	Number of Translations	% of Translations
Spanish	5,797	74.89%
Mandarin	818	10.57%
Cantonese	494	6.38%
Russian	130	1.68%
Tagalog	107	1.38%
Burmese	106	1.37%
Arabic	77	0.99%
Farsi	44	0.57%
Vietnamese	36	0.47%
Japanese	31	0.40%
Hindi	24	0.31%
Korean	23	0.30%
Portuguese	17	0.22%
Tongan	8	0.10%
Armenian	4	0.05%
Indonesian	4	0.05%
Punjabi	3	0.04%
Turkish	3	0.04%
Urdu	3	0.04%
Dari	2	0.03%
Gujarati	2	0.03%
Thai	2	0.03%
German	1	0.01%
Latvian	1	0.01%
Nepali	1	0.01%
Portuguese Brazilian	1	0.01%

Shanghainese	1	0.01%
Toisanese	1	0.01%

ANALYSIS OF CUSTOMER SURVEY DATA

SamTrans conducts a comprehensive survey of its customers across every route in the system every three years. The most recent survey was conducted in Fall 2024 and garnered 3,248 responses to the question: *Which languages are spoken in your home? (Q21)* It is critical to note the triennial survey is focused entirely on customers while the American Community Survey conducted by the U.S. Census Bureau tracks all county residents. The SamTrans triennial survey also captures customers from within and outside of San Mateo County.

Exhibit 13: Customer Language Usage

	2024 Total	2021 Total	2018 Total
Base-All Respondents	3,248	2,369	4,229
English	59%	75%	68%
Spanish	41%	37%	26%
Tagalog	12%	16%	17%
Cantonese	4%	4%	4%
Mandarin	4%	3%	3%
Hindi Or Other Indian Language	2%	1%	1%

Exhibit 13 illustrates the top five languages after English spoken by customers according to the triennial survey over the prior seven years. The survey results give slightly differed results from the Census data for other languages. While survey respondents and Census results indicated a similar degree of English as their primary language spoken at home, Spanish and Tagalog are spoken as a primary language more often among SamTrans customers than among county residents as a whole (41% of survey respondents versus 18% of Census estimates for Spanish, and 12% of survey respondents versus 6% of Census estimates for Tagalog). There is a steep drop from Tagalog at 12% of respondents to Cantonese (4%) and Mandarin (4%) speakers. Overall, the triennial survey shows that language patterns have not radically changed. However, the percentage of SamTrans users speaking Spanish has continued to increase over the last few years.

The District has also analyzed results of the Metropolitan Transit Commission's (MTC) most recent survey of the Bay Area, the Regional Transit Passenger Snapshot Survey (2023-2024), and compared it with two previous MTC passenger surveys of SamTrans, taken of passengers onboard SamTrans service. MTC's passenger surveys collect data from transit operators on a rolling basis, surveying a few operators every year. These surveys fulfill MTC's own requirements stipulated by Circular 4702.1B of the Title VI Requirements and Guidelines for Federal Transit

Administration Recipients every five to seven years. MTC's last passenger survey of SamTrans (SamTrans Origin and Destination Survey) was conducted in 2022. The Snapshot Survey is a one-time regional survey, part of a large-scale data collection effort to establish a baseline understanding of post-pandemic transit ridership in the Bay Area. For this survey, MTC gathered data from more than 16,500 riders on 23 Bay Area transit agencies between Fall 2023 and Spring 2024.

The Snapshot Survey asked riders for their primary language spoken at home and how well they speak English. While the Snapshot Survey does not break down results by transit agency, the top languages of the survey's results, Spanish and Chinese, align with the top two languages that SamTrans provides translations in. Compared to regional results, the SamTrans Origin and Destination Surveys conducted by MTC in 2022 and 2019 confirm SamTrans' call center and triennial survey data that Tagalog is the second most spoken non-English language of SamTrans riders, after Spanish. Based on MTC's most recent SamTrans Origin and Destination Survey, SamTrans has a higher percentage of riders that speak Spanish in their household than the average across all Bay Area transit agencies (37% in the 2022 SamTrans Origin and Destination Survey vs. 15% for the entire Bay Area in the 2023-2024 Regional Snapshot Survey). Among customers that speak Chinese as their primary language at home, SamTrans is consistent with other regional agencies at 5% of all riders.

Exhibit 14: MTC Surveys of Customer Language Use

	2023-2024 Regional Snapshot Survey	2022 SamTrans Origin and Destination Survey	2019 SamTrans Origin and Destination Survey
Base – all riders	***6,173,767***	***40,191***	***72,610***
English	74%	47%	60%
Spanish	15%	37%	26%
Tagalog	-	7%	7%
Chinese	5%	5%	3%
Vietnamese	-	1%	-
Burmese	-	1%	1%
Russian	-	1%	<1%

Historically, the survey data has driven SamTrans' approach toward translation as the data provides a more accurate representation of the languages actually spoken among SamTrans' core customers. However, this ignores a critical point: the lack of translation of certain documents in languages other than Spanish, Tagalog, and Chinese may represent a barrier to entry for

some potential customers who speak English less than “very well” but do not speak one of those three languages – especially in areas of the county where there are concentrated populations of speakers of other languages.

Analysis of English Learner Data in San Mateo County

According to guidelines set forward by the FTA, the LEP analysis should also review alternate and local sources of data. For this analysis, the California Department of Education (DOE) 2024-2025 Census of English Learners (ELs) provides an overview of the primary languages of the English learners in the service area. The English Learner survey is collected among students, not the population as a whole. However, it does provide another means of cross-checking census data analyses. The survey reflects that a number of languages meet the 5% threshold for written translations with Spanish being the most widely spoken language. When Cantonese and Mandarin are combined, Chinese (5.56%) surpasses Tagalog by a 2.38% margin.

Exhibit 15: Number of English Learners in San Mateo

Language	Number of ELs	Percentage of ELs
Spanish	13,078	76.64%
Filipino/Tagalog	558	3.27%
Cantonese	504	2.95%
Mandarin	460	2.70%
Arabic	470	2.75%
Portuguese	415	2.43%
Russian	290	1.70%
Japanese	238	1.39%
Turkish	119	0.70%
Korean	99	0.58%
Tongan	88	0.52%
Hindi	79	0.46%
Other Non-English	71	0.42%
Burmese	67	0.39%
Vietnamese	52	0.30%
Persian (Farsi)	46	0.27%
Punjabi	34	0.20%
Ukrainian	29	0.17%
French	26	0.15%
Urdu	25	0.15%
Hebrew	21	0.12%
Samoan	21	0.12%
Nepali	19	0.11%
Undetermined	16	0.09%
German	14	0.08%
Bengali	13	0.08%
Khmer	12	0.07%
Telugu	12	0.07%
Thai	12	0.07%
Armenian	11	0.06%

Marathi	11	0.06%
Tamil	11	0.06%
Gujarati	10	0.06%
Kurdish	10	0.06%
Mongolian	10	0.06%
Cebuano	9	0.05%
Polish	9	0.05%
Indonesian	8	0.05%
Greek	7	0.04%
Swedish	7	0.04%
Dutch	5	0.03%
Ilocano	5	0.03%
Other Baltic Languages	4	0.02%
Central American Indian Languages	4	0.02%
Italian	4	0.02%
Malayalam	4	0.02%
Taiwanese	4	0.02%
Romanian	4	0.02%
Uzbek	4	0.02%
Amharic	3	0.02%
Hungarian	3	0.02%
Kazakh	3	0.02%
Kapampangan	3	0.02%
Catalan	2	0.01%
Caucasian Languages	2	0.01%
Kannada	2	0.01%
Turkish	2	0.01%
Abkhazian	1	0.01%
Bulgarian	1	0.01%
Danish	1	0.01%
Finnish	1	0.01%
Germanic Languages	1	0.01%
Hmong	1	0.01%
Javanese	1	0.01%
Kikuyu	1	0.01%
Lao	1	0.01%
Mayan Languages	1	0.01%
Norwegian	1	0.01%
Susu	1	0.01%
Tajik	1	0.01%
Tigrinya	1	0.01%
Turkmen	1	0.01%

Factor 1 Findings:

Factor 1 of the LEP plan was undertaken to assess the proportion of LEP individuals that may encounter or use SamTrans service. A number of data sources were used as a way to inform the conclusions, including the American Community Survey (U.S. Census Bureau), the California Department of Education English Language Learners, and information from the most recent MTC Ridership Survey of SamTrans riders and SamTrans' own 2024 Triennial Survey. Additionally, data on the existing interpretation and translation services provided through the SamTrans customer service department was also viewed to verify the top languages (Exhibit 12). The findings reveal the following about languages spoken in the SamTrans service area that will inform the Language Access Plan:

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

FACTOR 2:

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

SAMTRANS SYSTEM DESCRIPTION

SamTrans provides bus service throughout San Mateo County. SamTrans' service area – extending from Palo Alto in the south to San Francisco in the north – is geographically and ethnically diverse, containing both dense urban cores and rugged rural landscapes with residents from a wide array of different backgrounds. These factors, along with its large 446-square-mile service area, make SamTrans unique. In 2022, SamTrans completed its comprehensive operational analysis, *Reimagine SamTrans*, to evaluate and refresh the entire SamTrans bus system and ensure the system meets the current needs of SamTrans riders and the evolving needs of the broader public in San Mateo County.

To serve the region in Fiscal Year 2025, SamTrans operated 326 fixed-route buses and 70 paratransit vehicles across over 74 different routes and 2 microtransit zones and carried approximately 10.8 million passengers.

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

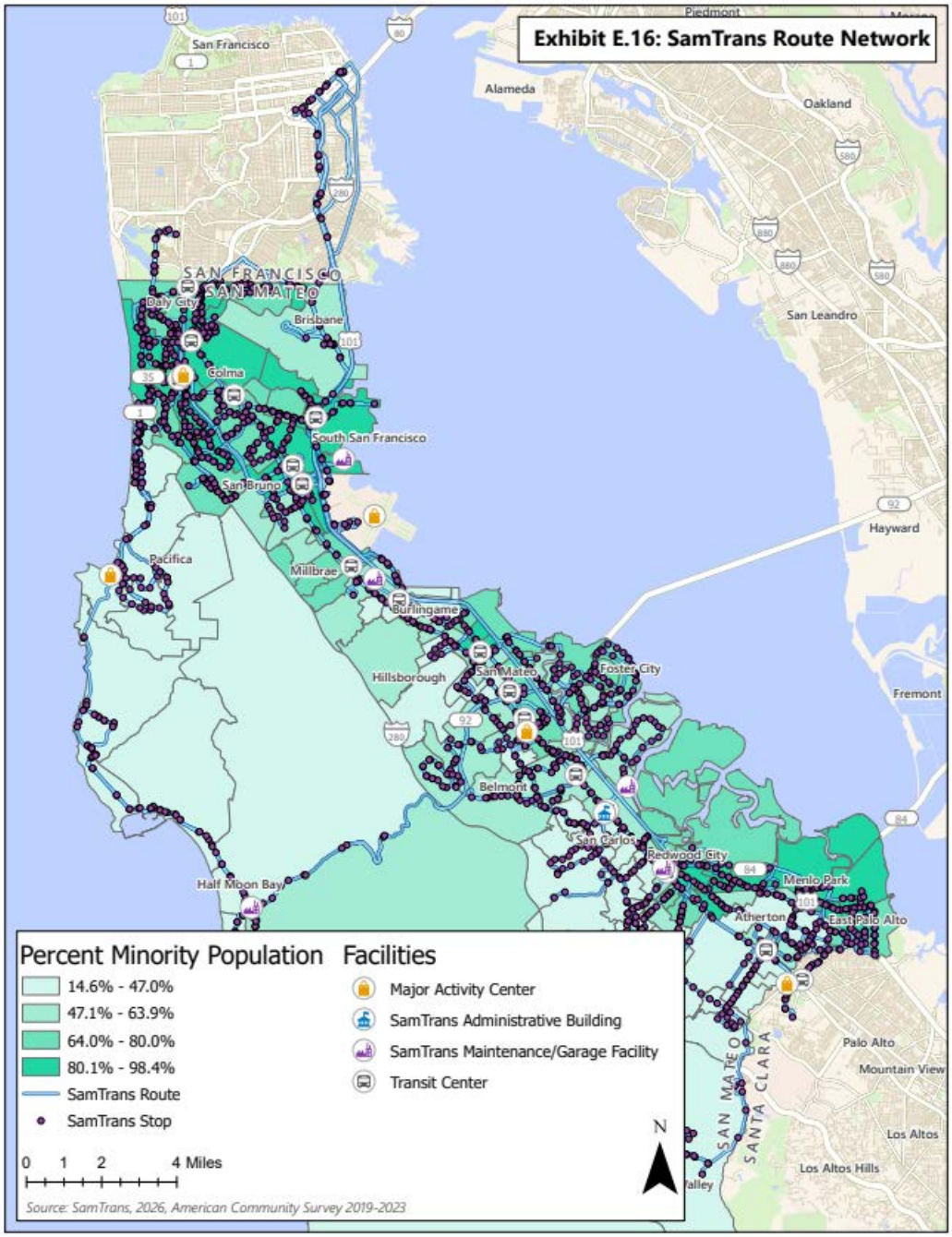
- Frequent
- Community
- Local
- Express & Limited Stop
- School-Oriented
- Owl
- Special

Each route category serves a specific purpose, appealing to different markets or geographic areas within the county. Four Frequent routes support higher population or employment density. Nine Community routes are designed to serve less densely populated areas and connect to a larger transit network. Nine Local routes serve to connect neighborhoods, downtowns, and major destinations. Five routes provide express (weekly peak periods only) or limited stop service to or from major destinations and are typically longer in length. Forty-three School-Oriented routes align with the school schedules and bell times. Three of the Frequent routes have overnight Owl

service after regular service has ended. Finally, one route and two microtransit zones conduct a unique on-demand service that do not fit into other categories.

The following exhibit illustrates SamTrans' current route network.

Exhibit 16: SamTrans Route Network



In addition to the fixed routes, SamTrans provides Paratransit to San Mateo County residents. To access these services, an individual must request a vehicle for a pre-scheduled pick up and drop off. SamTrans also coordinates pick up and drop offs with community-based organizations (CBOs) that provide adult day care programs. Rider guides on how to arrange for service have been translated into Spanish and Chinese. Staff provides outreach to senior homes with interpreters to provide information about the service. In the 2023 SamTrans Paratransit Survey, 97.7% of the interviews were conducted in English, 2% in Spanish, and 0.3% in Chinese (Mandarin).

Reimagine SamTrans also developed a new on-demand transit service, known as Ride Plus. The on-demand service launched in June 2023 to serve two zones: Half Moon Bay and El Granada; and East Palo Alto and the Belle Haven neighborhood of Menlo Park. These areas have large Spanish-speaking populations, as well as Tongan and Samoan-speaking communities. As part of the marketing outreach and user access information, pamphlets were translated and distributed upon launch of the new service to ensure accessible information to LEP riders.

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

- 2024 SamTrans Triennial Customer Survey
- 2023 SamTrans Paratransit Customer Survey
- 2022 MTC SamTrans Origin and Destination Survey
- Calls to Customer Service Number and Language Line Use
- SamTrans website
- SamTrans App
- Reimagine SamTrans Data

As noted in Factor 1, English-speaking riders make up over half of SamTrans' ridership with the remainder speaking a wide range of languages. The continued increase of Spanish-speaking riders

[1] Implementing the Department of Transportation's Policy Guidance for Recipients' Responsibilities to Limited English Proficient (LEP) Persons- A Handbook for Public Transportation Providers, 2007

will refocus how SamTrans communicates with LEP riders. The onboard survey also found that 13.6% of the riders surveyed stated they did not speak English at all in 2024[2], which is an increase from 2021 when 6.5% of the ridership reported they did not speak English at all.[3]

Using the survey data, it appears that a little less than half of SamTrans riders is LEP based on the sample size, but that the group includes significant proportion of relatively frequent riders, with nearly half riding at least 5 days per week or more.

Exhibit 17: Frequency of SamTrans usage by Riders who Speak English Less than "Very Well" (2024 SamTrans Triennial Customer Survey)

Frequency	5+ WEEK	3-4 WEEK	1-2 WEEK	<1 WEEK
2021 Percentage	43.9%	42.4%	41.4%	30.6%
2024 Percentage	49.4%	60.6%	56.9%	66.1%

SamTrans Mobile App Data

SamTrans' mobile application (App) is primarily used for purchasing passes and tickets for riding the bus.

In Fiscal Year 2025, non-English Speakers account for approximately 21% of new users. Similar to Census, English Language Learner, and Ridership data, Spanish and Chinese are the top two non-English language used on the App with 7% and 5% of new users, respectively. Unlike the previous data sources, German is the next highest non-English language used on the App, accounting for nearly 2% of new users, and French is the fourth highest language with over 1.5% of new users. With the introduction of the Clipper mobile application that will enable riders to access multiple transit networks, the SamTrans App may no longer be the primary method of mobile ticket purchasing. However, as mobile applications are increasingly being used to access transportation in real-time, SamTrans will continue to monitor the effectiveness of its App for LEP populations.

[2] 2024 SamTrans Triennial Customer Survey, Q20

[3] 2021 SamTrans Triennial Customer Survey, Q21

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

Website

The SamTrans website is one of the most frequently used sources of information for SamTrans riders (see Exhibit 20). In fiscal year 2025, there were approximately 3.2 million unique page views. However, most of the users (90.5%) use the website in English. Only 6.55% of users access the website in Spanish and 2.6% of users access the site in Chinese. Even though Google Translate is available on the SamTrans website, website usage among LEP users is less frequent compared to other methods of communication (App, telephone calls, etc.). This may be due to inaccuracies in Automated Translation or how the website is formatted to allow the user to know of available language assistance. Given the high English use of the website, it is apparent that the website use does not reflect the actual demographics of the county or SamTrans ridership.

CBO CONTACTS

For the 2025 update, SamTrans continued to use its established partnerships and past experiences with targeted multilingual outreach to inform the strategies and needs of LEP communities. SamTrans staff found that these specific partnerships, through which CBOs are compensated for their time and brought in on specific outreach planning, increased multilingual participation in survey participation and public comment. Over the last three years, SamTrans embarked on CBO-led outreach to LEP community members for two larger projects, Ride Plus and the Central El Camino Multimodal Project, in addition to general outreach aimed at LEP community members.

SamTrans focused outreach for its new on-demand service, Ride Plus, in two general communities: (1) East Palo Alto and the Belle Haven neighborhood of Menlo Park; and (2) Half Moon Bay and El Granada.

Beginning in Summer 2023, SamTrans partnered with 4 CBOs within East Palo Alto and Belle Haven to participate in a total of 11 events, including pop-ups, tabling events at festivals, presentations, and youth workshops. The first CBO, Nuestra Casa, supported 6 pop-up events with Spanish-speaking *promotoras* at a local church, a SamTrans transit center, food distribution event, local farmers' market, a senior center, and the Cardenas grocery store. *Promotoras* are trusted members of Spanish-speaking communities that connect people with health and social resources. SamTrans partnered with Anamatangi Polynesian Voices in Summer 2023 to provide a presentation about Ride Plus and distribute promotional material in Samoan and Tongan in local churches and in Spring 2025 at a table at Mama Dee Day, a Pacific Islander Heritage Festival.

SamTrans worked with Belle Haven Action in Winter 2023 to participate in a Kitchen Table Chat, where staff provided a bilingual presentation in English and Spanish about Ride Plus in East Palo Alto. SamTrans partnered with the group again in Spring 2025 to provide a youth workshop with information to students and parents who speak Spanish. In Winter 2024, SamTrans partnered with the East Palo Alto Senior Center to provide a bilingual presentation in English and Spanish about Ride Plus and other SamTrans transportation options to seniors in East Palo Alto who primarily speak Spanish.

In the Half Moon Bay and El Granada communities, SamTrans primarily worked with Moonridge Apartments, farmworker housing that is part of the MidPen Housing nonprofit group, to promote Ride Plus and general SamTrans transportation options with Spanish-speaking staff. Over the last few years, SamTrans has supported three events with the housing group, including a Summer Block Party (Summer 2023), Family Day (April 2025), and a National Night Out event (Summer 2025).

The Central El Camino Multimodal Project serving Belmont, San Carlos, San Mateo, and a part of Redwood City is another project that allows SamTrans an opportunity to partner with CBOs to better understand what improvements LEP community members would like to see along El Camino Real. For this project, SamTrans worked with Catholic Charities in San Mateo during Summer 2025 to convene community members for a small group meeting hosted in Spanish to discuss transportation challenges along El Camino Real.

In addition to outreach for Ride Plus and the El Camino Multimodal Project, SamTrans also conducts general outreach with other CBOs throughout the year to engage LEP community members. While a majority of these organizations work with Spanish-speaking community members in Pescadero (Puente de la Costa Sur), South San Francisco (El Concilio), and Redwood City (Orgullo y Educacion (OYE) Latinx Youth Conference), a couple work with community members in Daly City who speak Tagalog (Pilipino Bayanihan Resource Center) and in San Mateo who speak Mandarin and Cantonese (Self Help for the Elderly).

The following Exhibit 18 displays a complete list of CBOs SamTrans has partnered with over the last few years, the community they serve, the languages spoken by the community served, and outreach project conducted.

Exhibit 18: CBO Contacts

CBO Name	Location	Languages Spoken by Community Served	Outreach Project
Anamatangi Polynesian Voices	East Palo Alto	Samoan, Tongan	Ride Plus
Belle Haven Action	Belle Haven, Menlo Park	Spanish	Ride Plus
Catholic Charities	San Mateo	Spanish	Central El Camino Multimodal Project
East Palo Alto Senior Center	East Palo Alto	Spanish	Ride Plus
El Concilio	South San Francisco	Spanish	General SamTrans Outreach
MidPen – Moonridge Apartments	Half Moon Bay	Spanish	Ride Plus
Nuestra Casa	East Palo Alto	Spanish, Samoan, Tongan	Ride Plus
Orgullo y Educacion (OYE) Latinx Youth Conference	Redwood City	Spanish	General SamTrans Outreach
Pilipino Bayanihan Resource Center	Daly City	Tagalog	General SamTrans Outreach
Puente de la Costa Sur	Pescadero	Spanish	General SamTrans Outreach
Self Help for the Elderly	San Mateo	Cantonese, Mandarin	General SamTrans Outreach

Over the next few years, SamTrans will continue to form continuous and regular relationships with CBOs and explore new methods to improve District-CBO relationships with LEP community members.

Some new outreach practices in collaboration with youth are already starting to take place. In Fall 2025, SamTrans initiated a process to contract with El Concilio in South San Francisco to provide language interpretation services at events through their *promotoras* for school and

outreach events. For another recent project in Redwood City, SamTrans partnered with the Boys & Girls Club where student leaders helped organize the open house event and conducted door-to-door phone banking in English and Spanish. SamTrans is also considering partnering with youth *promotoras* in the future to directly engage with fellow students. With innovative approaches such as these in the coming years, SamTrans hopes to improve District-CBO relationships for LEP riders of all ages.

Factor 2 Findings:

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

During outreach for Ride Plus in East Palo Alto and Half Moon Bay, Spanish-speaking representatives from CBOs promoted the new on-demand service in various pop-up events to increase participation from LEP community members, including events geared toward youth and elderly riders. In addition to being hosted in larger community gathering spaces, such as festivals and transit centers, pop-up events were also held in trusted locations including churches, senior centers, and food distribution events with bilingual interpreters. Some methods bilingual staff reached out to the community included providing presentations with live Spanish interpretation, facilitating a process for community members to ask questions, and holding small group meetings with in-depth one-on-one questions and discussion of transportation challenges.

As a result of supporting CBO outreach to LEP communities, SamTrans has developed a stronger partnership and trust with these CBOs and the LEP members they serve over the years. CBOs such as MidPen Moonridge Apartments and OYE Latinx Youth Conference have invited SamTrans to multiple events held by their organization for consecutive years to promote SamTrans transportation options with bilingual staff. LEP community members often turn to CBOs with their questions about transportation options and resources and having SamTrans present with the information helps to connect both sides. Some suggestions from CBOs on how to increase participation from LEP community members include having more bilingual staff at events and having a larger SamTrans presence at events put on in collaboration with the CBO.

Since the 2022 plan update, SamTrans has improved its outreach to additional LEP communities by partnering with organizations serving Samoan and Tongan speakers in southern San Mateo

County. In 2023, SamTrans began its partnership with Anamatangi Polynesian Voices to distribute more information about Ride Plus and general SamTrans service for community members that speak Samoan and Tongan. Going forward, SamTrans will continue seeking partnerships with new organizations to identify barriers to services and preferred outreach tools and distribution channels for reaching additional LEP individuals.

FACTOR 3:

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

"The more important the activity, service or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed"[4]

CRITICAL SAMTRANS SERVICES

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

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

- SamTrans website
- SamTrans customer service phone line
- SamTrans Mobile App
- SamTrans customer service window in San Carlos
- Bus stop signage
- Printed schedules
- Fare payment
- Bus operator inquiries

[4] Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons—A Handbook for Public Transportation providers, 2007

- Onboard announcements
- Other printed materials

Ensuring that critical information at these interaction points is available in languages commonly spoken within San Mateo County is crucial to providing equitable access to SamTrans bus service for LEP populations. SamTrans services are critical for populations that do not have cars, which constitutes 51% of the ridership who speak English less than well.

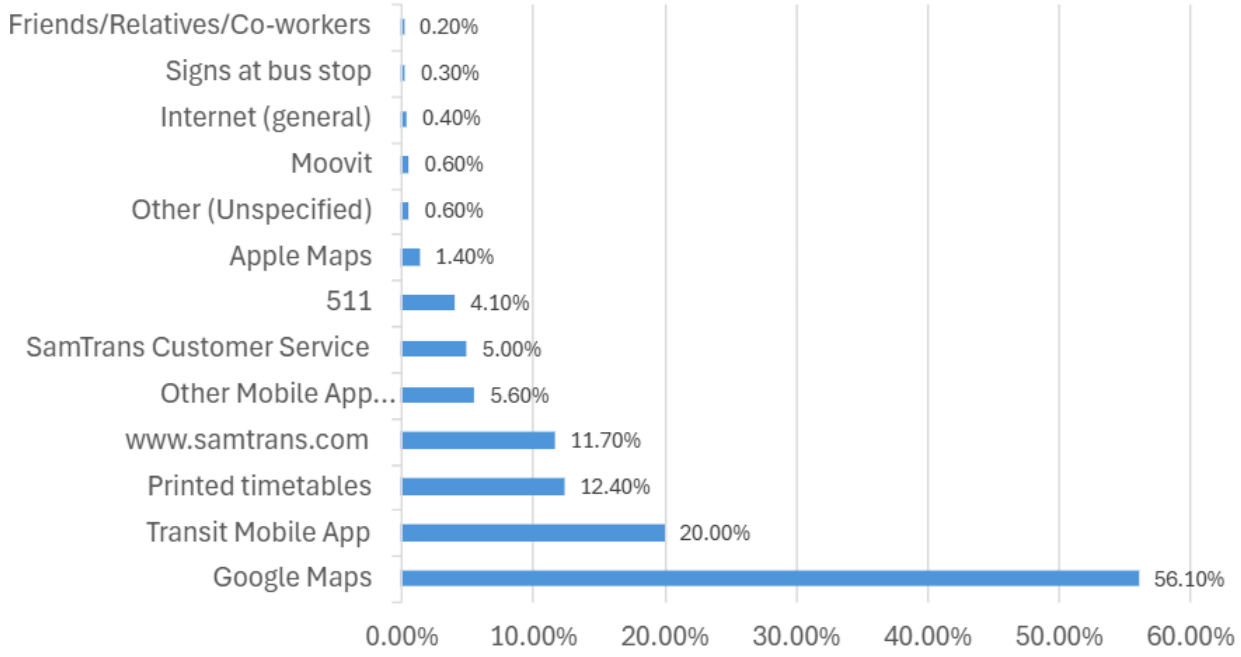
Exhibit 19: Transit Mode Options

		ACCESS MODE ==========			OWN CAR ========	
	TOTAL ----------	WALK/ BIKE -----	TRAN- SIT -----	CAR -----	YES -----	NO -----
Level of English						
BASE/ALL RESPONDENTS	3022	2263	633	20	859	2040
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SPEAK ENGLISH VERY WELL (4)	1596	1206	317	14	572	994
	52.8%	53.3%	55.7%	64.7%	66.6%	48.7%
SPEAK ENGLISH WELL (3)	672	505	148	3	171	470
	22.2%	22.3%	23.4%	15.0%	19.9%	23.0%
SPEAK ENGLISH NOT WELL (2)	523	385	115	2	87	393
	17.3%	17.0%	18.1%	10.0%	10.2%	19.3%
SPEAK ENGLISH NOT AT ALL (1)	232	167	53	1	29	184
	7.7%	7.4%	8.3%	4.9%	3.4%	9.0%
BLANK/MULTIPLE RESPONSES	226	160	52	4	26	83

USE OF CRITICAL SAMTRANS SERVICES

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

Exhibit 20: Information Sources for SamTrans Customers (2024)



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

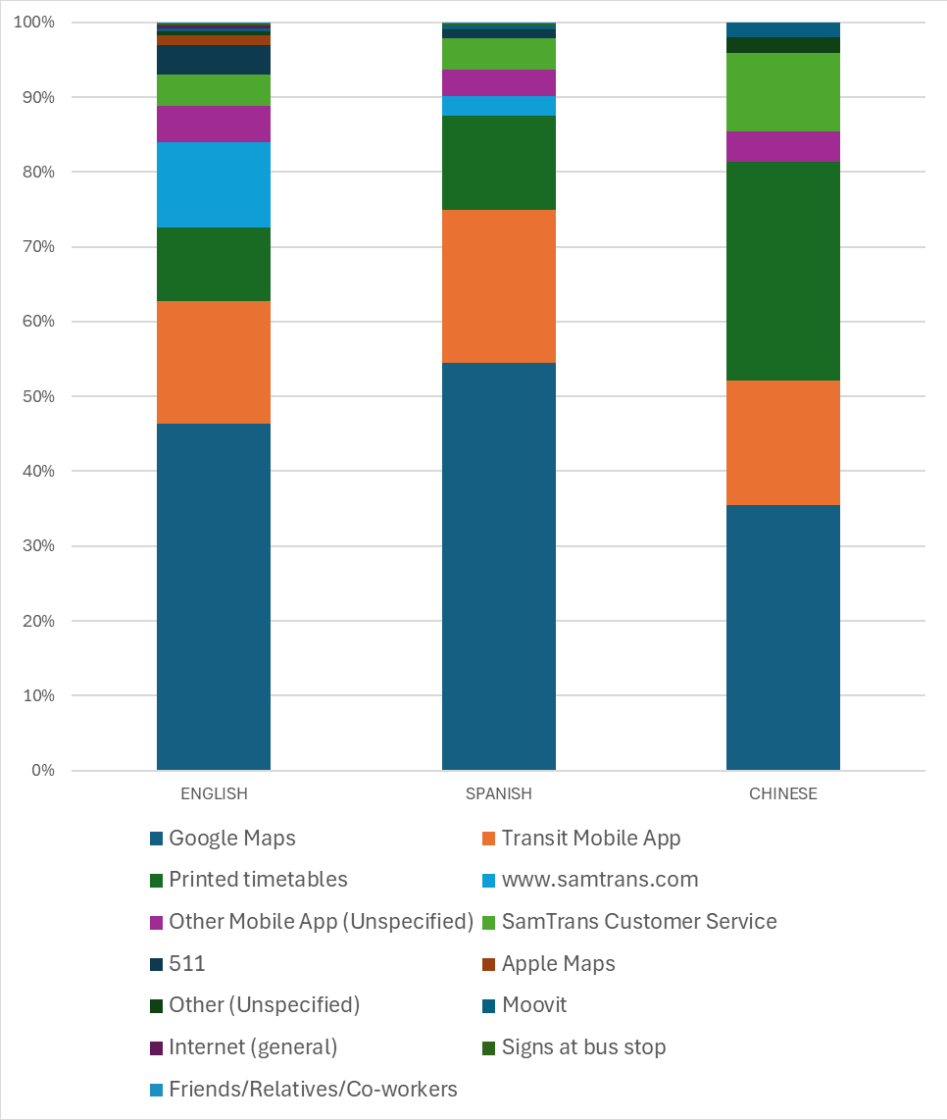
The most critical information for accessing SamTrans services is available in writing onboard SamTrans buses and at the bus stops. Most information is available in English, Spanish and Simplified Chinese. SamTrans Customer Service personnel have access to on-demand oral interpretation services via the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

Additional written information is available on the SamTrans website, some of which is available in Spanish and Chinese. SamTrans continues to grow its translation library by ensuring forms, announcements, and changes affecting customers are sent out for professional language translation with the vendor International Contact. In addition, the website is equipped with the Google Translate tool to allow content to be translated into 20 different languages, including Arabic, Chinese (Simplified and Traditional), French, German, Gujarati, Hindi, Italian, Japanese, Korean, Portuguese, Punjabi, Russian, Spanish, Tagalog, Tamil, Telugu, Thai, Urdu, and

Vietnamese. Though SamTrans staff is aware that Google Translate is not a sufficient translation tool for vital documents, it does provide non-English speakers access to additional non-vital information.

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

Exhibit 21: Information Sources by Survey Language (2024)



Factor 3 Findings:

Currently SamTrans disseminates all information in English, with service changes and public hearing notices available in Spanish and Chinese. Onboard announcements are made in English, with some announcements translated to Spanish for the benefit of patrons. Customer service personnel all speak English, with some speaking Spanish or other languages. All content on SamTrans' website is available for immediate translation into 19 different languages through the Google Translate tool on the webpage. The following represent the most important venues or information types for purposes of ensuring language use is not a barrier to access:

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

Given that SamTrans is the main mobility agency in San Mateo County for residents, SamTrans will continue to assess and identify program components that may require language assistance to LEP customers. This includes access to materials for board meetings, citizens advisory committees, and virtual town halls. These meetings provide critical information related to service and fare changes.

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

Further opportunities for improvement include:

- Continue to have multilingual public meetings, Facebook Live and/or Instagram Live sessions.
- Create project-specific webpages and information available in multiple languages.
- Translate printed information disseminated to the public based on the Census Tract populations and impacts to certain neighborhoods (currently only provided in Spanish and Chinese)

- Advertise in more media outlets that target individuals who use languages other than English, Spanish, and Chinese.
- Improve communication with targeted organizations (such as CBOs) to ensure that more LEP individuals participate in outreach efforts.
- Provide more multilingual staff at outreach or pop-up events to disseminate information and answer questions from LEP community members, especially if regarding service changes or introduction of new services.
- Survey SamTrans employees on their interactions with LEP individuals to compare data and to identify resources and language assistance services.

FACTOR 4:

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

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

All content on the SamTrans website is available for automatic translation via Google Translate. It should be noted that these translations are not the most precise and neither the District nor the FTA consider Google Translate as a sufficient translation tool for vital documents. Accordingly, SamTrans' vital documents (including information on service and fare changes, public meeting materials, surveys, and promotions) are sent to a qualified external vendor for translation into Spanish, Chinese, Tagalog and, occasionally, Vietnamese, Samoan, and Tongan.

When engaging the public in market research surveys, SamTrans ensures surveys are available in Spanish and Chinese in addition to English. For the 2024 SamTrans Triennial Survey, questionnaires were printed in Spanish and Chinese, and community members also had the option of calling a language line to conduct the survey in other languages via over the phone interpretation. Overall, 17% of survey responses received were in Spanish and 2% were in Chinese. In-person interviewers on SamTrans routes encountered 28 riders that did not respond to the survey due to a language barrier, reflecting monolingual riders who spoke Arabic, Farsi, Indonesian, Korean, Portuguese, Romanian, Russian, Tibetan, and Ukrainian.[5] Going forward, SamTrans will monitor the trend of monolingual customers in these languages to determine whether there is higher demand for translation of survey material into additional languages.

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

[5] 2024 SamTrans Triennial Customer Survey Report, Description of Methodology, P. 71

Beginning fiscal year 2025, SamTrans' costs for translators, outsourced translation, and interpretation are consolidated into the Office of Civil Rights' budget. The Office of Civil Rights estimated the total budget for translations and interpreters by reviewing past annual invoices to the external language vendor from all District departments and asking departments about their anticipated needs for the upcoming year. Previously, costs were split among several different departments, depending on which department was responsible for the outreach project being undertaken. Typical annual expenses for interpretation and translation are as follows:

- Other Contracted Services (Including interpretations): $151,503
- Public meetings/hearings: $780
- Document and Form Translation: $7,786
- Printing and Information Services: $6,522
- Market research: $3,768 every three years

In 2024, the Office of Civil Rights developed the first internal streamlined process at SamTrans for handling requests and submissions for translations and interpretations. Once the form is submitted to the Office of Civil Rights, staff will send materials out to the vendor for processing. This reduces duplication of multiple department staff reaching out to the vendor and consolidates all projects that require translation or interpretation into one list. The translation and interpretation request form also outlines the top tiered languages of the community, so all department staff are aware of language needs of the target audience. Requests for translated documents include ad cards, brochures, customer take-ones, direct mailers, flyers, meeting notices, PowerPoint presentations, station kiosk signs, surveys, timetables, webpage content, and other customer outreach materials like construction-related notices and information pieces.

Other language assistance costs include expenditures for Language Line over phone interpretation. The service can be utilized by Customer Call Center and the front desk window at SamTrans headquarters to provide on-demand phone interpretation. For fiscal year 2025 cost of the service amounted to $77,000, or an average of less than $6,500 per month. Based on invoices, SamTrans has seen a rise in usage of the Language Line over the three years of 2023-2025, with monthly costs averaging $5,600 for fiscal years 2023 and 2024. Most interpretation is into Spanish, which covers the majority of SamTrans' customer base. Additional languages – Hindi, Russian, Vietnamese, Tagalog and the other "Safe Harbor" languages – are included in translation processes per the Vital Document policy and translation threshold policy, although SamTrans also reserves the right to translate documents into additional languages as resources allow and circumstances dictate.

Factor 4 Finding

In the past three years, SamTrans has increased translation and interpretation in Spanish and Chinese for Planning and Communications efforts. As a rule, public hearing notices, committee member application forms, surveys, and service change documents have been translated. SamTrans continues to develop better processes internally to ensure language does not create a barrier to all SamTrans services and to participate in meaningful public engagement, including an increased virtual multilingual presence. Over the last year, the Office of Civil Rights has developed a new streamlined internal process to handle requests and submissions of translation and interpretations from all agency departments. This process has increased awareness across the agency on the importance of translations for LEP customers and has subsequently resulted in more materials being translated into Spanish and Chinese, and occasionally additional languages depending on the target audience.

SamTrans will continue to provide market research surveys to its customers in the top tier languages of Spanish and Chinese to gather valuable insights from riders, helping the agency better understand LEP rider experiences and improve services. As language needs evolve in various parts of the community, SamTrans will monitor the trend of languages spoken by LEP customers to determine the need for translation of surveys and non-vital documents into additional languages past Spanish and Chinese.

With the prevalence of virtual meetings, captioning and interpretation have been normalized in the meeting planning process. Multilingual meetings are managed by the vendor to ensure the audience and speakers understand the role of the interpreter and the difference between consecutive and simultaneous interpretation. Further, staff have incorporated advanced preparation for the public to request interpretation and translation services and for SamTrans to provide interpreters, translated materials, and links to such materials in the public meeting invite or project webpage.

Since 2023, SamTrans has provided its complaint forms and vital documents translated into additional languages.

SamTrans is continually developing and evaluating methods to provide more meaningful access to LEP groups. The following are recommendations that can be implemented:

- Increase use of universal pictograms or other symbols at bus stops or on buses.
- Continue to increase translations of documents beyond just vital documents.
- Conduct more language-specific outreach similar to focus groups associated with the development of this plan.
- Monitor trends of additional languages spoken by monolingual customers,

including languages requested on Language Line, for incorporation into regular translation of non-vital documents.

- Provide a short survey regarding LEP needs on buses in various languages for LEP individuals who cannot attend outreach meetings, where these individuals can voice their concerns and opinions directly to SamTrans staff.

METHODOLOGIES

Overview

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

Description of the LEP Populations Served

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

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

In preparing the 2025 Plan update, SamTrans analyzed Census data from 2023 and found that approximately 119,434 residents in the county, or 17% of the population, indicated they speak English less than "very well". Seven language groups (Spanish, Chinese, Tagalog, Russian, Korean, Arabic, and Vietnamese) have more than 1,000 persons in the county who speak English less than "very well" and require a translation of vital documents (see Exhibit 2).

Data from a customer service survey conducted every three years revealed the top 15 languages spoken by SamTrans customers. Survey results indicated that a slightly higher percentage of respondents (59%) spoke English as their primary language, versus Census results (55%). The survey is considered a more accurate representation of SamTrans customers than Census data alone.

Language Assistance Services Provided

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

-DOT LEP Guidance Section VII (2)

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

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

- Interpreters (by request) for board meetings, public meetings, and public hearings
- Simultaneous interpretation and translated materials for virtual (online) meetings
- Multilingual printed materials for service and fare changes, promotions, and public engagement opportunities
- Translated brochures, how-to-ride guides, and fact sheets on the SamTrans website
- Telephonic Interpretation – Language Line
- Signage in SamTrans Headquarters next to lobby phone providing access to an interpreter, translated into 16 languages **(See Exhibit 24)**
- SamTrans customer service line staffed by bilingual staff
- Language assistance and Title VI Training for Frontline Staff, including bus operators. A video was created with SamTrans staff in 2021 to support LEP training: https://www.youtube.com/watch?v=9nfw51a0j7I
- Translation and interpretation request form and information regarding LEP needs dissemination to all SamTrans departments to use for their projects
- Onboard announcements in Spanish and English
- Spanish language focus groups
- Google Translate tool in 19 languages on the SamTrans website
- Bilingual staff assistance with outreach with ambassadors
- "I-Speak" cards **(See Exhibit 25)**
- Consultative, ongoing relationship with CBOs (including payment for certain engagement)
- Multilingual Facebook and Instagram Live events

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

- Increase use of universal pictograms or other symbols at bus stops or on buses
- Monitor trends of additional languages spoken by monolingual customers, including languages requested on Language Line, for incorporation into regular translation of non-vital documents
- Provide a short survey regarding LEP needs on buses in various languages for LEP individuals who cannot attend outreach meetings, where these individuals can voice their concerns and opinions directly to SamTrans staff
- Translate non-vital written documents into more languages based on Census tracts
- Create more opportunities for LEP focus groups
- Create multilingual social media posts
- Providing a stipend for qualified staff interpreters and translators
- Continue placing multiple translations of fact sheets to be put on the website
- Expand partnering with CBOs to serve more multilingual communities
- Continue partnering with regional agencies and other partners to produce shared multilingual customer information materials
- Review current translation and language assistance efforts to determine whether they are adequate and/or effective
- Further enhance website and app administration and management

Exhibit 24. Interpreter Access Signage in SamTrans HQ

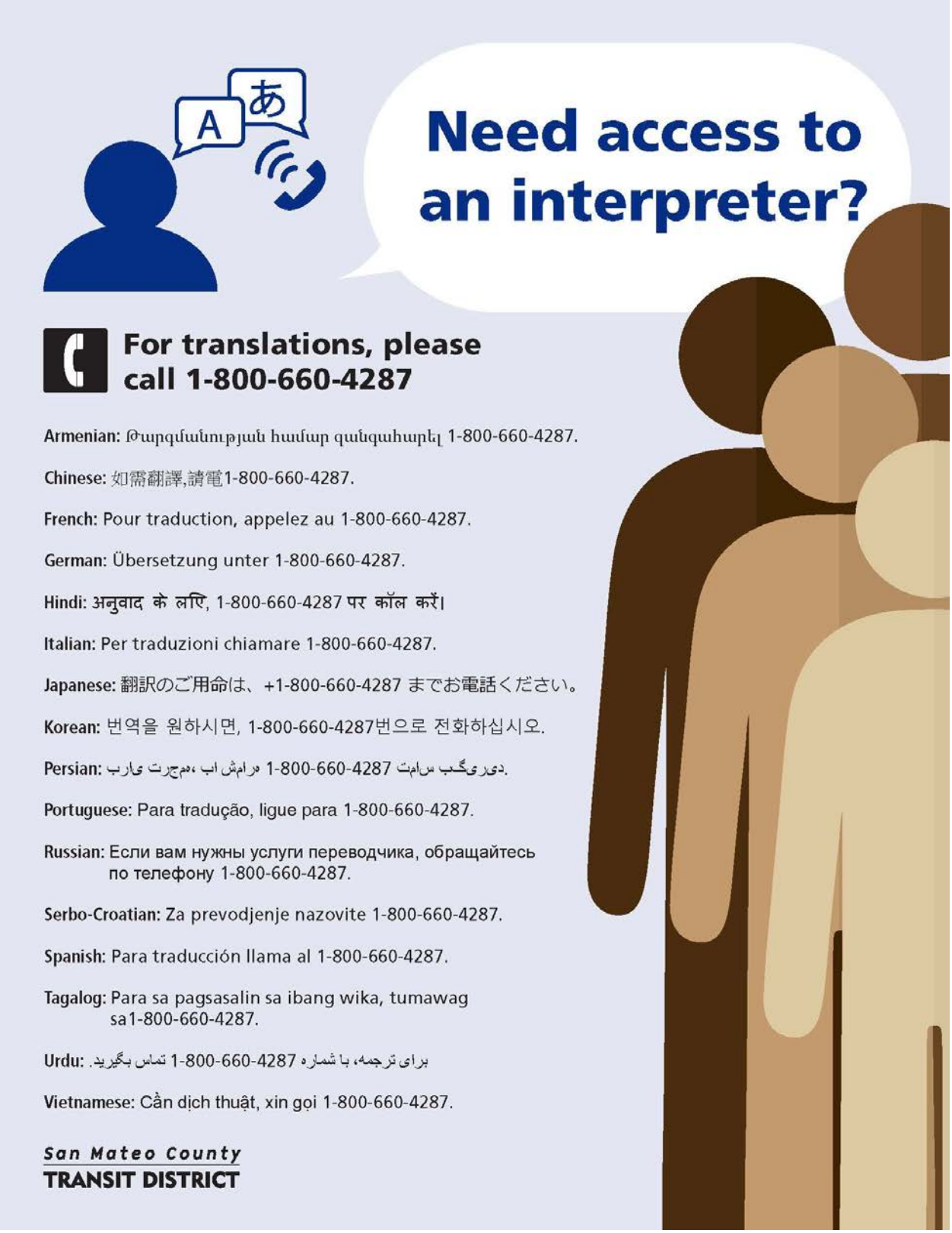
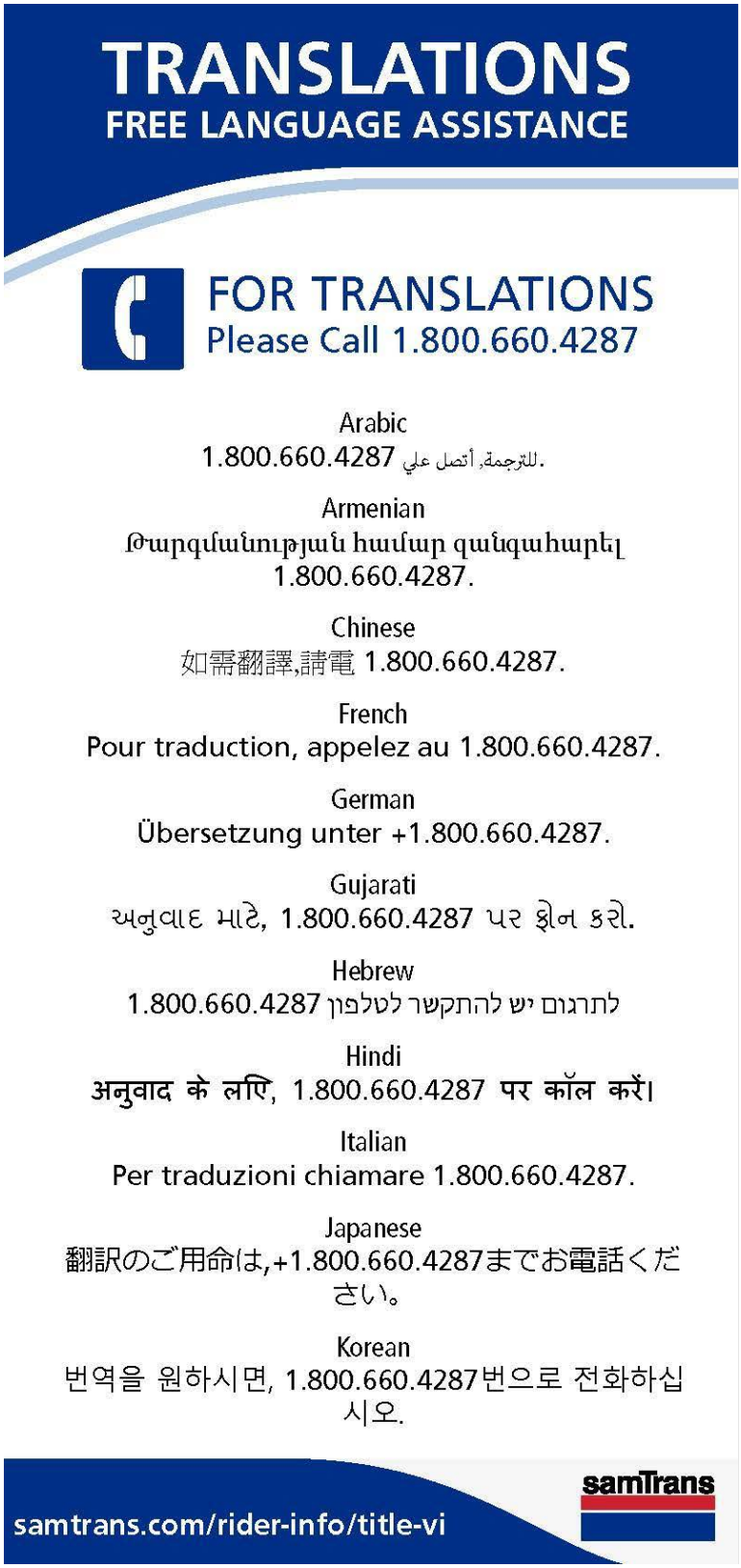


Exhibit 25. SamTrans "I-Speak" Card



TRANSLATIONS
FREE LANGUAGE ASSISTANCE
Mon-Khmer, Cambodian
សម្រាប់សេវាកម្មបកប្រែ សូមទាក់ទងតាមទូរស័ព្ទលេខ
1.800.660.4287.
Persian
برای ترجمه، با شماره 1.800.660.4287 تماس بگیرید.
Portuguese
Para tradução, ligue para 1.800.660.4287.
Polish
Po tłumaczenie proszę dzwonić na
1.800.660.4287.
Russian
Если вам нужны услуги переводчика,
обращайтесь по телефону 1-800-660-4287.
Serbo-Croatian
Za prevodjenje nazovite 1.800.660.4287.
Spanish
Para traducción llama al 1-800-660-4287.
Tagalog
Para sa pagsasaling-wika, mangyaring
tumawag sa 1-800-660-4287.
Thai
สำหรับการแปลภาษา โทร 1.800.660.4287.
Urdu
ترجمہ کے لیے، 1.800.660.4287 پر کال کریں۔
Vietnamese
Cần dịch thuật, xin gọi 1.800.660.4287.
SamTrans Customer Service | 1.800.660.4287 (TTY 650.508.6448)
Weekdays: 7am - 7pm | Weekends & Holidays: 8am - 5pm
samtrans.com/rider-info/title-vi
11/2025 -00K - FT - D
samTrans

Notice to LEP Persons about Availability of Language Assistance

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

In addition, SamTrans staff considers the following when identifying vital documents:[6]

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

SamTrans' 7 Safe Harbor languages are: Spanish, Chinese, Tagalog, Russian, Korean, Arabic, and Vietnamese. The two primary languages identified through the four factor analysis were Spanish and Chinese. Among ridership, while Tagalog may be highly spoken, some Tagalog speakers have stated preference for English written materials. Tagalog oral interpretation could be made available as an option.

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

[6] Department of Transportation, Policy Guidance Concerning Recipients Responsibilities to Limited English Proficient Persons, 70 Fed. Reg. 74087-74100, (December 14, 2005) Updated 1/5/2016

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

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

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

Training Staff to Provide Timely and Reasonable Language Assistance

Following the 2019 Plan update, SamTrans took additional efforts to train all front-line staff including bus drivers, customer service agents, and supervisors on how to provide language assistance for their customers as well as the importance of federal Title VI requirements. Training materials were updated to include information relating to Title VI and interactions with LEP riders. Customer Call Center employees received training about language assistance measures, protocol with Title VI complaints, and working with Language Line telephonic interpreters. Bus Operations produced a training video in 2021 (https://youtu.be/9nfw51a0j7I) for operators on interacting with and assisting LEP individuals.

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

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

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

MONITORING

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

-DOT LEP Guidance Section VII(5)

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

- Review Census, ridership survey, and other data on a triennial basis, at minimum, and update the language assistance plan accordingly
- Have SamTrans staff review the language assistance plan for ideas and additions
- Conduct periodic surveys that ask specifically about LEP ridership experience
- Annually track the number of LEP persons requesting assistance at its Customer Service Center
- Annually review the accessibility of its Vital documents and other documents. New documents will be translated and posted to website
- Assess new customer information documents prior to production to determine whether the document is "Vital" and what level of translation is needed
- Assess and analyze outreach efforts pertaining to LEP populations
- Analyze newly available demographic data from the U.S. Census, the ACS, and customer survey
- Gather information from CBOs and regional agencies and partners to stay current
- Solicit regular feedback from LEP customers and CBOs

RECOMMENDATIONS FOR LAP IMPLEMENTATION

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

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

Moving forward, SamTrans staff will:

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

F. 2025 TITLE VI PROGRAM ADOPTION

The following document evidences the SamTrans' Board of Director's adoption of this Title VI Program on February 4, 2026.

Resolution No. 2026-xx

Board of Directors, San Mateo County Transit District
State of California

*** * ***

ADOPTING THE SAN MATEO COUNTY TRANSIT DISTRICT'S 2025 TITLE VI PROGRAM

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

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

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

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

Whereas, the District last submitted its Title VI Program to the FTA for approval in December 2022; and

Whereas, the District's current Title VI Program expired on November 1, 2025; and

Whereas, the District received an extension from the FTA Region IX Title VI Officer to submit the District's 2025 Title VI Program by February 4, 2026; and

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

1. Information on numerous agency policies, procedures, and activities undertaken over the last three years;

2. A public participation plan;

3. Information on public outreach undertaken by the District over the past three years;

4. A plan for engaging persons with limited English proficiency;

5. Major Service Change, Disparate Impact, and Disproportionate Burden policies, and Systemwide service standards and policies, which this Board adopted pursuant to Resolution 2013-09;

6. Results of service monitoring analysis; and

7. Results of fare and service change and equity analyses conducted over the past three years; and

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

Now, Therefore, Be It Resolved the Board of Directors of the San Mateo County Transit District hereby adopts the District's 2025 Title VI Program; and

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

1. Include evidence of the Board's consideration and approval of the District's 2025 Title VI Program in the Program, itself; and

2. Submit the final District Title VI Program to the FTA; and

3. Take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the FTA.

Regularly passed and adopted this 4th day of February, 2026 by the following vote:

Ayes:

Noes:

Absent:

_____

Chair, San Mateo County Transit District

Attest:

_____

District Secretary

G. SERVICE STANDARDS AND TITLE VI POLICIES

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

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

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

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

DISPARATE IMPACT POLICY

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

> *Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin…*
>
> *The policy shall establish a threshold for determining when adverse effects of fare/ service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly… and cannot be altered until the next Title VI Program submission.*

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

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

DISPROPORTIONATE BURDEN POLICY

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

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

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

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

SYSTEMWIDE SERVICE STANDARDS

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

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

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

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

- **Frequent**: Routes connecting people to places that can support higher levels of service – often areas of higher population or employment density with demand seven days a week. Ideal frequency is 15 minutes or better, seven days a week from early morning to late evening.
- **Local**: Routes connecting neighborhoods, downtowns, and major destinations and typically with 30-minute or better frequency, seven days a week, from morning to evening.
- **Community**: Routes providing service to less densely populated areas that are considered a lifeline to the greater transit network and the community with hourly service, seven days a week from morning to evening.
- **Express & Limited Stop:** Routes providing limited-stop service to or from major destinations and that are typically longer in length. Express routes often travel on higher-speed corridors making few or no intermediate stops, cover more distance, and may operate only during peak times on weekdays.
- **School-Oriented**: Routes operating with very few trips a day (typically two) and that are scheduled to align with school schedules and school bell times.
- **Owl:** Routes operating overnight after regular transit service has ended.
- **Special:** Special routes serve a unique purpose that do not fit into other categories. Examples may include microtransit, prolonged bus bridges for rail construction, and service to special events such as fairs or sporting events.

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

Exhibit G.1: Routes by Category

Category	Routes
Frequent	120, 130, 130B, 296, ECR
Local	110, 121, 122, 141, 250, 278, 281, 292
Community	112, 117, 142, 251, 260, 270, 280, 294, 295
Express & Limited Stop	CSM, EPX, FCX, PCX, SKY

Category	Routes
School-Oriented	10, 12, 14, 15, 18, 19, 24, 25, 28, 29, 30, 35, 37, 40, 41, 42, 46, 49, 50, 51, 53, 53P, 54, 56, 57, 58, 59, 60, 61, 62, 67, 68, 72, 73, 78, 79, 81, 82, 83, 85, 86, 87, 88
Owl	296 Owl, 397 Owl, ECR Owl
Special	138, Ride Plus (on-demand curb to curb microtransit)

VEHICLE LOAD

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

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

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

Exhibit G.2: Vehicle Load Factor Standards

Category	Maximum Load
Frequent	1.5
Local	1.5
Community	1.5
Express & Limited	1.0
School-Oriented	1.5
Owl	1.0
Special	N/A

VEHICLE HEADWAY

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

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

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

Exhibit G.3: Vehicle Headway Standards

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

ON-TIME PERFORMANCE

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

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

Buses are on-time if they depart a timepoint within 59 seconds before schedule or 4 minutes and 59 seconds after schedule. It is SamTrans' goal to be on-time at least 85 percent of the time systemwide. On-time performance standards are presented in the exhibit below.

Exhibit G.4: On-Time Performance Standards

Category	On-Time Performance Goal
Frequent	85%
Local	85%
Community	85%
Express & Limited	90%
School-Oriented	90%
Owl	85%
Special	N/A

On-time performance is tracked and published on a daily basis and included within monthly performance reports to the SamTrans Board of Directors. Bus Transportation staff also regularly monitor on-time performance and counsel operators who consistently fail to meet on-time performance standards that are within their control. Discussions with bus operators are also used to identify vehicle scheduling issues which are corrected through service changes four times annually.

SERVICE AVAILABILITY

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

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

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

SYSTEMWIDE SERVICE POLICIES

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

A. Vehicle Assignment
B. Transit Amenities

VEHICLE ASSIGNMENT

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

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

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

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

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

To meet the California Air Resources Board's (CARB) Innovative Clean Transit rule, SamTrans committed to purchase zero-emissions buses (ZEB) in all future bus procurements. SamTrans has procured 37 battery electric buses (BEB) and 10 fuel cell electric buses (FCEB). The first of the BEBs started service in February 2024 and the first of the FCEBs went into service in 2025. The new ZEBs will be assigned to ensure that they are distributed equitably among the communities SamTrans serves. The entire fleet of SamTrans buses is equipped with cellular modems and routers that provide wireless cellular connectivity for onboard systems, including passenger Wi-Fi. SamTrans has also begun to provide additional passenger amenities, including USB charging ports, which was initially equipped on the 55 2019 60-foot articulated buses.

TRANSIT AMENITIES

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

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

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

BUS SHELTERS

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

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

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

BUS STOP BENCHES

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

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

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

TRASH RECEPTACLES

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

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

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

NEXT BUS ARRIVAL SIGNAGE

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

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

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

H. DEMOGRAPHIC AND SERVICE PROFILE

This section provides general demographics and service profiles as well as information on minority and low-income populations located within the SamTrans service area. SamTrans' service spans the entire San Mateo County and has a total of 1,871 bus stops. Demographic and service profile maps and overlays are based on the US Census and 2019 – 2023 5-year American Community Survey (ACS) Data. The following maps are included:

Total Population Map

- Total population in San Mateo County by Census Tracts

Race and Ethnicity Demographic Maps

- Asian Population by Census Tracts
- Black / African American Population by Census Tracts
- Native Hawaiian / Pacific Islander Population by Census Tracts
- Hispanic / Latino/a Population by Census Tracts
- "Other Races" Population by Census Tracts (excludes Native Americans, Asians, African Americans / Blacks, Hispanics / Latino/as, Native Hawaiian / Pacific Islanders, and Caucasians / Whites)
- Caucasian / White Population by Census Tracts

Combined Minority Demographic Maps

- Minority population broken out by Tract Group using 2019 – 2023 5-year American Community Survey (ACS) Data. Minority Tract Groups are defined as those in which the minority population exceeds the systemwide minority average of 64.2%.

Low-Income Population Demographic Maps

- Low-income population broken out by census tract using the 2019 – 2023 5-year American Community Survey (ACS) Data. Low-income Tract Groups are defined as those in which more than 14.9% of the households in the tract that have an income that is 200% of the federal poverty threshold. ($64,350 a year for a household of 4; Source: U.S. Department of Health and Human Services, 2025).

SamTrans Routes Categorized by Minority/Non-Minority and Income Level

- Minority population in the county with SamTrans routes categorized by Minority or route status
- Low-income population in the county with SamTrans routes categorized by Low-Income route status

Bus Amenity Distribution Maps

- Distribution of Shelters, Benches, and Trash Receptacles for Minority Populations

Base Map

- SamTrans Base Map

Exhibit H.1: Total Population by Census Tracts

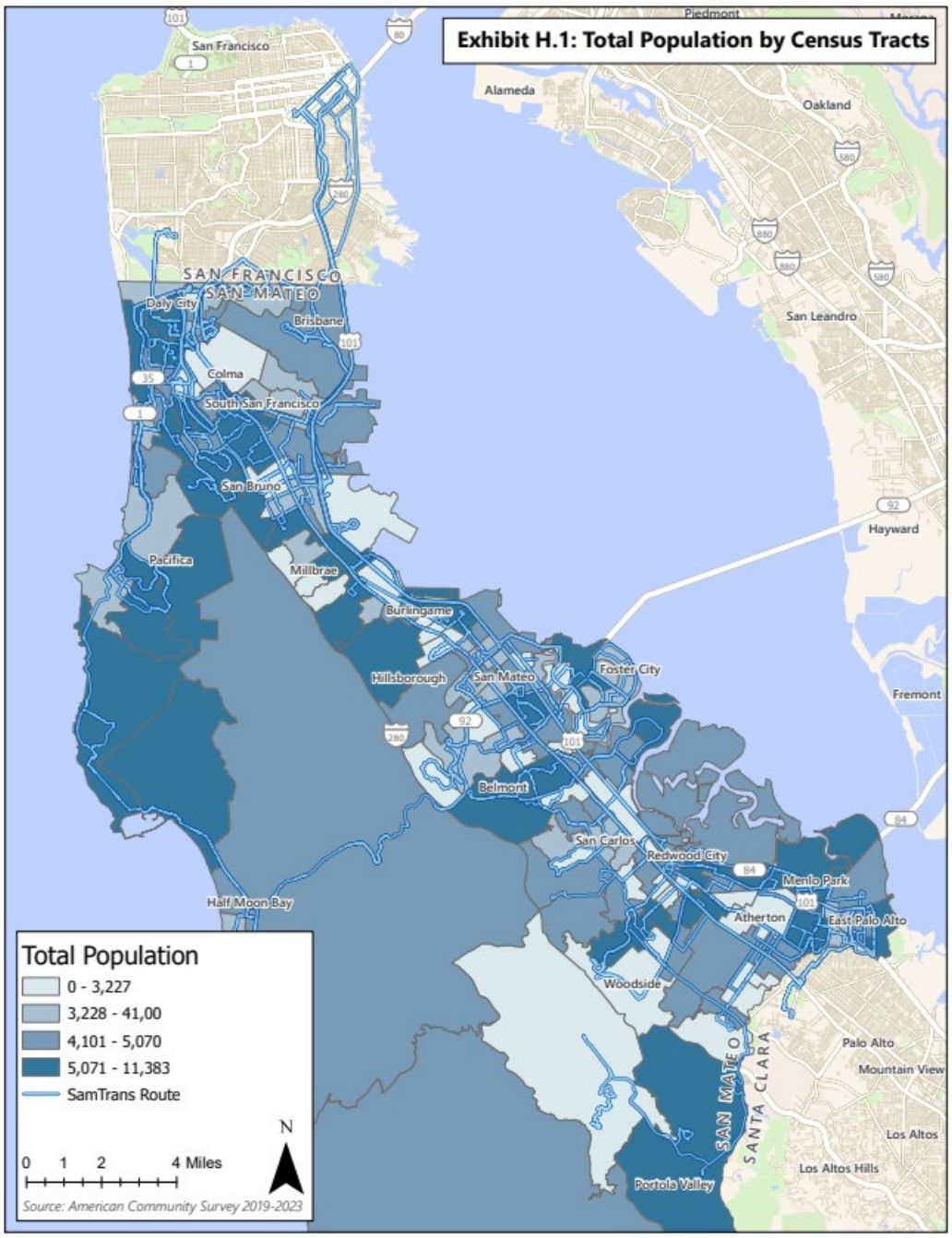


Exhibit H.2: Asian Population by Census Tracts

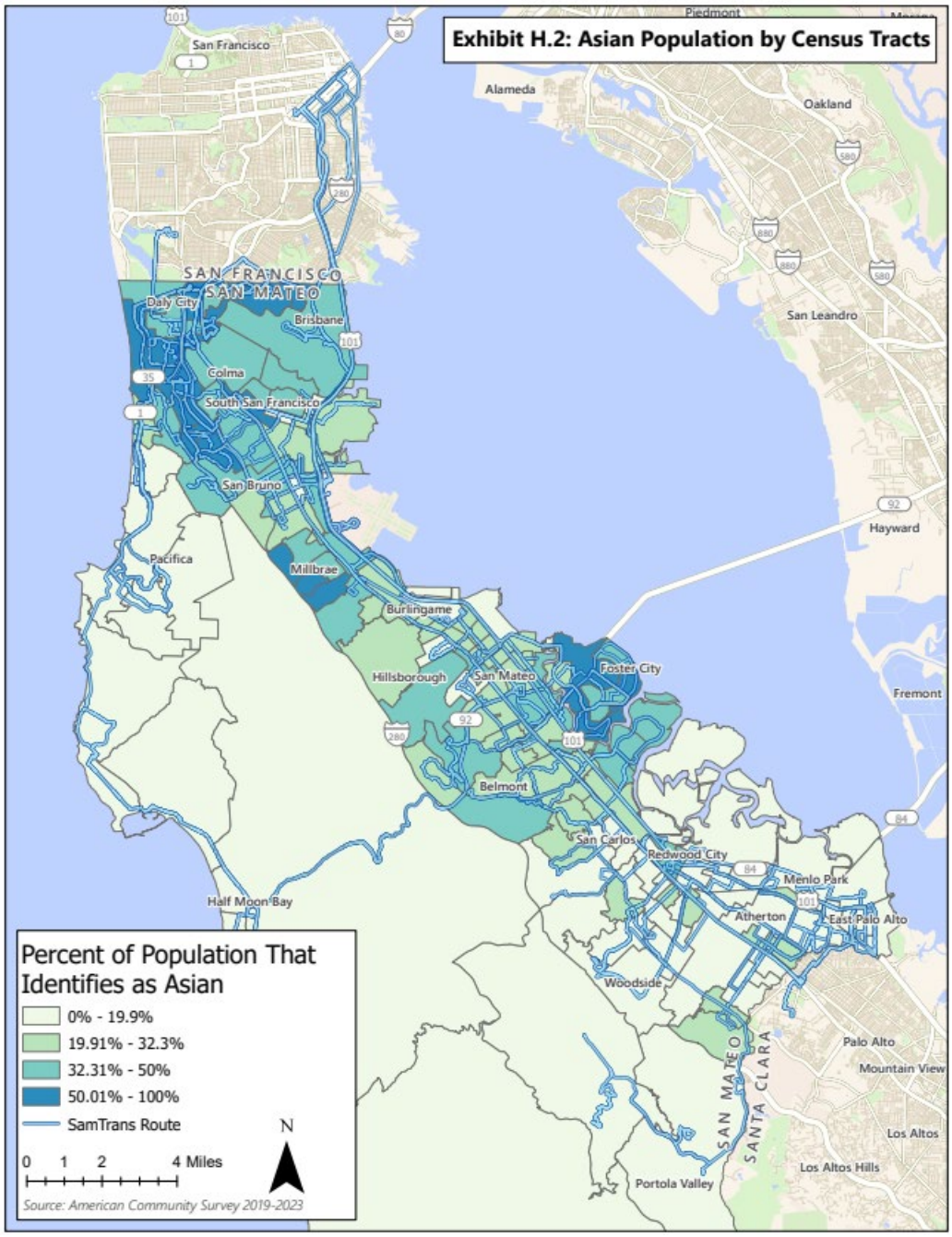


Exhibit H.3: Black / African American Population by Census Tracts

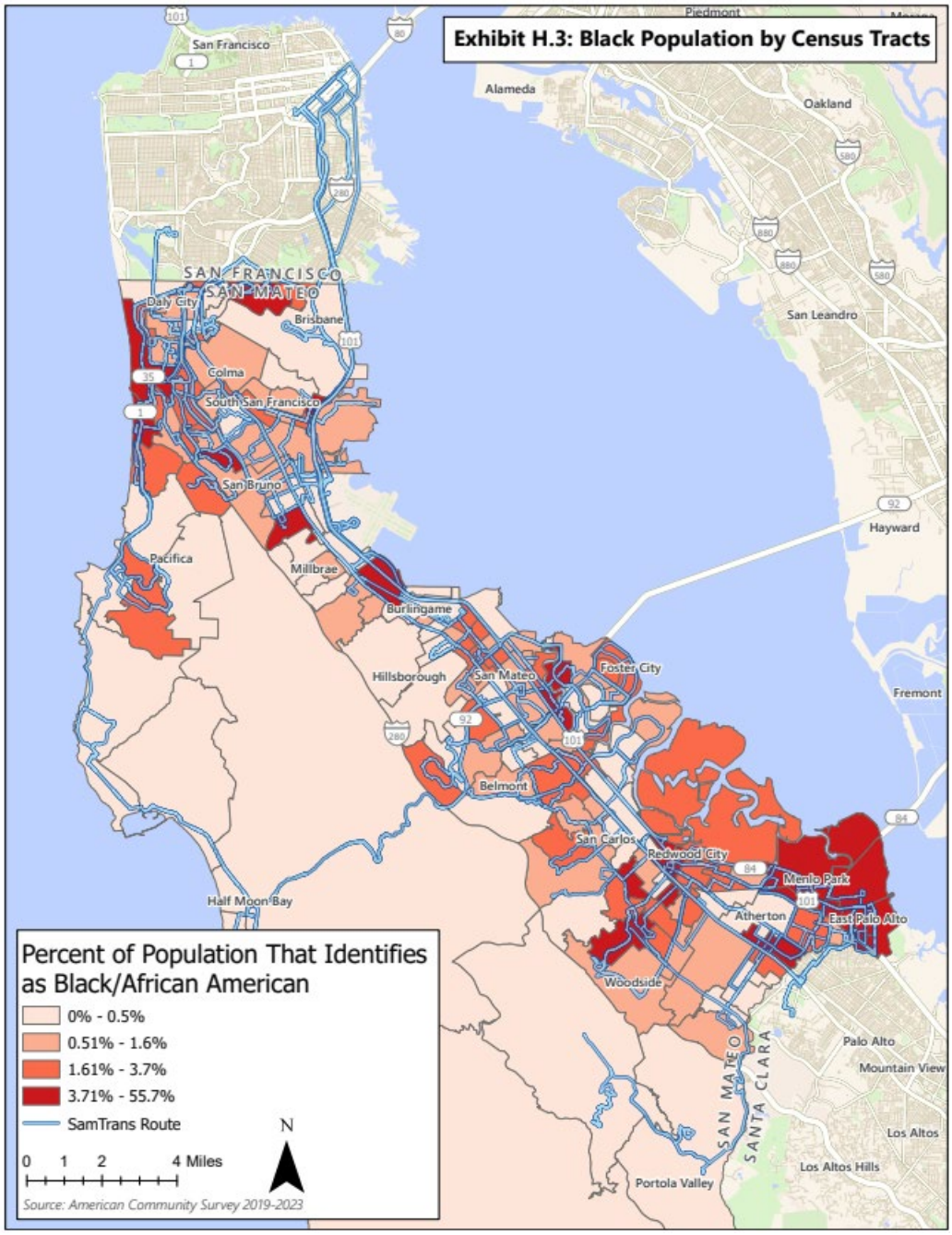


Exhibit H.4: Native Hawaiian / Pacific Islander Population by Census Tracts

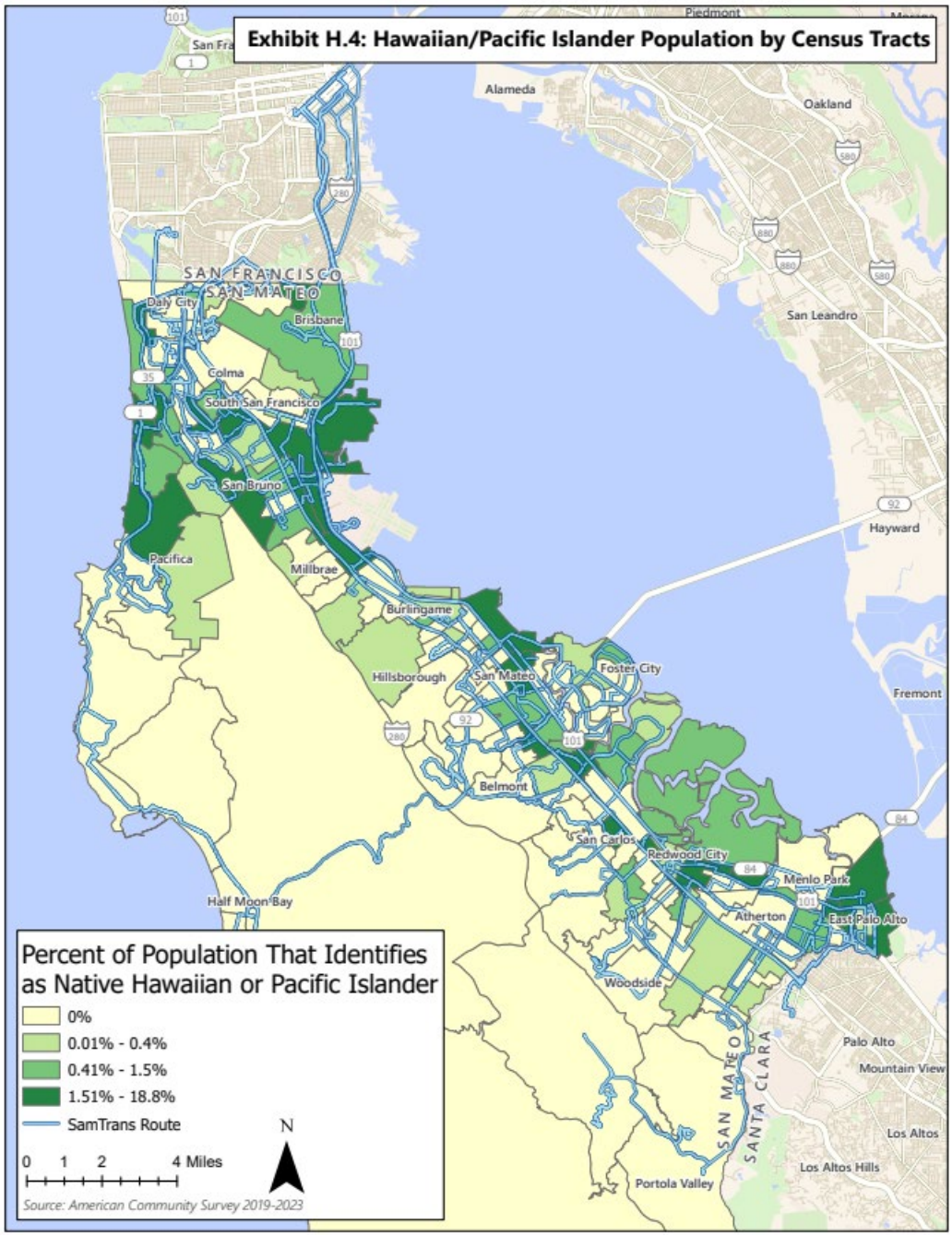


Exhibit H.5: Hispanic and Latino/a Population by Census Tracts

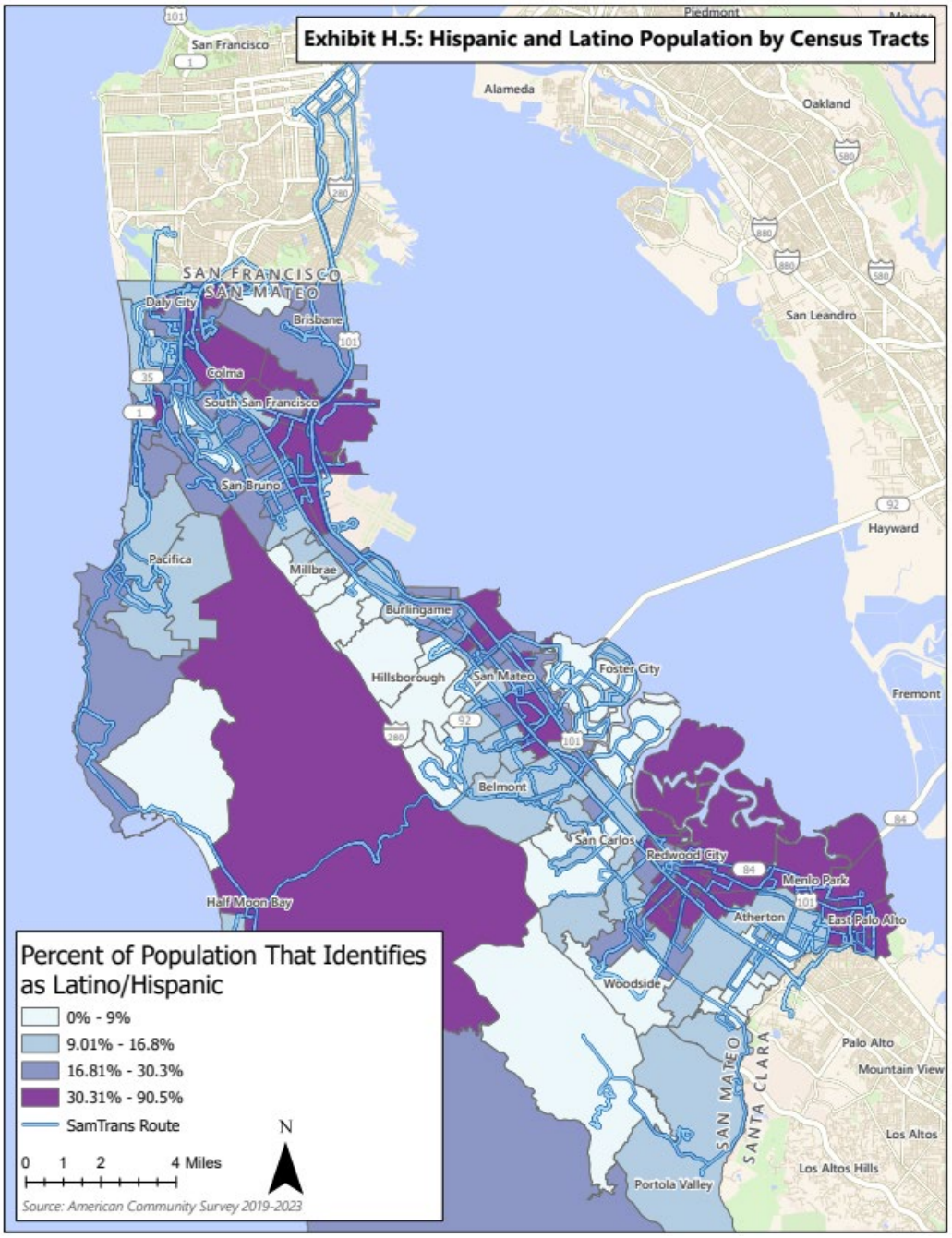


Exhibit H.6: "Other Races" Population by Census Tracts

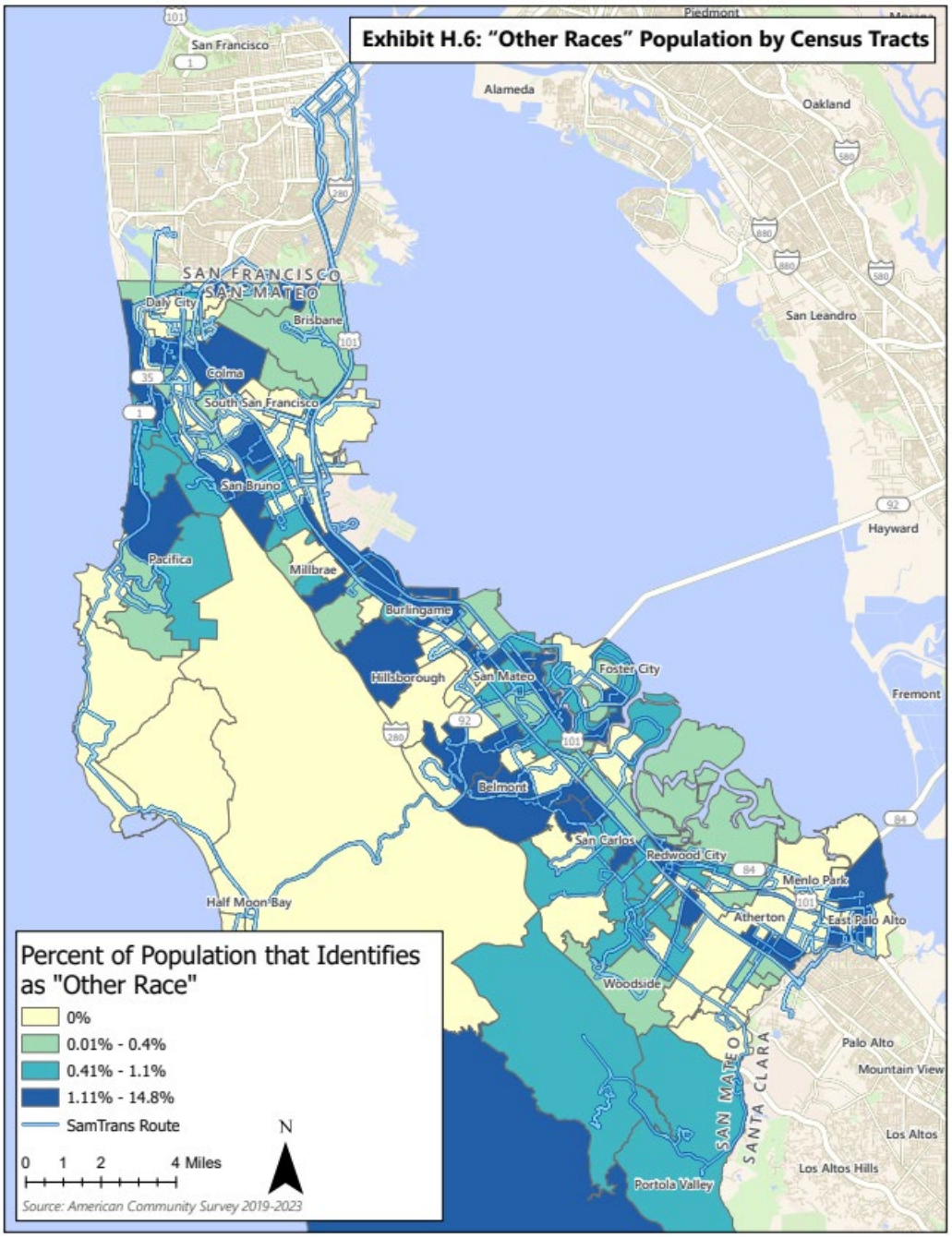


Exhibit H.7: White Population by Census Tracts

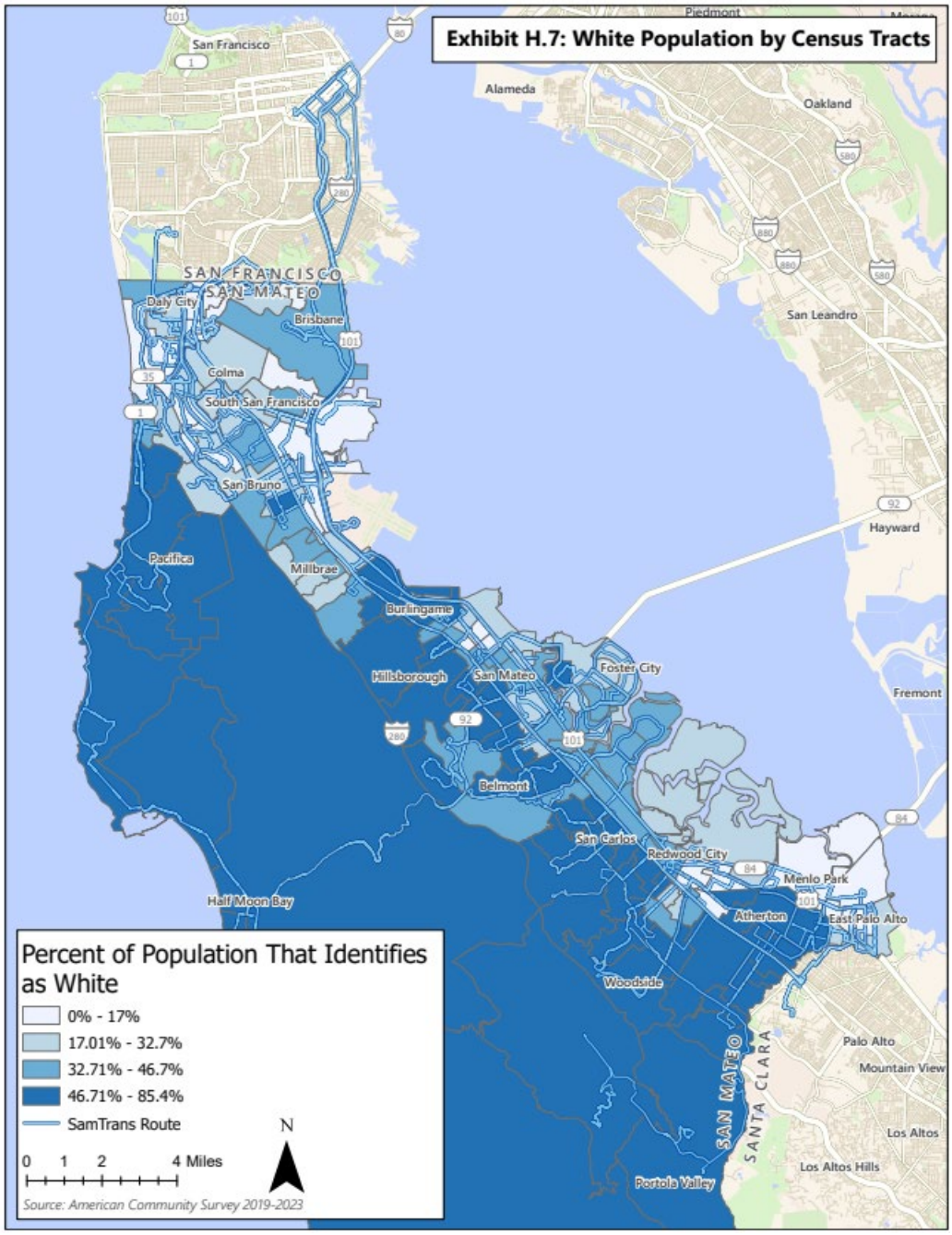


Exhibit H.8: Minority Populations by Census Tracts

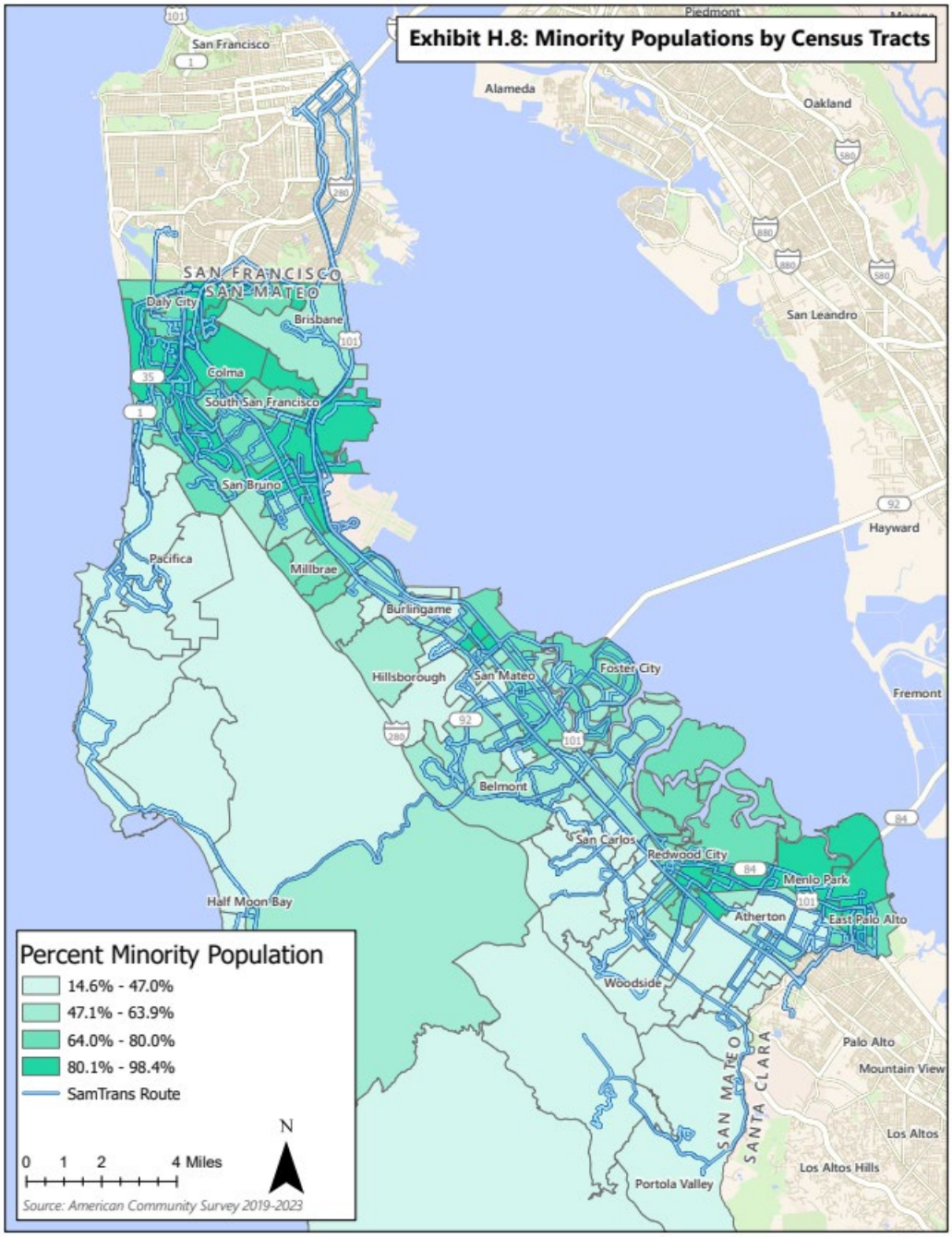


Exhibit H.9: Households Below 200% of Federal Poverty Level by Census Tracts

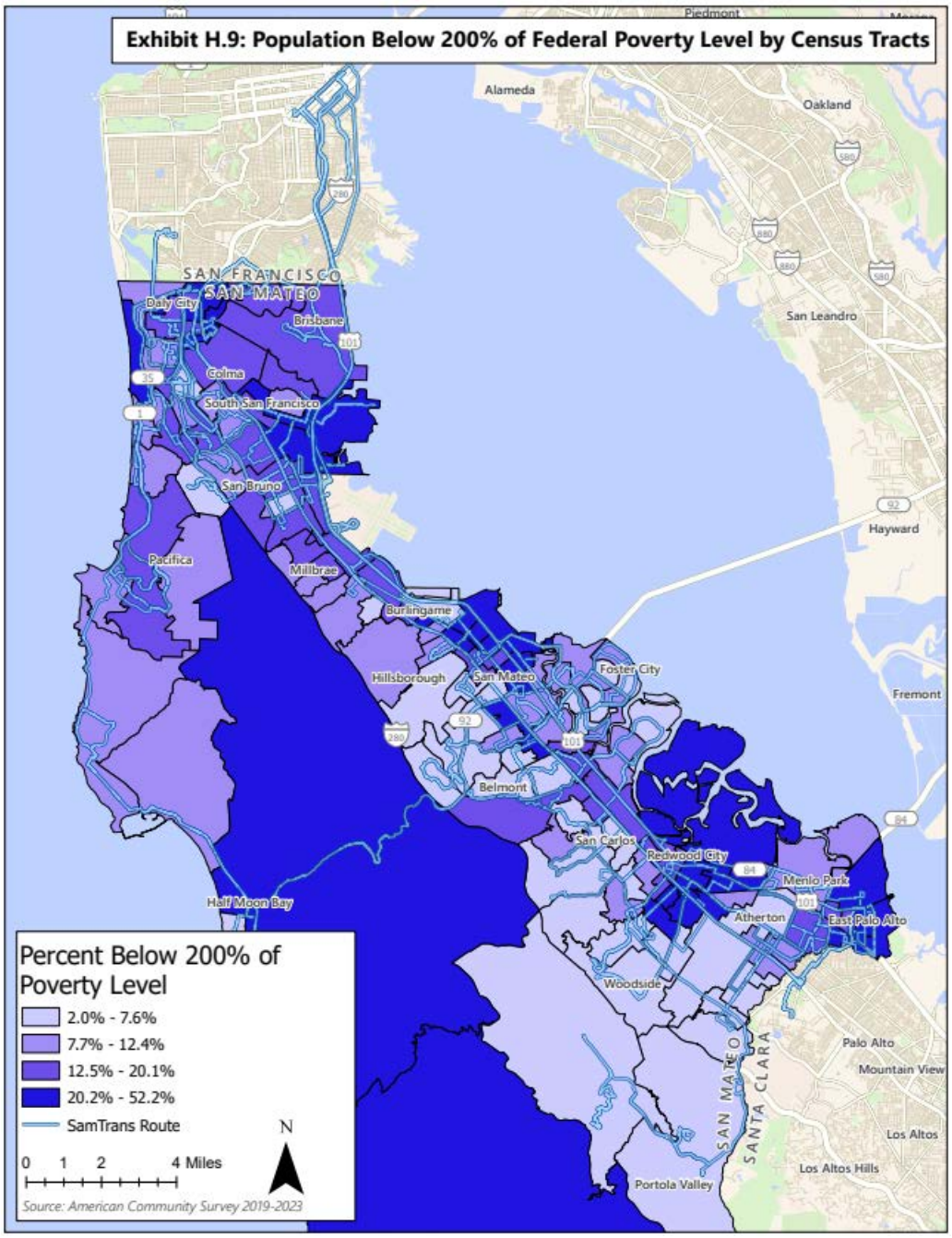


Exhibit H.10: SamTrans Routes Categorized by Minority Status

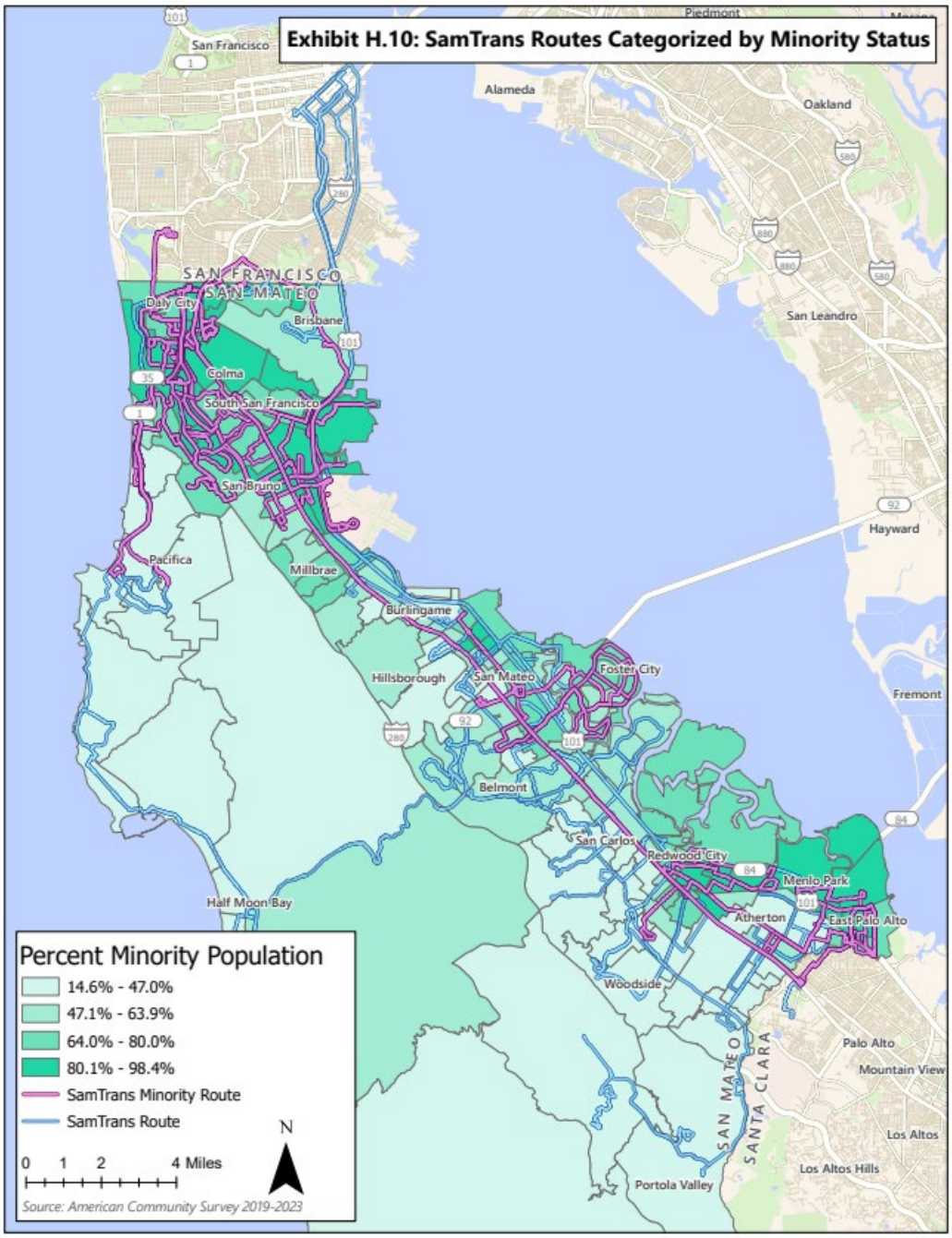


Exhibit H.11: SamTrans Routes Categorized by Income Level

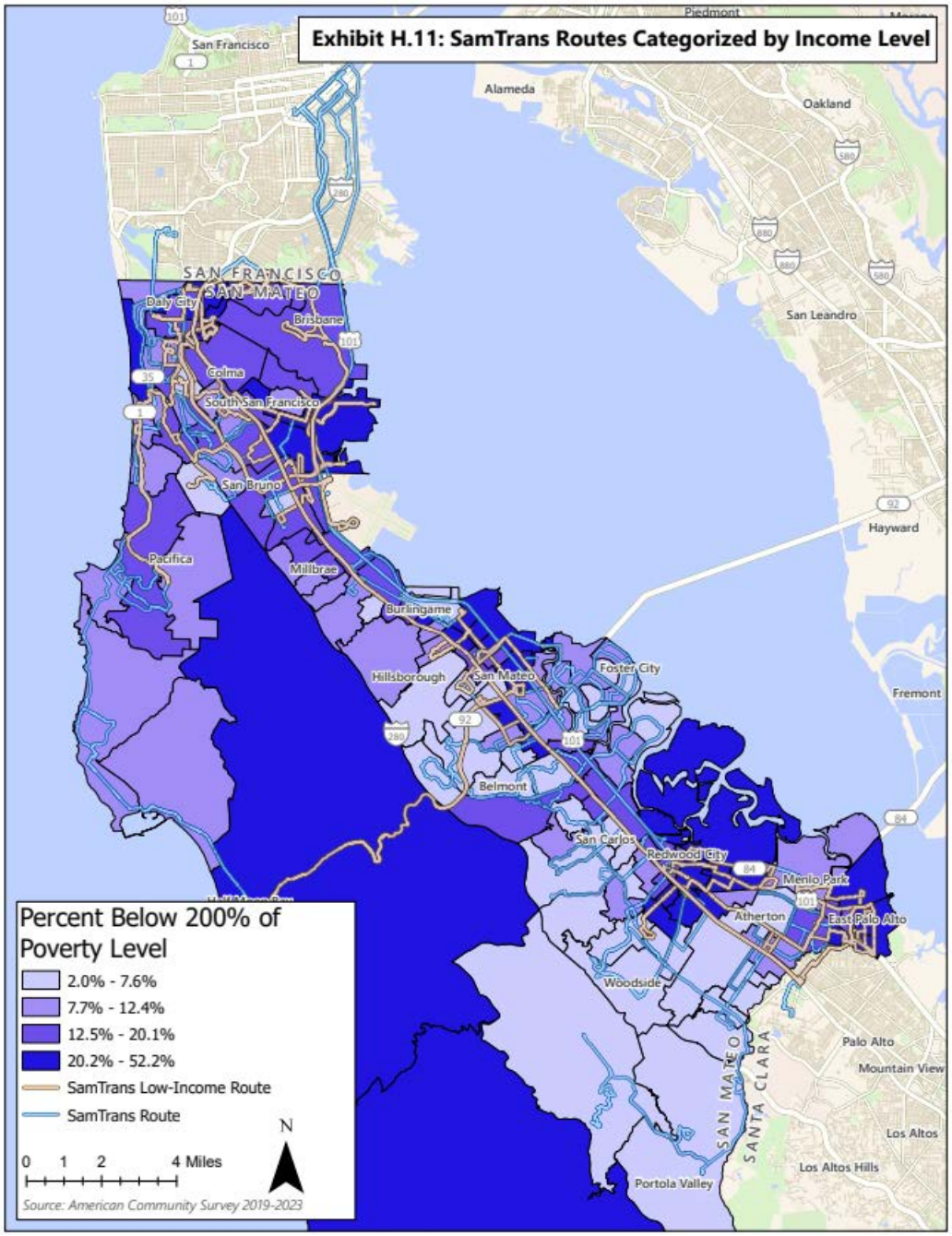


Exhibit H.12: Distribution of Shelters for Minority Populations

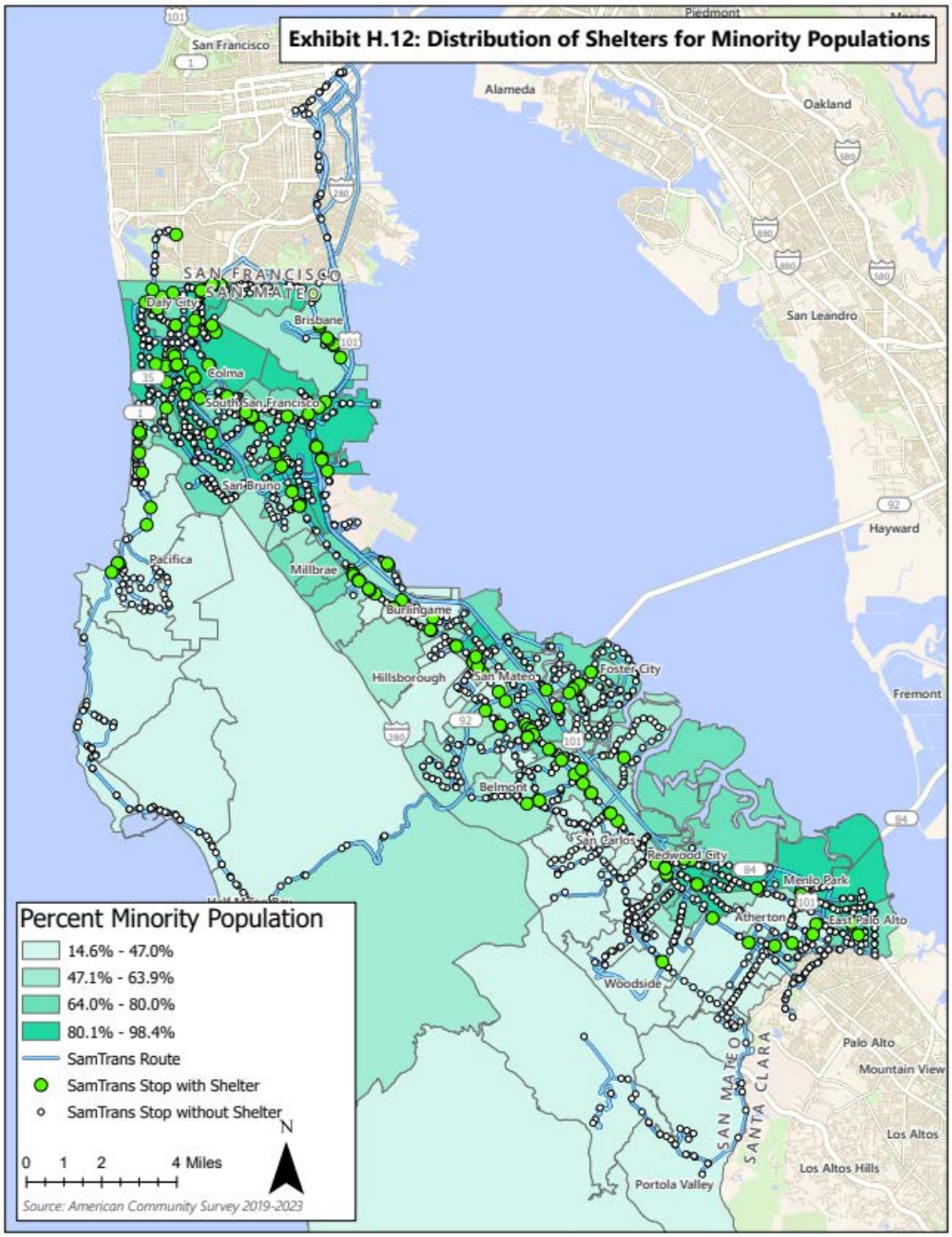


Exhibit H.13: Distribution of Benches for Minority Population

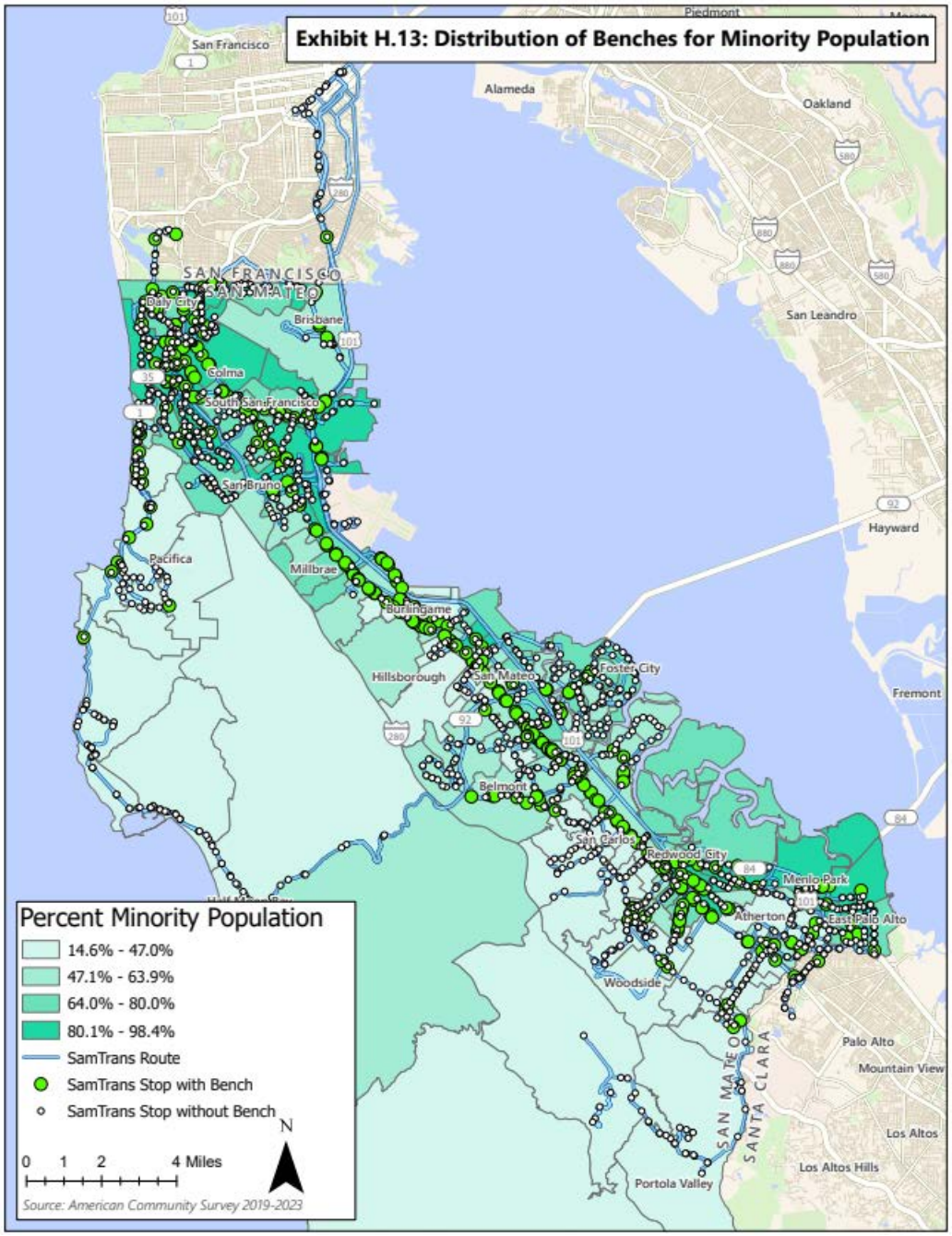


Exhibit H.14: Distribution of Trash Receptacles for Minority Populations

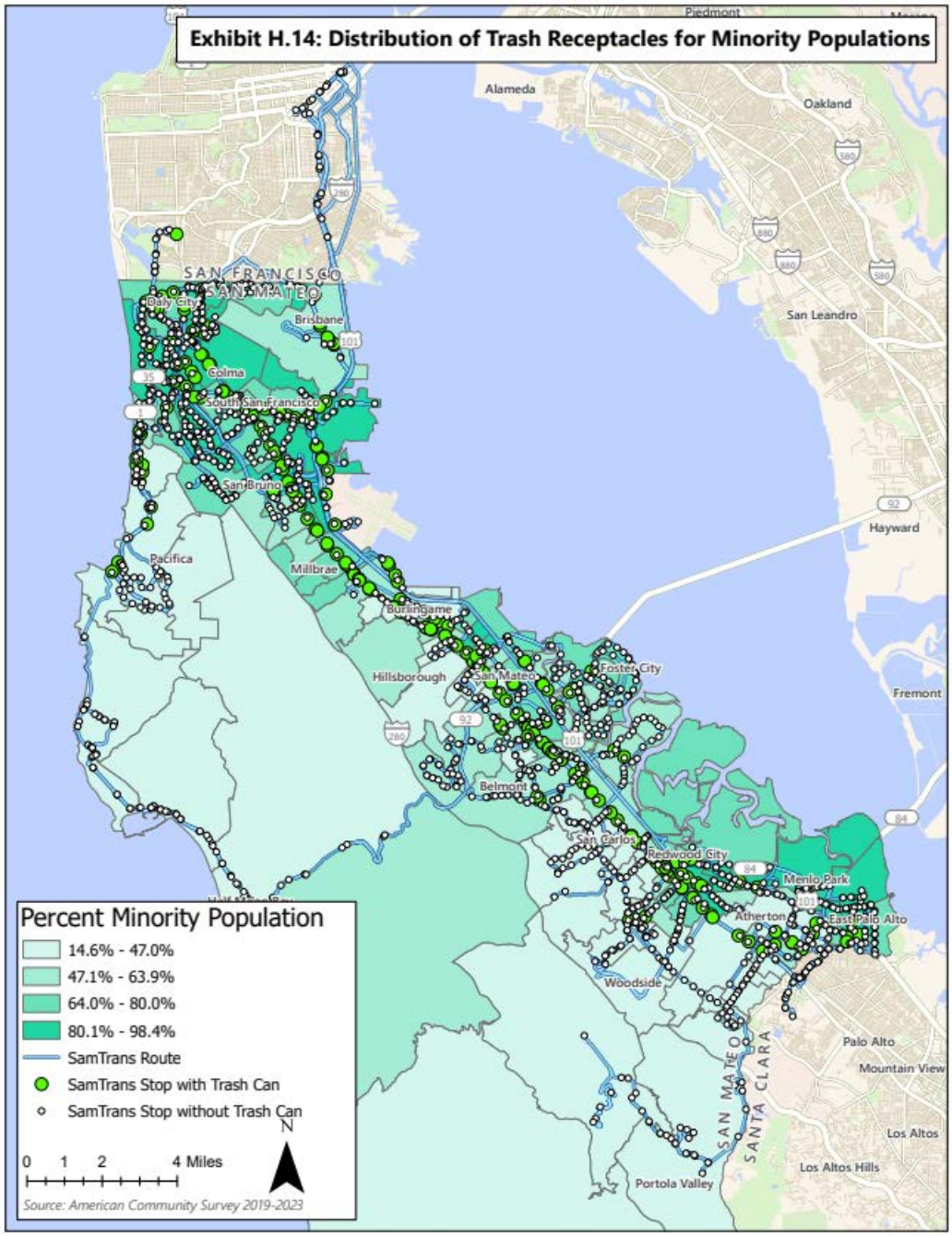
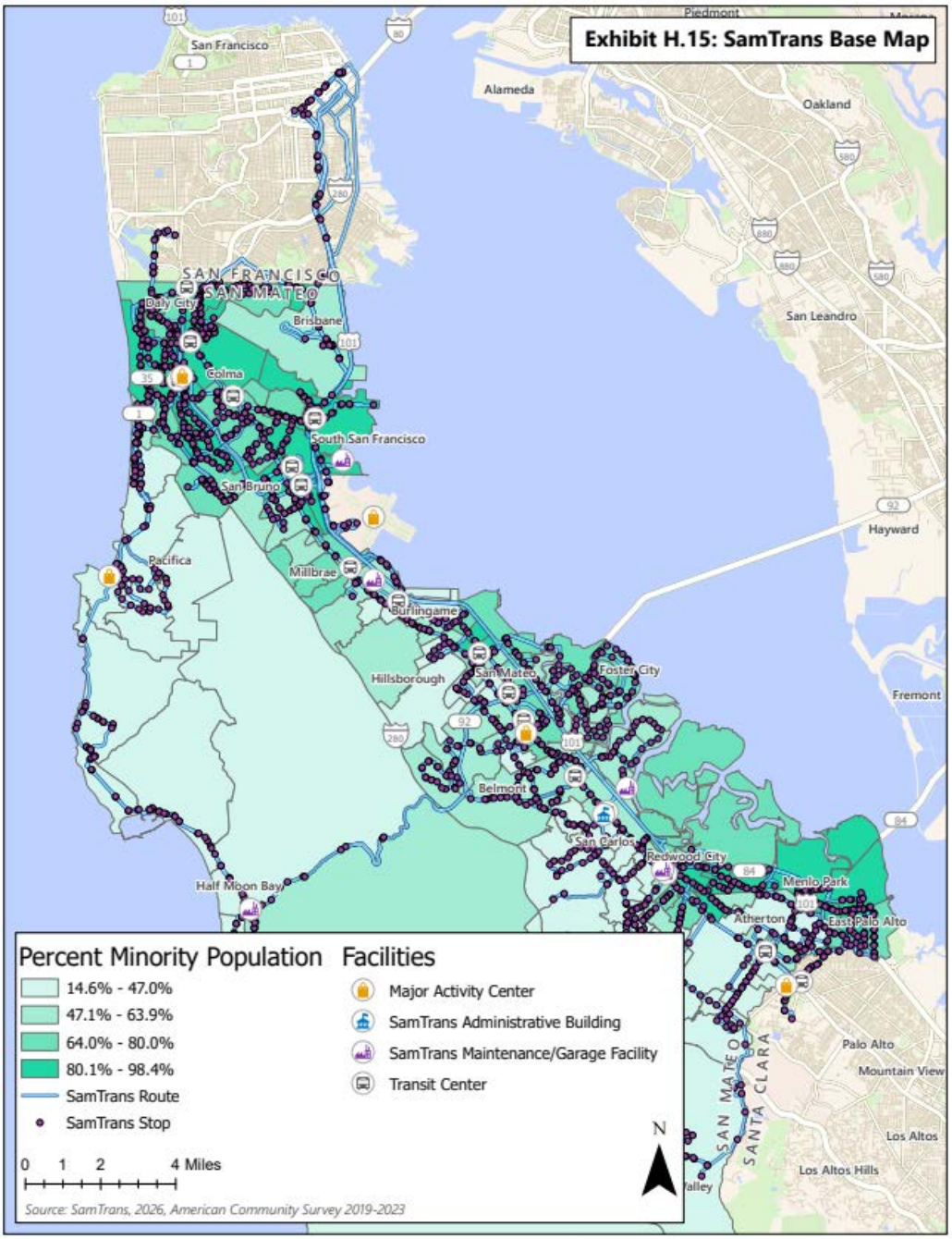


Exhibit H.15: SamTrans Base Map



SAN MATEO COUNTY TRANSIT DISTRICT | TITLE VI PROGRAM 2025

I. RIDERSHIP AND TRAVEL PATTERNS

The District gathers ridership and travel pattern information through its own triennial survey and as a participant in a broader regional survey effort by the Metropolitan Transportation Commission (MTC), the Bay Area's metropolitan planning organization.

The SamTrans Triennial Customer Survey is conducted systemwide every three years using a market research on-call contractor. Paper surveys are distributed onboard vehicles and collected by surveyor staff. Customers complete an extensive questionnaire and have the option of mailing in surveys. The results are entered, cleaned, and compiled in a succinct report by the contractor. The complete dataset, along with a report, is provided to SamTrans to use at its discretion. The results are also provided in a summary report, which SamTrans makes available to the public online at: https://www.samtrans.com/surveys. Additional surveys may be conducted on a variety of topics. The most recent Triennial Customer Survey was completed in Fall 2024 and was conducted in English, Spanish, and Chinese.

The MTC Transit Passenger Survey collects data from transit operators across the nine-county Bay Area on a rolling basis, surveying a few operators every year. The purpose of the survey is twofold: (1) to collect demographic and trip origin/destination data used to support future local and regional transportation planning efforts; and (2) to fulfill data collection requirements stipulated by Circular 4702.1B of the Title VI Requirements and Guidelines for Federal Transit Administration Recipients. This study was completed for SamTrans in two parts, the first half in Fall 2019 and the second half in Spring 2022. This survey was conducted in English, Spanish, and Chinese.

The executive summaries of both surveys are provided for this 2025 Title VI Program.

1. SamTrans Origin and Destination Survey, Fall 2019 + Spring 2022
2. SamTrans Triennial Customer Survey Report, Fall 2024

Metropolitan Transportation Commission

samTrans

SamTrans Onboard Survey

Spring 2022

Summary Report **based on Average Weekday Ridership**

November 2022

COREY, CANAPARY & GALANIS
Research and Counsel in Marketing

Table of Contents

Executive Summary 3
Riders 3
Travel/Usage Patterns 3
Project Overview 5
Summary of Detailed Results 7
Place of Origin 7
Destination 7
Getting from Origin to SamTrans (Multiple Responses Accepted) 8
Getting from SamTrans to Destination (Multiple Responses Accepted) 8
Transit Users – Getting to SamTrans 9
Getting from First Transit System to SamTrans 10
Transit Users – Getting to Destination 11
Getting from Last Transit System to Destination 12
Home City 13
Origin City 14
Destination City 15
Trip Purpose Pairs 16
Fare Category 18
Rating of SamTrans Services 19
Alternatives to SamTrans 20
Frequency 21
Tenure 22
Vehicles in Household 23
Household Size 24
Workers in Household 24
Age 25
Household Income 25
Race/Ethnicity 26
Primary Household Language^ 27
English Proficiency* 27
Gender 28

Executive Summary

Riders

- SamTrans is the only option for 11% of riders surveyed in 2022.
    - Over half (58%) of respondents would use a type of car-based transport (personal vehicle, family/friend's vehicle, Uber/Lyft, taxi, carpool) as alternate transportation if SamTrans were unavailable.
    - In 2019, a slightly lower share (8%) said SamTrans is their only option for the surveyed trip.
- Over half (60%) of respondents are choice riders, in that they have access to a vehicle but use SamTrans instead.
    - Respondents averaged one vehicle per household.
    - Since 2019, the share of choice riders has dropped (when 71% were choice riders).
- In 2022, the average rider is 42 years old, makes $44,445 annually, and lives in a household of three people, two of whom work.
    - Income dropped significantly from 2019 to 2022, as in 2019 average income among respondents was $62,128.
    - Respondents in 2022 are also older – as the average age in 2019 was about 38 years of age.

Travel/Usage Patterns

- The average rider in 2022 rides SamTrans four days a week and has been riding for five years.
    - The average days ridden per week as increased slightly from 2019 (4.33) to 2022 (4.47).
    - In 2022, 42% have been riding 1 to 2 years or less – meaning they began riding during or just prior to the COVID-19 pandemic.
- Riders are most likely to walk or take transit to get to or from their SamTrans bus.
- Of those who used another transit vehicle besides their surveyed SamTrans bus, most either transferred to/from another SamTrans bus or BART.
- Over half of respondents (58%) start their trips in Daly City, San Francisco, San Mateo, or South San Francisco.
    - While trips before 10:00 am and after 3:00 pm are most likely to begin in Daly City, midday trips are most likely to start in San Francisco.

- Over half of respondents (58%) end their trips in Daly City, San Mateo, San Francisco, or South San Francisco.
- Trip purpose
    - Riders are most likely to be coming from home (47%), work (27%), or shopping (7%).
    - Riders are most likely to be traveling to home (43%), work (24%), or a shopping (9%).
- Nearly two-thirds (64%) of all respondents paid their fare using cash, either in the farebox or on Clipper.
- Respondents were generally satisfied with SamTrans service with most (86%) of riders rating their excellent or good and rating it 4.13 out of 5.00.

Project Overview

In 2019, Corey, Canapary & Galanis (CC&G) contracted with the Metropolitan Transportation Commission (MTC) and San Mateo County Transit District (SamTrans) to conduct an onboard survey of SamTrans passengers. The primary goals of this survey were to:

1. Establish sufficient origin/destination ridership numbers to support survey objectives 2 and 3 below;
2. Collect data used to support future local and regional transit planning efforts; and
3. Fulfill data collection requirements stipulated by Circular 4702.1B of the Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

While the primary mode of onboard data collection was via tablet computer, those who did not complete the survey onboard were able to do so by providing their name and telephone number so that the survey could be completed with them by telephone.

The sampling for this survey was developed to collect completed surveys from at least 7.5% of weekday passengers on surveyed SamTrans bus routes (e.g. at least 2,928 surveys), and at least 170 weekend passengers on SamTrans bus routes. This sampling provides a margin of error of +/- 1.81% among weekday passengers, and +/- 7.5% among weekend passengers, both at the 95% confidence level (based on total ridership October 2018).

This study was originally envisioned to be conducted in two parts: the first half in Fall 2019, and the second half in Spring 2020. This would provide a broader representation of riders and allow sufficient time for the fieldwork. So approximately half of the 2,928 weekday surveys to be collected (1,464) were to be collected in Fall 2019 and the other half in Spring 2020.

CC&G conducted surveying in Fall 2019, and had just begun conducting surveys in early 2020, when the shelter-in-place orders and other actions related to COVID-19 drastically reduced ridership. At that point, CC&G halted surveying as the ridership

was no longer typical. During Fall 2019 and early 2020, CC&G collected 1,551 surveys total during Fall 2019, of which 1,455 were weekday and 96 were weekend.

In Spring 2022, MTC, Caltrain, and CC&G all agreed it made sense to return to surveying. CC&G began surveying in February 2022, with the goal of collecting data for the second half of the survey. However, in the ensuing two years, ridership on SamTrans had declined, so simply collecting the remaining 50% would not be truly representative. When the sampling plan for the initial project was formulated, average weekday ridership (from October 2018 figures) was 38,917. Once shelter in place orders pertaining to COVID-19 were announced, ridership dropped heavily in 2020, but then recovered at least partially in 2021. The average weekday ridership (from September, October, and November 2021) is 23,195 – or about 60% of the ridership pre-COVID.

Thus, CC&G sought to complete 1,000 weekday surveys and 60 weekend surveys, based on ridership figures from September-November 2021. The weekday surveys were collected proportional to route, direction, and time of day. Fieldwork began in February 2022 and continued through May 2022. During 2022, CC&G collected 1,120 surveys total, of which 1,038 were weekday and 82 were weekend.

For the 2019/2020 survey, surveying was conducted in both English and Spanish. Of the 1,551 surveys collected in 2019/2020, 1,394 (90%) were in English and 157 (10%) were in Spanish. For the 2022 Survey, surveying was conducted in English, Spanish, and Chinese. Of the 1,120 surveys collected in 2022, 821 (73%) were in English, 282 (25%) were in Spanish, and 17 (2%) were in Chinese.

The comparisons here are now among the 2019/2020 data (labeled “2019”) and the 2022 data. **Both sets of data have been weighted and amplified to the appropriate average weekday ridership numbers of the time period.**

Summary of Detailed Results

Most respondents surveyed were beginning their trip at home, work, or shopping.
Most respondents were ending their trip at home, work, or a shopping destination.

Place of Origin

WHAT TYPE OF PLACE ARE YOU COMING FROM (THE START OF YOUR ONE-WAY TRIP)?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Your home	47%	41%	88%	44%	22%
Your usual workplace	27%	23%	6%	18%	48%
Shopping	7%	7%	2%	7%	11%
College or University (student only)	5%	9%	-	7%	5%
Social or recreational	3%	4%	<1%	7%	2%
Personal business	3%	3%	1%	4%	2%
School (K-12) (student only)	4%	5%	1%	5%	7%
Your hotel	1%	<1%	<1%	1%	1%
Medical/dental	1%	3%	<1%	3%	1%
Work related	1%	1%	1%	1%	1%
Dining/coffee	1%	1%	<1%	2%	1%
Airport (airline passenger only)	1%	<1%	<1%	1%	<1%
Escorting others (children, elderly)	<1%	1%	-	<1%	<1%

Destination

AND, WHAT TYPE OF PLACE ARE YOU GOING TO (THE END PLACE FOR YOUR ONE-WAY TRIP)?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Your home	43%	45%	9%	38%	69%
Your usual workplace	24%	17%	48%	22%	11%
Shopping	9%	7%	5%	14%	7%
Social or recreational	6%	5%	5%	8%	5%
Personal business	5%	5%	6%	7%	2%
Dining/coffee	1%	2%	-	2%	2%
Work related	3%	2%	8%	3%	1%
College or University (student only)	3%	8%	4%	2%	2%
School (K-12) (student only)	2%	2%	8%	1%	1%
Medical/dental	2%	3%	3%	3%	-
Airport (airline passenger only)	1%	1%	<1%	<1%	1%
Escorting others (children, elderly)	1%	2%	3%	<1%	<1%
Your hotel	<1%	<1%	<1%	1%	1%

Most respondents walked from their origin or their last transit vehicle to reach their boarding stop for the surveyed trip and will walk from their alighting stop or their last transit vehicle to reach their destination.

Getting from Origin to SamTrans (Multiple Responses Accepted)

HOW DID YOU GET FROM YOUR STARTING POINT TO THE STOP WHERE YOU BOARDED THIS SAMTRANS BUS?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Walked all the way (Including skateboard, scooter, wheelchair)	77%	78%	82%	79%	73%
Bus, ferry, or other public transit	18%	17%	11%	18%	22%
Walked part of the way (Including skateboard, scooter, wheelchair)	17%	16%	18%	22%	11%
Bike	1%	1%	2%	2%	1%
Private Shuttle (Company/University Shuttle)	1%	2%	<1%	1%	2%
Dropped off by someone (NOT a service)	2%	1%	3%	1%	2%
Drove or rode with others and parked	1%	<1%	2%	<1%	-
Drove alone and parked	<1%	<1%	1%	<1%	<1%
Dropped off by Uber, Lyft or a similar service	<1%	1%	-	-	<1%

Getting from SamTrans to Destination (Multiple Responses Accepted)

HOW WILL YOU GET FROM THE STOP WHERE YOU GET OFF THIS SAMTRANS BUS TO YOUR FINAL DESTINATION?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Walked all the way (Including skateboard, scooter, wheelchair)	81%	76%	80%	80%	82%
Bus, ferry, or other public transit	17%	17%	16%	17%	16%
Walked part of the way (Including skateboard, scooter, wheelchair)	16%	17%	16%	16%	16%
Bike	1%	1%	2%	2%	1%
Picked up by someone (NOT a service)	1%	3%	1%	2%	<1%
Private Shuttle (Company/University Shuttle)	<1%	2%	1%	<1%	-
Drive or ride with others in vehicle parked nearby	<1%	1%	<1%	<1%	<1%
Picked up by Uber, Lyft or a similar service	<1%	<1%	-	<1%	<1%
Drive alone in vehicle parked nearby	<1%	1%	<1%	-	<1%
Taxi	<1%	<1%	-	-	<1%

Transit Users – Getting to SamTrans

Of those who used another transit vehicle to get to their surveyed SamTrans bus, most (80%) used only one other transit vehicle for their trip. Most of these respondents used either another SamTrans bus (44%), BART (28%), or San Francisco Muni (25%). Most (97%) of these respondents walked to their first transit stop.

Number of Transit Vehicles Used to Get to SamTrans

HOW MANY BUSES OR FERRIES DID YOU USE TO GET FROM YOUR STARTING POINT TO THE STOP WHERE YOU BOARDED THIS BUS?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE – USED SAMTRANS TO GET FROM ORIGIN TO SURVEYED BUS (AMPLIFIED WEEKDAY RIDERSHIP)	4,749	6,942	786	1,506	2,457
One	80%	85%	82%	81%	78%
Two	16%	15%	15%	19%	15%
Three	4%	<1%	3%	-	7%
Average Number of Transit Vehicles	1.24	1.15	1.21	1.19	1.29

Transit Systems Used to Get to SamTrans

WHICH TRANSIT SYSTEMS DID YOU USE TO GET FROM YOUR STARTING POINT TO THE STOP WHERE YOU BOARDED THIS BUS?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE – USED SAMTRANS TO GET FROM ORIGIN TO SURVEYED BUS (AMPLIFIED WEEKDAY RIDERSHIP)	4,749	6,942	786	1,506	2,457
Another SamTrans bus	44%	40%	43%	44%	44%
BART	28%	33%	17%	21%	30%
San Francisco Muni	25%	25%	35%	37%	21%
VTA	6%	1%	8%	6%	5%
Caltrain	4%	8%	3%	-	6%
AC Transit	2%	1%	5%	2%	1%
SolTrans	<1%	-	2%	-	-
Golden Gate Transit	-	<1%	-	-	-

Getting from First Transit System to SamTrans

HOW DID YOU GET TO YOUR FIRST BUS OR FERRY?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE – USED SAMTRANS TO GET FROM ORIGIN TO SURVEYED BUS (AMPLIFIED WEEKDAY RIDERSHIP)	4,749	6,942	786	1,506	2,457
Walk all the way	97%	95%	97%	98%	95%
Bike	2%	1%	-	2%	2%
Company/University Shuttle	1%	2%	-	-	2%
Dropped off by someone (NOT a service)	1%	<1%	3%	-	<1%
Dropped off using Uber, Lyft, or similar service	-	1%	-	-	-
Drive alone and park	-	1%	-	-	-
Drive or ride with others and park	-	<1%	-	-	-

Transit Users – Getting to Destination

Of those who used another transit vehicle to get from their surveyed SamTrans bus to their destination, most (80%) used only one other transit vehicle for their trip. Most of these respondents will either another SamTrans bus (51%), BART (31%), or San Francisco Muni (22%). Most (98%) will walk from their final bus or ferry to their destination.

Number of Transit Vehicles Used to Get from SamTrans to Destination

HOW MANY BUSES OR FERRIES WILL YOU USE TO YOUR DESTINATION FROM THIS SAMTRANS BUS?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE – USED SAMTRANS TO GET FROM SURVEYED BUS TO DESTINATION (AMPLIFIED WEEKDAY RIDERSHIP)	4,413	7,127	1,153	1,460	1,800
One	80%	80%	81%	86%	75%
Two	19%	20%	19%	14%	23%
Three	1%	<1%	-	-	1%
Average Number of Transit Vehicles	1.20	1.20	1.19	1.14	1.26

Transit Systems Used to Get from SamTrans to Destination

WHICH TRANSIT SYSTEMS WILL YOU USE TO GET FROM THIS SAMTRANS BUS TO YOUR FINAL DESTINATION?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE – USED SAMTRANS TO GET FROM SURVEYED BUS TO DESTINATION (AMPLIFIED WEEKDAY RIDERSHIP)	4,413	7,127	1,153	1,460	1,800
Another SamTrans bus	51%	53%	39%	63%	49%
BART	31%	26%	50%	23%	26%
San Francisco Muni	22%	22%	21%	11%	32%
Caltrain	6%	5%	-	7%	9%
AC Transit	2%	1%	1%	2%	3%
County Connection	-	1%	-	-	-
VTA	3%	3%	2%	4%	1%
Dumbarton Express	1%	-	1%	2%	-
PresidiGo	1%	-	2%	-	-
Golden Gate Transit	<1%	-	-	-	1%
SolTrans	-	<1%	-	-	-

Getting from Last Transit System to Destination

HOW WILL YOU GET FROM YOUR LAST BUS OR FERRY TO YOUR DESTINATION?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE – USED SAMTRANS TO GET FROM SURVEYED BUS TO DESTINATION (AMPLIFIED WEEKDAY RIDERSHIP)	4,413	7,127	1,153	1,460	1,800
Walk all the way	98%	96%	100%	95%	99%
Picked up by someone (NOT a service)	1%	<1%	-	4%	-
Drive or ride with others in vehicle parked nearby	1%	1%	-	-	1%
Picked up using Uber, Lyft, or similar service	-	-	-	-	-
Company/University Shuttle	1%	1%	-	2%	-
Drive alone in vehicle parked nearby	-	2%	-	-	-
Bike	-	<1%	-	-	-

Home City

Nearly two-thirds of respondents (62%) live in Daly City, San Mateo, San Francisco, or South San Francisco.

WHERE DO YOU LIVE?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Daly City	25%	29%	24%	23%	27%
San Mateo	14%	11%	14%	14%	15%
San Francisco	12%	9%	10%	13%	12%
South San Francisco	11%	9%	11%	11%	10%
Redwood City	6%	7%	9%	5%	4%
San Bruno	4%	3%	3%	3%	6%
Menlo Park	2%	3%	4%	1%	2%
Half Moon Bay	3%	6%	3%	6%	-
Millbrae	2%	1%	1%	3%	2%
East Palo Alto	3%	3%	4%	2%	2%
Burlingame	2%	3%	1%	2%	2%
Pacifica	3%	4%	2%	3%	3%
Moss Beach	2%	1%	3%	2%	2%
Belmont	1%	2%	1%	1%	2%
Palo Alto	2%	1%	1%	3%	1%
San Carlos	1%	1%	1%	1%	1%
Foster City	2%	1%	1%	1%	3%
Colma	<1%	1%	<1%	-	1%
Brisbane	1%	1%	3%	<1%	<1%
Montara	1%	2%	-	1%	1%

***Incomplete list, only responses from 1% or greater of respondents overall are shown. See crosstabulated tables for complete list.**

Origin City

Over half of respondents (58%) start their trips in Daly City, San Francisco, San Mateo, or South San Francisco.

While trips before 10:00 am and after 3:00 pm are most likely to begin in Daly City, midday trips are slightly more likely to start in San Francisco

CITY OF ORIGIN LOCATION (WHERE ARE YOU COMING FROM)*

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Daly City	21%	23%	24%	18%	21%
San Francisco	17%	15%	10%	20%	19%
San Mateo	12%	11%	14%	11%	12%
Redwood City	6%	6%	9%	4%	6%
South San Francisco	8%	6%	10%	8%	7%
San Bruno	6%	6%	2%	8%	6%
Burlingame	4%	3%	1%	4%	5%
Half Moon Bay	4%	7%	4%	6%	2%
Menlo Park	2%	2%	3%	1%	2%
Pacifica	4%	5%	3%	5%	3%
Palo Alto	3%	2%	3%	2%	4%
East Palo Alto	2%	2%	4%	3%	1%
Colma	1%	1%	0%	1%	2%
Millbrae	1%	1%	1%	1%	1%
Belmont	2%	2%	1%	1%	2%
San Carlos	2%	1%	2%	1%	2%
Moss Beach	1%	<1%	3%	1%	-
Foster City	1%	1%	1%	<1%	1%
Brisbane	1%	<1%	3%	<1%	<1%
Oakland	1%	<1%	-	<1%	1%

***Incomplete list, only responses from 1% or greater of respondents overall in 2022 are shown. See crosstabulated tables for complete list.**

Destination City

Over half of respondents (58%) end their trips in Daly City, San Mateo, San Francisco, or South San Francisco.

CITY OF DESTINATION LOCATION (WHERE ARE YOU GOING TO)*

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Daly City	23%	25%	17%	25%	25%
San Mateo	15%	11%	12%	14%	16%
San Francisco	12%	13%	15%	10%	11%
Redwood City	6%	6%	9%	7%	4%
South San Francisco	9%	7%	10%	8%	9%
San Bruno	5%	7%	3%	5%	7%
Half Moon Bay	4%	5%	6%	7%	-
Menlo Park	2%	2%	4%	<1%	3%
Pacifica	3%	2%	3%	3%	3%
San Carlos	2%	1%	3%	1%	2%
Colma	2%	1%	4%	1%	2%
Palo Alto	3%	3%	3%	5%	2%
Millbrae	2%	1%	1%	2%	2%
Burlingame	2%	3%	3%	3%	2%
East Palo Alto	2%	3%	2%	1%	2%
Belmont	2%	1%	3%	1%	2%
Moss Beach	2%	2%	-	1%	3%
Foster City	1%	1%	<1%	1%	3%
Montara	1%	2%	-	1%	1%
Atherton	1%	1%	1%	1%	-

***Incomplete list, only responses from 1% or greater of respondents overall in 2022 are shown. See crosstabulated tables for complete list.**

Trip Purpose Pairs

CC&G examined the data and combined origin and destination types to allow for examination of trips by purpose.

About half of respondents (50%) were traveling between home/friend/relative's house and a work or work related location. Trips from home/friend/relative's house to work/work related destinations were most likely to start in San Francisco or Redwood City and end in Daly City or San Mateo. Trips going from work/work related locations to home/friend'/relative's home were most likely to begin in Daly City or South San Francisco and end in San Mateo or Daly City.

Type 0f Origin Location to Type of Destination Location	2022 TOTAL	2022 WEEKDAY		
		Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	7,008	8,477	11,019
Work/Work Related to Home/Friend's House/Relative's House	26%	6%	14%	47%
Home/Friend's House/Relative's House to Work/Work Related	24%	56%	19%	8%
Home/Friend's House/Relative's House to Social/Rec/Shopping/Dining	11%	8%	14%	9%
Social/Rec/Shopping/Dining to Home/Friend's House/Relative's House	7%	2%	8%	10%
School/College to Home/Friend's House/Relative's House	7%	1%	10%	10%
Home/Friend's House/Relative's House to Medical/Errand/Escort	6%	11%	8%	2%
Social/Rec/Shopping/Dining to Social/Rec/Shopping/Dining	2%	<1%	5%	2%
Home/Friend's House/Relative's House to School/College	5%	12%	3%	2%
Work/Work Related to Social/Rec/Shopping/Dining	1%	<1%	2%	<1%
Medical/Errand/Escort to Home/Friend's House/Relative's House	2%	1%	4%	2%
Medical/Errand/Escort to Social/Rec/Shopping/Dining	1%	1%	1%	1%
School/College to Work/Work Related	1%	-	1%	1%
School/College to Social/Rec/Shopping/Dining	1%		1%	1%
Work/Work Related to Work/Work Related	1%	<1%	2%	1%
Other (Hotel, Airport, Unspecified) to Social/Rec/Shopping/Dining	1%	-	1%	1%
Social/Rec/Shopping/Dining to Work/Work Related	1%	-	1%	1%

***Incomplete list, only responses from 1% or greater of respondents overall are shown. See crosstabulated tables for complete list of trip pairs, as well as cities by origin/destination pair.**

Fare Medium

HOW DID YOU PAY FOR THIS ONE-WAY TRIP?

Nearly two-thirds (64%) of all respondents paid their fare using cash, either in the farebox or on Clipper.

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Cash	35%	31%	33%	38%	34%
Clipper – cash value	29%	22%	26%	25%	33%
Clipper – monthly pass	21%	31%	28%	18%	18%
Paper – day pass	4%	3%	3%	4%	4%
Mobile app – day pass	2%	1%	1%	1%	2%
Mobile app – one-way ticket	3%	2%	1%	3%	3%
Way2Go Pass	1%	1%	2%	2%	-
Youth Unlimited Pass^	3%	-	4%	1%	4%
Rediwheels/RTC	2%	2%	2%	4%	1%
Paper – monthly pass	<1%	3%	1%	<1%	<1%
Token	<1%	3%	-	1%	1%
Farebox not working	<1%	-	-	1%	<1%
Caltrain monthly pass (2+ zones)	<1%	<1%	-	<1%	-

^ Fare media not available in 2019

Fare Category

WHAT TYPE OF FARE DID YOU PAY?

Three-quarters of respondents (76%) paid an Adult fare.

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Adult	76%	69%	76%	69%	78%
Senior	11%	9%	11%	14%	10%
Youth	11%	15%	11%	11%	10%
Disabled/Medicare Card Holder (RTC)	3%	7%	2%	5%	2%

Rating of SamTrans Services

HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE RIDING THIS ROUTE? WOULD YOU SAY?

Overall, respondents rate SamTrans 4.13 out of 5.00. This is a decrease from 2019 when respondents rated SamTrans 4.29. Weekday midday riders were the most satisfied (4.22) and weekday after 3 pm riders were the least satisfied (4.05).

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Excellent (5)	40%	45%	40%	43%	36%
Good (4)	46%	45%	45%	45%	48%
Neutral (3)	5%	6%	6%	5%	4%
Only Fair(2)	6%	3%	7%	3%	8%
Poor (1)	3%	1%	2%	3%	4%
MEAN (Out of 5)	**4.13**	**4.29**	**4.14**	**4.22**	**4.05**

Alternatives to SamTrans

WHAT OTHER TYPE OF TRANSPORTATION WOULD YOU MOST LIKELY HAVE USED IF YOU DIDN'T TAKE SAMTRANS FOR YOUR TRIP TODAY?

For one in ten respondents (11%) of respondents, SamTrans is their only option. Over half (57%) of respondents would use a type of car-based transport (personal vehicle, family/friend's vehicle, Uber/Lyft, taxi, carpool) as alternate transportation.

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
I would not make the trip	**11%**	**8%**	**12%**	**11%**	**10%**
Uber/Lyft or similar	27%	31%	30%	27%	26%
Carpool	20%	22%	15%	25%	20%
Drive alone	9%	7%	6%	8%	12%
BART	12%	8%	13%	11%	12%
Caltrain	8%	7%	11%	6%	6%
Walk	6%	7%	5%	8%	4%
Bus (other than SamTrans)	4%	2%	7%	3%	3%
Bike	3%	2%	2%	2%	5%
Taxi	1%	2%	<1%	2%	1%
Shuttle	1%	2%	1%	-	1%
Other (Unspecified)	<1%	1%	1%	-	-

Frequency

HOW OFTEN DO YOU TYPICALLY USE SAMTRANS?

Overall, respondents ride SamTrans about 4 days a week. Those riding after 3 pm and before 10 am tend to ride more frequently than midday weekday riders.

Riders in 2022 ride slightly more often (4.47 days/week) than riders did in 2019 (4.33 days/week).

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
6 to 7 days a week [6.5 days]	29%	24	27%	29%	30%
5 days a week [5 days]	34%	34	40%	24%	38%
3 to 4 days a week [3.5 days]	19%	25	17%	24%	17%
1 to 2 days a week [1.5 days]	10%	10	11%	13%	6%
1 to 3 days a month [0.25 days]	4%	3	2%	6%	3%
Less than once a month [0.1 days]	3%	3	1%	2%	5%
This is my first time on the bus [0 days]	2%	1	2%	2%	2%
MEAN FREQUENCY (In Days)	**4.47**	**4.33**	**4.59**	**4.21**	**4.60**

Tenure

HOW LONG HAVE YOU BEEN USING SAMTRANS?

Overall, respondents have been riding SamTrans for an average of six years (6.08). Weekday midday riders have the longest tenure at seven years (6.73) and weekday after 3 pm riders the shortest at just under six years (5.50) in 2022.

Over 40% of riders in 2022 (42%) have been riding 1 to 2 years or less – meaning they began riding during the COVID-19 pandemic.

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
This is my first time [0.1 Years]	2%	1%	2%	2%	2%
Less than 6 months [0.25 years]	16%	9%	10%	12%	23%
6 months to 12 months [0.75 years]	10%	7%	12%	8%	10%
1 to 2 years [1.5 years]	15%	18%	21%	14%	11%
3 to 5 years [4 years]	20%	26%	17%	23%	21%
6 to 10 years [8 years]	10%	16%	10%	11%	9%
More than 10 years [15 years]	28%	23%	29%	31%	25%
MEAN TENURE (In Years)	**6.08**	**6.15**	**6.22**	**6.73**	**5.50**

Vehicles in Household

HOW MANY VEHICLES* ARE AVAILABLE TO YOUR HOUSEHOLD? (*CARS, TRUCKS, OR MOTORCYCLES)

More than half of respondents (60%) are choice riders, in that they have access to a vehicle but use SamTrans instead. Respondents averaged about one vehicle per household.

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
None	40%	29%	44%	34%	41%
One	33%	32%	33%	34%	31%
Two	19%	26%	16%	21%	19%
Three to Four	8%	13%	7%	11%	7%
Five or more	1%	1%	1%	-	1%
Average Number of Vehicles	**1.01**	**1.28**	**0.90**	**1.11**	**1.00**

Household Size

INCLUDING YOU, HOW MANY PEOPLE LIVE IN YOUR HOUSEHOLD?

The average household size among respondents is about three people.

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
One (just you)	21%	17%	18%	21%	22%
Two	16%	15%	17%	15%	16%
Three to Four	35%	38%	35%	38%	33%
Five or more	29%	29%	31%	26%	29%
Average Number of People/HH	**3.46**	**3.52**	**3.54**	**3.33**	**3.51**

Workers in Household

INCLUDING YOU, HOW MANY ADULTS (AGE 16 AND OLDER) ARE EMPLOYED FULL OR PART TIME AND LIVE IN YOUR HOUSEHOLD?

The average respondent has two adults working in their household.

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
None	11%	10%	8%	15%	9%
One (just you)	26%	21%	26%	24%	27%
Two	26%	29%	28%	24%	27%
Three to Four	28%	36%	28%	30%	26%
Five or more	10%	4%	11%	7%	12%
Average Number of workers/HH	**2.30**	**2.22**	**2.38**	**2.11**	**2.40**

Age

AGE (BASED ON ASKED QUESTION, WHAT YEAR WERE YOU BORN?)

The average respondent in 2022 is about 42 years old. This is an increase from 2019, when the average age was about 38 years of age.

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Under 18	7%	10%	7%	7%	7%
18-24	16%	24%	12%	21%	15%
25-34	19%	17%	19%	16%	22%
35-44	15%	14%	14%	10%	18%
45-55	13%	13%	19%	10%	11%
55-64	17%	13%	14%	19%	16%
65 or older	14%	11%	15%	16%	11%
Average Age (In Years)	**41.93**	**38.36**	**43.29**	**42.42**	**40.68**

Household Income

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR TOTAL ANNUAL HOUSEHOLD INCOME IN 2016 BEFORE TAXES?

The average respondent makes about $44,445 per year. This is a sharp decrease from 2019 when respondents made an average of $62,128 per year.

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Below $10,000 [$5,000]	13%	9%	8%	16%	15%
$10,000 to $24,999 [$17,499.5]	26%	15%	30%	23%	27%
$25,000 to $34,999 [$29,999.5]	19%	14%	26%	18%	16%
$35,000 to $49,999 [$42,499.5]	13%	15%	17%	14%	11%
$50,000 to $74,999 [$62,499.5]	11%	16%	11%	10%	12%
$75,000 to $99,999 [$87,499.5]	7%	12%	5%	7%	8%
$100,000 to $149,999 [$124,999.5]	7%	13%	2%	9%	9%
$150,000 or more [$200,000]	3%	6%	2%	3%	3%
Average Income ($1,000)	**$44.4**	**$62.1**	**$38.2**	**$46.6**	**$46.8**

Race/Ethnicity

Half of respondents are of Hispanic, Latino, or Spanish origin.

ARE YOU OF HISPANIC, LATINO, OR SPANISH ORIGIN?

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Yes	50%	39%	40%	54%	54%
No	50%	61%	60%	46%	46%

[RACE/ETHNICITY] ARE YOU . . . (MULTIPLE RESPONSES ACCEPTED)

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Hispanic	47%	31%	58%	41%	43%
Asian	29%	29%	20%	29%	34%
White/Caucasian	18%	26%	14%	22%	17%
Black/African American	5%	6%	5%	6%	3%
Native Hawaiian/Pacific Islander	3%	11%	4%	4%	2%
American Indian/Alaska Native	1%	1%	2%	1%	2%
Mixed (Unspecified)	1%	<1%	1%	<1%	1%

Primary Household Language^

WHAT LANGUAGE DO YOU PRIMARILY SPEAK IN YOUR HOUSEHOLD?

English or Spanish are spoken by most respondents at home.

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP^	26,504	41,880	7,008	8,477	11,019
English	42%	63%	35%	47%	42%
Spanish	40%	23%	53%	34%	36%
Tagalog	9%	8%	5%	11%	9%
Chinese	5%	2%	4%	5%	5%
Vietnamese	1%	-	1%	-	<1%
Burmese	1%	1%	-	<1%	3%
Russian	1%	<1%	<1%	-	<1%

English Proficiency*

HOW WELL DO YOU SPEAK ENGLISH?

Among those who speak a language other than English at home, half (52%) speak English at least well.

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- RESPONDENTS WHO PRIMARILY SPEAK A LANGUAGE OTHER THAN ENGLISH IN THEIR HOUSEHOLD (AMPLIFIED WEEKLY RIDERSHIP)	15,371	14,979	4,272	4,456	6,343
Very well	23%	50%	16%	31%	22%
Well	24%	20%	22%	22%	27%
Not well	21%	20%	22%	23%	18%
Not at all	33%	11%	40%	24%	33%

^ Responses shown were cited by 1% or greater of respondents overall for 2022. See cross-tabulated tables for complete list.
*This table includes only those respondents who said they spoke a language other than English at home. Respondents who said they only spoke English at home are not included.

Gender

By observation or asked

	2022 AVG WEEKDAY	2019 AVG WEEKDAY	2022 WEEKDAY		
			Before 10AM	Midday	After 3PM
BASE- AMPLIFIED WEEKDAY RIDERSHIP	26,504	41,880	7,008	8,477	11,019
Male	47%	49%	48%	42%	50%
Female	53%	51%	52%	58%	49%
Other/Non-Binary	1%	<1%	-	1%	1%

2024 SAMTRANS TRIENNIAL CUSTOMER SURVEY

Systemwide On-Board Bus Survey

SUMMARY REPORT

Prepared by
COREY, CANAPARY & GALANIS RESEARCH
447 Sutter Street – Penthouse North
San Francisco, CA 94108

CONTENTS

INTRODUCTION **3**
EXECUTIVE SUMMARY **7**
CHARTS – KEY FINDINGS **12**
SATISFACTION RATINGS COMPARISON **28**
DETAILED RESULTS **30**
USAGE OF SAMTRANS **31**
HOW LONG RIDING SAMTRANS 31
HOW OFTEN RIDE 32
REASON FOR USING SAMTRANS 33
TRIP SPECIFIC INFORMATION **34**
TICKET TYPE 34
COMING FROM HOME 36
TRIP PURPOSE 37
ACCESS AND EGRESS 38
NUMBER OF SAMTRANS BUSES USED* 40
SATISFACTION RATINGS **42**
RATING OF SERVICE ATTRIBUTES 42
OVERALL SATISFACTION WITH SAMTRANS 44
TRANSFER INCENTIVES 47
COMMUNICATION **49**
ACCESS TO THE INTERNET 49
SOURCES FOR SAMTRANS INFORMATION* 50
LOCAL NEWS AND EVENTS 51
SOCIAL MEDIA/APP USE FOR LOCAL NEWS 52
RIDER CHARACTERISTICS **53**
ACCESS TO A CAR 53
LANGUAGES SPOKEN AT HOME 54
ETHNICITY 57
HOME COUNTY (BASED ON ZIP CODE) 58
HOME CITY (BASED ON ZIP CODE) 59
DEMOGRAPHICS 61

APPENDICES
A. Questionnaire
B. Methodology
C. Editing and Coding Procedures

INTRODUCTION

This report details the findings of an onboard survey of SamTrans bus riders. The fieldwork on this study was conducted in September, October, and November 2024; 3,248 completed questionnaires were collected and tabulated.
Key objectives of the survey include:

- Reporting trip characteristics such as: usage of SamTrans, fare category, trip purpose, access/egress, trip length, etc.
- Assessing satisfaction with 6 specific service characteristics.
- Identifying sources used by riders for SamTrans route/schedule information.
- Evaluating SamTrans riders' willingness to transfer.
- Providing a current user profile of SamTrans riders.

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

Percentages included in this report may not add to 100% due to statistical rounding.

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

Changes in SamTrans Service Since Last Survey

SamTrans implemented a series of network improvements, based on a comprehensive operational analysis (COA), known as Reimagine SamTrans.

Key improvements include:

- Launch of local route 142.
- Introduction of Express route EPX between East Palo Alto and San Bruno BART, with trips to downtown San Francisco.
- New Ride Plus microtransit service in East Palo Alto/Belle Haven and Half Moon Bay/El Granada.
- Reintroduction of Route 276.
- Increased frequency on six weekday and six weekend routes.
- Longer service hours on five routes.
- Consolidated routes: 274, 275 and 278 consolidated into route 278. Routes 251 and 256 were consolidated into a revised route 251. School-oriented routes 39, 55, 95 and 84 into routes 37, 53, 61 and 83, respectively.

- Two new limited stop routes to San Mateo County community colleges (CSM and SKY) and the reintroduction of route PCX (formerly route 118).
- New consolidated terminal and regional connections at Salesforce Transit Center in San Francisco.

Additional service changes include the implementation of the "Youth Unlimited Pass Program", which gives low-income students free rides on all SamTrans buses, and installation of onboard Wi-Fi across the entire bus fleet, providing free internet access to riders.

Methodology and Response Rate

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

Specific steps were taken to ensure the highest possible response rate. This includes using professional/experienced onboard surveyors on the project, printing the questionnaire in English, Spanish, and Chinese, providing the option of calling and having the survey conducted via a language line in other languages, providing a QR code to allow riders to complete the survey online, offering an opportunity to be entered into a drawing for a $200 gift card, and providing a business reply mail-back option as another alternate method of completion.

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

- 72% Completion Rate. This is calculated by dividing the total number of completes (3,248) by the total number of questionnaires distributed to passengers (4,539).
- 55% Response Rate. This is calculated by dividing the total number of completes (3,248) by all eligible passengers riding on the sampled buses (5,897).

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

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

Field interviewing on this project was conducted from Tuesday, September 17, through Thursday, November 21, 2024. The bulk of the surveying was conducted between the hours of 5:30 am and 10 pm. Weekday shifts were allocated to allow for surveying during morning and afternoon peak periods, as well as off-peak periods. Specific routes were selected for each surveyor to ensure that interviewing on specific routes was conducted during different times of the day.

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

Sampling

Sampling was designed to achieve a cross section of riders using different SamTrans routes. Surveying was attempted on all regular fixed-route buses, as well as many school/community routes. CC&G's final sample size of 3,248 completed surveys ***significantly exceeded*** the target sample size of 2,000. This adds concrete value to the project by: enhancing geographic coverage, improving statistical reliability and allowing for a more refined analysis of rider subgroups.

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

Routes were selected by establishing a protocol which grouped routes by ridership: a) highly traveled routes, b) moderately traveled routes, and c) lightly traveled routes. In addition to ridership volume, geographic route locations were also considered when determining which routes to sample. Consideration was given to ensuring that a diverse, and well represented, selection of routes from the Coastside, Northern, Central, and Southern regions of San Mateo County. About 85% of the shifts were assigned to weekday routes, and 15% to weekend routes. In addition to fixed routes, two on-call routes (RidePlus HMB and RidePlus EPA) were also included. For these two routes, bus drivers distributed the survey to passengers as they boarded, as passenger volumes and frequency vary significantly on these routes.

Weighting
The number of surveys completed was compared to SamTrans ridership averages for the months of September, October, and November 2024. The data was then weighted by route according to total ridership. Specific weighting details are included in the appendix of this report.

Margin of Error and Statistically Significant Differences
For the total number of respondents (n = 3,248) who participated in the survey, the margin of error is +/- 1.63% at the 95% confidence level. The margin of error for some other key sub-groups which are shown in this report:*

- Weekday peak (n = 1,521). +/-2.45% at the 95% confidence level;
- Weekday off-peak (n = 1,087). +/-2.92% at the 95% confidence level;
- Weekend (n = 624). +/-3.89% at the 95% confidence level.

Comparison to Previous Triennial Reports
In 2018, "don't know/blank" responses were included in calculating responses. In 2021 and 2024, "don't know/blank" responses in each question were removed and percentages were calculated from the remaining responses. **Where data from previous reports are shown, "don't know/blank" responses were removed from the 2018 data, and these percentages were recalculated.**

**There were 16 surveys received from Ride Plus routes. As these were distributed by the operators, strata for these surveys are unknown and are not included in the strata subgroup totals.*

EXECUTIVE SUMMARY

How Riders Use SamTrans

Nearly one third of riders (32%) are relatively new to riding SamTrans, having used the service for one year or less. Nearly one in four (23%) have been riding SamTrans for 6 months or less, while 9% have been riding 6 months to less than one year.

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

- Three-quarters of riders (75%) use SamTrans at least 4 days per week, with nearly two-thirds (65%) using it at least five days a week.
- More than one quarter of SamTrans riders own or have access to a car (29%). Lower income respondents, as well as those under 25, were less likely to own or have access to a car than respondents overall.
- Most riders (79%) say the primary reason they use SamTrans is because they don't have car or don't drive. However, 17% of respondents also cite saving money (gas, wear and tear on car), 11% cite helping the environment, and 11% cite the ability to do other things as the reasons they use SamTrans.

Nearly two thirds of riders pay with some form of cash (or cash value) payment – including many riders who might benefit from paying in other ways.

- Overall, some form of cash is the most popular method of fare media, with 64% of respondents using it in some manner. About one third (31%) use the cash value on their Clipper Card, while (32%) use cash to purchase either a day pass or a one-way ticket (paper), and 1% stated they used cash without providing any further detail.
- Notably, 70% of one-way ticket (cash) users, 75% of Day Pass (cash) users, and 68% of Clipper cash users use SamTrans at least 4 days per week. This means the majority of users in these categories could likely benefit from purchasing and using a Monthly pass.
- In the case of One-way Ticket and Day Pass users, the cost of the initial outlay may be a factor. The average household income for One way Ticket users is $34,101, while for Day Pass users it is $34,884 (compared with $54,828 for respondents overall and $60,254 among Clipper cash users).

SamTrans riders use it most often for work trips – and this is true across all time periods.

- Half of riders (50%) are traveling to or from work, and 27% are traveling to or from school.
- Work was a primary trip purpose across all time periods (Weekday Peak, Weekday Off-Peak, and Weekend), while school was the second trip purpose for both Weekday Peak and Weekday Off-Peak respondents. (Shopping was the second most common trip purpose on Weekends.)

While the majority only use one bus for their trip, a growing share use two or more buses.

- Half of riders (56%) use one bus for their trip. This has slowly dropped – with 62% taking just one bus in 2018 and 60% in 2021.
- However, 44% use 2 or more buses, which is an increase over both 2018 and 2021 (39%). The increase, however, comes almost exclusively from those using 2 buses.
- In 2024, riders using 3 or more buses tended to be very low income, with 59% earning less than $25,000 per year.

Half of respondents (50%) would be willing to transfer (or transfer more) if it meant a shorter overall trip, while 42% would transfer if it meant buses came more frequently.

Satisfaction of SamTrans Riders

Most riders (81%) are satisfied with their experience on the system overall, giving SamTrans a '4' or '5' rating on a 5-point scale. The overall mean score was 4.24. While the mean score was slightly higher than 4.20 scored in 2021, this difference is not statistically significant.

	Overall Satisfaction		
	2024	**2021**	**2018**
Satisfied (4 or 5)	81%	79%	82%
Neutral (3)	11%	13%	14%
Dissatisfied (1 or 2)	2%	5%	3%
Mean Score (Out of 5.00)	**4.24**	**4.20**	**4.23**

Riders who ride SamTrans at least three days per week rate SamTrans lower than those who ride less than once a week.

	Overall Satisfaction		
	2024	**2021**	**2018**
Ride…	mean score	mean score	mean score
5 or more days/week	4.23	4.20	4.22
3 – 4 days/week	4.19	4.18	4.21
1 – 2 days/week	4.23	4.12	4.31
Less than once a week	4.37	4.39	4.28

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

	Overall Satisfaction		
	2024	**2021**	**2018**
Have been riding…	mean score	mean score	mean score
Less than one year	4.27	4.20	4.24
1 – 3 years	4.19	4.16	4.17
More than 3 years	4.25	4.23	4.25

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

	Overall Satisfaction		
	2024	**2021**	**2018**
Geographic type of route…	mean score	mean score	mean score
Multi-region/Express	4.20	4.20	4.18
North	4.30	4.21	4.32
Central	4.15	4.13	4.16
South	4.42	4.27	4.17
Coastside	4.15	4.20	4.13

Riders who completed the Spanish language questionnaire are more satisfied than those who filled out the English or Chinese language questionnaires. (Study-wide, 81% of completed surveys were completed in English, while 17% were completed in Spanish, and 2% were completed in Chinese.)

	Overall Satisfaction		
	2024	**2021**	**2018**
	mean score	mean score	mean score
English language questionnaire	4.22	4.20	4.21
Spanish language questionnaire	4.37	4.25	4.36
Chinese language questionnaire	4.15	4.19	-

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

Among specific service attributes, SamTrans scored the highest ratings on *"Routes Go Where I Want to Go. "*It received the lowest rating on *"Frequency of Buses"* among the 5 attributes rated.

	2024			
Base (All Respondents): 2,369	**Overall Mean Score**	Satisfied (5 or 4 rating)	Dissatisfied (1 or 2 rating)	Neutral/NA
	(5-point scale)	(%)	(%)	(%)
Overall experience with SamTrans	4.24	81	4	15
On-Time Performance	4.04	68	8	24
Frequency Of Buses	3.83	62	12	26
Routes Go Where I Want to Go	4.24	77	6	17
Communication Of Route Changes	3.85	58	11	30
Helpfulness/Courtesy of Customer Service	4.09	49	6	45

- While *"Helpfulness/Courtesy of Customer Service"* remained the same as in 2018, attribute scores generally increased from 2021. The greatest significant change was *"On-Time Performance"* which improved from 3.85 in 2021 to 4.04 in 2024.
- The only attribute score to decrease significantly was "*Communication of Route Changes*," which decreased from 3.93 in 2021 to 3.85 in 2024.

News and Schedule Information Sources

Riders are most likely to get bus schedule and real-time departure information from Google Maps (56%). However 20% get their schedule information from the Transit app, 12% get schedule information from printed timetables, and another 12% obtain information from the SamTrans website.

Nearly four in ten respondents (38%) use TV news as their main source of news and events.

- An additional 38% cited social media and 30% noted they obtain news and events information from a website.
- Those who listed an app or website as a source for local news and events mentioned Instagram, TikTok, Facebook, Twitter/X, and YouTube most often.

SamTrans riders access information in a variety of languages.

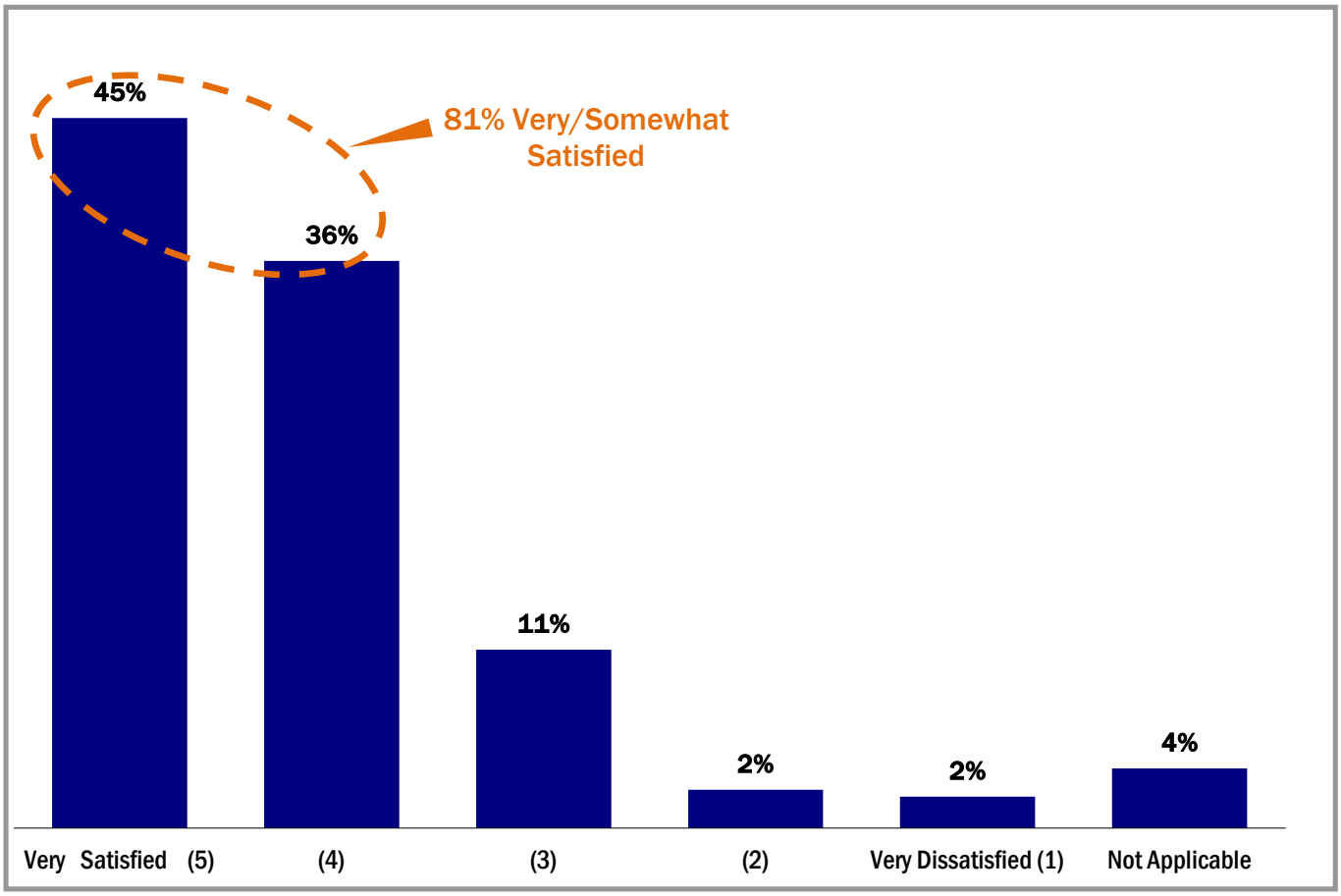
- English (59%), Spanish (41%), and Tagalog (12%) are the top languages spoken at home by SamTrans riders, followed by Mandarin (4%) and Cantonese (4%).
- Overall, three-quarters (75%) of respondents personally speak English well or very well, while 69% of respondents say English is spoken well or very well in their homes.

CHARTS – KEY FINDINGS

OVERALL SATISFACTION

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

9f. Overall experience with SamTrans?



Base: Total (3,248)

(See Statistical Table Q9f)

OVERALL SATISFACTION – SUB-GROUP MEAN SCORE RATINGS

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

9f. Overall experience with SamTrans?

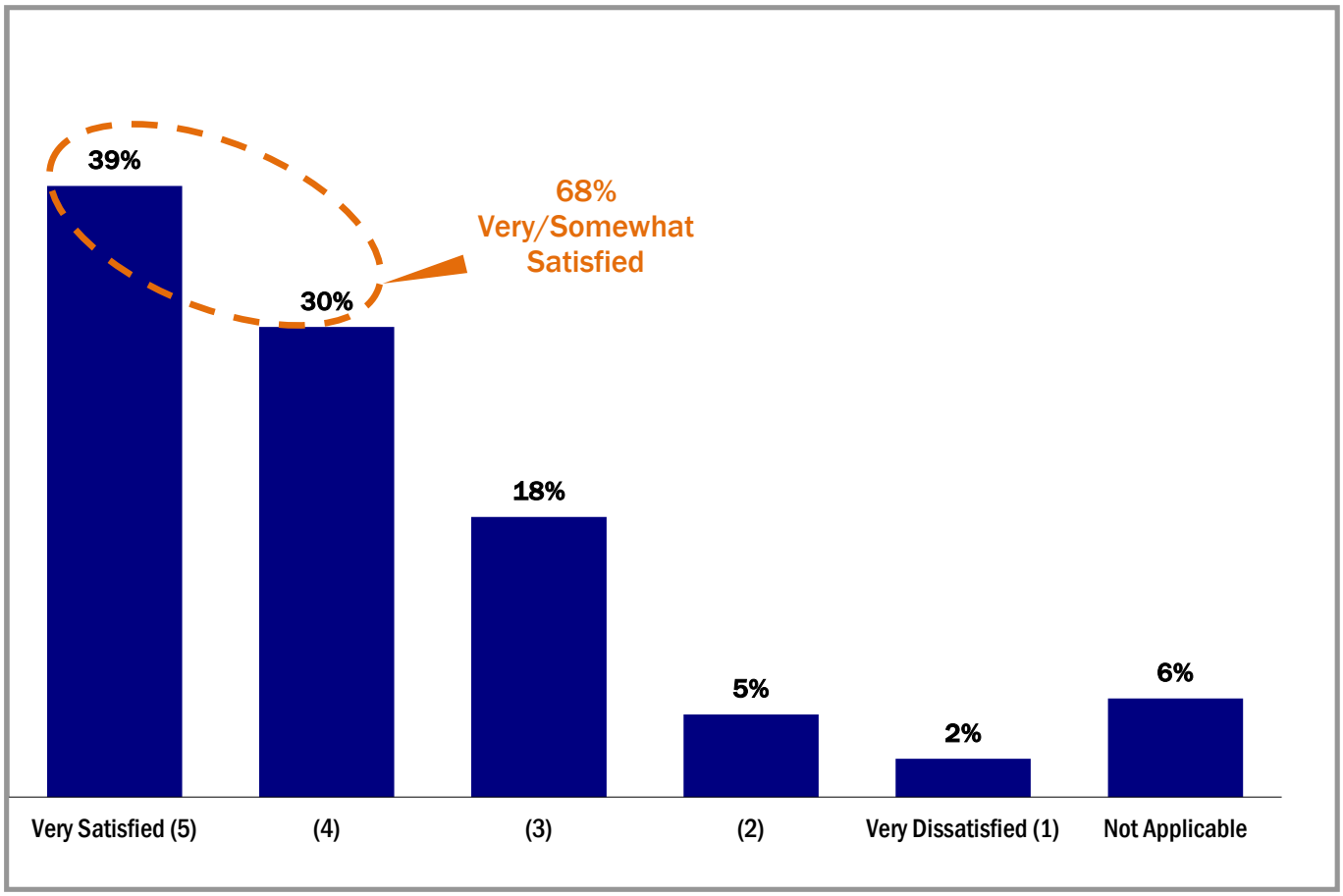
Satisfaction Rating by…	Mean Score (5 point scale)
Total (n = 3,248)	4.24
Ridership Segment	
Weekday Peak (n = 1,521)	4.21
Weekday Off-Peak (n = 1,087)	4.28
Weekend (n = 624)	4.23
Buses on One-Way Trip	
1 (n =1,712)	4.21
2 (n =1,003)	4.24
3 or more (n =318)	4.40
How Long Riding SamTrans	
Less than 1 year (n = 1,006)	4.27
1 – 3 years (n = 938)	4.19
More than 3 years (n =1,247)	4.25

(See Statistical Table Q9f)

ON-TIME PERFORMANCE

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

9a. On-Time Performance?



Base: Total (3,248)

(See Statistical Table Q9a)

RATING OF SERVICE ATTRIBUTES (MEAN SCORES)

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

	Mean Score (5 point scale)
OVERALL EXPERIENCE WITH SAMTRANS	4.24
Routes Go Where I Want to Go	4.24
Helpfulness/Courtesy of Customer Service ...	4.09
On-Time Performance	4.04
Communication of Route Changes	3.85
Frequency	3.83

Base: Total (3,248) (See Statistical Tables Q9a-Q9f)

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

RATING OF SERVICE ATTRIBUTES (MEAN SCORES)
2024 vs. 2021

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

	2024	2021	Change
Overall Experience with SamTrans	**4.24**	**4.20**	**0.04***
On-Time Performance	4.04	3.85	0.19
Frequency Of Buses	3.83	3.76	0.07
Routes Go Where I Want to Go	4.24	4.16	0.08
Communication Of Route Changes	3.85	3.93	-0.08
Helpfulness/Courtesy of Customer Service Center (1-800-660-4287)	4.09	4.09	0.00*

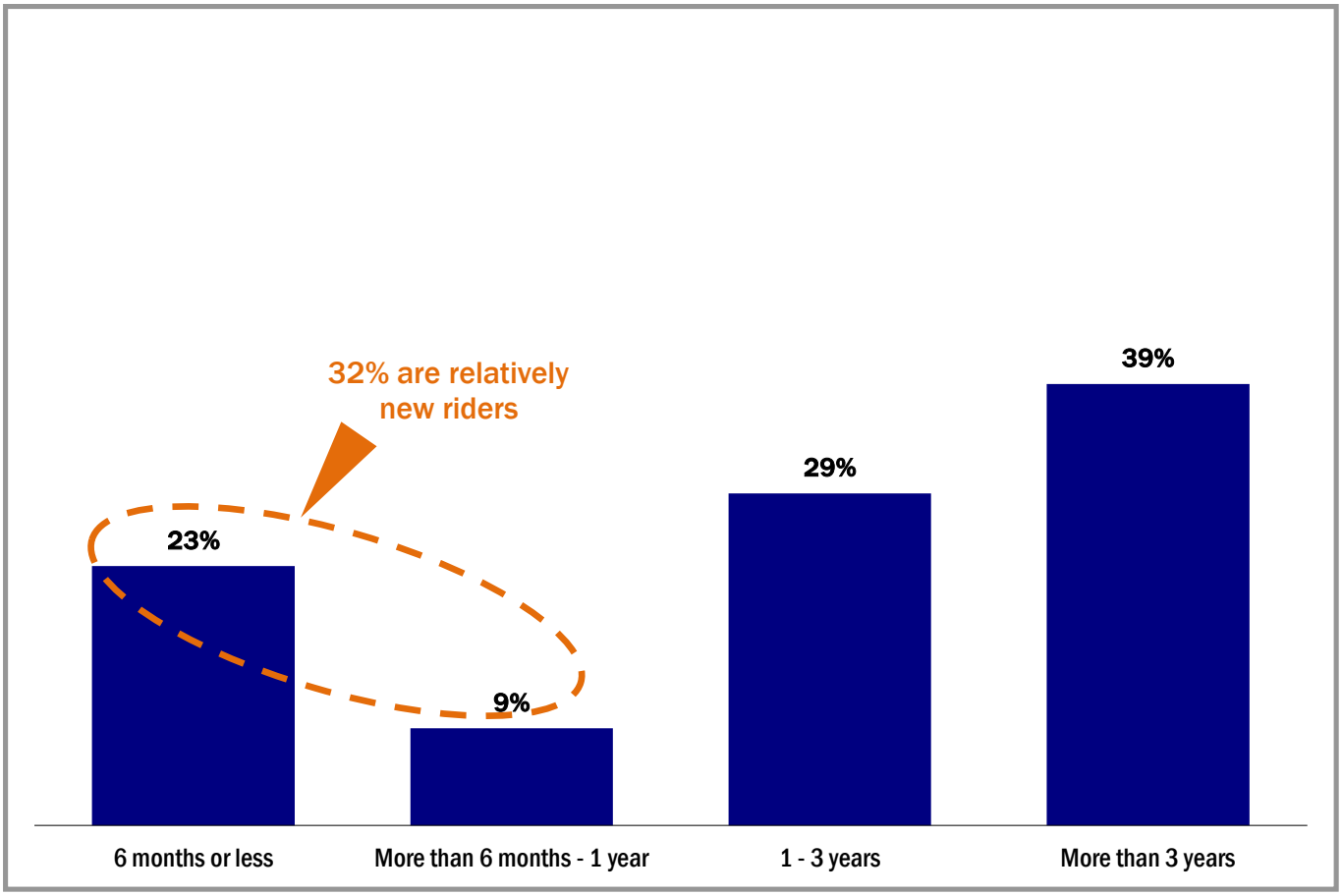
*Not statistically significant

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

Base: Total (3,248) (See Statistical Tables Q9a-Q9f)

RIDERSHIP TENURE

1. How long have you been riding SamTrans?

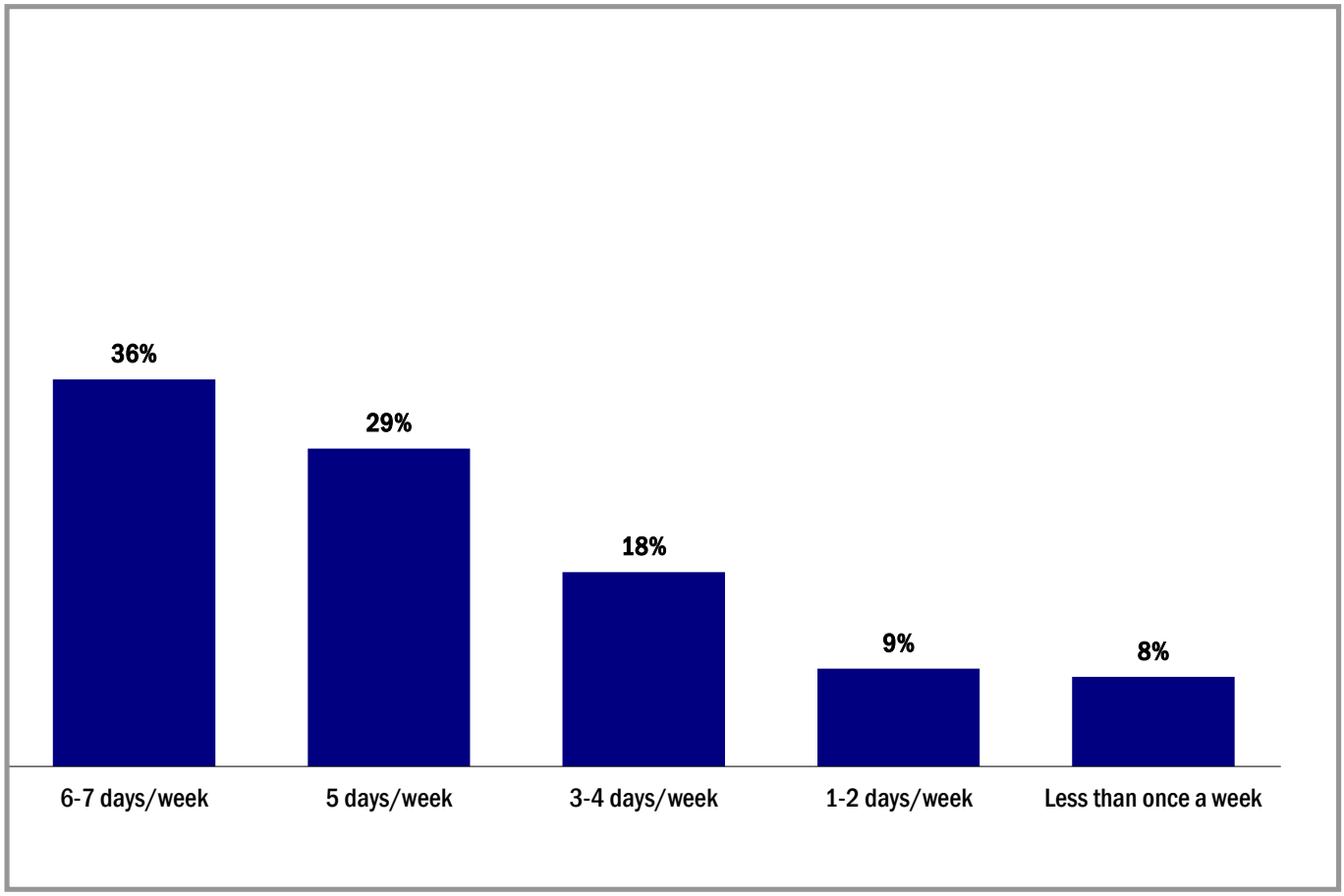


Base: Total (3,248)

(See Statistical Table Q1)

FREQUENCY OF RIDING SAMTRANS

2. How often do you usually ride SamTrans?

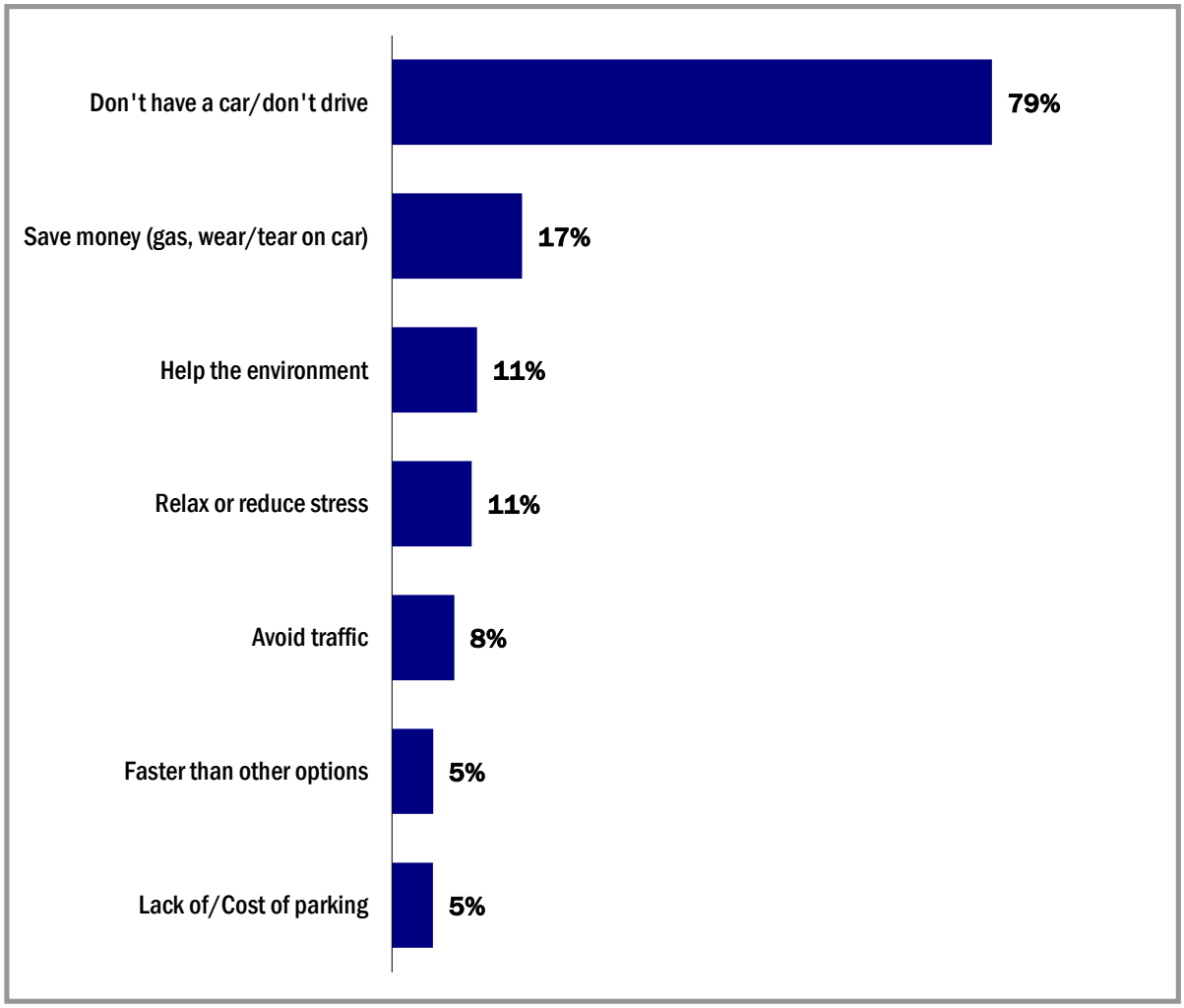


Base: Total (3,248)

(See Statistical Table Q2)

REASONS FOR RIDING SAMTRANS

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

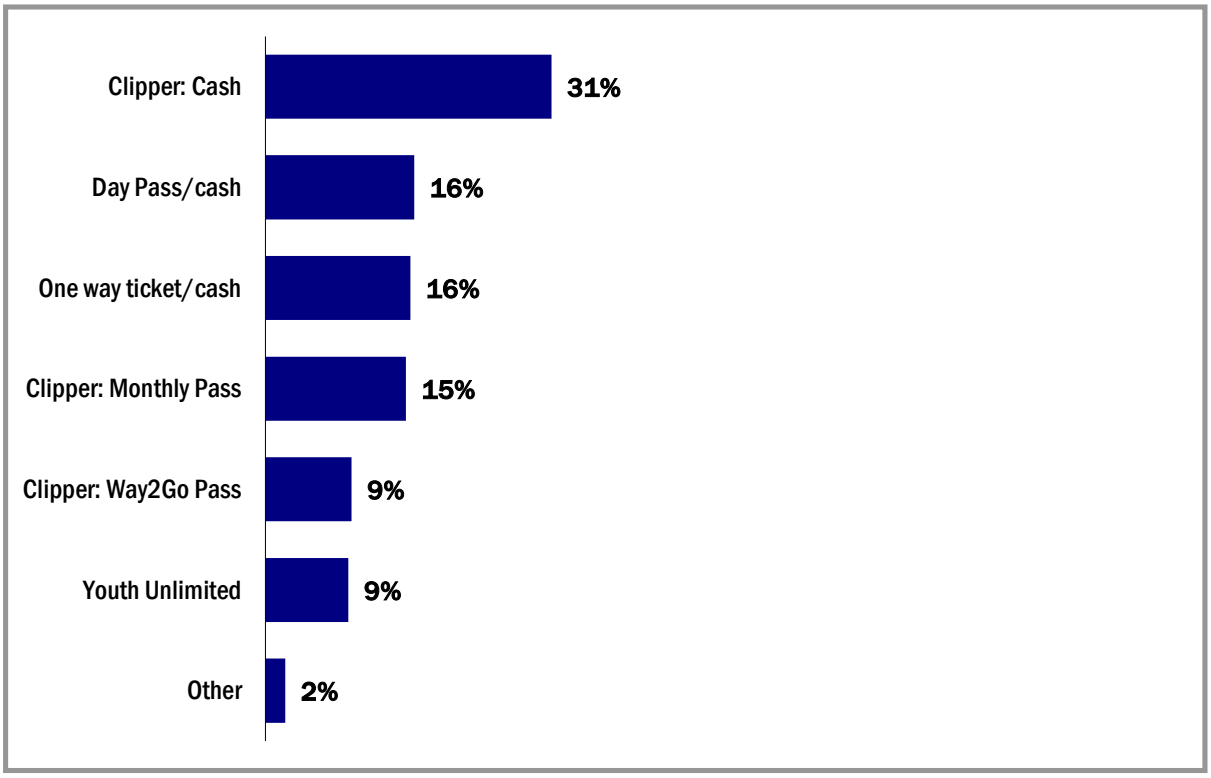


Only the top responses provided by 5% or more of respondents are shown above; see tables for a complete list.

Base: Total (3,248) (See Statistical Table Q3)

TICKET TYPE

4. What type of ticket/card did you use (today)?

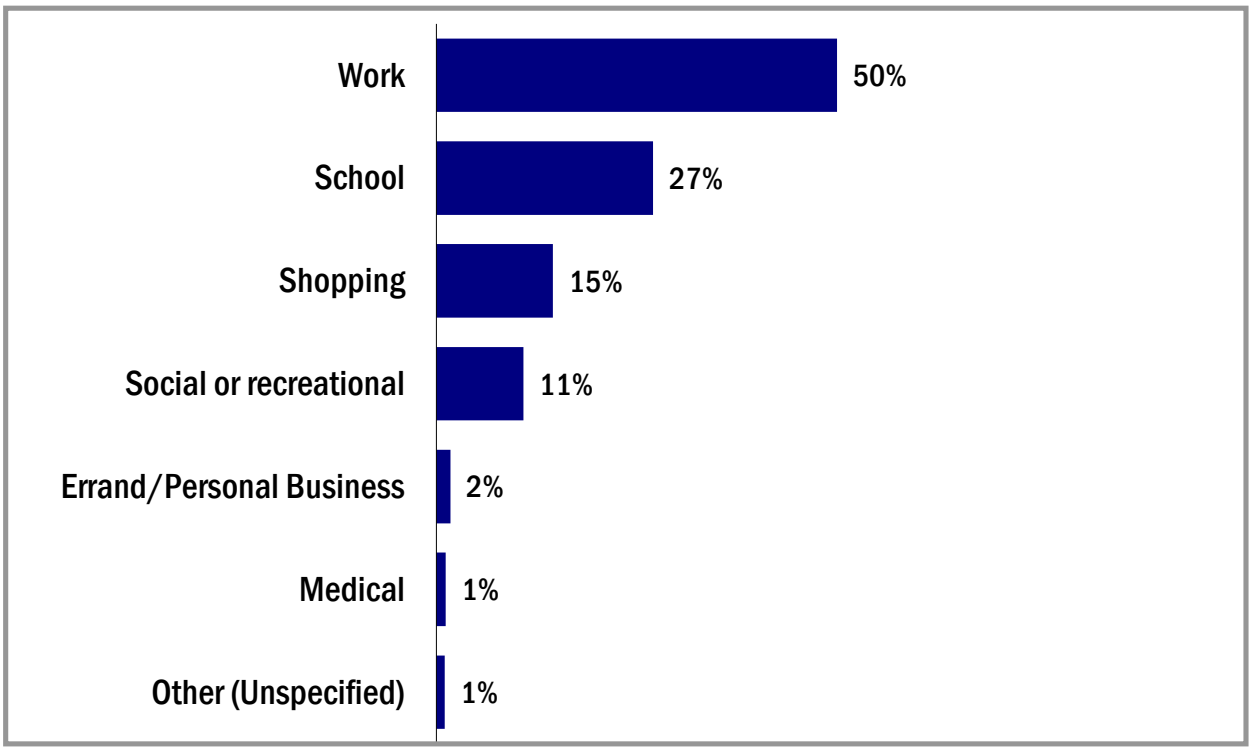


Base: Total (3,248)

(See Statistical Table Q4)

PURPOSE OF TRIP

6. What is the main purpose of your trip today? [multiple responses accepted]

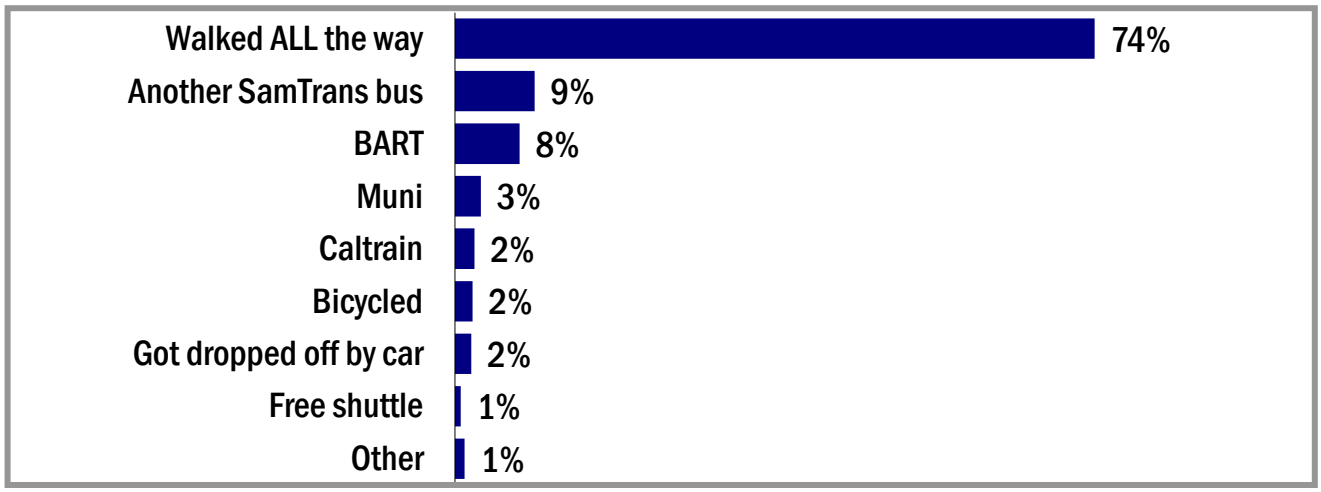


Base: Total (3,248)

(See Statistical Table Q6)

ACCESS

7a. How did you get to the bus stop where you BOARDED this bus? [multiple responses accepted]

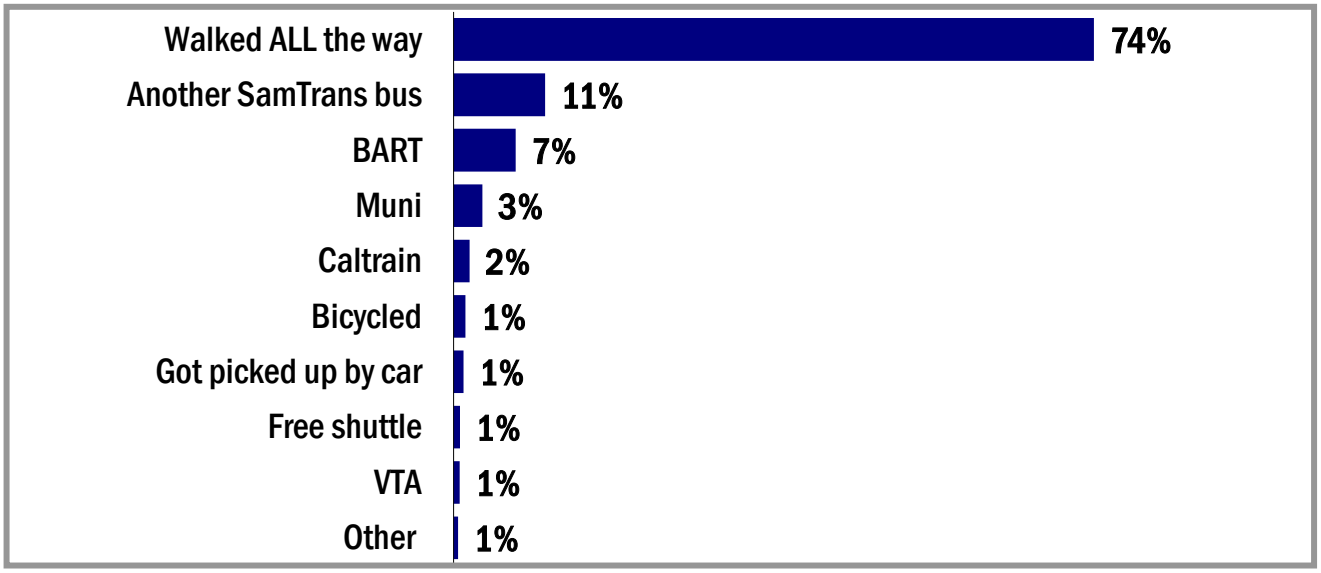


Base: Total (3,248)

(See Statistical Table Q7a)

EGRESS

7b. How will you get from this bus to your final destination? [multiple responses accepted]

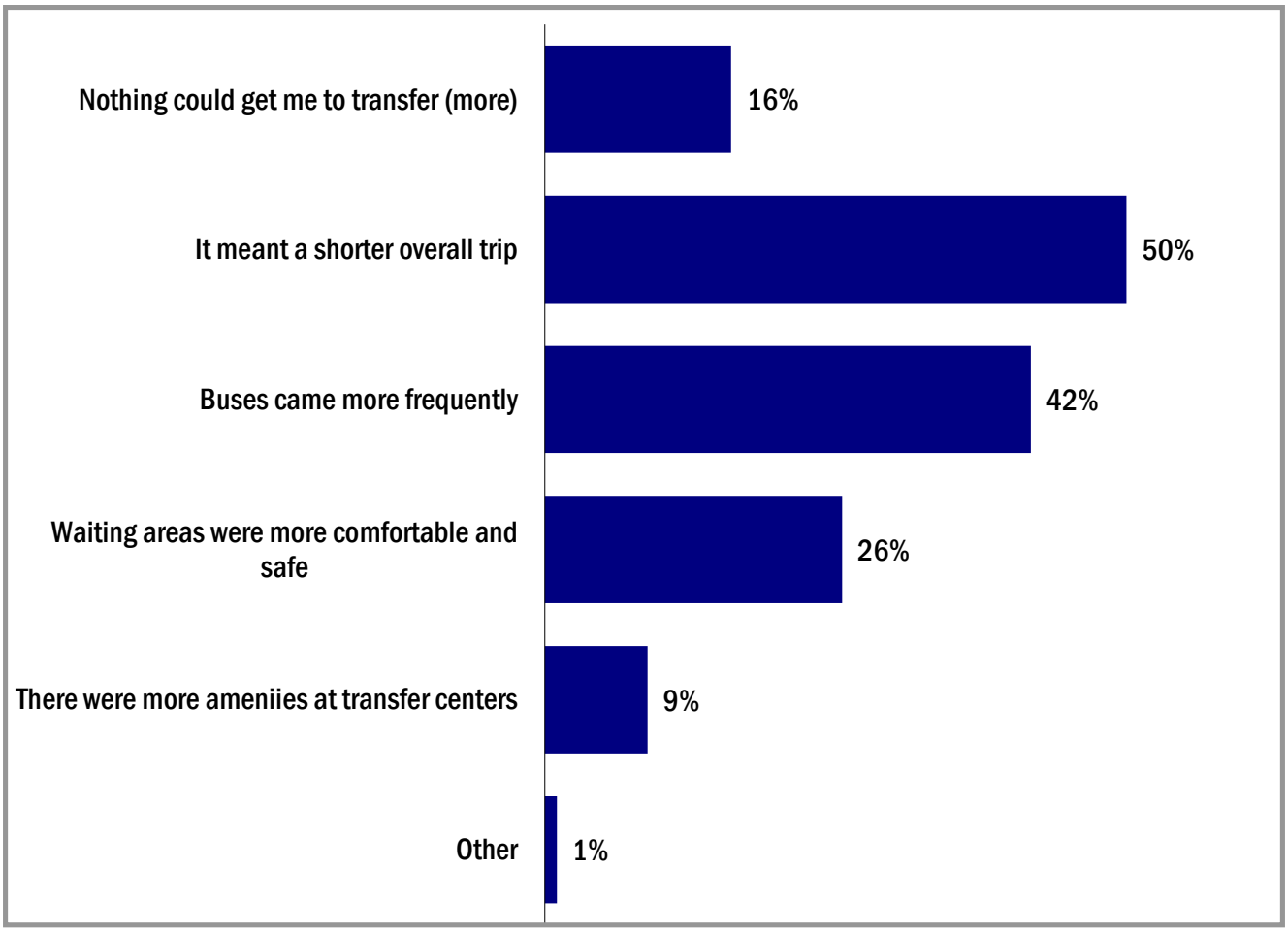


Base: Total (3,248)

(See Statistical Table Q7b)

INCENTIVE TO TRANSFER

10. Would you be willing to transfer to another SamTrans bus, or transfer more than you do now, if [multiple responses accepted]

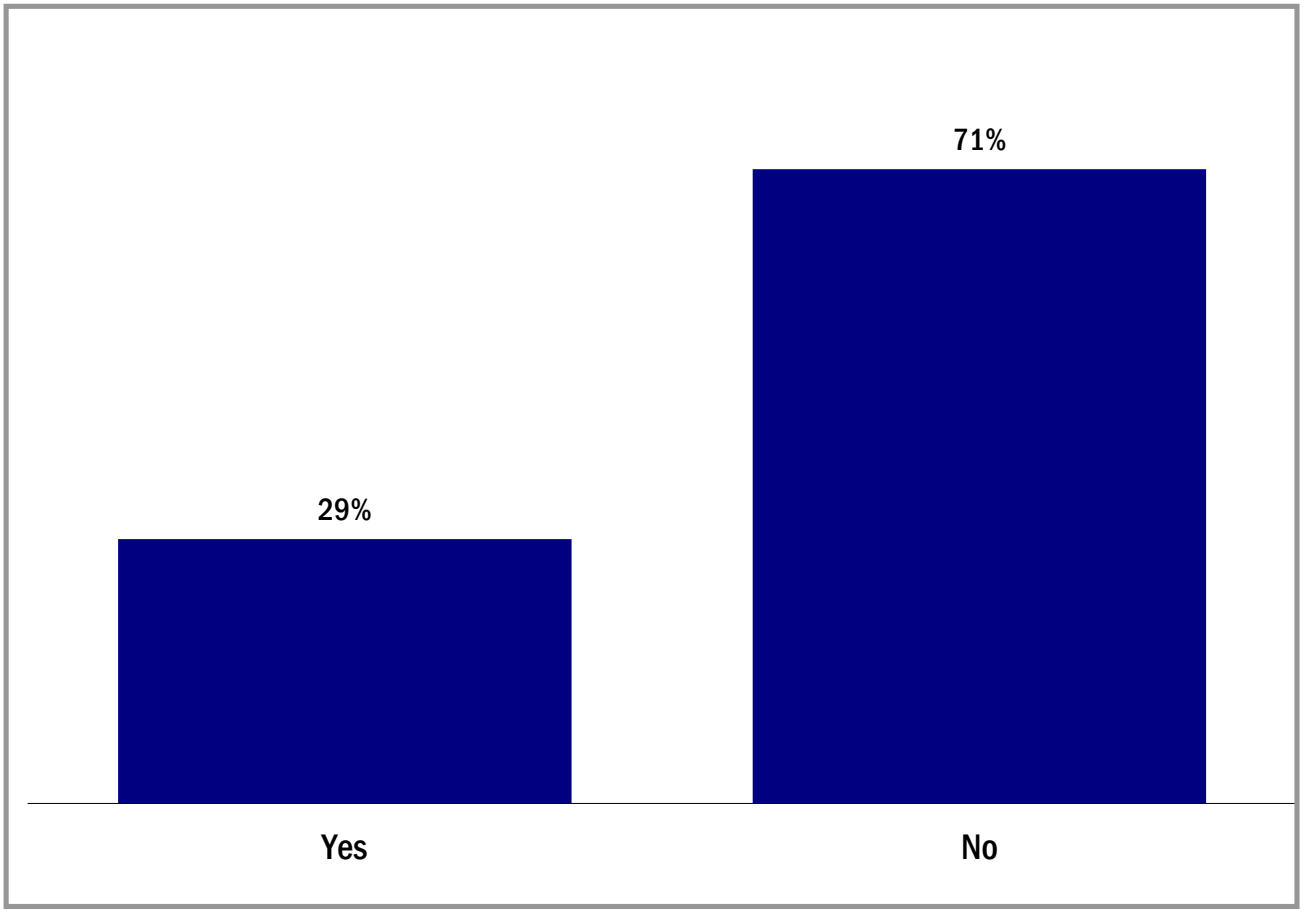


Base: Total (3,248)

(See Statistical Table Q10)

ACCESS TO A CAR

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

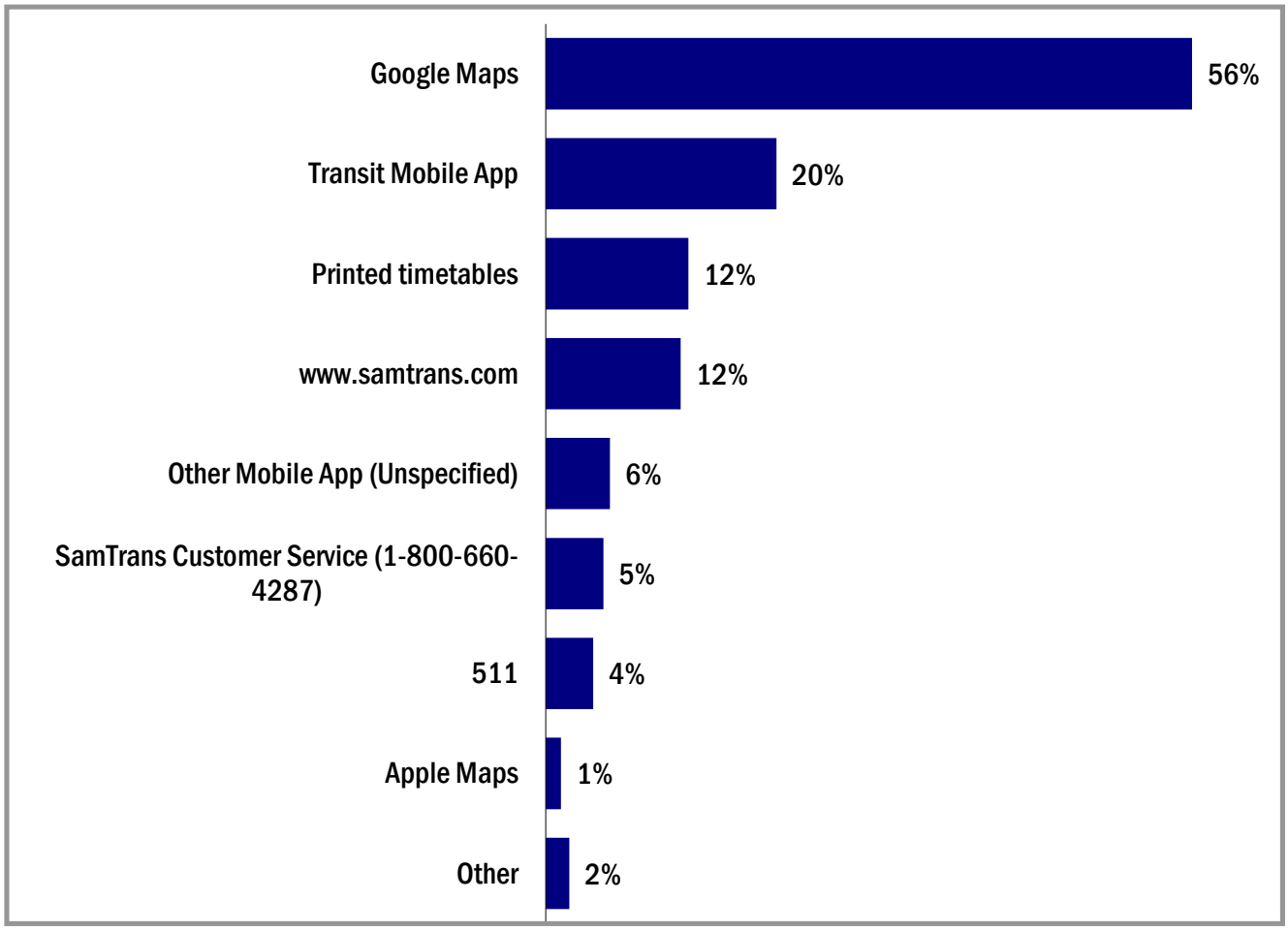


Base: Total (3,248)

(See Statistical Table Q11)

SOURCES FOR SAMTRANS INFORMATION

23. Where do you access the bus schedule or real-time departure information? [multiple responses accepted]

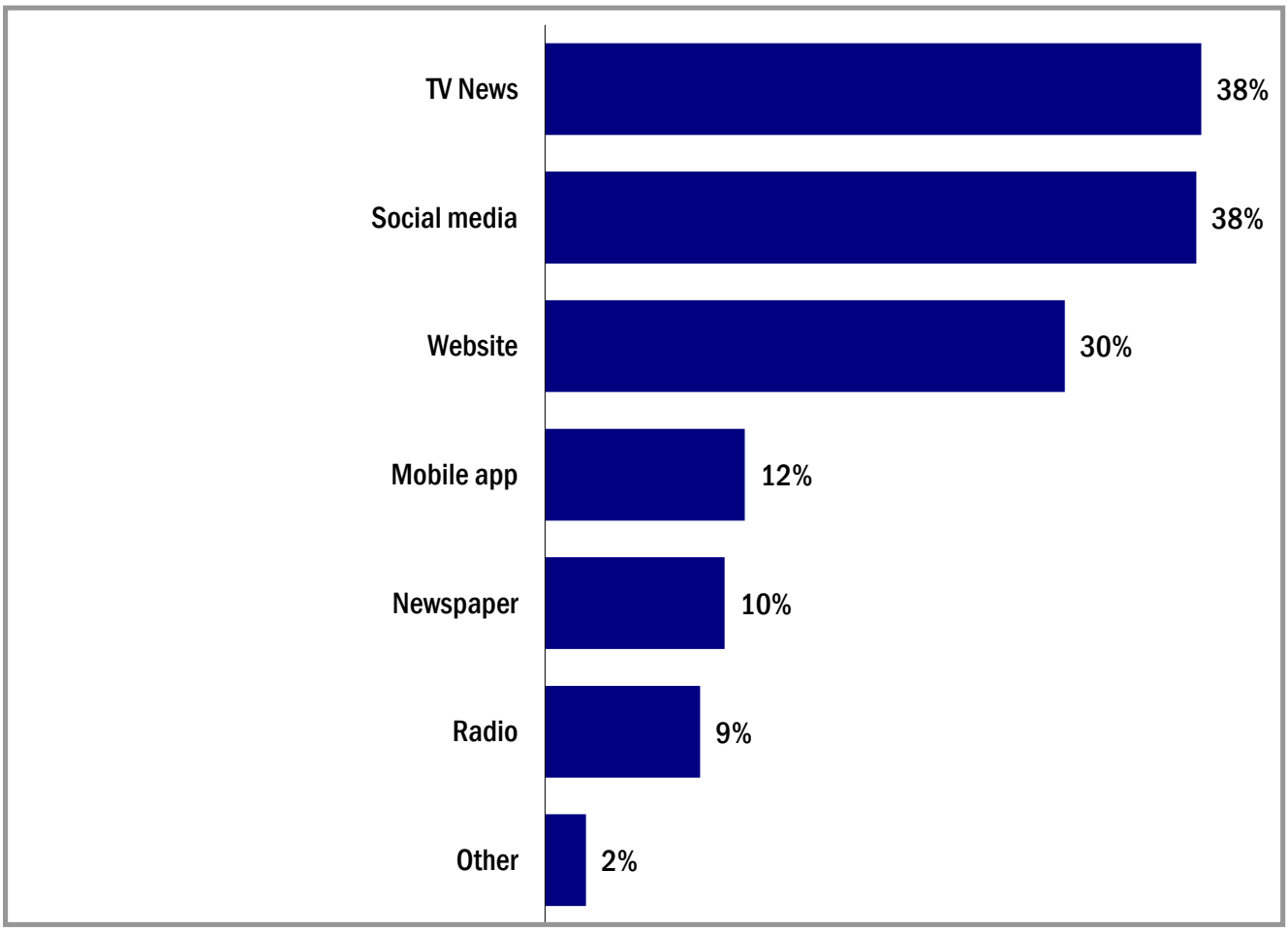


Base: Total (3,248)

(See Statistical Table Q23)

SOURCES FOR LOCAL NEWS AND EVENTS

24. What is your main source for local news and events? [multiple responses accepted]

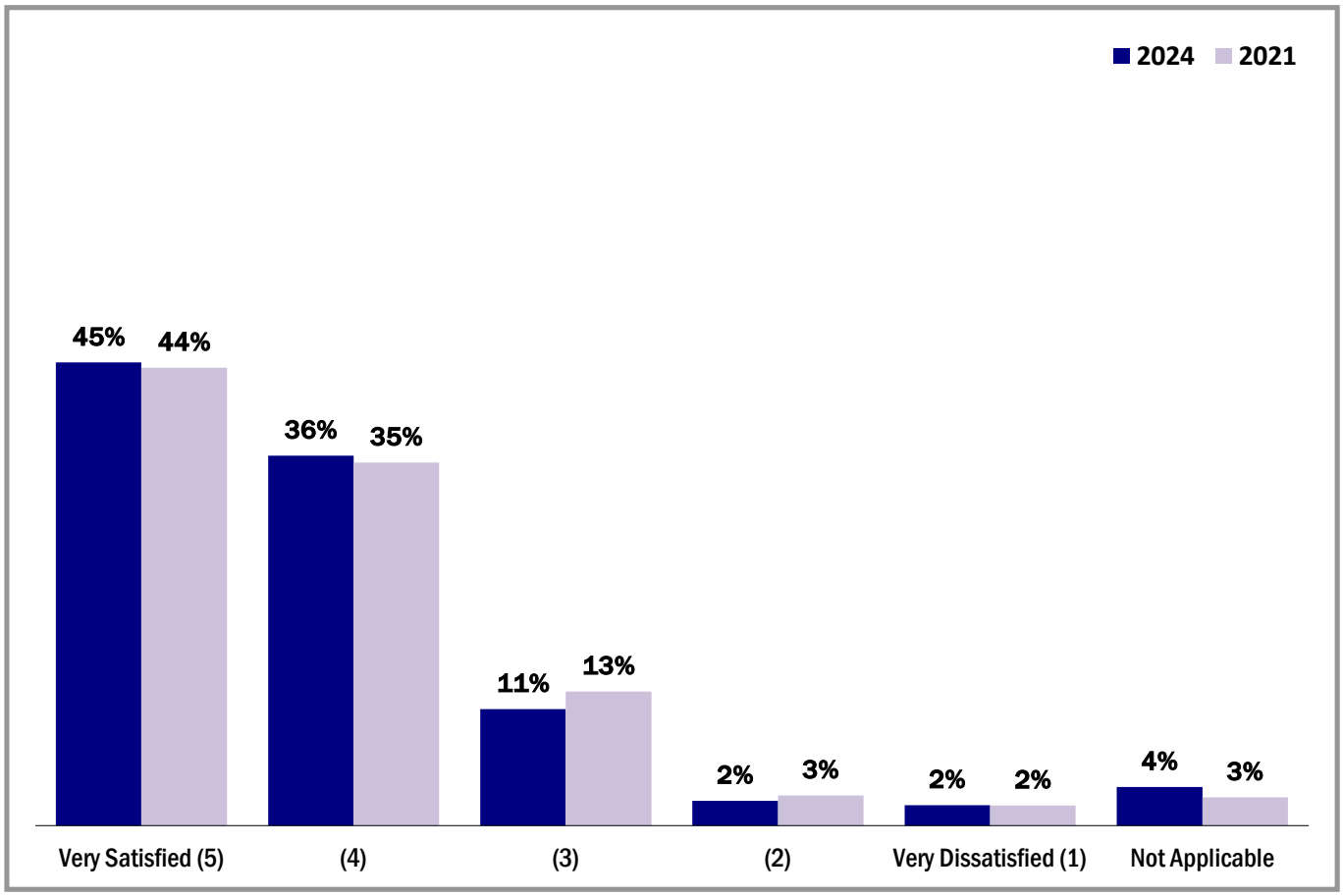


Base: Total (3,248) (See Statistical Table Q24)

SATISFACTION RATINGS COMPARISON 2024 vs. 2021

OVERALL SATISFACTION
2024 vs. 2021

Please let us know how well SamTrans is meeting your needs by rating each item below. Circle a number from one to five, where 1= Very Dissatisfied and 5 = Very Satisfied.
9f. Overall experience with SamTrans?



Base: Total (3,248)

(See Statistical Table Q9f)

DETAILED RESULTS

USAGE OF SAMTRANS HOW LONG RIDING SAMTRANS

Q1. How long have you been riding SamTrans?

- Nearly a third of respondents (32%) have been riding less than one year. This is higher than both 2018 (28%) and 2021 (25%).
- While about half of respondents had been riding for 3 years or more in both 2018 (51%) and 2021 (53%), this has dropped to 39% in 2024.
- Newer riders are a significant share of riders in all time periods in 2024 – including weekday peak, weekday off-peak, and weekend periods.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
6 months or less (0.25 years)	23	20	19
More than 6 months but less than 1 year (0.5 years)	9	5	9
1 to 3 years (2 years)	29	21	22
More than 3 years (5 years)	39	53	51
TOTAL	100	100	100
Mean Years	**3.71**	**4.14**	**4.10**

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
6 months or less (0.25 years)	23	24	23	22
More than 6 months but less than 1 year (0.5 years)	9	7	8	12
1 to 3 years (2 years)	29	32	28	25
More than 3 years (5 years)	39	37	41	41
TOTAL	100	100	100	100
Mean Years	**3.71**	**3.59**	**3.79**	**3.87**

(See Statistical Table Q1)

HOW OFTEN RIDE

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

- The average user rides SamTrans 4.6 days per week. While fairly stable since 2018, there may be a slight softening (e.g. 2018 shows 4.62 days/week, 2021 4.6 days/week, and 2024 4.58 days/week).
- In 2024, Weekday Peak riders use SamTrans most often, with an average use of 4.73 days/week, and 70% saying they use SamTrans 5 or more days per week. However, at least 60% of both Weekday Off-Peak and Weekend riders also use the service 5 or more days per week.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
6-7 days/week (6.5 days/week)	36	33	34
5 days/week (5 days/week)	29	31	32
4 days/week (4 days/week)	10	18	10
3 days/week (3 days/week)	8	1	8
2 days/week (2 days/week)	6	6	6
1 day/week (1 day/week)	3	3	2
1-3 days/month (0.25 days/week)	4	4	4
Less than once a month (0.1 days/week)	4	5	4
TOTAL	100	100	100
Mean Days/Week	**4.58**	**4.60**	**4.62**

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
6-7 days/week (6.5 days/week)	36	34	34	44
5 days/week (5 days/week)	29	36	27	17
4 days/week (4 days/week)	10	9	11	8
3 days/week (3 days/week)	8	8	9	7
2 days/week (2 days/week)	6	6	7	8
1 day/week (1 day/week)	3	2	3	4
1-3 days/month (0.25 days/week)	4	3	4	8
Less than once a month (0.1 days/week)	4	3	5	6
TOTAL	100	100	100	100
Mean Days/Week	**4.58**	**4.73**	**4.47**	**4.43**

(See Statistical Table Q2)

REASON FOR USING SAMTRANS

Q3. What is your main reason for riding SamTrans? (Multiple answers accepted)

- Most SamTrans riders (79%) said they primarily use SamTrans because they don't have a car or don't drive. This was the top reason given among all respondents in 2024, as it was in 2021 and 2018.
  - As may be expected, in 2024, a higher share of those under 25 said they don't have a car/don't drive (84%), while among age groups over 25, 76%-77% said they do not have a car/don't drive.
  - Higher income respondents were less likely to say they did not own a car/drive. Among those earning less than $25,000/year, 83% said they do not have a car/don't drive, while among those earning over $75,000/year, 70% said they do not have a car/don't drive.
- The other reasons given cited important advantages in riding SamTrans. Other top reasons for using SamTrans include saving money (gas, wear and tear on car) (17%), helping the environment (11%), and the ability to do other things (11%).

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Don't have a car/don't drive	79	80	76
Save money (gas, wear & tear on car)	17	14	16
Help the environment	11	11	10
Ability to do other things	11	10	6
Avoid traffic	8	7	11
Faster than other options	5	5	6
Lack of/cost of parking	5	4	6

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Don't have a car/don't drive	79	78	81	80
Save money (gas, wear & tear on car)	17	17	17	19
Help the environment	11	10	11	15
Ability to do other things	11	10	10	13
Avoid traffic	8	8	10	6
Faster than other options	5	6	6	4
Lack of/cost of parking	5	6	5	4

(See Statistical Table Q3)

Responses with less than 5% overall are not shown; for a complete list, see Statistical Tables.

TRIP SPECIFIC INFORMATION

TICKET TYPE

Q4. What type of ticket/card did you use (today)?

- Cash is the most popular method of fare media with 64% of respondents using it in some manner. About one third (31%) use cash value on their Clipper Card, while another 32% use cash to purchase either a day pass or a one-way ticket, and 1% stated they used cash but did not specify further.
- Notably, 70% of one-way ticket (cash) users, 75% of Day Pass (cash) users, and 68% of Clipper cash users use SamTrans at least 4 days per week. This means the majority of users in these categories would likely benefit from purchasing and using a Monthly pass.
- In the case of One-way Ticket and Day Pass users, the cost of the initial outlay may be a factor. The average income for One way Ticket users is $34,101, while for Day Pass users it is $34,884 (compared with $54,828 for respondents overall and $60,254 among Clipper cash users).

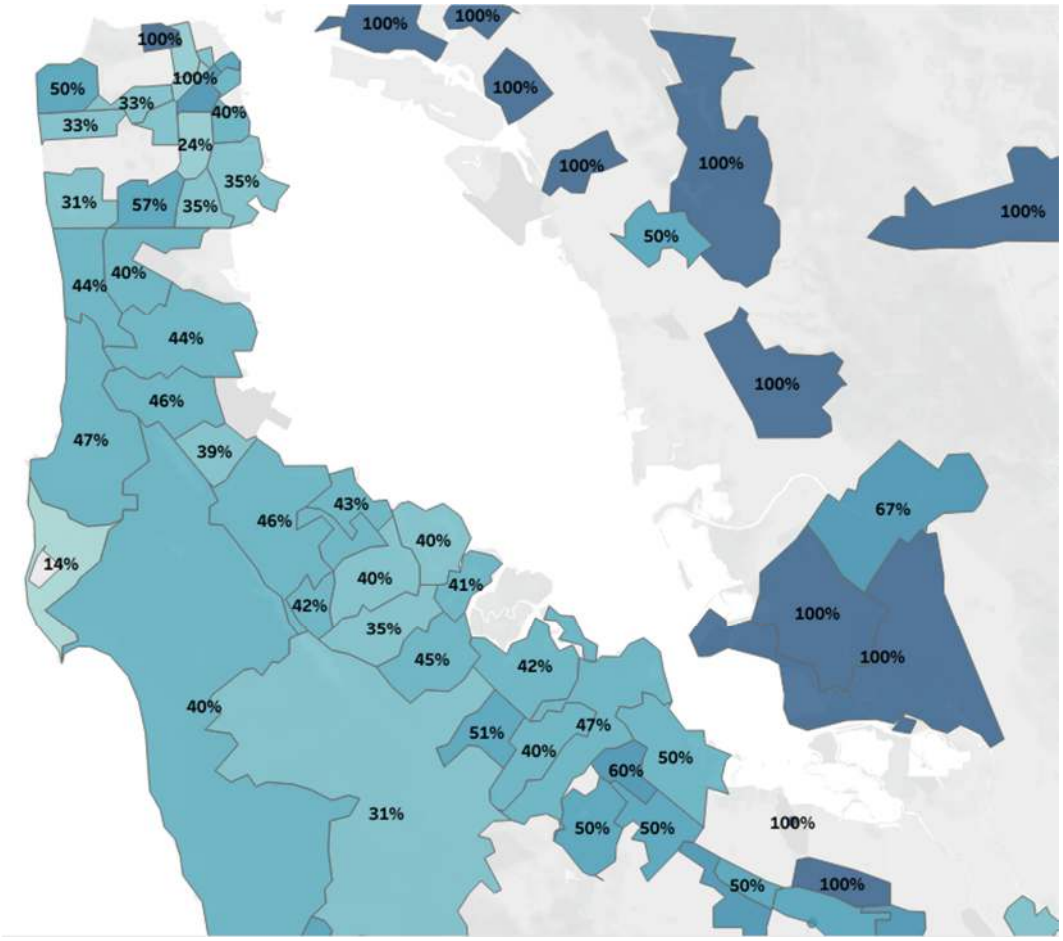
	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Clipper: Cash	31	31	32	32
Day Pass/cash	16	13	20	18
One way ticket/cash	16	14	16	19
Clipper: Monthly Pass	15	16	15	14
Clipper: Way-2Go Pass	9	9	10	10
Youth Unlimited	9	14	5	5
SamTrans App	1	<1	1	1
Cash (General)	1	1	<1	1
Clipper (General)	1	<1	1	<1
Rediwheels/Paratransit	<1	<1	-	1
Other (Unspecified)	<1	<1	<1	-
Clipper Start	<1	<1	<1	-
TOTAL	**100**	**100**	**100**	**100**

(See Statistical Table Q4)

TICKET TYPE (continued)

2024		What type of ticket/card did you use (today)?						
		One way ticket/cash	Day Pass/cash	Clipper: Cash	Clipper: Monthly Pass	Clipper: Way-2Go Pass	Youth Unlimited	Other
Base (All Respondents)	3,248	492	505	971	476	293	282	68
	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)
6-7 days/week [6.5]	36	35	42	26	47	35	37	34
5 days/week [5]	29	23	23	31	31	26	46	27
4 days/week [4]	10	12	10	11	8	11	5	9
3 days/week [3]	8	8	8	11	6	11	3	11
2 days/week [2]	6	8	6	8	3	6	4	4
1 day/week [1]	3	3	3	3	1	2	1	1
1-3 days/month [0.25]	4	5	4	5	1	4	2	8
Less than once a month [0.1]	4	7	4	5	2	5	1	6
TOTAL	**100**	**100**	**100**	**100**	**100**	**100**	**100**	**100**
Mean Days/Week	**4.58**	**4.35**	**4.66**	**4.24**	**5.19**	**4.49**	**5.13**	**4.37**

This map shows the percentage of respondents in each zip code (of all respondents in that zip code) who ride four or more days/week AND use Clipper Cash or other cash-based fare media. Darker blue is a higher percentage of the total number of respondents in that zipcode.



COMING FROM HOME

Q5. Are you coming from home on this trip? *

Nearly two-thirds of respondents (64%) are coming from home on the surveyed trip.

	2024 Total	2021 Total
Base (All Respondents)	3,248	2,369
	(%)	(%)
Yes	64	54
No	36	46
TOTAL	100	100

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Yes	64	65	61	62
No	36	35	39	38
TOTAL	100	100	100	100

(See Statistical Table Q5)

*Question was not asked in 2018.

TRIP PURPOSE

Q6. What is the main purpose of your trip today?
(Multiple answers accepted)

- Half of all respondents (50%) were using SamTrans to go to or from work, while 27% used SamTrans to go to school.
- Work was the primary trip purpose across all time periods in 2024, as it was in 2021 and 2018.
- Work related trips are a significant share of trips during all travel periods.
    - In 2024, a slightly higher share of Weekday Off-Peak riders (53%) were going to or from work compared with Weekday Peak (49%) riders. Nearly the same share of Weekend riders (48%) were traveling for work as Weekday Peak riders.
    - In 2021, the share of respondents going to work was 48% during Weekday Peak, 54% during Weekday Off-Peak, and 49% during the Weekend.
    - In 2018, this was 45% Peak, 40% Off-Peak, and 43% Weekend.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Work	50	51	43
School	27	21	23
Shopping	15	17	13
Social/recreational	11	10	12
Personal business/Errands	2	3	2
Medical	1	2	2
Other (Unspecified)	1	3	4

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Work	50	49	53	48
School	27	39	23	6
Shopping	15	8	16	27
Social/recreational	11	7	11	22
Personal business/Errands	2	1	3	2
Medical	1	1	1	1
Other (Unspecified)	1	1	1	1

(See Statistical Table Q6)

ACCESS AND EGRESS

Q7a. How did you get to the bus stop where you boarded this bus? (Multiple answers accepted)
Q7b. After you get off this bus, how will you get from the bus stop to your final destination? (Multiple answers accepted)

- Nearly three-fourths of respondents (74%) walked all the way to their boarding bus stop, and the same share of respondents (74%) said they will walk from their deboarding stop to their final destination.
- Those who did not walk to/from their bus stop were most likely to transfer to/from another SamTrans bus or to/from another public transit system, with 22% using transit to access their SamTrans bus and 23% using transit after deboarding their SamTrans bus.

	2024 Access	2024 Egress
Base (All Respondents)	3,248	3,248
	(%)	(%)
Walked All the Way	**74**	**74**
Transit	**22**	**23**
Another SamTrans Bus	9	11
BART	8	7
Muni	3	3
Caltrain	2	2
Free Shuttle	1	1
VTA	<1	1
Dumbarton Express	<1	-
Bicycle	**2**	**2**
Bicycle(d)	2	1
E-Bicycle	<1	<1
Auto	**2**	**1**
Dropped Off/Picked up by Car	2	1
Taxi	-	<1
Uber, Lyft or Similar	<1	-
Other (Unspecified)	**<1**	**<1**

(See Statistical Tables Q7a & Q7b)

	2024 – ACCESS			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Walked All the Way	74	75	73	75
Another SamTrans Bus	9	9	10	10
BART	8	7	9	7
Muni	3	2	4	4
Caltrain	2	3	2	2
Bicycled	2	2	2	2
Dropped Off/Picked up by Car	2	3	1	1
Free Shuttle	1	1	1	<1
VTA	<1	<1	1	<1
E-Bicycle	<1	1	<1	-
Uber, Lyft or Similar	<1	<1	-	<1
Dumbarton Express	<1	<1	-	-
Other (Unspecified)	<1	<1	-	-

	2024 – EGRESS			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Walked All the Way	74	75	75	71
Another SamTrans Bus	11	10	11	12
BART	7	7	6	9
Muni	3	3	4	4
Caltrain	2	2	2	2
Bicycled	1	2	1	1
Dropped Off/Picked up by Car	1	1	1	1
Free Shuttle	1	1	1	<1
VTA	1	1	1	<1
E-Bicycle	<1	<1	<1	-
Taxi	<1	<1	-	-
Other (Unspecified)	<1	<1	-	<1

(See Statistical Tables Q7a & Q7b)

NUMBER OF SAMTRANS BUSES USED*

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

- Half of riders (56%) use one bus for their trip. This has slowly dropped – with 62% taking just one bus in 2018 and 60% in 2021.
- However, 44% use 2 or more buses, which is an increase over both 2018 and 2021 (39%). The increase, however, comes almost exclusively from those using 2 buses.
- In 2024, riders using 3 or more buses tend to be very low income, with 59% earning less than $25,000 per year.
- The map on the following page shows those who indicate they use 3 or more buses on their trip (by ZIP Code). As noted there, areas further away or on the edges of SamTrans' service area tend to have a higher share of respondents who use three or more buses.

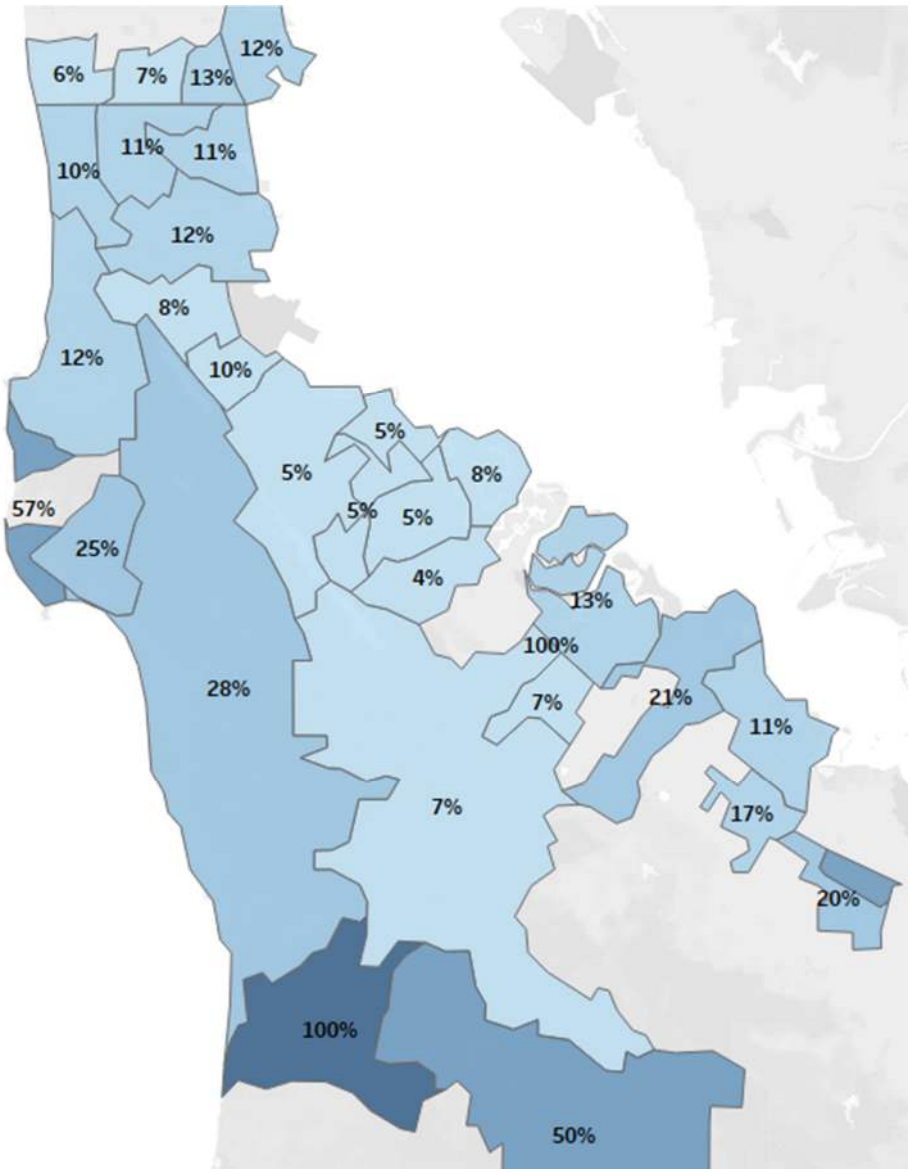
	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
One (1) bus	56	60	62
Two (2) buses	33	30	29
Three (3) buses	5	5	6
Four or more (4+) buses	5	4	4
TOTAL	100	100	100

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
One (1) bus	56	61	53	51
Two (2) buses	33	30	34	39
Three (3) buses	5	5	6	5
Four or more (4+) buses	5	4	6	5
TOTAL	100	100	100	100

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

(See Statistical Table Q8)

This map shows the percentage of respondents in each zip code (of all respondents in that zip code) who stated they rode three or more buses on their one way trip. Darker blue is a higher percentage of the total number of respondents in that zipcode.



SATISFACTION RATINGS

RATING OF SERVICE ATTRIBUTES

Q9 Please let us know how well SamTrans is meeting your needs by rating each item below.

- Riders rated SamTrans service overall an average of 4.24 out of 5.00 in 2024 (with 5 being "very satisfied" and 1 being "very dissatisfied"). While this is slightly higher than the 2021 average of 4.20, the difference is not statistically significant.
- While *"Helpfulness/Courtesy of Customer Service"* remained the same as in 2018, attribute scores generally increased from 2021.
- The greatest significant change among all attributes was *"On-Time Performance"* which increased 3.85 in 2021 to 4.04 in 2024.
- The only attribute score to decrease significantly was "*Communication of Route Changes*," which decreased from 3.93 in 2021 to 3.85 in 2024.

	2024			
Base (All Respondents): 2,369	**Overall Mean Score**	Satisfied (5 or 4 rating)	Dissatisfied (1 or 2 rating)	Neutral/NA
	(5-point scale)	(%)	(%)	(%)
Overall experience with SamTrans	**4.24**	**81**	**4**	**15**
On-Time Performance	4.04	68	8	24
Frequency Of Buses	3.83	62	12	26
Routes Go Where I Want to Go	4.24	77	6	17
Communication Of Route Changes	3.85	58	11	30
Helpfulness/Courtesy of Customer Service	4.09	49	6	45

Survey Attributes – 2024 vs. 2021

Change is statistically significant

(5-point scale)	2024	2021	Change
Base (All Respondents)	3,248	2,369	
Overall experience with SamTrans	**4.24**	**4.20**	**0.04**
On-Time Performance	4.04	3.85	0.19
Frequency Of Buses	3.83	3.76	0.07
Routes Go Where I Want to Go	4.24	4.16	0.08
Communication Of Route Changes	3.85	3.93	-0.08
Helpfulness/Courtesy of Customer Service	4.09	4.09	0.00

(See Statistical Tables Q9a – Q9f)

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

Survey Attributes 2024 – Home Location of Riders

Mean Score by Home Location of Riders (2024)					
(5-point scale)	Overall Mean	San Mateo County	San Francisco County	Santa Clara County	East Bay Region
Base (All Respondents)	3,248	1,911	221	44**	41**
Overall experience with SamTrans	**4.24**	4.23	4.20	4.32	4.34
On-Time Performance	**4.04**	3.99	4.10	4.22	4.46
Frequency Of Buses	**3.83**	3.84	3.63	3.72	3.88
Routes Go Where I Want to Go	**4.24**	4.24	4.18	4.43	4.35
Communication Of Route Changes	**3.85**	3.86	3.77	4.16	3.88
Helpfulness/Courtesy of Customer Service	**4.09**	4.08	4.02	4.24	4.14

** Caution: Extremely Low Base

Survey Attributes - Language of Questionnaire

Mean Score by Language of Questionnaire (2024)				
(5-point scale)	Overall Mean	English	Spanish	Chinese
Base (All Respondents)	3,248	2,629	561	58
Overall experience with SamTrans	**4.24**	4.22	4.37	4.15
On-Time Performance	**4.04**	4.01	4.20	4.17
Frequency Of Buses	**3.83**	3.80	4.06	3.41
Routes Go Where I Want to Go	**4.24**	4.20	4.48	4.31
Communication Of Route Changes	**3.85**	3.82	4.08	3.79
Helpfulness/Courtesy of Customer Service	**4.09**	4.07	4.22	3.92

Survey Attributes – Geographic Region of Routes

Mean Score by Geographic Region of Route (2024)						
(5-point scale)	Overall Mean	Northern Routes	Central Routes	Southern Routes	Coastal Routes	Multi/ Express
Base (All Respondents)	3,248	930	462	285	346	1,224
Overall experience with SamTrans	**4.24**	4.30	4.15	4.42	4.15	4.20
On-Time Performance	**4.04**	4.13	3.87	4.30	3.96	4.00
Frequency Of Buses	**3.83**	3.83	3.77	3.96	3.68	3.87
Routes Go Where I Want to Go	**4.24**	4.25	4.18	4.36	4.07	4.28
Communication Of Route Changes	**3.85**	3.91	3.76	4.05	3.74	3.84
Helpfulness/Courtesy of Customer Service	**4.09**	4.13	4.05	4.18	3.92	4.10

(See Statistical Tables Q9a – Q9f)

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

Northern routes are 24, 25, 28, 29, 30, 35, 37, 40, 41, 46,49, 120, 121, 122, 130, 130B, 138, 141, 142 **Mid routes** are 50, 53, 53P, 54, 56, 57, 58, 59, 60, 61, 62, 67, 68, 72, 73, 78, 79, 250, 251, 260, 270, 278, 295 **South routes** are 81, 82, 83, 85, 86, 87, 88, 276, 280, 281, 296, 296O, RIDEPLUS EPA **Coastal routes** are 10, 12, 14, 15, 18, 19, 42, 110, 112, 117, RIDEPLUS HMB **Multiple Region routes** are 292, 294, 397, CSM, ECR, ECRO, EPX, FCX, PCX, SKY

OVERALL SATISFACTION WITH SAMTRANS

Q9f. Overall experience with SamTrans

- Overall, 81% of SamTrans riders are satisfied with their experience on the system, rating their satisfaction a "4" or "5" (out of 5.00).
- Satisfaction was consistent among time periods, with Weekday Off-Peak respondents rating their satisfaction slightly higher (4.28) than Weekend (4.23) or Weekday Peak (4.21) respondents.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
(5) Very satisfied	45	44	44
(4)	36	35	38
(3)	11	13	14
(2)	2	3	2
(1) Very dissatisfied	2	2	1
Not Applicable	4	3	1
Total	**100**	**100**	**100**
Recap:			
Satisfied (4 or 5)	81	79	82
Neutral (3) / NA	15	16	15
Dissatisfied (1 or 2)	4	5	3
Mean	**4.24**	**4.20**	**4.23**

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
(5) Very satisfied	45	43	48	43
(4)	36	37	34	37
(3)	11	11	11	12
(2)	2	3	2	2
(1) Very dissatisfied	2	2	2	1
Not Applicable	4	4	3	4
	100	100	100	100
Mean	**4.24**	**4.21**	**4.28**	**4.23**

(See Statistical Table Q9f)

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

OVERALL SATISFACTION WITH SAMTRANS – BY SUB-GROUPS

	BASE	MEAN	VERY SATISFIED (5)	SATISFIED (4)	DISSATISFIED (1 OR 2)	NEUTRAL/NA
	#	5-PT SCALE	%	%	%	%
TOTAL	3,248	4.24	45	36	4	15
By Ridership Segment						
Weekday Peak	1,521	4.21	43	37	5	15
Weekday Off-Peak	1,087	4.28	48	34	4	14
Weekend	624	4.23	43	37	4	16
By Use Of SamTrans						
5+ Days/Week	2,043	4.23	45	35	4	15
3-4 Days/Week	563	4.19	42	38	4	15
1-2 Days/Week	283	4.23	42	40	4	15
Less Than 1/Week	259	4.37	50	34	3	12
By How Long Riding SamTrans						
Less Than One Year	1,006	4.27	46	35	3	15
1 To 3 Years	938	4.19	40	40	4	16
More Than 3 Years	1,247	4.25	48	33	5	14
By Trip Purpose						
Work/School	2,327	4.21	43	36	5	16
Other	1,005	4.31	49	34	4	13
By Access To A Vehicle						
Yes	885	4.24	42	41	4	13
No	2,123	4.25	46	34	4	15
Gender						
Male	1,430	4.22	44	37	4	15
Female	1,536	4.27	47	34	4	15
Other/Refused	282	4.09	34	40	4	22
By Geographic Region Of Route						
North	930	4.30	48	34	4	13
Central	462	4.15	39	40	4	17
South	285	4.42	59	23	3	15
Coastal	346	4.15	39	42	4	15
Multi/Express	1,224	4.20	43	36	5	16

(See Statistical Table Q9f)

	BASE	MEAN	VERY SATISFIED (5)	SATISFIED (4)	DISSATISFIED (1 OR 2)	NEUTRAL/NA
	#	5-PT SCALE	%	%	%	%
By Language Of Questionnaire						
English	2.629	4.22	43	39	4	15
Spanish	561	4.37	58	19	7	15
Chinese	58	4.15	51	20	12	17
By Number Of Buses						
1 Bus	1,712	4.21	42	40	4	14
2 Buses	1,003	4.24	47	31	5	17
3 Or More Buses	318	4.40	56	25	4	15
By Age						
13 To 18	660	4.18	36	47	2	15
19 To 24	525	4.16	39	41	3	17
25 To 34	542	4.18	45	33	6	17
35 To 44	379	4.33	49	37	5	10
45 To 54	339	4.21	46	32	5	17
55 To 64	268	4.45	61	24	6	9
65 And Older	325	4.39	59	23	6	12
By Income						
Under $10,000	597	4.35	52	28	3	17
$10,000 To $24,999	408	4.35	54	29	5	12
$25,000 To $49,999	584	4.20	42	39	5	13
$50,000 To $79,999	371	4.23	43	39	4	14
$80,000 To $99,999	117	4.18	38	43	2	17
$100,000 To $124,999	102	4.28	48	37	4	11
$125,000 To $149,999	63	4.16	31	54	-	15
$150,000 And Over	190	4.07	33	44	4	19
By Fare Payment						
One-Way ticket/Cash	492	4.29	53	28	6	13
Day Pass/Cash	505	4.27	50	29	6	16
Clipper Cash	971	4.23	43	39	3	15
Clipper Monthly Pass	476	4.20	44	35	5	16
Clipper Way2Go Pass	293	4.16	38	42	5	15
Youth Unlimited	282	4.19	36	46	1	16
Other	68	4.40	47	45	2	6

(See Statistical Table Q9f)

TRANSFER INCENTIVES

Q10. Would you be willing to transfer to another SamTrans bus, or transfer more than you do now, if… (Multiple responses accepted)

- Half of respondents (50%) said they were willing to transfer/transfer more if their overall SamTrans trip was shorter, while 42% said they would be willing to do so if buses came more frequently. These were the top two responses, both overall and across all time periods.
- Only 16% of respondents said nothing would get them to transfer/transfer more.

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
. . . it meant a shorter overall trip	50	51	50	50
. . . buses came more frequently	42	39	44	47
. . . waiting areas were more comfortable and safer	26	23	27	30
Nothing could get me to transfer (more)	16	18	13	16
. . . there were more amenities at transfer centers	9	8	9	10
. . . transfers cost less/free	1	1	1	<1
. . . there were better connection with other transit (BART, Caltrain, Muni, etc.)	<1	<1	<1	-
. . . there was inclement weather (raining, cold, hot, etc.)	<1	-	-	<1
Other (Unspecified)	<1	<1	<1	<1

	2024				
	Total	5+ Days/Week	3-4 Days/Week	1-2 Days/Week	Less Than 1/Week
Base (All Respondents)	3,248	2,043	563	283	259
	(%)	(%)	(%)	(%)	(%)
. . . it meant a shorter overall trip	50	49	52	54	55
. . . buses came more frequently	42	40	48	44	42
. . . waiting areas were more comfortable and safer	26	25	28	26	25
Nothing could get me to transfer (more)	16	17	15	16	15
. . . there were more amenities at transfer centers	9	9	8	9	10
. . . transfers cost less/free	1	<1	1	1	<1
. . . there were better connection with other transit (BART, Caltrain, Muni, etc.)	<1	<1	<1	<1	-
. . . there was inclement weather (raining, cold, hot, etc.)	<1	-	<1	-	-
Other (Unspecified)	<1	<1	-	-	1

(See Statistical Tables Q10)

"Nothing Would Get Me to Transfer" Answers Removed

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (May transfer)	2,812	1,292	965	545
	(%)	(%)	(%)	(%)
it meant a shorter overall trip	60	62	58	60
buses came more frequently	50	47	51	56
waiting areas were more comfortable and safer	31	28	31	36
there were more amenities at transfer centers	11	10	11	11
transfers cost less/free	1	1	1	<1
there were better connection with other transit (BART, Caltrain, Muni, etc.)	<1	<1	<1	-
there was inclement weather (raining, cold, hot, etc.)	<1	-	-	<1
Other (Unspecified)	<1	<1	<1	<1

	2024				
	Total	5+ Days/Week	3-4 Days/Week	1-2 Days/Week	Less Than 1/Week
Base (May transfer)	2,812	1,761	494	245	225
	(%)	(%)	(%)	(%)	(%)
it meant a shorter overall trip	60	59	61	64	65
buses came more frequently	50	49	56	53	49
waiting areas were more comfortable and safer	31	30	33	31	30
there were more amenities at transfer centers	11	11	9	10	12
transfers cost less/free	1	<1	1	1	1
there were better connection with other transit (BART, Caltrain, Muni, etc.)	<1	<1	<1	<1	-
there was inclement weather (raining, cold, hot, etc.)	<1	-	<1	-	-
Other (Unspecified)	<1	<1	-	-	1

(Multiple answers accepted)

(See Statistical Tables Q10)

COMMUNICATION

ACCESS TO THE INTERNET

Q22. Where do you access the Internet? (Multiple responses accepted)

- Nearly two-thirds of respondents access the internet through their mobile phone (62%), while 59% access the internet at home.
- Only 5% of respondents indicated they have no access to the Internet at all. This is a slight decrease (which is statistically significant) from both 2021 and 2018.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Cell/mobile	62	58	64
Home	59	58	51
Work	20	19	20
School, Library, or other public area	13	8	6
Other mobile device	7	8	4
I do not have access to the Internet (exclusive)	5	8	8
Other	<1	1	<1

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Cell/mobile	62	63	61	62
Home	59	63	59	50
Work	20	22	18	18
School, Library, or other public area	13	14	12	10
Other mobile device	7	7	7	8
I do not have access to the Internet (exclusive)	5	4	5	7
Other	<1	<1	<1	<1

(See Statistical Table Q22)

SOURCES FOR SAMTRANS INFORMATION*

Q23. Where do you access the bus schedule and real -time departure information? (Multiple responses accepted)

Riders are most likely to get bus schedule and real-time departure information from Google Maps (56%), the Transit Mobile app (20%), and printed timetables or SamTrans.com (both 12%).

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Google maps	56	37	23
Transit Mobile App	20	12	-
Printed Timetable	12	12	20
www.SamTrans.com	12	22	30
Other mobile app (Unspecified)	6	6	4
SamTrans customer service	5	5	5
511	4	8	13
SamTrans Mobile App^	-	15	9

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Google maps	56	54	59	57
Transit Mobile App	20	21	19	20
Printed Timetable	12	11	13	14
www.SamTrans.com	12	14	10	10
Other mobile app (Unspecified)	6	6	5	5
SamTrans customer service	5	4	5	6
511	4	4	4	4

(See Statistical Table Q23)

*Responses with less than 4% overall are not shown; for a complete list, see Statistical Tables.
^Choice was not included in 2024 survey and was not written in by respondents as an “other” response.

LOCAL NEWS AND EVENTS

Q24. What is your main source for local news and events? (Multiple responses accepted)

For their main source of news and events, 38% use TV news, 38% use social media, 30% mentioned a website, and 12% mentioned a mobile app.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
TV News	38	39	37
Social Media	38	44	30
Website	30	19	39
Mobile App	12	17	13
Newspaper	10	12	14
Radio	9	8	9
Friends/Family/Co-Workers	1	1	1
Podcast	<1	-	-
Other (Unspecified)	1	1	2

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
TV News	38	39	38	34
Social Media	38	38	38	36
Website	30	29	29	33
Mobile App	12	11	11	13
Newspaper	10	9	11	11
Radio	9	8	10	9
Friends/Family/Co-Workers	1	1	1	<1
Podcast	<1	<1	<1	-
Other (Unspecified)	1	1	1	1

(See Statistical Tables Q27)

SOCIAL MEDIA/APP USE FOR LOCAL NEWS

Social Media Site or App specified in Q24. "What is your main source for local news and events?" (Multiple responses accepted)

Among those who listed a social media site or app as a source for local news and events, 44% cited Instagram. The other top mentions were TikTok (21%), Facebook (20%), Twitter/X (13%), and YouTube (13%).

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (Respondents who specified a social media site/app in Q24)	564	288	179	96
	(%)	(%)	(%)	(%)
Instagram	44	43	45	44
TikTok	21	23	20	17
Facebook	20	18	25	18
Twitter/X	13	14	12	15
YouTube	13	11	13	18
Google News	2	3	1	3
Reddit	2	2	3	2
New York Times	2	1	2	3

(See Statistical Tables Q24SM-App)

*Responses with less than 2% overall are not shown; for a complete list, see Statistical Tables.

RIDER CHARACTERISTICS

ACCESS TO A CAR

Q11. Do you own or have access to a car?

Just 29% of respondents have access to a car. Those with higher incomes and Weekday Peak riders are more likely to have vehicle access.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Yes	29	26	31
No	71	74	69
TOTAL	100	100	100

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Yes	29	35	26	22
No	71	65	74	78
TOTAL	100	100	100	100

(See Statistical Table Q11)

LANGUAGES SPOKEN AT HOME

Q21. Which languages are spoken in your home? (Multiple responses accepted)

Most respondents speak English (59%), Spanish (41%), or Tagalog (12%) at home.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
English	59	75	68
Spanish	41	37	26
Tagalog	12	16	17
Mandarin	4	3	3
Cantonese	4	4	4
Hindi Or Other Indian Language	2	1	1

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
English	59	60	60	56
Spanish	41	43	38	42
Tagalog	12	12	13	11
Mandarin	4	4	4	4
Cantonese	4	4	4	3
Hindi Or Other Indian Language	2	2	2	3

(See Statistical Table Q21)

*Responses with less than 2% overall are not shown; for a complete list, see Statistical Tables.

PERSONAL ENGLISH PROFICIENCY

Q19. How well do you speak English? Very Well; Well; Not Well; Not at All

- Three-quarters (75%) of respondents speak English well or very well.
- This is a decrease from 81% in 2021 and 85% in 2018.
- In 2024, Weekend riders reported significantly lower English proficiency (3.10 out of 4.00) than Weekday Peak (3.22) and Weekday Off-Peak (3.24) riders.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Very well (4)	53	57	62
Well (3)	22	23	23
Not well (2)	17	13	11
Not at all (1)	8	6	4
	100	100	100
MEAN (Out of 4.0)	**3.20**	**3.32**	**3.44**

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Very well (4)	53	55	54	47
Well (3)	22	21	23	24
Not well (2)	17	17	16	20
Not at all (1)	8	8	7	9
	100	100	100	100
MEAN (Out of 4.0)	**3.20**	**3.22**	**3.24**	**3.10**

(See Statistical Table Q19)

ENGLISH PROFICIENCY IN HOME

Q20. In your home, is English spoken: Very Well; Well; Not Well; Not at All

- More than two-thirds of respondents (69%) say English is spoken well or very well in their homes.
- Like personal English proficiency, household English proficiency has been decreasing since 2018 (69% in 2024 vs. 72% in 2021 vs. 79% in 2018).
- As with personal English proficiency, Weekend riders have lower household English proficiency (2.93 out of 4.00) than Weekday Peak (2.98) or Weekday Off-Peak (3.01) riders, however these differences were not statistically significant.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Very well (4)	43	45	49
Well (3)	25	27	30
Not well (2)	18	16	13
Not at all (1)	14	12	8
	100	100	100
MEAN (Out of 4.0)	**2.98**	**3.05**	**3.20**

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Very well (4)	43	43	44	41
Well (3)	25	25	26	25
Not well (2)	18	19	16	19
Not at all (1)	14	13	14	15
	100	100	100	100
MEAN (Out of 4.00)	**2.98**	**2.98**	**3.01**	**2.93**

(See Statistical Table Q20)

ETHNICITY*

Q15. Which of the following describes your ethnic background? (Multiple responses accepted)

Nearly half of SamTrans riders (44%) are Hispanic/Latino.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
Hispanic/Latino	44	41	34
White/Caucasian	18	19	22
Filipino	17	21	26
Chinese	10	9	9
Black/African American	8	8	7
Asian (Unspecified)	2	3	4

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Hispanic/Latino	44	45	43	45
White/Caucasian	18	17	19	15
Filipino	17	18	18	16
Chinese	10	10	10	9
Black/African American	8	8	8	7
Asian (Unspecified)	2	2	2	2

*Only responses with at least 2% of the total are shown. Please see Statistical Table 15 for a complete list.

(See Statistical Table Q15)

HOME COUNTY (BASED ON ZIP CODE)

Q16. What is your home ZIP Code?

San Mateo County is home to most respondents (84%). Within San Mateo County, Daly City (24%) and San Mateo (16%) are the most common home cities of respondents.

	2024 Total	2021 Total	2018 Total
Base (All Respondents)	3,248	2,369	4,229
	(%)	(%)	(%)
San Mateo County	84	84	85
San Francisco County	10	10	8
Santa Clara County	1	1	2
Alameda County	1	2	2
Contra Costa County	1	1	1
Solano County	<1	<1	<1
Marin County	<1	<1	<1
Napa County	<1	-	<1
Sonoma County	-	-	<1
Outside Bay Area	3	2	3
	100	**100**	**100**

HOME CITY (BASED ON ZIP CODE)

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
San Mateo County	**84**	**87**	**82**	**80**
Daly City	24	23	26	23
San Mateo	16	15	17	18
South San Francisco	9	9	9	6
Redwood City	8	8	7	9
Palo Alto	6	8	5	3
Pacifica	5	5	6	5
San Bruno	4	4	4	6
Burlingame	2	2	2	5
Belmont	2	4	1	<1
Menlo Park	2	2	1	2
Half Moon Bay	2	1	2	1
San Carlos	1	2	1	1
Millbrae	1	1	1	2
Brisbane	<1	1	<1	-
Montara	<1	<1	1	-
Moss Beach	<1	<1	<1	-
Atherton	<1	<1	-	<1
El Granada	<1	<1	-	<1
San Gregorio	<1	<1	<1	-
La Honda	<1	-	<1	<1
San Francisco County	**10**	**7**	**12**	**13**
San Francisco	10	7	12	13
Santa Clara County	**1**	**1**	**1**	**2**
San Jose	<1	<1	1	<1
Mountain View	<1	<1	<1	-
Sunnyvale	<1	<1	<1	<1
Santa Clara	<1	<1	<1	-
Cupertino	<1	<1	-	<1
Campbell	<1	-	-	<1
Milpitas	<1	-	-	<1
Alameda County	**1**	**1**	**1**	**2**
Oakland	<1	<1	<1	<1
Berkeley	<1	<1	-	1
Fremont	<1	<1	<1	<1
San Leandro	<1	-	<1	<1
Castro Valley	<1	<1	-	-
Dublin	<1	-	<1	-

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Hayward	<1	<1	-	-
Union City	<1	-	<1	-
Newark	<1	-	-	<1
Contra Costa County	**1**	**1**	**1**	**1**
Richmond	<1	<1	<1	-
Pittsburg	<1	-	<1	1
San Pablo	<1	<1	<1	-
Concord	<1	<1	-	-
Hercules	<1	<1	-	-
Antioch	<1	-	<1	-
Rodeo	<1	-	-	<1
Oakley	<1	<1	-	-
Solano County	**<1**	**<1**	**<1**	**<1**
Fairfield	<1	<1	-	<1
Vallejo	<1	-	<1	<1
Rio Vista	<1	-	<1	-
Marin County	**<1**	**<1**	**<1**	**-**
San Rafael	<1	<1	<1	-
Napa County	**<1**	**<1**	**-**	**-**
Rutherford	<1	<1	-	-
Outside Bay Area	**3**	**3**	**3**	**3**

(See Statistical Table CITY)

DEMOGRAPHICS

Included below are responses to demographic questions, including gender, employment status, age, income, household size, questionnaire language, and day/time period.

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Gender				
Male	51	51	52	48
Female	47	47	46	50
Non-Binary	2	1	2	1
Transgender	1	1	1	1
Employment Status (Multiple responses accepted)				
Employed Full Time	35	33	36	38
Student	29	36	25	19
Employed Part Time	26	25	27	30
Unemployed	9	8	10	11
Retired	7	5	8	8
Other	1	1	1	1
Age				
13 to 18 years old	22	32	13	13
19 to 24 years old	17	14	22	17
25 to 34 years old	18	16	20	19
35 to 44 years old	12	12	12	15
45 to 54 years old	11	10	11	13
55 to 64 years old	9	8	9	10
65 years or older	11	9	12	12
Average (Mean) # Years	**35.53**	**33.01**	**36.86**	**38.53**
Questionnaire Language				
English	81	81	84	75
Spanish	17	17	14	23
Chinese	2	2	2	2
Ridership Segment				
Weekday Peak	47			
Weekday Off-Peak	34			
Weekend	19			
Unknown (Ride Plus Operator Distributed – Weekday Route)	1			

(See Statistical Tables Q13, Q14, Q18, INTLANG, STRATA)

	2024			
	Total	Weekday Peak	Weekday Off-Peak	Weekend
Base (All Respondents)	3,248	1,521	1,087	624
	(%)	(%)	(%)	(%)
Household Size				
1 person	14	11	16	19
2-3 people	36	35	39	36
4-5 people	36	40	33	34
6 or more people	13	14	13	11
Average (Mean) # People/HH	**3.63**	**3.81**	**3.59**	**3.30**
Income				
Less than $10,000/year	25	21	24	32
$10,000 to $24,999/year	17	15	19	18
$25,000 to $29,999/year	8	7	9	7
$30,000 to $39,999/year	9	10	9	8
$40,000 to $49,999/year	7	7	7	6
$50,000 to $59,999/year	6	6	7	5
$60,000 to $69,999/year	5	5	5	4
$70,000 to $79,999/year	4	5	4	5
$80,000 to $89,999/year	3	4	2	2
$90,000 to $99,999/year	2	2	2	3
$100,000 to $124,999/year	4	5	3	4
$125,000 to $149,999/year	3	3	2	2
$150,000/year or more	8	10	7	5
Average (Mean) HH Income ($)	**$48,701**	**$54,828**	**$45,441**	**$40,662**

(See Statistical Tables Q12, Q17)

Appendix A: QUESTIONNAIRE

22. Where do you access the internet?

- ☐ No internet access
- ☐ Home
- ☐ Work
- ☐ Cell/Mobile
- ☐ Other mobile device *(tablet, E-reader, etc.)*
- ☐ Library/School/Public area
- ☐ Other *(specify)*: _____

23. Where do you access the bus schedule or real-time departure information?

- ☐ Printed timetables
- ☐ Google Maps
- ☐ Transit Mobile App
- ☐ Other Mobile App
- ☐ www.samtrans.com
- ☐ 511
- ☐ SamTrans Customer Service *(1-800-660-4287)*
- ☐ Other *(specify)*: _____

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

- ☐ Newspaper
- ☐ Radio
- ☐ TV News
- ☐ Website
- ☐ Social media *(specify)*: _____
- ☐ Mobile app *(specify)*: _____
- ☐ Other *(specify)*: _____

COMMENTS OR SUGGESTIONS FOR SAMTRANS

_____

_____

Thank you for completing this survey! *Please return it to a surveyor, complete in online, or mail it within two weeks of receiving it. If mailing, fold and tape, please no staples.*

ENTER TO WIN A $200 GIFT CERTIFICATE*

Name: _____

Phone: (____) _____ **Email:** _____

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

**SamTrans employees and their dependents, along with directors, consultants, contractors, and CAC members are not eligible. SamTrans respects your privacy – we will not share your information nor use it to identify survey responses*

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

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

samTrans

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

Return completed survey to the onboard surveyor or complete online at: www.samtranssurvey.com.

PLEASE TELL US ABOUT YOUR SAMTRANS TRIPS

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

PLEASE TELL US ABOUT THIS TRIP

3. What is your main reason for riding SamTrans? *(Check up to <u>two</u>)*
   - ☐ No car/Don't drive
   - ☐ Avoid traffic
   - ☐ Lack of/Cost of parking
   - ☐ Relax/Ability to do other things *(read, sleep, etc.)*
   - ☐ Help the environment
   - ☐ Faster than other options
   - ☐ Save money *(gas, wear/tear on car)*
   - ☐ Other *(specify)*: _____
4. What type of ticket/card did you use (today)?
   - ☐ One-way ticket/cash
   - ☐ Day Pass/cash
   - ☐ Clipper: Cash
   - ☐ Clipper: Monthly Pass
   - ☐ Clipper: Way-2Go Pass
   - ☐ Youth Unlimited
   - ☐ Other *(specify)*: _____
5. Are you coming from **home** on this trip?
   - ☐ Yes
   - ☐ No

Route ID: _____

6. What is the ***main purpose*** of your trip today?
(Check only ONE)

- ☐ Work
- ☐ School
- ☐ Social or recreational
- ☐ Shopping
- ☐ Other *(specify)*: _____

7a. How did you get **TO** the bus stop where you **BOARDED** this bus?	7b. How will you get **FROM** this bus to your final destination?
☐ Walked all the way	☐ Walk all the way
☐ Bicycled	☐ Bicycle
☐ E-Bicycled (electric)	☐ E-Bicycle (electric)
☐ Another SamTrans bus	☐ Another SamTrans bus
☐ BART	☐ BART
☐ Caltrain	☐ Caltrain
☐ Muni	☐ Muni
☐ VTA	☐ VTA
☐ Free shuttle	☐ Free shuttle
☐ Got dropped off by car	☐ Get picked up by car
☐ Other *(specify)*: _____	☐ Other *(specify)*: _____

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

☐ 1 ☐ 2 ☐ 3 ☐ 4+

HOW ARE WE DOING?

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

	Very Dissatisfied				Very Satisfied	NA
a. On-time performance	1	2	3	4	5	☐
b. Frequency of buses	1	2	3	4	5	☐
c. Routes go where I want to go	1	2	3	4	5	☐
d. Communication of route changes	1	2	3	4	5	☐
e. Helpfulness of Customer Service Center (800-660-4287)	1	2	3	4	5	☐
f. Overall experience with SamTrans	1	2	3	4	5	☐

TRANSFERS

10. Would you be willing to transfer to another SamTrans bus, or transfer more than you do now, if...
(select all that apply)

- ☐ it meant a shorter overall trip
- ☐ there were more amenities at transfer centers
- ☐ waiting areas were more comfortable and safe
- ☐ buses came more frequently
- ☐ other (specify): _____
- ☐ nothing could get me to transfer (more)

PLEASE TELL US ABOUT YOU

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

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

12. How many people live in your household? _____

13. Are you
- ☐ Female
- ☐ Male
- ☐ Nonbinary
- ☐ Transgender
- ☐ Other *(specify)*: _____

14. Age category:
- ☐ Under 13
- ☐ 13 – 18
- ☐ 19 – 24
- ☐ 25 – 34
- ☐ 35 – 44
- ☐ 45 – 54
- ☐ 55 – 64
- ☐ 65 or older

15. Racial and ethnic background: *(Please check ALL that apply)*
- ☐ Black/African American
- ☐ Chinese
- ☐ Filipino
- ☐ Hispanic/Latino
- ☐ Vietnamese
- ☐ White/Caucasian
- ☐ Other *(specify)*: _____

16. Home zip code? ____ ____ ____ ____ ____

17. Annual household income:
- ☐ Less than $10,000/year
- ☐ $10,000 - $24,999
- ☐ $25,000 - $29,999
- ☐ $30,000 - $39,999
- ☐ $40,000 - $49,999
- ☐ $50,000 - $59,999
- ☐ $60,000 - $69,999
- ☐ $70,000 - $79,999
- ☐ $80,000 - $89,999
- ☐ $90,000 - $99,999
- ☐ $100,000 - $124,999
- ☐ $125,000 - $149,999
- ☐ $150,000 or more

18. Current employment status:
- ☐ Employed full time *(35 or more hours per week)*
- ☐ Employed part time *(fewer than 35 hours per week)*
- ☐ Student
- ☐ Retired
- ☐ Unemployed
- ☐ Other *(specify)*: _____

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

☐ Very well ☐ Well ☐ Not well ☐ Not at all

20. In your home is English spoken:

☐ Very well ☐ Well ☐ Not well ☐ Not at all

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

22. ¿Dónde accedes a Internet?

- ☐ Sin acceso a Internet
- ☐ Hogar
- ☐ Trabajo
- ☐ Celular/Móvil
- ☐ Otro dispositivo móvil (tableta, lector electrónico, etc.)
- ☐ Biblioteca/Escuela/Área pública
- ☐ Otro (especificar): _____

23. ¿Dónde puedo acceder al horario de los autobuses o a la información de salidas en tiempo real?

- ☐ Horarios impresos
- ☐ Mapas de Google
- ☐ Aplicación móvil de tránsito
- ☐ Otra aplicación móvil
- ☐ www.samtrans.com
- ☐ 511
- ☐ Cliente de SamTrans Servicio (1-800-660-4287)
- ☐ Otro (especificar): _____

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

- ☐ Periódico
- ☐ Radio
- ☐ Noticias de televisión
- ☐ Sitio web
- ☐ Redes sociales (especificar): _____
- ☐ Aplicación móvil (especificar): _____
- ☐ Otro (especificar): _____

COMENTARIOS O SUGERENCIAS PARA SAMTRANS

_____

_____

¡Gracias por completar esta encuesta! *Devuélvaselo a un encuestador, complételo en línea o envíelo por correo dentro de las dos semanas posteriores a su recepción. Si lo envía por correo, dóblelo y péguelo con cinta adhesiva, por favor, sin grapas.*

ENTRA PARA GANAR UN CERTIFICADO DE REGALO DE $200*

Nombre: _____

Teléfono: (____) _____ Correo electrónico: _____

¿Podemos comunicarnos con usted en el futuro para invitarlo a participar en encuestas o grupos focales? ☐ Sí ☐ No

**Los empleados de SamTrans y sus dependientes, junto con directores, consultores, contratistas y miembros del CAC no son elegibles. SamTrans respeta su privacidad: no compartiremos su información ni la utilizaremos para identificar las respuestas de la encuesta.*

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

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

samTrans

Estimado pasajero de SamTrans,
Por favor, complete esta encuesta y cuéntenos cómo lo estamos haciendo. Puede entrar en un sorteo para ganar un **certificado de regalo de $200** completando la información opcional en el final de esta encuesta.

Devolver la encuesta completada al encuestador a bordo o complételo en línea en: www.samtranssurvey.com.

CUÉNTANOS SOBRE TUS VIAJES CON SAMTRANS

1. ¿Cuánto tiempo llevas utilizando SamTrans?
   - ☐ 6 meses o menos
   - ☐ 7 – 11 meses
   - ☐ 1 – 3 años
   - ☐ Más de 3 años

2. ¿Con qué frecuencia viajas en SamTrans?
   - ☐ 6-7 días/semana
   - ☐ 5 días/semana
   - ☐ 4 días/semana
   - ☐ 3 días/semana
   - ☐ 2 días/semana
   - ☐ 1 día/semana
   - ☐ 1 – 3 días/mes
   - ☐ Menos de una vez al mes

CUÉNTANOS SOBRE ESTE VIAJE

3. ¿Cuál es el motivo principal por el que viajas con SamTrans? (Selecciona hasta dos opciones)
   - ☐ Sin coche/No conduzco
   - ☐ Evitar el tráfico
   - ☐ Falta de/costo de Estacionamiento
   - ☐ Relajarse/Capacidad para hacer otras cosas *(leer, dormir, etc.)*
   - ☐ Ayuda al medio ambiente
   - ☐ Más rápido que otras opciones
   - ☐ Ahorro dinero *(gas, desgaste del vehículo)*
   - ☐ Otro (especificar): _____

4. ¿Qué tipo de billete/tarjeta utilizaste (hoy)?
   - ☐ Billete de ida/efectivo
   - ☐ Pase diario/efectivo
   - ☐ Clipper: efectivo
   - ☐ Clipper: Pase mensual
   - ☐ Clipper: pase Way-2Go
   - ☐ Joven sin límites
   - ☐ Otro (especificar): _____

5. ¿Vienes desde casa en este viaje?
   - ☐ Sí
   - ☐ No

Identificación de ruta: _____

6. ¿Cuál es el objetivo principal de su viaje hoy?
(Marque solo UNA)

☐ Trabajo ☐ Compras
☐ Escuela ☐ Otro (especificar):
☐ Social o recreativo _____

7a. ¿Cómo llegó **A LA** parada de autobús donde **SE MONTÓ** en este autobús?	7b. ¿Cómo llegará **DESDE** este autobús a su destino final?
☐ Caminé todo el camino	☐ Caminé todo el camino
☐ En bicicleta	☐ En Bicicleta
☐ Bicicleta eléctrica	☐ Bicicleta eléctrica
☐ Otro autobús de SamTrans	☐ Otro autobús de SamTrans
☐ BART	☐ BART
☐ Tren de Caltrain	☐ Tren de Caltrain
☐ Muni	☐ Muni
☐ VTA	☐ VTA
☐ Transporte gratuito	☐ Transporte gratuito
☐ Me dejó el coche	☐ Ser recogido en coche
☐ Otro (especificar): _____	☐ Otro (especificar): _____

8. Incluyendo este autobús, ¿cuántos autobuses **SamTrans en total** utilizará para realizar este **viaje de ida**?

☐ 1 ☐ 2 ☐ 3 ☐ 4+

¿CÓMO LO ESTAMOS HACIENDO?

9. Encierre en un círculo el número que mejor refleje su calificación del servicio de SamTrans, donde: 5 = Muy satisfecho y 1 = Muy insatisfecho. Si la pregunta no se aplica a su caso, marque NA en No aplicable.

	Muy Insatisfecho				Muy Satisfecho	N/A
a. Rendimiento puntual	1	2	3	4	5	☐
b. Frecuencia de autobuses	1	2	3	4	5	☐
c. Las rutas van a donde quiero ir	1	2	3	4	5	☐
d. Comunicación de cambios de ruta	1	2	3	4	5	☐
e. Amabilidad del Centro de Atención al cliente (800-660-4287)	1	2	3	4	5	☐
f. Experiencia general con SamTrans	1	2	3	4	5	☐

TRANSFERS

10. ¿Estaría dispuesto a cambiar de autobús a otro de SamTrans o a cambiar más de autobús de los que utiliza actualmente si...?
(seleccione todas las que correspondan)

☐ significó un viaje más corto en general
☐ había más comodidades en los centros de transferencia.
☐ las áreas de espera eran más cómodas y seguras.
☐ los autobuses llegaban con más frecuencia
☐ otro (especificar): _____
☐ nada pudo hacerme transferir (más)

POR FAVOR, CUÉNTENOS SOBRE USTED

Sus respuestas son confidenciales y se utilizarán únicamente con fines estadísticos.

11. ¿Posee o tiene acceso a un automóvil? ☐ Sí ☐ No

12. ¿Cuántas personas viven en su hogar? _____

13. ¿Es usted? ☐ Femenino ☐ Masculino ☐ No binario ☐ Transgénero ☐ Otro (especificar): _____

14. Categoría de edad:

☐ Menor de 13 años ☐ 25 – 34 ☐ 55 – 64
☐ 13 – 18 ☐ 35 – 44 ☐ 65 años o más
☐ 19 – 24 ☐ 45 – 54

15. Origen racial y étnico: (marque TODAS las opciones que correspondan)

☐ Negro/afroamericano ☐ Vietnamita
☐ Chino ☐ Blanco/caucásico
☐ Filipino ☐ Otro (especificar): _____
☐ Hispano/Latino

16. ¿Código postal de su domicilio? ____ ____ ____ ____ ____

17. Ingresos anuales del hogar:

☐ Menos de $10,000 al año ☐ $70,000 - $79,999
☐ $10,000 - $24,999 ☐ $80,000 - $89,999
☐ $25,000 - $29,999 ☐ $90,000 - $99,999
☐ $30,000 - $39,999 ☐ $100,000 - $124,999
☐ $40,000 - $49,999 ☐ $125.000 - $149.999
☐ $50,000 - $59,999 ☐ $150,000 o más
☐ $60,000 - $69.999

18. Situación laboral actual:

☐ Empleado a tiempo completo (35 o más horas por semana)
☐ Empleado a tiempo parcial (menos de 35 horas por semana)
☐ Estudiante ☐ Desempleados
☐ Jubilado ☐ Otro (especificar): _____

19. ¿Qué tan bien habla **usted** inglés?

☐ Muy bien ☐ Bien ☐ No muy bien ☐ Nada

20. En tu casa se habla inglés:

☐ Muy bien ☐ Bien ☐ No muy bien ☐ Nada

21. ¿Qué idiomas se hablan **habitualmente** en tu casa?

☐ Inglés ☐ Tagalo
☐ Español ☐ Vietnamita
☐ Mandarín ☐ Hindi u otro idioma indio
☐ Cantonés ☐ Otro (especificar): _____

22. 您在哪裡上網?

- ☐ 無法上網
- ☐ 家
- ☐ 工作場所
- ☐ 手機
- ☐ 其他行動裝置 *(平板電腦、電子閱讀器等)*
- ☐ 圖書館/學校/公共區域
- ☐ 其他 *(請註明)*：_____

23. 您在哪裡取得巴士時刻表或即時發車資訊?

- ☐ 紙本時間表
- ☐ Google 地圖
- ☐ Transit 移動應用程式
- ☐ 其他行動應用程式
- ☐ www.samtrans.com
- ☐ 511
- ☐ SamTrans 客服 *(1-800-660-4287)*
- ☐ 其他 *(請註明)*：_____

24. 您獲取當地新聞和活動的主要來源是什麼?

- ☐ 報紙
- ☐ 收音機
- ☐ 電視新聞
- ☐ 網站
- ☐ 社群媒體 *(請註明)*：_____
- ☐ 應用程式 *(請說明)*：_____
- ☐ 其他 *(請註明)*：_____

對 SAMTRANS 的意見或建議

_____

_____

感謝您完成本次調查！ *請將其退還給測量員，在線填寫，或在收到後兩週內郵寄。如果郵寄、折疊並用膠帶粘貼，請勿使用訂書釘。*

參加贏取價值 200 美元的禮券*

姓名: _____

電話: (____) _____ **郵箱:** _____

我們將來可以就參與調查或焦點小組的事宜與您聯繫嗎?

☐ 是 ☐ 否

**SamTrans 員工及其家屬以及董事、顧問、承包商和CAC 成員不符合資格。SamTrans 尊重您的隱私 - 我們不會分享您的訊息，也不會使用它來識別調查回复。*

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

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

samTrans

親愛的 SamTrans 乘客,

請完成這項調查並告訴我們我們的情況。您可以填寫以下內容參加抽獎活動，贏取價值 **200 美元**的禮券
本調查末尾的可選資訊。

將完成的量測結果返回給測量員
或線上完成：www.samtranssurvey.com。

請告訴我們您的 SAMTRANS 行程

1. 您搭乘 SamTrans 有多久了？

- ☐ 6 個月或更短
- ☐ 7 - 11 個月
- ☐ 1 – 3 年
- ☐ 3 年以上

2. 您乘坐 SamTrans 的頻率大約是多少?

- ☐ 6-7 天/週
- ☐ 5 天 /週
- ☐ 4 天 /週
- ☐ 3 天 /週
- ☐ 2 天 /週
- ☐ 1 天 /週
- ☐ 1 – 3 天 /月
- ☐ 每月少於一次

請告訴我們關於這行程行的信息

3. 您搭乘 SamTrans 的主要原因是什麼？ （最多可選擇兩項）

- ☐ 沒有車/不開車
- ☐ 避開交通擁堵
- ☐ 缺乏停車位/停車費
- ☐ 放鬆/有時間做其他事情事情（閱讀、睡覺等）
- ☐ 環保
- ☐ 比其他選項更快
- ☐ 省錢（汽油、汽車磨損）
- ☐ 其他 *(註明)* _____

4. 您（今天）使用什麼類型的票/卡?

- ☐ 單程票/現金
- ☐ 日票/現金
- ☐ Clipper: 現金
- ☐ Clipper: 月票
- ☐ Clipper: Way-2Go Pass
- ☐ Youth Unlimited
- ☐ 其他 *(註明)* _____

5. 你是不是坐這趟回**家**?

- ☐ 是
- ☐ 否

路線編號:_____

6. 您今天此行的主要目的是什麼？
（僅勾選一項）

- ☐ 工作
- ☐ 學校
- ☐ 社交或娛樂
- ☐ 購物
- ☐ 其他 *（請註明）*：_____

7a.您如何**到**達搭乘這輛巴士的巴士站？	7b.您將如何**從**這輛巴士到達您的最終目的地？
☐ 一路走來	☐ 一路走來
☐ 騎自行車	☐ 騎自行車
☐ 電動自行車（電動）	☐ 電動自行車（電動）
☐ 另一輛 SamTrans 巴士	☐ 另一輛 SamTrans 巴士
☐ BART	☐ BART
☐ Caltrain	☐ Caltrain
☐ Muni	☐ Muni
☐ VTA	☐ VTA
☐ 免費班車	☐ 免費班車
☐ 被車送去	☐ 被車送去
☐ 其他 *（請註明）*：_____	☐ 其他 *（請註明）*：_____

8. 包括這輛巴士在內，您**總共**將乘坐多少輛 **SamTrans** 巴士來完成這趟**單程**？

☐ 1 ☐ 2 ☐ 3 ☐ 4+

我們做得怎麼樣？

9.圈出最能反映您對 SamTrans 服務評級的數位，其中：5=非常滿意，1=非常不滿意。 如果問題不適用於您，請勾選“不適用”。

	非常不滿意				非常滿意	不適用
a. 準時	1	2	3	4	5	☐
b. 巴士班次	1	2	3	4	5	☐
c. 路線去我想去的地方	1	2	3	4	5	☐
d. 路線變更的通知	1	2	3	4	5	☐
e. 客服中心的幫助(800-660-4287)	1	2	3	4	5	☐
f. SamTrans 的整體體驗	1	2	3	4	5	☐

換乘

10.您願意換乘另一輛 SamTrans 巴士，或者換乘比現在更多的巴士，如果……

（選擇所有適用項）

- ☐ 這意味著總行程更短
- ☐ 換乘中心有更多的便利設施
- ☐ 等候區更舒適、更安全
- ☐ 公共汽車來得更頻繁了
- ☐ 其他 *（註明）*_____
- ☐ 沒有什麼能讓我轉學（更多）

請告訴我們你的情況

您的回復是保密的，僅用於統計目的.

11. 您擁有或有權使用汽車？ ☐ 有 ☐ 沒有

12. 您家有幾個人？ _____

13. 您的性別是 ☐ 女 ☐ 男 ☐ 非二元 ☐ 跨性別 ☐ 其他 *（註明）*：_____

14. 年齡：

- ☐ 13 歲以下
- ☐ 13 – 18
- ☐ 19 – 24
- ☐ 25 – 34
- ☐ 35 – 44
- ☐ 45 – 54
- ☐ 55 – 64
- ☐ 65 歲或以上

15. 種族與民族背景：（請勾選所有適用項）

- ☐ 黑人/非裔美國人
- ☐ 中國人
- ☐ 菲律賓人
- ☐ 西班牙裔/拉丁裔
- ☐ 越南人
- ☐ 白人/高加索人
- ☐ 其他 *（註明）*：_____

16. 家的郵遞區號？ ____ ____ ____ ____ ____

17. 家庭年收入：

- ☐ 低於$10,000 /年
- ☐ $10,000 - $24,999
- ☐ $25,000 - $29,999
- ☐ $30,000 - $39,999
- ☐ $40,000 - $49,999
- ☐ $50,000 - $59,999
- ☐ $60,000 - $69,999
- ☐ $70,000 - $79,999
- ☐ $80,000 - $89,999
- ☐ $90,000 - $99,999
- ☐ $100,000 - $124,999
- ☐ $125,000 - $149,999
- ☐ $150,000 或以上

18. 當前就業狀況：

- ☐ 全職工作（每週 35 小時或以上）
- ☐ 兼職工作（每週少於 35 小時）
- ☐ 學生
- ☐ 退休
- ☐ 失業者
- ☐ 其他 *（請註明）*：_____

19. 你英語說得怎麼樣？

☐ 很好 ☐ 好 ☐ 不好 ☐ 一點也不會說

20. 你家裡說的是英語：

☐ 很好 ☐ 好 ☐ 不好 ☐ 一點也不會說

21. 您家常使用哪些語言？

- ☐ 英文
- ☐ 西班牙語
- ☐ 國語
- ☐ 粵語
- ☐ 他加祿語
- ☐ 越南語
- ☐ 印地語或其他印度語言
- ☐ 其他 *（請註明）*：_____

Appendix B: METHODOLOGY

DESCRIPTION OF METHODOLOGY

FIELD PROCEDURES

Five interviewers worked on the 2024 SamTrans Triennial. The training session for interviewers was conducted at Corey, Canapary & Galanis' (CC&G) office in San Francisco on Monday, September 16, 2024. Field interviewing was conducted from Tuesday, September 17, 2024, through Thursday, November 21, 2024.

On each day of fieldwork, interviewers were assigned specific SamTrans routes to survey during their shift. Interviewer schedules provided run-specific information for each route. Upon arrival at the starting bus stop for the first run, interviewers boarded the next SamTrans bus on their assigned route and began distributing questionnaires. In most cases, interviewers rode the whole distance of their designated route, continually collecting completed surveys and distributing surveys to new riders entering their bus. The questionnaires were available in English, Spanish, and Chinese. Tallies were kept for questionnaires taken home with riders to be mailed or completed later online, as well as for all non-responses (refusals, language barrier, children under 13, sleeping, already participated and left bus). The definitions for non-responses are:

- *Language Barrier** -non-response because the rider cannot understand the interviewer or the questionnaire.
- *Left Bus* - the surveyor was unable to offer a questionnaire to a rider because of the short distance of that rider's trip.
- *Children under 13* - children under 13 were not targeted for this survey.
- *Sleeping* - riders who are sleeping were not offered a questionnaire.
- *Refusals* - riders unwilling to accept/fill-out the survey.
- *Already Participated* – already completed the survey on a previous SamTrans bus trip.

*Where possible, interviewers also made particular note of language barriers. Those who could not use the English, Spanish, or Chinese survey instruments due to language issues were offered a card with a phone number which enabled the respondent to have the survey questions asked of them via an interpreter on a language line. There were 28 language barriers encountered, reflecting monolingual riders who spoke Arabic, Farsi, Indonesian, Korean, Portuguese, Romanian, Russian, Tibetan, and Ukrainian.

Interviewers returned completed questionnaires to the CC&G office shortly after shift completion. Editing, coding, and inputting were done as the questionnaires were returned. Standard office procedures were used in spot checking and validating the work of the editors, coders, and data entry staff.

SAMPLING

Sampling
A total of 3,248 completed surveys were conducted. This total equates to a system-wide margin of error of +/- 1.63% (at the 95% confidence level). The sampling on the study was designed to achieve a cross section of riders using different routes in San Mateo County. Surveying was attempted on all regular fixed-route buses, as well as many school/community routes. Surveys were collected on 43 fixed routes (including all heavily traveled and medium-traveled routes). On RidePlus HMB and RidePlus EPA, drivers distributed questionnaires to riders, and these were included in CC&G's processing and the reporting of results.

Each surveyor shift was designed so a surveyor covered multiple scheduled runs. Depending on the route, two to ten full runs were covered in each allocated shift. On longer routes, such as the ECR, fewer runs were covered in a single shift because the surveyor generally remained on the bus for most or all of the full length of the bus route.

Routes were selected by establishing a protocol which grouped routes by ridership: a) highly traveled routes, b) moderately traveled routes, and c) lightly traveled routes. In addition to ridership volume, route geography was also considered, ensuring a diverse and well represented selection of routes from Coast, Northern, Central, Southern, and Multi-region/Express divisions.

About 85% of the shifts were assigned to weekday routes, and 15% to weekend routes. Segmentation groupings are shown below.

Group	Definition (average # of riders/day)	March 2024 Ridership/day	Share based on ridership	Proposed survey target range
Highly traveled routes	2,500 or more riders per day	21,277	71%	60% (range 55%-65%)
Moderately traveled routes	900-2,499 riders per day	4,979	17%	25% (range 20%-30%)
Lightly traveled routes	Fewer than 899 riders per day	3,594	12%	15% (range 10%-20%)
	Totals	**29,850**		

On the following pages is a chart which shows every route which may be surveyed, and its designation both in terms of sampling category as well as geography:

ROUTE NAME	SAMPLING	GEOGRAPHY
10	LIGHT	COAST
12	LIGHT	COAST
14	LIGHT	COAST
15	LIGHT	COAST
18	LIGHT	COAST
19	LIGHT	COAST
24	LIGHT	NORTH
25	LIGHT	NORTH
28	LIGHT	NORTH
29	LIGHT	NORTH
30	LIGHT	NORTH
35	LIGHT	NORTH
37	LIGHT	NORTH
40	LIGHT	NORTH
41	LIGHT	NORTH
42	LIGHT	COAST
46	MODERATE	NORTH
49	LIGHT	NORTH
50	LIGHT	MID
54	LIGHT	MID
56	LIGHT	MID
57	LIGHT	MID
58	LIGHT	MID
59	LIGHT	MID
60	MODERATE	MID
61	LIGHT	MID
62	LIGHT	MID
67	MODERATE	MID
68	MODERATE	MID
72	LIGHT	MID
73	LIGHT	MID
78	LIGHT	MID
79	LIGHT	MID
81	LIGHT	SOUTH
82	LIGHT	SOUTH
83	LIGHT	SOUTH
85	LIGHT	SOUTH
86	LIGHT	SOUTH
87	LIGHT	SOUTH
88	LIGHT	SOUTH
110	MODERATE	COAST
112	MODERATE	COAST
117	MODERATE	COAST
120	HIGH	NORTH

ROUTE NAME	SAMPLING	GEOGRAPHY
121	HIGH	NORTH
122	HIGH	NORTH
138	LIGHT	NORTH
141	MODERATE	NORTH
142	LIGHT	NORTH
250	MODERATE	MID
251	LIGHT	MID
260	LIGHT	MID
270	LIGHT	MID
276	LIGHT	SOUTH
278	MODERATE	MID
280	LIGHT	SOUTH
281	MODERATE	SOUTH
292	HIGH	MULTI
294	LIGHT	MULTI
295	LIGHT	MID
397	LIGHT	MULTI
130/130B	HIGH	NORTH
296/296O	HIGH	SOUTH
53/53P	LIGHT	MID
CSM	LIGHT	MULTI
ECR/ECRO	HIGH	MULTI
EPX	LIGHT	MULTI
FCX	LIGHT	MULTI
PCX	LIGHT	MULTI
RIDEPLUS COAST	LIGHT	COAST
RIDEPLUS SOUTH	LIGHT	SOUTH
SKY	LIGHT	MULTI

Note that in selecting routes to sample, an active selection protocol was used rather than a random selection process. The active selection protocol allows for a diverse selection of routes from different geographic regions to be represented. This framework provides the ability to comprehensively survey both mainline and local routes from all major geographical regions of San Mateo County. A random selection process can result in an unpredictable and non-diversified selection. For example, a random selection process could potentially result in an entire geographic region being excluded from the survey if no routes in that region are included through random selection.

Weighting

The number of surveys completed was compared to SamTrans ridership averages for the months of September, October, and November 2024. The data was then weighted by route according to total ridership. Ridership figures on the two-digit routes (school/community routes) were weighted as a group (as many of these routes serve primarily under-13s and thus were not considered for surveying). In addition, because of the number of new routes in the category, lettered multi-region routes were also weighted as a group.

The table below shows the total number of completes collected by route, the percentage of the route's completes from the total of completes, the percentage of the route's ridership from the total of SamTrans ridership in September, October, and November 2024, and the weight factor applied to surveys collected on the route.

	AVG DAILY RIDERSHIP Sept/Oct/Nov 2024		Collected Onboard Sept/Oct/Nov 2024		
Route	**#**	%	**#**	**%**	**Weight Factor**
School/Community Routes	3,924	12.1%	192	5.9%	0.998083333
Lettered Routes (other than ECR)	424	1.3%	93	2.9%	1.012817204
On Demand	15	0.0%	15	0.5%	1.082666667
110	881	2.7%	206	6.3%	0.993320388
112	242	0.7%	68	2.1%	1.003058824
117	312	1.0%	41	1.3%	1.029853659
120	4,207	12.9%	339	10.4%	1.006017699
121	1,290	4.0%	85	2.6%	0.993505882
122	1,468	4.5%	141	4.3%	0.990524823
130	3,013	9.3%	235	7.2%	0.995131915
138	5	0.0%	0	0.0%	0
141	544	1.7%	72	2.2%	0.992444444
142	77	0.2%	12	0.4%	1.082666667
250	1,004	3.1%	194	6.0%	1.004536082
251	215	0.7%	32	1.0%	1.015
260	162	0.5%	28	0.9%	1.044
270	113	0.3%	27	0.8%	0.96237037
276	120	0.4%	13	0.4%	0.999384615
278	448	1.4%	47	1.4%	0.967489362
280	132	0.4%	50	1.5%	0.9744
281	713	2.2%	98	3.0%	0.994285714
292	2,773	8.5%	209	6.4%	0.994602871
294	124	0.4%	38	1.2%	1.025684211
295	184	0.6%	27	0.8%	0.96237037
296	1,408	4.3%	105	3.2%	0.989866667
397	168	0.5%	15	0.5%	1.082666667
ECR	8,564	26.3%	866	26.7%	1.001404157
Total	**32,530**	**100.0%**	**3,248**	**100.0%**	

Appendix C:
EDITING AND CODING PROCEDURES

EDITING AND CODING

This section outlines editing, and coding procedures utilized on the 2024 SamTrans Triennial Customer Survey. For the most part, information as provided by the respondent on the self-administered questionnaire was entered as recorded.

Editing procedures, where disparities occurred, were as follows:

During fieldwork, only respondents appearing to be at least 13 years of age were approached and asked to complete the survey. Surveys indicating the respondent was under 13 years of age were removed.

For Q4, only a single response was accepted. To increase accuracy of these responses, which are fare-based information, responses with two or more options checked were categorized separately as "multiple responses."

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

Other - Specify Responses

- For questions which had an*other – specify* responses, written in responses on these questions were either:
    a) Coded up to existing response codes where applicable. For example, if a respondent wrote in "skateboard" on the accessing SamTrans question (Q7a), this response was coded up to the *Walk all the way* category.
    (OR)
    b) Coded into an additional category which was added to the existing codes. For example, if a respondent wrote in "Doctor's appointment" or "Physical therapy" on the trip purpose question (Q6), these responses were coded up as a *Medical* category and added to the existing codes.

Scaling Questions.

- If multiples occurred where only one response was acceptable, we rotated the inputting of the higher and lower response. On the first occurrence, we took the higher response, on the next occurrence, we took the lower response, etc. (Example: both 4 and 5 circled on the Very Satisfied – Very Dissatisfied Scale).
- In cases where bi-polar discrepancies were observed, we took the mid- point (Example: 1 and 5 circled). Sometimes respondents would include notes like poor in this respect and excellent in another respect for a specific attribute.

The last page of the questionnaire included a section for comments. All of these written comments were typed into a database. The comments were then coded using a list of "department specific" codes developed by CC&G. The code list and incidence for each code are listed on the following page.

The verbatim comments for each code can be made available to the SamTrans Departments responsible for each area. This will provide them with an additional tool to understand the reasons for customer rating levels.

2024 SamTrans Triennial Customer Survey
Code Sheet – Comment Code Frequencies

	(Base =738) #	%
General Compliments	[214]	29%
Schedules – frequency	[148]	20%
On-Time Performance / Reliability / Speed	[104]	14%
Personnel – including driving safety, driving skills	[81]	11%
Routes – include additional / extend/more stops	[52]	7%
Bus Cleanliness – interior and exterior	[31]	4%
Fares and Fare Policy	[26]	4%
Enforcement / Security Issues	[23]	3%
Bus Stop Amenities/Condition /Cleanliness	[22]	3%
Crowding/Seat Availability	[20]	3%
Homeless Issues	[17]	2%
Bus Features/Amenities	[13]	2%
Other Comments	[12]	2%
App/Phone/Website/Internet	[12]	2%
Delay Information/Service Announcements/Updates	[10]	1%
Next Bus/Signage/Printed Schedules	[9]	1%
Transit Connections/Transfers	[5]	1%
Bus Condition/Comfort Of The Ride	[4]	1%
AC/Temperature Control	[3]	<1%
Lost and Found	[2]	<1%
Survey Comments	[1]	<1%

(Multiple codes accepted on this question)

Note: The coding of respondent comments is intended to provide a department-specific or subject-specific listing of comments. Consequently, the comments identified with each code above may be either positive or negative. A compilation of the actual comments has been compiled in a separate report.

J. MONITORING PROGRAM

SYSTEMWIDE SERVICE STANDARDS

Pursuant to requirements set forth in the Federal Transit Administration's (FTA) Circular 4702.1B SamTrans must establish and monitor its performance using quantitative Service Standards and qualitative Service Policies. The service standards contained here are used to develop and maintain efficient and effective fixed-route transit service.

All data used for service monitoring in this section was taken over a one-month period from September 1 to September 30, 2025.

CENSUS TRACT CATEGORIZATION

To begin SamTrans' transit service monitoring, minority and low-income census tracts were identified for use in conducting both types of analyses using 2023 American Community Survey (ACS) five-year estimates.

Minority tracts are those with a higher percentage of non-white residents than the county average of 64.2 percent. "Non-white" was defined as all racial and ethnic census groups except non-Hispanic White.

Low-income tracts are defined as those where a greater percent of the population have a household income under 200 percent of the federal poverty level than the county average. In San Mateo County, 14.9 percent of the population meets this criterion. The percentage was derived by dividing the number of people within all census tracts in the county with incomes below 200 percent of the federal poverty level by the total county population.

SERVICE CATEGORIES

Exhibit J.1 displays the seven service categories that SamTrans provides.

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

- **Special:** Special routes serve a unique purpose that do not fit into other categories. Examples may include microtransit, prolonged bus bridges for rail construction, and service to special events such as fairs or sporting events.

Exhibit J.1: Routes by Service Category

Service Category	Routes
Frequent	120, 130, 130B, 296, ECR
Local	110, 121, 122, 141, 250, 278, 281, 292
Community	112, 117, 142, 251, 260, 270, 280, 294, 295
Express & Limited	CSM, EPX, FCX, PCX, SKY
School-oriented	10, 12, 14, 15, 18, 19, 24, 25, 28, 29, 30, 35, 37, 40, 41, 42, 46, 49, 50, 51, 53, 53P, 54, 56, 57, 58, 59, 60, 61, 62, 67, 68, 72, 73, 78, 79, 81, 82, 83, 85, 86, 87, 88
Owl	296 Owl, 397 Owl, ECR Owl
Special	138

These service categories are determined from SamTrans' Service Policy Framework adopted in March 2022. SamTrans used the 2023 ACS five-year estimates of census data tracts to define minority and low-income routes. Given the diverse population of San Mateo, the federal definition of minority routes rendered all routes as minority; therefore, SamTrans defined minority routes instead as any routes where more than half of the revenue miles served minority census tracts as defined above.

Use of route classification facilitates analysis of service levels in minority and low-income communities as compared to non-minority and non-low-income communities, respectively. Minority and low-income routes are those where at least 50 percent of the predominant route alignment is within a minority or low-income tract as previously defined. The route classifications listed below in Exhibit J.2 show SamTrans' system network after the August 2024 implementation of *Reimagine SamTrans.*

Exhibit J.2: Routes by Classification

Route	Service Category	Minority Route Classification	Low-income Route Classification
10	School-Oriented	Non-Minority	Non-Low-Income
12	School-Oriented	Non-Minority	Non-Low-Income
14	School-Oriented	Non-Minority	Non-Low-Income
15	School-Oriented	Non-Minority	Low-Income
18	School-Oriented	Non-Minority	Non-Low-Income
19	School-Oriented	Non-Minority	Non-Low-Income
24	School-Oriented	Minority	Non-Low-Income
25	School-Oriented	Minority	Low-Income
28	School-Oriented	Minority	Non-Low-Income
29	School-Oriented	Non-Minority	Low-Income
30	School-Oriented	Minority	Low-Income
35	School-Oriented	Minority	Non-Low-Income

Route	Service Category	Minority Route Classification	Low-income Route Classification
37	School-Oriented	Minority	Low-Income
40	School-Oriented	Minority	Non-Low-Income
41	School-Oriented	Minority	Low-Income
42	School-Oriented	Minority	Non-Low-Income
46	School-Oriented	Non-Minority	Non-Low-Income
49	School-Oriented	Minority	Low-Income
50	School-Oriented	Non-Minority	Non-Low-Income
51	School-Oriented	Minority	Non-Low-Income
53	School-Oriented	Minority	Low-Income
53P	School-Oriented	Non-Minority	Low-Income
54	School-Oriented	Minority	Non-Low-Income
56	School-Oriented	Non-Minority	Non-Low-Income
57	School-Oriented	Minority	Non-Low-Income
58	School-Oriented	Non-Minority	Non-Low-Income
59	School-Oriented	Non-Minority	Low-Income
60	School-Oriented	Non-Minority	Non-Low-Income
61	School-Oriented	Non-Minority	Non-Low-Income
62	School-Oriented	Non-Minority	Non-Low-Income
67	School-Oriented	Non-Minority	Non-Low-Income
68	School-Oriented	Non-Minority	Non-Low-Income
72	School-Oriented	Non-Minority	Non-Low-Income
73	School-Oriented	Non-Minority	Non-Low-Income
78	School-Oriented	Non-Minority	Non-Low-Income
79	School-Oriented	Minority	Low-Income
81	School-Oriented	Minority	Low-Income
82	School-Oriented	Non-Minority	Non-Low-Income
83	School-Oriented	Non-Minority	Non-Low-Income
85	School-Oriented	Non-Minority	Non-Low-Income
86	School-Oriented	Non-Minority	Non-Low-Income
87	School-Oriented	Non-Minority	Non-Low-Income
88	School-Oriented	Non-Minority	Non-Low-Income
110	Local	Non-Minority	Non-Low-Income
112	Community	Minority	Non-Low-Income
117	Community	Non-Minority	Non-Low-Income
120	Frequent	Minority	Non-Low-Income
121	Local	Minority	Low-Income
122	Local	Minority	Non-Low-Income
130	Frequent	Minority	Low-Income
130B	Frequent	Minority	Low-Income

Route	Service Category	Minority Route Classification	Low-income Route Classification
138	Special	Minority	Low-Income
141	Local	Minority	Non-Low-Income
142	Community	Minority	Non-Low-Income
250	Local	Non-Minority	Non-Low-Income
251	Community	Minority	Non-Low-Income
260	Community	Non-Minority	Non-Low-Income
270	Community	Minority	Low-Income
276	Local	Minority	Low-Income
278	Local	Non-Minority	Non-Low-Income
280	Community	Minority	Low-Income
281	Local	Non-Minority	Non-Low-Income
292	Local	Non-Minority	Non-Low-Income
294	Community	Non-Minority	Low-Income
295	Community	Non-Minority	Non-Low-Income
296	Frequent	Minority	Low-Income
296 OWL	Owl	Non-Minority	Non-Low-Income
397 OWL	Owl	Non-Minority	Non-Low-Income
CSM	Express & Limited	Non-Minority	Non-Low-Income
ECR	Frequent	Minority	Low-Income
ECR OWL	Owl	Minority	Low-Income
EPX	Express & Limited	Non-Minority	Non-Low-Income
FCX	Express & Limited	Non-Minority	Non-Low-Income
PCX	Express & Limited	Minority	Non-Low-Income
SKY	Express & Limited	Minority	Non-Low-Income
Ride Plus – East Palo Alto	Special	Minority	Low-Income
Ride Plus – Half Moon Bay	Special	Non-Minority	Low-Income

VEHICLE LOAD

Standard:
Vehicle Load Factor is defined by FTA Circular 4702.1B as "the ratio of passengers to the total number of seats on a vehicle." For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. The SamTrans vehicle load standards are calculated by dividing the number of passengers in a bus by the seated capacity of the vehicle typically assigned to that category. Vehicle Load Factor is monitored regularly to ensure customer comfort and safety and determine whether additional capacity needs to be added to specific trips or routes based on changing demand patterns. The Vehicle Load Factor standards below are taken from SamTrans' Service Policy Framework.

Exhibit J.3: Vehicle Load Factor Standards

Service Category	Maximum Load
Frequent	1.5
Local	1.5
Community	1.5
Express & Limited	1.0
School-Oriented	1.5
Owl	1.0
Special	N/A

Finding:
Across all SamTrans routes, regardless of the demographics served (e.g., minority, non-minority, low-income or non-low-income), vehicle load factor standards were met.

Exhibit J.4.1: Actual Average Vehicle Load by Route Classification

Demographic Category	Average
Minority	0.57
Non-Minority	0.65
Low-Income	0.55
Non-Low-Income	0.64

All SamTrans route categories and their respective routes were below the maximum vehicle load standard, with the highest vehicle loads coming from the Frequent routes (0.89) and the lowest vehicle loads coming from the Special routes (0.03).

Exhibit J.4.2: Actual Average Vehicle Load by Service Category

Service Category	Average
Frequent	0.89
Local	0.41
Community	0.20
Express & Limited	0.13
School-Oriented	0.83
Owl	0.26
Special	N/A

VEHICLE HEADWAY

Standard:
Vehicle headway is defined by FTA Circular 4702.1B as "the amount of time between two vehicles traveling in the same direction on a given line or combination of lines." The SamTrans vehicle headway standards are calculated by determining the average length of time between buses on each route during weekday peak and off-peak times. SamTrans' peak hours are 7:00 to 9:00 a.m. and 4:00 p.m. to 6:00 p.m., intervals during which ridership tends to be highest. Off-peak hours are any times that are not within the peak hour ranges.

Exhibit J.5: Vehicle Headway Standards

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

Finding:
Across all SamTrans routes, regardless of the demographics served (e.g., minority, non-minority, low-income or non-low-income), vehicle headway standards were met. The highest average headway was 15 minutes for the Frequent routes. The lowest average headway was 61 minutes for the Owl routes.

Exhibit J.6: Actual Headways by Service Category

Service Category	Peak Headway	Off-Peak Headway	Average Headway
Frequent	15 minutes	30 minutes	16 minutes
Local	30 minutes	60 minutes	29 minutes
Community	60 minutes	60 minutes	58 minutes
Express & Limited	30 minutes	60 minutes	33 minutes
School-Oriented	Limited trips	Limited trips	Limited trips
Owl	N/A	60 minutes	61 minutes
Special	Limited trips	Limited trips	Limited trips

Exhibit J.7: Average Headways by Route Classification

Classification	Average Headway
Minority	39 minutes
Non-Minority	41 minutes
Low-Income	40 minutes
Non-Low-Income	40 minutes

ON-TIME PERFORMANCE

Standard:
On-time performance is defined by FTA Circular 4702.1B as "a measure of runs completed as scheduled." A bus is considered late if it departs its scheduled time point five or more minutes later than the scheduled time. A bus is considered early if it departs from a scheduled time point more than one minute than the scheduled time. SamTrans' goal is to be on-time at least 85 percent of the time.

Finding:
All fixed-route service categories improved on average on-time performance from the last reporting period (2019-2022). Frequent rose from 70% to 81%; Local rose from 76% to 84%; Community rose from 78% to 83%; Express & Limited rose from 67% to 85%; School-Oriented rose from 75% to 76%; and Owl rose from 76% to 77%. Express & Limited Stop and Special service categories met SamTrans' on-time performance standards, while the categories of Frequent, Local, and Community are close to meeting SamTrans' 85 percent average on-time goal. Increased traffic levels from schools reopening after summer vacation impacted on-time performance of the School-Oriented route category.

Of all the service categories, the School-Oriented routes had the lowest percentage of routes meeting on-time performance standards. Special routes had the highest average on-time performance.

It is important to note that SamTrans does not favor any particular city or region within its service area; SamTrans' on-time performance is equitably distributed across all route categories and types, and without regard to the demographics served (e.g., minority, non-minority, low-income or non-low-income). The analysis indicates that routes characterized as minority or low-income performed slightly better (e.g., closer to the 85% standard) on an average basis.

Exhibit J.8: Average On-Time Performance by Service Category

Service Category	Average On-Time Performance
Frequent	81 percent
Local	84 percent
Community	83 percent
Express & Limited	85 percent
School-Oriented	76 percent
Owl	77 percent
Special	94 percent

Exhibit J.9: Percentage of Routes Meeting Standard by Route Classification

Classification	Average On-Time Performance
Minority	82 percent
Non-Minority	77 percent
Low-Income	80 percent
Non-Low-Income	79 percent

SERVICE AVAILABILITY

Service availability/transit access is defined by FTA Circular 4702.1B as "a general measure of the distribution of routes within a transit provider's service area." SamTrans' goal is to ensure that 70 percent of county residents live within walking distance (or one quarter mile) of a bus stop. Exhibit J.13 below illustrates our finding that SamTrans' standard is being met, generally with greater service availability in minority and low-income areas.

Exhibit J.10: SamTrans Service Area and Walking Distances

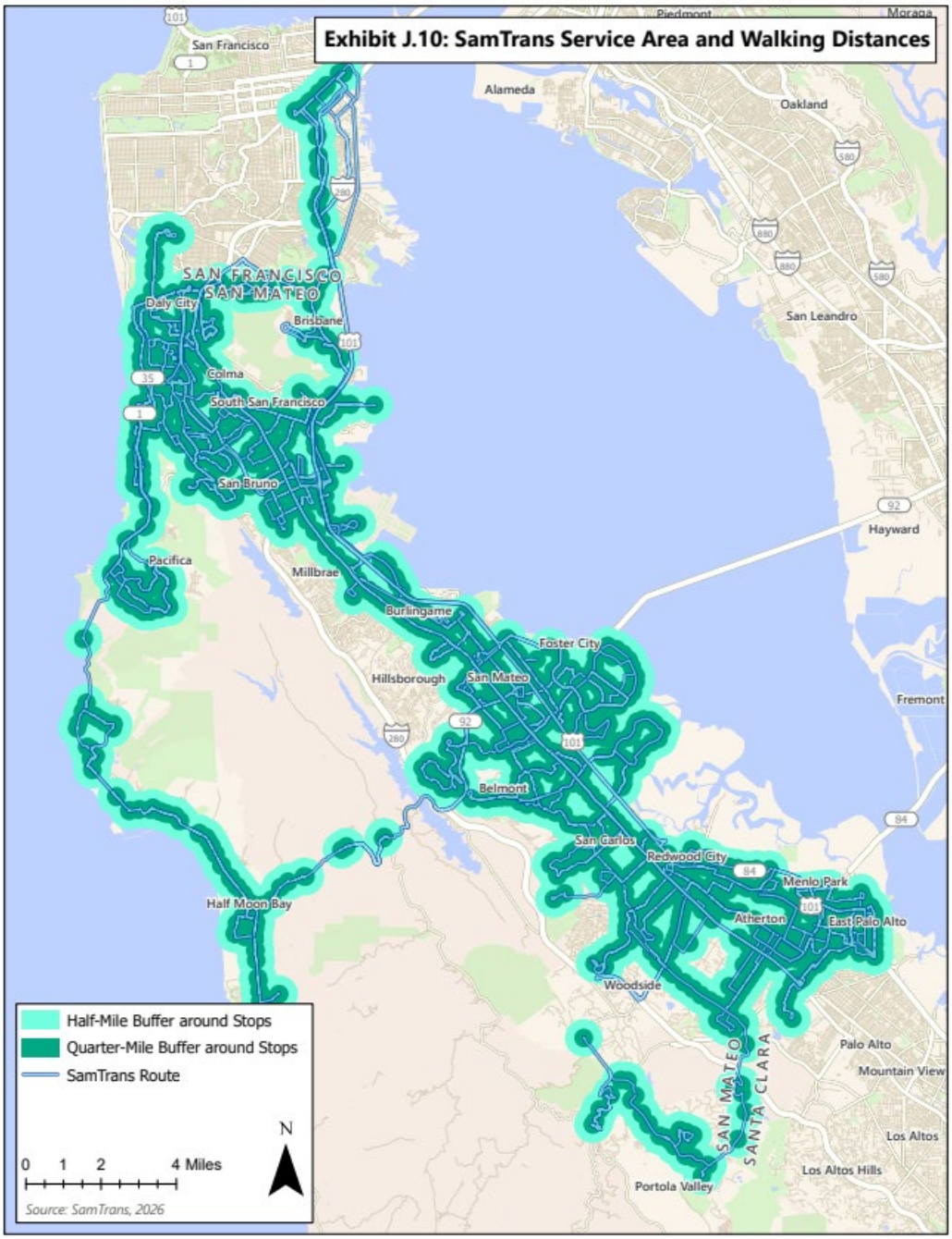


Exhibit J.11: San Mateo County Minority Populations & SamTrans Fixed-Bus Routes

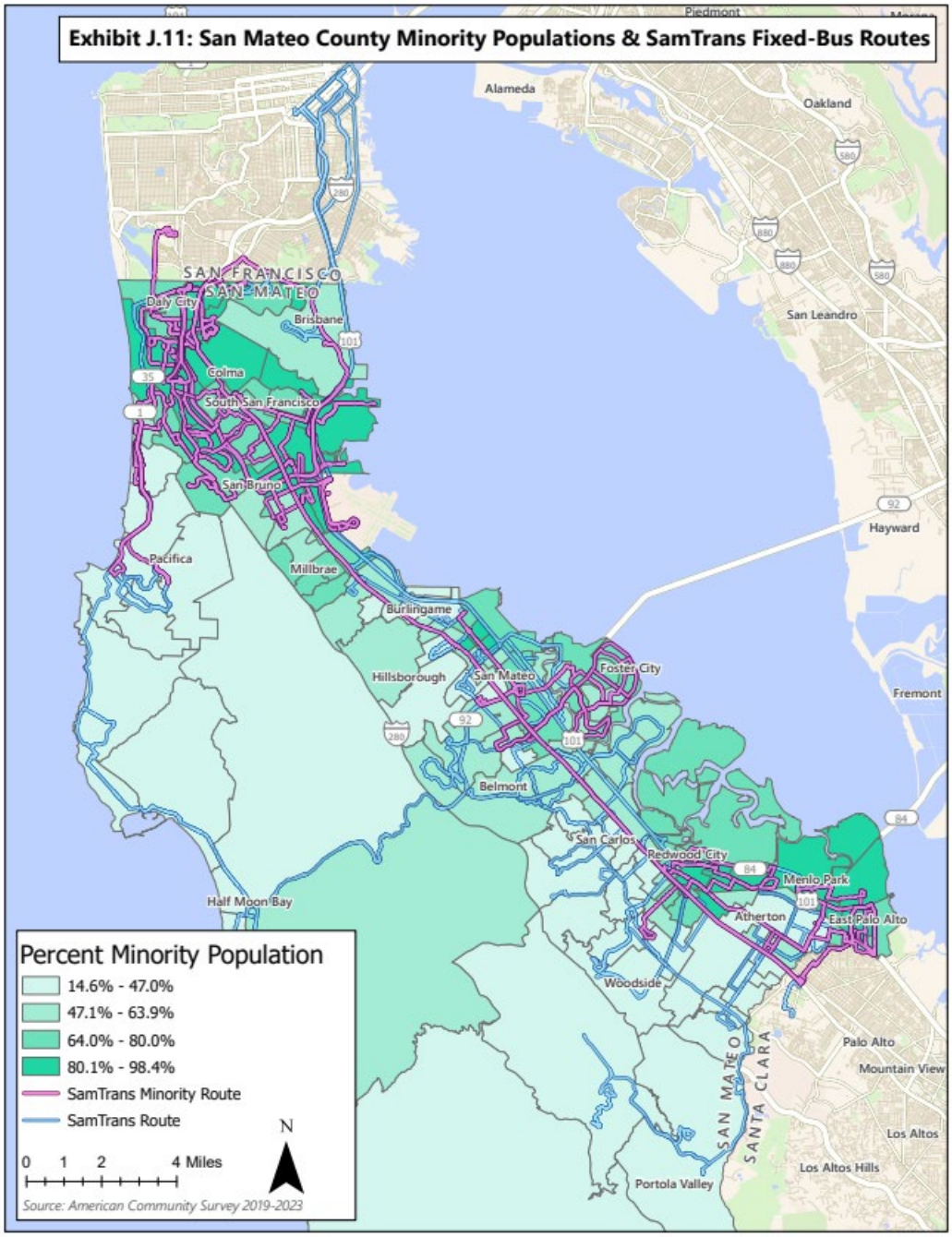
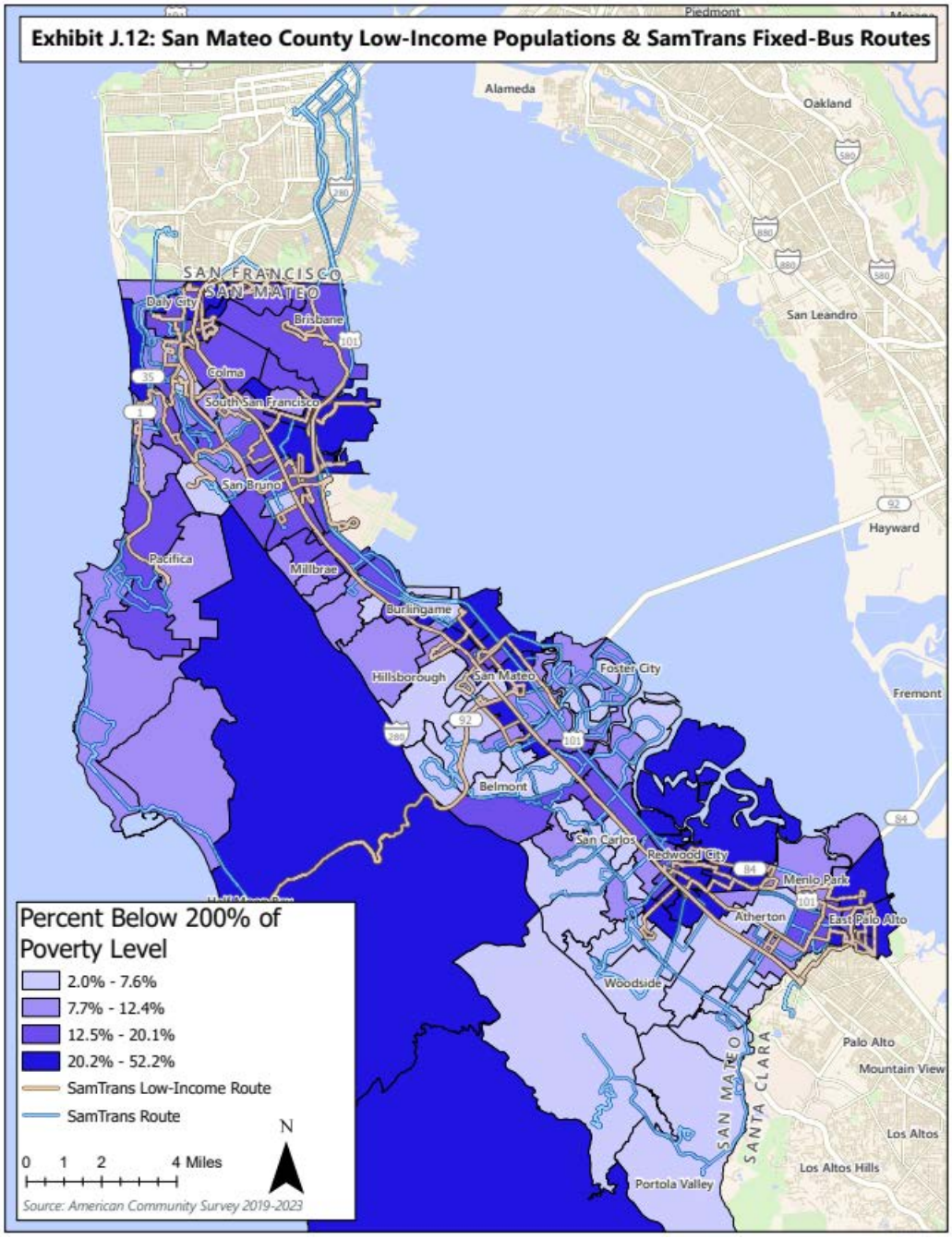


Exhibit J.12: San Mateo County Low-Income Populations & SamTrans Fixed-Bus Routes



SYSTEMWIDE SERVICE POLICIES

VEHICLE ASSIGNMENT

Vehicle assignment is defined by FTA Circular 4702.1B as "the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system." SamTrans' policy is depot-specific. SamTrans currently has four types of buses in its fleet: 29-foot transit coaches, 35-foot low-floor transit coaches, 40-foot transit coaches, and 60-foot articulated coaches.

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

To meet the California Air Resources Board's (CARB) Innovative Clean Transit rule, SamTrans has committed to purchase zero-emissions buses (ZEB) in all future bus procurements. SamTrans has procured 37 battery electric buses (BEB) and 10 fuel cell electric buses (FCEB). The first of the BEBs started service in February 2024 and the first of the FCEBs went into service in 2025. The new ZEBs will be assigned to ensure that they are distributed equitably among the communities SamTrans serves. The entire fleet of SamTrans buses is equipped with cellular modems and routers that provide wireless cellular connectivity for onboard systems, including passenger Wi-Fi. SamTrans has also begun to provide additional passenger amenities, including USB charging ports, which was initially equipped on the 55 2019 60-foot articulated buses.

TRANSIT AMENITIES

Transit amenities are defined by FTA Circular 4702.1B as "items of comfort, convenience, and safety that are available to the general riding public." Transit amenities include bus shelters, bus stop benches, and trash receptacles. The location of transit amenities is determined by factors such as ridership, individual requests, staff recommendations, and vendor preference (in the case of shelters which feature advertisements).

BUS SHELTERS

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

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

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

Finding:
Most of the SamTrans stops with at least 100 passengers boarding daily include a shelter, including those installed by SamTrans and by local cities. The distribution of shelters countywide matches the distribution of shelters in minority census tracts.

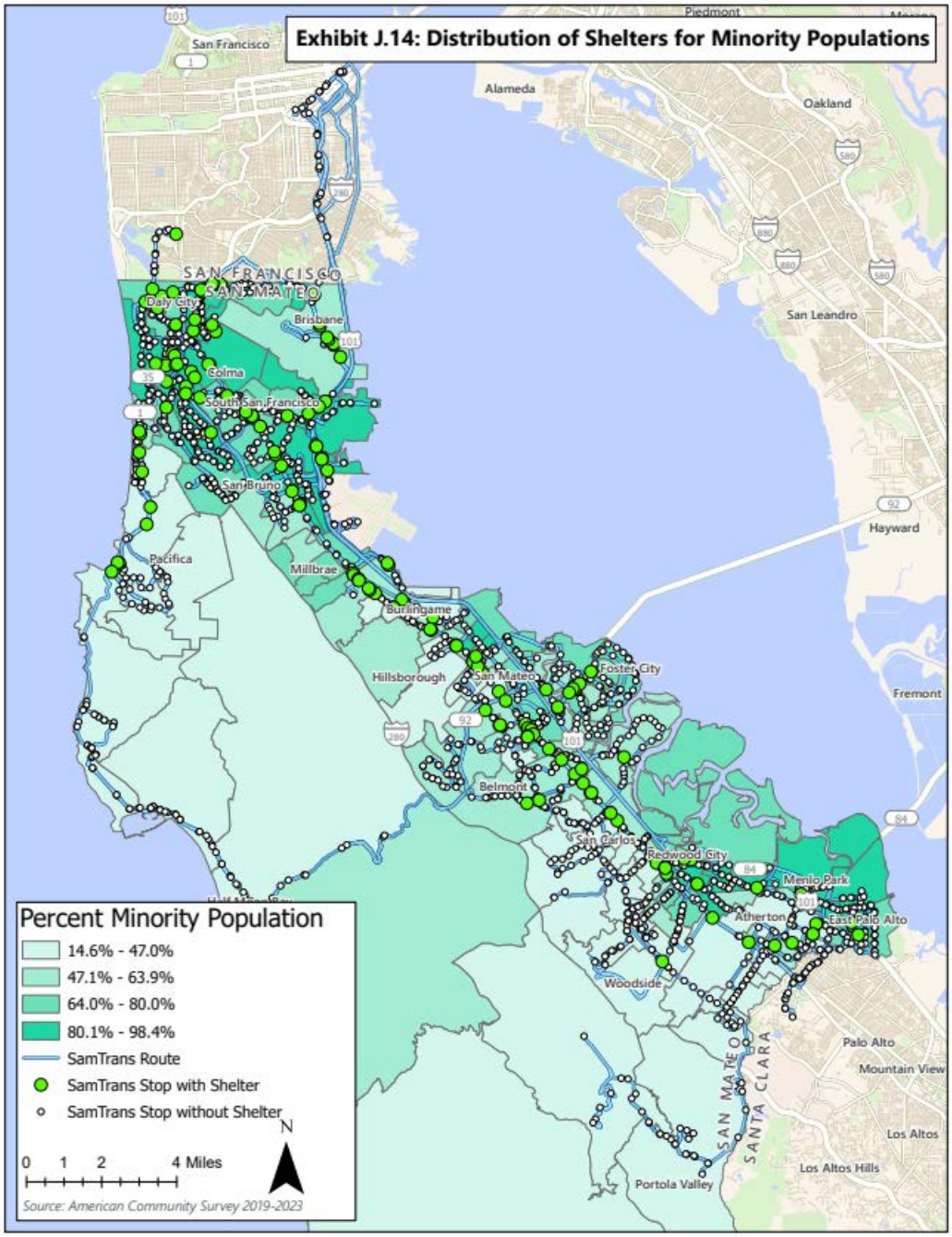
Exhibit J.13: Bus Stops with Daily Passenger Count and Shelters

Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Shelter
Daly City BART-Bay 1	Minority	Low-Income	1,443	Yes
Daly City BART-Bay 4	Minority	Low-Income	541	Yes
Serramonte Shopping Center-Bay 3	Minority	Non-Low-Income	427	Yes
Serramonte Shopping Center-Bay 2	Minority	Non-Low-Income	425	Yes
Palo Alto Transit Center-Bay 9	Non-Minority	Non-Low-Income	380	Yes
Redwood City Caltrain-Lane A	Minority	Low-Income	374	Yes
Redwood City Caltrain-Lane B	Minority	Low-Income	316	Yes
Daly City BART-Bay 3	Minority	Low-Income	305	Yes
Skyline College Transit Center	Minority	Non-Low-Income	303	Yes
Redwood City Caltrain-Lane C	Minority	Low-Income	283	Yes
Serramonte Shopping Center-Bay 5	Minority	Non-Low-Income	279	Yes
Mission St & Goethe St	Minority	Low-Income	270	Yes
Serramonte Shopping Ctr-Bay 5	Minority	Non-Low-Income	268	Yes
Ralston Ave & Tahoe Dr	Non-Minority	Low-Income	261	No
19th Ave & Winston Dr	Minority	Low-Income	243	Yes

Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Shelter
College of San Mateo Transit Center	Non-Minority	Non-Low-Income	233	Yes
San Bruno BART-Bay 8	Minority	Non-Low-Income	229	Yes
Lake Merced Blvd & Southgate Ave	Minority	Low-Income	219	Yes
Southgate Ave & Lake Merced Blvd	Minority	Low-Income	206	Yes
John Daly Blvd & Mission St	Minority	Low-Income	203	Yes
Lake Merced Blvd & John Daly Blvd	Minority	Low-Income	193	No
John Daly Blvd & Park Plaza Dr	Minority	Low-Income	192	Yes
Colma BART-Bay 6	Minority	Low-Income	188	Yes
SFO Airport Terminal 2-Lower Level	Non-Minority	Non-Low-Income	186	No
Colma BART-Bay 5	Minority	Low-Income	184	Yes
Linda Mar Park & Ride	Non-Minority	Non-Low-Income	182	Yes
Millbrae BART-Bay 12	Minority	Low-Income	178	No
El Camino Real & Hillsdale Blvd	Minority	Low-Income	175	Yes
W Hillsdale Blvd & Edison St-Bay 6	Minority	Low-Income	174	No
South San Francisco BART-Bay 3	Minority	Low-Income	167	Yes
SFO Airport Terminal A-Lower Level	Non-Minority	Non-Low-Income	158	Yes
Quesada Way & Trousdale Dr	Non-Minority	Non-Low-Income	155	No
Grand Ave & Linden Ave	Minority	Low-Income	153	No
El Camino Real & Murchison Dr	Minority	Low-Income	151	Yes
San Bruno BART-Bay 5	Minority	Non-Low-Income	150	Yes
San Bruno BART-Bay 6	Minority	Non-Low-Income	150	No
Merrill St & Santa Cruz Ave (Menlo Park Caltrain)	Non-Minority	Non-Low-Income	144	Yes
Hillsdale Blvd & Edison St	Minority	Low-Income	142	Yes
Bayshore Blvd & Arleta Ave	Minority	Low-Income	141	Yes
SFO Airport Terminal G-Lower Level	Non-Minority	Non-Low-Income	139	Yes
Airport Blvd & Baden Ave	Minority	Low-Income	138	No
El Camino Real & Charter St	Minority	Low-Income	133	No
Southgate Ave & Westmoor Ave	Minority	Non-Low-Income	133	No
Airport Blvd & E Grand Ave	Minority	Low-Income	133	No
Grand Ave & Maple Ave	Minority	Low-Income	130	No
Southgate Ave & Westmoor Ave	Minority	Non-Low-Income	128	No
El Camino Real & Pine St	Minority	Low-Income	127	No
El Camino Real & Hillsdale Blvd	Minority	Non-Low-Income	127	Yes
El Camino Real & Oak Ave	Minority	Low-Income	127	No
Cañada College	Non-Minority	Non-Low-Income	124	No
Palo Alto Transit Center-Bay 5	Non-Minority	Non-Low-Income	124	Yes
El Camino Real & 4th Ave	Non-Minority	Low-Income	124	No
El Camino Real & 31st Ave	Minority	Low-Income	120	Yes

Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Shelter
W Hillsdale Blvd & Edison St-Bay 7	Minority	Low-Income	117	Yes
Park Plaza Dr & John Daly Blvd	Minority	Low-Income	117	Yes
SFO Airport Terminal 3-Lower Level	Non-Minority	Non-Low-Income	116	Yes
Airport Blvd & Linden Ave	Minority	Low-Income	116	Yes
San Pedro Rd & Mission St	Minority	Low-Income	115	No
El Camino Real & 31st Ave	Minority	Non-Low-Income	114	Yes
E Bayshore Rd & Donohoe St	Minority	Low-Income	110	Yes
El Camino Real & Silva Ave	Minority	Low-Income	109	No
El Camino Real & Ravenswood Ave	Non-Minority	Non-Low-Income	109	No
South San Francisco BART-Bay 5	Minority	Low-Income	106	Yes
Brunswick St & Templeton Ave	Minority	Low-Income	106	Yes
Middlefield Rd & Oak Grove Ave	Non-Minority	Non-Low-Income	105	No
El Camino Real & Ralston Ave	Non-Minority	Non-Low-Income	101	Yes

Exhibit J.14: Distribution of Shelters for Minority Populations



BUS STOP BENCHES

Standard:

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

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

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

Finding:

Nearly every SamTrans stop with at least 100 passengers boarding daily includes benches. The distribution of benches countywide matches the distribution of benches in minority census tracts.

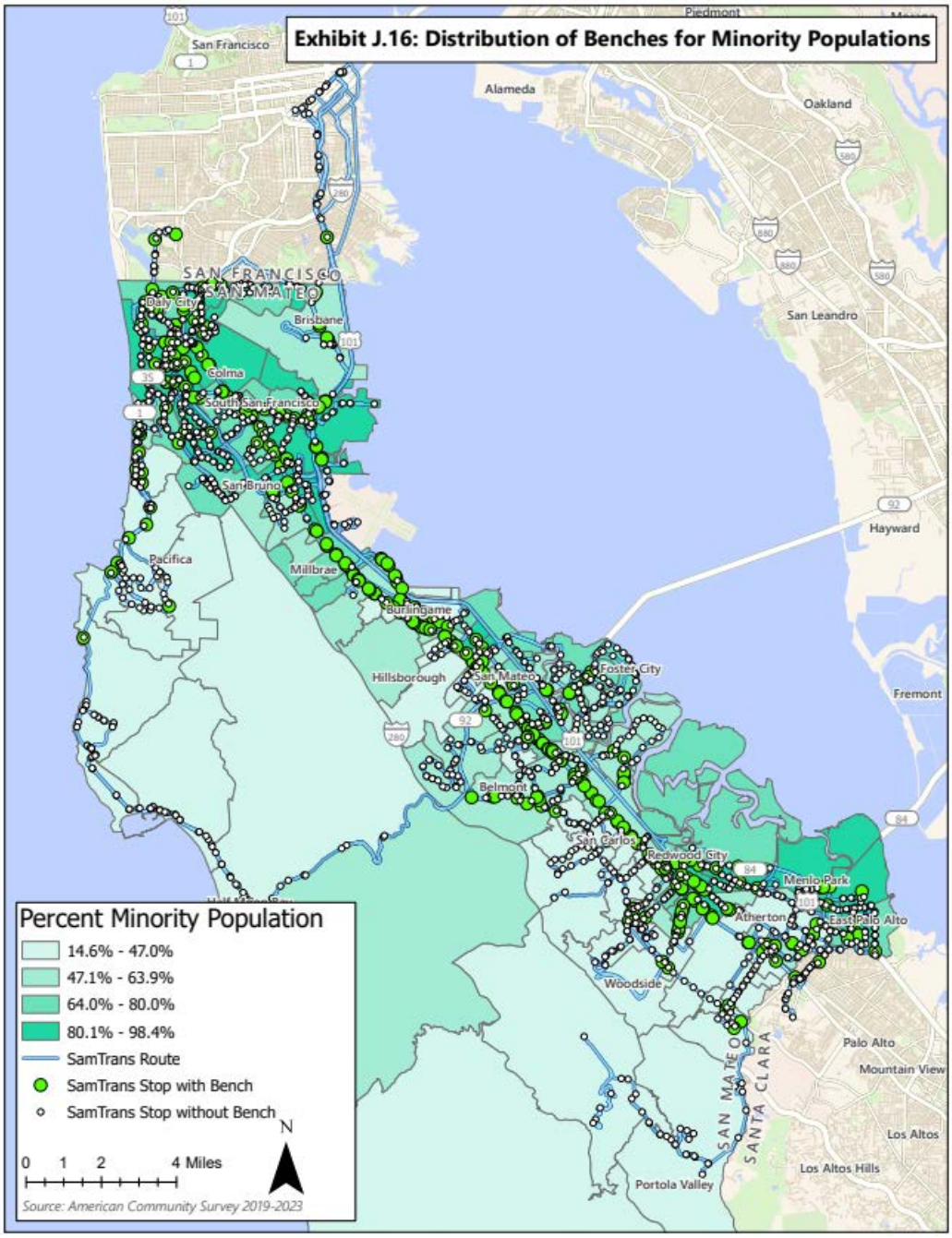
Exhibit J.15: Bus Stops with Daily Passenger Count and Benches

Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Bench
Daly City BART-Bay 1	Minority	Low-Income	1,443	Yes
Daly City BART-Bay 4	Minority	Low-Income	541	Yes
Serramonte Shopping Center-Bay 3	Minority	Non-Low-Income	427	Yes
Serramonte Shopping Center-Bay 2	Minority	Non-Low-Income	425	Yes
Palo Alto Transit Center-Bay 9	Non-Minority	Non-Low-Income	380	Yes
Redwood City Caltrain-Lane A	Minority	Low-Income	374	Yes
Redwood City Caltrain-Lane B	Minority	Low-Income	316	Yes
Daly City BART-Bay 3	Minority	Low-Income	305	Yes
Skyline College Transit Center	Minority	Non-Low-Income	303	Yes
Redwood City Caltrain-Lane C	Minority	Low-Income	283	Yes
Serramonte Shopping Ctr-Bay 5	Minority	Non-Low-Income	279	No
Mission St & Goethe St	Minority	Low-Income	270	Yes
Serramonte Shopping Ctr-Bay 5	Minority	Non-Low-Income	268	Yes
Ralston Ave & Tahoe Dr	Non-Minority	Low-Income	261	No
19th Ave & Winston Dr	Minority	Low-Income	243	Yes
College of San Mateo Transit Center	Non-Minority	Non-Low-Income	233	Yes
San Bruno BART-Bay 8	Minority	Non-Low-Income	229	Yes
Lake Merced Blvd & Southgate Ave	Minority	Low-Income	219	Yes
Southgate Ave & Lake Merced Blvd	Minority	Low-Income	206	Yes
John Daly Blvd & Mission St	Minority	Low-Income	203	Yes
Lake Merced Blvd & John Daly Blvd	Minority	Low-Income	193	Yes
John Daly Blvd & Park Plaza Dr	Minority	Low-Income	192	Yes
Colma BART-Bay 6	Minority	Low-Income	188	Yes
SFO Airport Terminal 2-Lower Level	Non-Minority	Non-Low-Income	186	Yes
Colma BART-Bay 5	Minority	Low-Income	184	Yes
Linda Mar Park & Ride	Non-Minority	Non-Low-Income	182	Yes

Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Bench
Millbrae BART-Bay 12	Minority	Low-Income	178	No
El Camino Real & Hillsdale Blvd	Minority	Low-Income	175	Yes
W Hillsdale Blvd & Edison St-Bay 6	Minority	Low-Income	174	Yes
South San Francisco BART-Bay 3	Minority	Low-Income	167	Yes
SFO Airport Terminal A-Lower Level	Non-Minority	Non-Low-Income	158	No
Quesada Way & Trousdale Dr	Non-Minority	Non-Low-Income	155	No
Grand Ave & Linden Ave	Minority	Low-Income	153	Yes
El Camino Real & Murchison Dr	Minority	Low-Income	151	Yes
San Bruno BART-Bay 5	Minority	Non-Low-Income	150	Yes
San Bruno BART-Bay 6	Minority	Non-Low-Income	150	No
Merrill St & Santa Cruz Ave (Menlo Park Caltrain)	Non-Minority	Non-Low-Income	144	Yes
Hillsdale Blvd & Edison St	Minority	Low-Income	142	Yes
Bayshore Blvd & Arleta Ave	Minority	Low-Income	141	Yes
SFO Airport Terminal G-Lower Level	Non-Minority	Non-Low-Income	139	Yes
Airport Blvd & Baden Ave	Minority	Low-Income	138	Yes
El Camino Real & Charter St	Minority	Low-Income	133	Yes
Southgate Ave & Westmoor Ave	Minority	Non-Low-Income	133	No
Airport Blvd & E Grand Ave	Minority	Low-Income	133	Yes
Grand Ave & Maple Ave	Minority	Low-Income	130	Yes
Southgate Ave & Westmoor Ave	Minority	Non-Low-Income	128	Yes
El Camino Real & Pine St	Minority	Low-Income	127	Yes
El Camino Real & Hillsdale Blvd	Minority	Non-Low-Income	127	Yes
El Camino Real & Oak Ave	Minority	Low-Income	127	Yes
Cañada College	Non-Minority	Non-Low-Income	124	No
Palo Alto Transit Center-Bay 5	Non-Minority	Non-Low-Income	124	Yes
El Camino Real & 4th Ave	Non-Minority	Low-Income	124	Yes
El Camino Real & 31st Ave	Minority	Low-Income	120	Yes
W Hillsdale Blvd & Edison St-Bay 7	Minority	Low-Income	117	Yes
Park Plaza Dr & John Daly Blvd	Minority	Low-Income	117	Yes
SFO Airport Terminal 3-Lower Level	Non-Minority	Non-Low-Income	116	Yes
Airport Blvd & Linden Ave	Minority	Low-Income	116	Yes
San Pedro Rd & Mission St	Minority	Low-Income	115	Yes
El Camino Real & 31st Ave	Minority	Non-Low-Income	114	Yes
E Bayshore Rd & Donohoe St	Minority	Low-Income	110	Yes
El Camino Real & Silva Ave	Minority	Low-Income	109	Yes
El Camino Real & Ravenswood Ave	Non-Minority	Non-Low-Income	109	No
South San Francisco BART-Bay 5	Minority	Low-Income	106	Yes

Bus Stop Name	Minority Classification	Low-Income Classification	Average Daily Passengers	Bench
Brunswick St & Templeton Ave	Minority	Low-Income	106	Yes
Middlefield Rd & Oak Grove Ave	Non-Minority	Non-Low-Income	105	No
El Camino Real & Ralston Ave	Non-Minority	Non-Low-Income	101	Yes

Exhibit J.16: Distribution of Benches for Minority Populations



K. POLICY DEVELOPMENT OUTREACH

Federal Transit Administration's (FTA) Circular requires each large public transportation provider's governing board to approve five standards and policies:

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

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

Transit agencies must seek public input before Board action on the latter three policies. Staff developed draft standards and policies and received public input through four community meetings throughout the county. Comments were also made through the mail, telephone, and the dedicated e-mail address of TitleVI@samtrans.com.

The community meetings were held:

- Tuesday, Feb. 12, 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. They were approved March 13, 2013.

L. TITLE VI EQUITY ANALYSES

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. The San Mateo County Transit District (SamTrans), which operates fixed-route bus service in San Mateo County, has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin. SamTrans must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law.

In the past three years, SamTrans has conducted the following two equity analyses:

1. SamTrans Title VI Fare Equity Analysis: Express Fare Elimination, November 2023
2. SamTrans Title VI Service Equity Analysis: 2024 Route EPX Service Changes, January 2025

These analyses and evidence of Board approval are included in this Appendix.

Title VI Fare Equity Analysis

Express Fare Elimination

November 2023

TABLE OF CONTENTS

- **SUMMARY** 5
- **BACKGROUND** 6
  - SAMTRANS OVERVIEW 6
- **FARE PROPOSAL** 6
  - CURRENT FARES 6
  - PROPOSED FARES 10
- **SAMTRANS TITLE VI POLICIES** 13
  - MAJOR SERVICE CHANGE POLICY 13
  - DISPARATE IMPACT POLICY 13
  - DISPROPORTIONATE BURDEN POLICY 14
  - PUBLIC ENGAGEMENT FOR POLICY DEVELOPMENT 16
- **EQUITY EVALUATION OF PROPOSED CHANGE** 17
  - FARE EQUITY METHODOLOGY OVERVIEW 17
  - DATA USE AND ANALYSIS 19
  - ANALYSIS METHODOLOGY 20
  - AVERAGE FARE ANALYSIS 21
  - FARE EQUITY ANALYSIS FINDINGS 22
- **PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES** 24
  - DISSEMINATION OF INFORMATION, INCLUDING TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS 24
  - PUBLIC OUTREACH 24
  - PUBLIC COMMENTS 25

TABLES AND FIGURES

TABLE 1 – CURRENT SAMTRANS FARE STRUCTURE: FIXED-ROUTE SERVICE PRODUCTS

TABLE 2 – CURRENT SAMTRANS FARE STRUCTURE: OTHER PRODUCTS

TABLE 3 – PROPOSED SAMTRANS FARE STRUCTURE: FIXED-ROUTE SERVICE PRODUCTS

TABLE 4 – PROPOSED SAMTRANS FARE TABLE

TABLE 5 – RIDERSHIP AND PERCENT USAGE OF FARE PRODUCTS

TABLE 6 – CALCULATION OF FARE CHANGES BY FARE PRODUCT AND RIDER GROUP

TABLE 7 – COMPARISON OF AVERAGE FARE CHANGE: MINORITY VS. NON-MINORITY

TABLE 8 – COMPARISON OF AVERAGE FARE CHANGE: LOW-INCOME VS. NON-LOW INCOME

FIGURE 1 – SUMMARY OF EFFECTS OF FARE CHANGES ON RIDERS

ATTACHMENTS

ATTACHMENT 1 – SAMTRANS SYSTEM MAP

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

ATTACHMENT 3 – CURRENT SAMTRANS FARE STRUCTURE 2023

ATTACHMENT 4 – PROPOSED SAMTRANS FARE STRUCTURE EFFECTIVE 2024

ATTACHMENT 5 – SAMTRANS BOARD APPROVAL OF DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES

ATTACHMENT 6 – GENFARE GFI FAREBOX RIDERSHIP FARE STRUCTURE DEFINITIONS

ATTACHMENT 7 – AVERAGE FARE CHANGE ANALYSIS TABLE

ATTACHMENT 8 – NOTICES OF PUBLIC MEETING AND HEARING

ATTACHMENT 9 – PRINT ADVERTISEMENTS OF PUBLIC MEETING AND HEARING

ATTACHMENT 10 – SAMTRANS BOARD APPROVAL OF TITLE VI ANALYSIS

SamTrans Title VI Equity Analysis
Proposed Fare Changes:
Elimination of Express Fare Category

SUMMARY

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

This assessment analyzes the proposal of the elimination of the SamTrans Express Fare category through consolidation of Express and Local Fares that will be subject to Board of Directors (Board) approval on December 6, 2023. Included in this Title VI analysis is a description of the proposed fare changes and any potential impacts on minority and low-income passengers. It also includes a summary of related public outreach, materials provided for Limited English Proficient (LEP) populations, and information on public comments received. The Summer Youth Pass was removed from this analysis in November 2023 due to its removal from the proposed fare changes.

In addition to the consolidation of Express and Local Fares, the Board also will consider a number of updates to the Fare Structure that will benefit riders and customers. A brief overview of these changes are provided, but are not addressed in this equity analysis as they are related to the administrative configuration of the Clipper or will be addressed by the Metropolitan Transit Commission (MTC) in a later analysis.

BACKGROUND

SAMTRANS OVERVIEW

SamTrans provides fixed-route bus service, microtransit, as well as complementary ADA and non-ADA paratransit and shuttle services throughout San Mateo County, California. The 446-mile area also includes routes to San Francisco and Palo Alto. Among its diverse service area, SamTrans contains urban, suburban, coastal, and rural landscapes with residents from an array of different backgrounds. As of Fall 2023, SamTrans operates 70 fixed-routes and two microtransit service areas throughout San Mateo County. **Attachment 1** displays a copy of the SamTrans Service Map. **Attachment 2** displays combined minority demographic maps with the minority population 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 systemwide minority average of 61%. **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 2022 Title VI Program as those in which more than 17% of households have incomes under $30,000 – the countywide low-income threshold.

FARE PROPOSAL

CURRENT FARES

SamTrans fares are based on one-way trips regardless of the distance. SamTrans customers may pay fares with cash, a mobile app (SamTrans Mobile App), a Clipper® Card, tickets, a monthly pass, or a day pass. A complete matrix of SamTrans' existing fare structure is shown in **Attachment 3.**

SamTrans' fare structure is divided into three fare categories: Adult fares (those age 19 through 64); Eligible Discount fares for seniors (those age 65 years or older), customers with disabilities, and Medicare cardholders; and discounted fares for Youth riders (those between the ages of 5 and 18). A description of all fare categories and fare types is listed below.

FARE CATEGORIES	
Adult	Applies to passengers aged 19 through 64.
Eligible Discount	Available to passengers aged 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.
Youth	Available to passengers who are 18 years old or younger. Up to two children aged 4 years or younger may travel free with each Adult or Eligible Discount fare-paying passenger. Additional children are subject to the Youth Fare.

FARE TYPES	
Local One-Way	Available through Clipper, the SamTrans mobile app, cash, Token, or Ticket. Valid on Local service. For customers using Clipper or SamTrans mobile app, ticket includes free transfers on SamTrans Local service for 120 minutes.
Local Day Pass	Available through the SamTrans mobile app or cash. When purchased on-board, bus operator issues pass through the farebox. Valid on Local service from the time of activation at the farebox until 2:00 a.m. the next day.
Local Monthly Pass	Available through Clipper. 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.
Summer Youth Pass	Available through the SamTrans mobile app, www.samtrans.com, or advance purchase at the SamTrans Administrative Office in San Carlos. Valid on Local service from 12:01 a.m. on June 1 until August 31. Youth will pay 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.
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 Office to participating school districts and schools.
Express One-Way	Available through Clipper, SamTrans mobile app, or cash. For customers using Clipper or SamTrans mobile app, ticket includes free transfers for 120 minutes valid on Express and Local SamTrans services.

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.
Express Service Upgrade	Used 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.
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: • **Educational Institutions**: all full-time students, or other eligible sub-groups subject to SamTrans approval (e.g., designated low-income student groups) • **Employers**: all full-time employees, or other eligible sub-groups subject to SamTrans approval (e.g., employees who live in San Mateo County) • **Residential Complexes**: all residents aged 5 or older
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.

Table 1 displays SamTrans' current fare structure of fixed-route service products. Fixed-route service fares are further classified into Local fare and Express fare products. Local fare products apply to all local service, which refers to transit routes that operate primarily on local and arterial streets. Local routes serve each established bus stop. Express fare products apply only to Express service, which refers to specialized routes that operate for significant portions of the route length along freeways. Express service operates on arterial streets and serves a limited number of bus stops. Due to the time savings provided by Express routes, fares for Express service currently are higher than Local service.

Table 1. Current SamTrans Fare Structure: Fixed-Route Service Products

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, Day Pass, Ticket/Token	Adult	$2.25
		Youth / Eligible Discount	$1.00
	Transfer Upgrade from Local Monthly Pass (Clipper), Summer Youth Pass, One-Way Local transfer (Clipper)	Adult	$1.95
		Youth / Eligible Discount / Adult Means-based	$1.00
	Transfers from Other Agencies (Clipper)	Adult	$1.95
		Youth / Eligible Discount / Adult Means-based	$1.00
Express Monthly Pass	Clipper	Adult	$130.00
		Youth / Eligible Discount	

Other Products in the current fare structure are shown in **Table 2**.

Table 2. Current SamTrans 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
Youth Unlimited Pass	Pursuant to agreement with SamTrans Administrative Office	Socio-Economically Disadvantaged Youth	Free
Summer Youth Pass	Mobile App, SamTrans Website, 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)

PROPOSED FARES

This Fare Equity Analysis analyzes the proposal to consolidate Local and Express fare products, which will result in the elimination of the Express Fare Category.

SamTrans staff recommends the permanent removal of the Express fare category beginning January 1, 2024 to simplify the fare structure, grow ridership, and enhance customer experience through increased functionality. Express fare products of Adult Express One-Way and Express Monthly Pass will be replaced by associated Local fare prices and products for which all Local fares and rules apply.

Currently, there is only one SamTrans Express route, the Foster City Commuter Express, known as Route FCX. The weekday route offers direct service during peak commute hours between Foster City and downtown San Francisco. Since the start of the Covid-19 pandemic in 2020, ridership has declined by approximately 60% compared to pre-pandemic levels. By eliminating the Express fare category and combining Express fares into one Local Fare category, the new lowered price would streamline operations and simplify the future use of pass accumulators in the Clipper Next Generation fare structure. **Table 3** shows in redlined detail the proposed fare structure of fixed-route service products. **Table 4** displays the changes in redline following

the consolidation of the Local and Express fare categories in the table format shown to the public on the SamTrans Fares webpage, https://www.samtrans.com/fares/.

Table 3. Proposed SamTrans Fare Structure: Fixed-Route Service Products

Product	Payment Options	Category	Current
Local and Express 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 and Express Day Pass	Cash, Mobile App	Adult	$4.50
		Youth / Eligible Discount	$2.00
Local and Express 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, Day Pass, Ticket/Token~~	~~Adult~~	~~$2.25~~
		~~Youth / Eligible Discount~~	~~$1.00~~
	~~Transfer Upgrade from Local Monthly Pass (Clipper), Summer Youth Pass, One-Way Local transfer (Clipper)~~	~~Adult~~	~~$1.95~~
		~~Youth / Eligible Discount / Adult Means-based~~	~~$1.00~~
	~~Transfers from Other Agencies (Clipper)~~	~~Adult~~	~~$1.95~~
		~~Youth / Eligible Discount / Adult Means-based~~	~~$1.00~~
~~Express Monthly Pass~~	~~Clipper~~	~~Adult~~	~~$130.00~~
		~~Youth / Eligible Discount~~	

Table 4. Proposed SamTrans Fare Table

	Local & Express Fare				~~Express Fare~~		
	Cash or Mobile App	Clipper	Day Pass (Cash or Mobile)	Monthly Pass (Clipper)	~~Cash or Mobile App~~	~~Clipper~~	~~Monthly Pass (Clipper)~~
Adult (Age 19 through 64)	$2.25	$2.05	$4.50	$65.60	~~$4.50~~	~~$4.00~~	~~$130.00~~
Youth (Age 18 & younger) **Eligible Discount** (Senior / Disabled	$1.10	$1.00	$2.00	$27.00	~~$2.25~~	~~$2.00~~	~~N/A~~

/ Medicare cardholder)							

In addition the consolidation of Express and Local Fares, , the SamTrans Board of Directors will be asked to approve fare structure changes related to the implementation of Clipper Next Generation. These changes will have substantial equitable benefits. A full description of the proposed fare structure is shown in **Attachment 4**.

Pre-Clipper Next Generation Fare Structure –
In addition to the consolidation of express and local fares, SamTrans will waive fares for San Mateo County public schools and selected charter schools for pre-arranged, school-sponsored field trips. There are over 100 public and charter schools located within the SamTrans fixed-route service area, and schools have historically inquired about free day passes for field trips. The new field trip pass policy will allow a free day pass for all students and staff participating in pre-arranged, school-sponsored field trips through the San Mateo County Office of Education. The waiver of fares for field trips is not included in this Fare Equity Analysis, as the free day passes will not be available for purchase or use by the general public.

Post Clipper Next Generation Fare Structure
As part of the launch of Clipper Next Generation, SamTrans will be required to reflect Clipper's planned introduction of contactless on board payment using credit and debit cards, also known as Open Payment. Open Payment is not included in this Fare Equity Analysis given Clipper's decision to offer this benefit.

Day Pass and Monthly Pass accumulators, also known as Fare Capping, will also be considered by the Board. Fare capping is an overall benefit as it allows riders to save on additional fares when travelling one way on Clipper. Because the accumulator will be configured administratively, there is no additional option for the rider. The price of fares will remain the same. Therefore, it is not included in this fare analysis.

Participation in the regional discount transfer program is being funded by the Metropolitan Transit Commission. Any Title VI analysis will be coordinated by Metropolitan Transit Commission after the pilot. An update will be provided to the Board upon completion of the pilot.

SAMTRANS TITLE VI POLICIES

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

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

SamTrans adopted its policies based on a number of factors, including existing policies, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. SamTrans published its policies for public review in January 2013 and conducted significant public outreach to solicit input. Following public engagement, SamTrans revised the policy proposals, and the Board of Directors adopted the revised policies at the March 13, 2013 Board meeting. The adopted policies follow and are included in **Attachment 5.**

MAJOR SERVICE CHANGE POLICY

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. 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.

DISPARATE IMPACT POLICY

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

> *Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin….*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority*

> *populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly…and cannot be altered until the next Title VI Program submission.*

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

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

DISPROPORTIONATE BURDEN POLICY

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. 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.*

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact low-income populations as compared to non-low-income

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

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

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 SamTrans's Major Service Change, Disparate Impact, and Disproportionate Burden policies. Comments were also made through the mail, telephone, and the dedicated email 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 Administrative 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: www.samtrans.com/rider-info/title-vi

EQUITY EVALUATION OF PROPOSED CHANGES

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

In performing this analysis, SamTrans staff concluded that eliminating the Express Fare Category, by way of consolidating Local and Express fares for a single price, **would not have a disparate impact on minority riders, nor impose a disproportionate burden on low-income riders based on the SamTrans policies.**

FARE EQUITY METHODOLOGY OVERVIEW

Based on FTA Circular 4702.1B, for proposed fare changes by payment type or fare media, SamTrans should analyze any available information generated from ridership surveys that indicate whether minority and/or low-income riders are more likely to use the payment types subject to the proposed change. If the difference in the percentage change experienced between minority riders and non-minority riders is greater than 20%, the fare change would have a disparate impact on minority populations according to SamTrans's Disparate Impact Policy. Further, if the difference in percentage change experienced between low-income riders and non-low-income riders is greater than 20%, the fare change would impose a disproportionate burden on low-income populations according to SamTrans's Disproportionate Burden Policy. A difference of less than 0% (any negative percentage) would indicate that the fare change would benefit minority or low-income populations.

The analysis and methodology for this study relies on ridership data from SamTrans's GFI Genfare (GFI) fareboxes for the 2022 calendar year, and demographic data from the US Census Bureau (2017-2021 American Community Survey (ACS) 5-Year Estimates) via the transit planning software, Remix.

Although the SamTrans 2021 Triennial Survey of riders is a comprehensive data set that is ideal for this analysis, it was not used due to an insufficient sample size of Express Fare Types that could not yield meaningful analysis results. The Triennial Survey showed only six respondents using Express Fare products.

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

1. Determine data sources.

2. Calculate the absolute fare change and percentage change affected by the proposed elimination of the Express Fare Category and products.

3. Determine minority status:

    - Demographic data from US Census Bureau, 2017-2021 ACS 5-Year Estimates: Using Remix, minority status is coded by subtracting the white, non-Hispanic population from the total population.

4. Determine low-income status:

    - Demographic data from US Census Bureau, 2017-2021 ACS 5-Year Estimates: The threshold for low-income status is approximated 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 for 2023 (approximately $30,000 for a household of one).

5. Calculate the total riders of each fare type for the group categories of Minority, Non-Minority, Low-Income and Non-Low-Income, using 2022 GFI farebox ridership and US Census demographic data from Remix.

6. Calculate the Average Fare Change for each fare type for the groups of Minority, Non-Minority, Low-Income, and Non-Low-Income.

7. Using the percent Average Fare Change for each group, calculate the difference between the Minority and Non-Minority groups and the difference between the Low-Income and Non-Low-Income groups to determine if the proposed fare changes will have a disparate impact or disproportionate burden on minority or low-income populations, respectively, based on SamTrans' associated policies.

POTENTIAL ADVERSE EFFECTS

Adverse effects associated with a fare change relate to the cost increase of a transit trip, fare, or fare media. The elimination of the Express Fare Category, through consolidation of Express fares and Local fares into a single price, would create an overall benefit to all riders of Express routes, without impact to riders of Local routes. All existing Express route riders will pay a reduced fare compared to the current cost of Express fares. Accordingly, this analysis does not anticipate any potential adverse effects to existing or potential riders of Route FCX, SamTrans' only current Express route.

DATA USE AND ANALYSIS

To examine the effects of the new proposed fares, the following data were used:

- GFI farebox ridership data was taken for the entire 2022 calendar year. This dataset breaks down all ridership by fare types, fare categories, and route. In the analysis for elimination of the Express Fare Category, Route FCX ridership was used because it currently is the only Express route in the SamTrans network. **Attachment 6** shows the GFI ridership fare structure definition of all farebox codes.

- Demographic data from the U.S. Census Bureau, 2017-2021 American Community Survey (ACS) 5-Year Estimates, accessed from the transit planning software, Remix, provided the closest estimates for the minority status and low-income status of riders on Route FCX. This dataset was used in the analysis of the elimination of the Express Fare Category in lieu of actual ridership surveys from the SamTrans 2021 Triennial Survey.

Data Assumptions:

- Since the fare changes considered in this analysis involve elimination of all Express fare products, the proposed fares used for analysis are taken from the closest replacement product's unit cost. The replacement products for the current Express fare types are the associated Local fare types. For example, the Adult Express One-Way Clipper fare ($4.00) will become the Adult Local One-Way Clipper fare ($2.05).

- Low-income status was defined as at or below 200 percent of the U.S. Department of Health and Human Services (HHS) Poverty Guidelines for 2023. Using the HHS Poverty Guidelines of $14,580 for a household of one in 2023, those with an annual household income at or less than $29,160 a year (rounded to $30,000 for the analysis) were defined as low-income.

- With insufficient ridership surveys for the Express fare products, minority and low-income statuses of Route FCX riders were estimated using Remix by taking the percentage breakdown of minority and low-income populations. Ridership survey numbers by population group and fare category were estimated using the Remix group breakdown percentage and farebox ridership, paired with a sample survey number of 150. According to principles of transportation planning, a 5-minute walk (equivalent to a quarter of a mile) is the typical distance that people are willing to walk to use a bus stop. A quarter-mile buffer placed around a bus stop using Census block demographics would capture nearly all potential riders for the bus stop. Using Remix, the percentages of all minority and low-income populations within a quarter-mile radius of all Route FCX bus stops were taken and applied to Route FCX ridership to obtain an equivalent ratio

breakdown of the minority and low-income statuses of riders. This ratio assumes that the minority and low-income status of the potential population using the bus stops applies equally to passengers of Route FCX.

ANALYSIS METHODOLOGY

This equity analysis uses an Average Fare Analysis, as defined below, to assess the effects of the fare changes on minority and low-income populations. The proposed changes would affect users of all Express fare products.

The Average Fare Analysis methodology assesses: 1) whether the protected groups of minority and low-income riders are disproportionately more likely to use the affected fare types; 2) whether the proposed fare changes would lead to an overall adverse impact on the protected groups; and 3) how effects of the proposed fare changes would be distributed amongst minority, non-minority, low-income, and non-low-income users.

In accordance with SamTrans's Disparate Impact Policy and Disproportionate Burden Policy, effects will be considered adverse if the difference between the affected fare types' protected ridership share and non-protected ridership share is greater than 20%.

AVERAGE FARE ANALYSIS

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 compares "unit fares" among all of the fare types.

The analysis provides a disaggregation of minority status and income status within each fare category and fare type proposed to be changed. The Average Fare Analysis also provides the percentage change between the existing and proposed fare structures by fare type, for riders' minority and low-income status, to assess whether the proposed fare change will fall within the appropriate thresholds.

The first step in conducting the Average Fare Analysis is to determine the percent usage for each affected fare type by rider group. The percent usage of all rider groups of the Express Fare products were calculated by using a combination of 2022 GFI Ridership and Remix according to the data assumptions above. **Table 5** shows the estimated ridership and percent usage of each affected fare by rider group.

Table 5. Ridership and Percent Usage of Fare Products

Category	Fare Category	Fare Type	Payment Option	Total Minority	% Minority	Non-Minority	% Non-Minority	Low-Income	% Low Income	Non-Low-Income	% Non-Low-Income	Total 2022 GFI Ridership
Adult	Express	One-Way	Cash, Mobile	1,125	88.5%	523	75.8%	1,321	87.2%	327	73.1%	1,649
			Clipper	39	3.1%	65	9.5%	78	5.2%	26	5.8%	104
		Monthly Pass	Clipper	13	1.0%	0	0.0%	13	0.9%	0	0.0%	2
Youth	Express	One-Way	Cash, Mobile	26	2.1%	13	1.9%	0	0.0%	39	8.8%	45
			Clipper	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3
Eligible Discount	Express	One-Way	Cash, Mobile	52	4.1%	39	5.7%	52	3.5%	39	8.8%	97
			Clipper	13	1.0%	52	7.6%	52	3.5%	13	2.9%	62
				1,271	100.0%	**691**	100.0%	**1,515**	100.0%	**447**	100.0%	**1,962**
				64.80%		**35.20%**		**77.20%**		**22.80%**		

The second step is to determine the average fare change between the protected and non-protected groups. The estimated riders of each fare product's usage group are multiplied by the absolute fare change of each product to obtain the total fare change. The total fare change is then divided by the total estimated ridership by group to obtain the average fare change by group. **Table 6** shows a matrix of the absolute fare change by fare product, leading to the calculation of average fare change by rider group.

Table 6. Calculation of Fare Changes by Fare Product and Rider Group

Category	Fare Category	Fare Type	Payment Option	Fare Information						Average Fare Change			
				Existing	Unit Existing	FY24 Proposed*	Unit Proposed	Absolute Fare Change	Percent Change	Minority	Non-Minority	Low-Income	Non-Low-Income
Adult	Express	One-Way	Cash, Mobile	$4.50	$4.50	$2.25	$2.25	-$2.25	-50%	-$2,530.23	-$1,177.84	-$2,973.09	-$735.20
			Clipper	$4.00	$4.00	$2.05	$2.05	-$1.95	-49%	-$76.50	-$127.60	-$153.07	-$50.97
		Monthly Pass	Clipper	$130.00	$4.33	$65.60	$2.18	-$2.15	-50%	-$28.16	$0.00	-$28.17	$0.00
Youth	Express	One-Way	Cash, Mobile	$2.25	$2.25	$1.10	$1.10	-$1.15	-51%	-$30.08	-$15.05	$0.00	-$45.09
			Clipper	$2.00	$2.00	$1.00	$1.00	-$1.00	-50%	$0.00	$0.00	$0.00	$0.00
Eligible Discount	Express	One-Way	Cash, Mobile	$2.25	$2.25	$1.10	$1.10	-$1.15	-51%	-$60.15	-$45.15	-$60.18	-$45.09
			Clipper	$2.00	$2.00	$1.00	$1.00	-$1.00	-50%	-$13.08	-$52.35	-$52.33	-$13.07
								Total Fare Change		-$2,738.19	-$1,417.99	-$3,266.84	-$889.43
								Average Fare Change		-$2.15	-$2.05	-$2.16	-$1.99
**Removal of Express Category and associated fare products: proposed replacement products will be corresponding Local fare products*								**Percent Change**		-51.22%	-48.78%	-52.01%	-47.99%
								Difference			-2.43%		-4.02%

The comparative percent change for each protected and unprotected rider group is calculated from the average fare change by group: Minority is compared to Non-Minority, and Low-Income is compared to Non-Low-Income.

Finally, the difference between the percent changes of each protected and unprotected rider group is calculated to determine whether the proposed fare changes would have a Disparate Impact or Disproportionate Burden on minority or low-income populations, respectively. Any percentage greater than twenty percent would yield a Disparate Impact or Disproportionate Burden, while a negative percentage would indicate a benefit to the rider group.

FARE EQUITY ANALYSIS FINDINGS

The difference in impact for all protected groups is well below the twenty percent Disparate Impact and Disproportionate Burden thresholds and, therefore, there is no Disparate Impact or Disproportionate Burden. All rider groups are expected to experience a negative fare change, or a decrease in average fares. Furthermore, both minority and low-income riders are expected to disproportionally *benefit* from the fare change relative to non-minority and non-low-income riders.

Tables 7 and 8 show in detail the difference of the proportional change of fare change impacts on minority versus non-minority populations, and on low-income versus non-low-income populations.

Table 7. Comparison of Average Fare Change: Minority vs. Non-Minority

	Minority	Non-Minority
Average Fare Change	-$2.15	-$2.05
Percent Change in Average Fare	-51.22%	-48.78%
Difference between Protected Class and Non-Protected Class	-2.43%	
Disparate Impact (20%)	No	

In the comparison of the minority and non-minority population, minorities will average a $2.15 decrease in fares (51.22% less than current Express fares), while non-minorities will average a $2.05 decrease in average fares (48.78% less than current Express fares). The difference between the fare changes among the two population groups is -2.43%, demonstrating no disparate impact on minority populations from the proposed fare changes. Rather, the negative percentage change indicates that the protected minority group will benefit *more* from the proposed changes than non-minority riders.

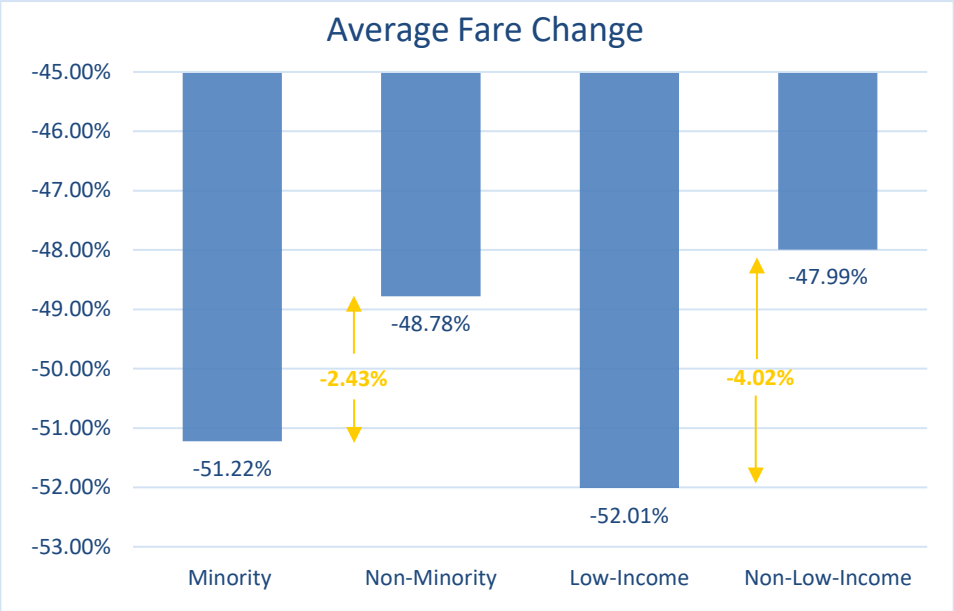
Table 8. Comparison of Average Fare Change: Low-Income vs. Non-Low-Income

	Low-Income	Non-Low-Income
Average Fare Change	-$2.16	-$1.99
Percent Change in Average Fare	-52.01%	-47.99%
Difference between Protected Class and Non-Protected Class	-4.02%	
Disparate Impact (20%)	No	

In the comparison of the low-income and non-low-income populations, low-income riders will average a $2.16 decrease in fares (52.01% less than current Express fares), while non-low-income riders will average a $1.99 decrease in average fares (47.99% less than current Express fares). The difference between the fare changes among the two population groups is -4.02%,

demonstrating no disproportionate burden on low-income populations from the proposed fare changes. Similar to the comparison of minority status rider groups, the negative percentage change indicates that the protected low-income group will benefit *more* from the proposed changes than non-low-income riders. **Figure 1** displays a summary of the effects of fare changes on all rider groups.

Figure 1. Summary of Effects of Fare Changes on Riders



A complete table of the Average Fare Change analysis is presented in **Attachment 7**.

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. SamTrans' public participation process offers early and continuous opportunities for the public, including minorities and people with low incomes, to be involved in the identification of potential impacts of proposed transportation decisions. Efforts to involve minority and low-income populations include both comprehensive measures and measures targeted at overcoming language and other barriers that prevent such populations from effective participation in decision-making.

SamTrans staff began posting public notices in October 2023 regarding a virtual Public Meeting and Public Hearing held to receive public comments on the proposed fare changes. **(Attachment 8)** SamTrans's public notice was posted on SamTrans' website fare page (www.samtrans.com/fares), printed on take-ones on board buses, and published in five regional newspapers. **(Attachment 9)** Public notices ran in three English newspapers (The San Francisco Chronicle, San Mateo Daily Journal, The Mercury News), one Spanish newspaper (El Observador), and one Chinese newspaper (Sing Tao).

SamTrans' public participation process included measures to disseminate information on the proposed service changes to Limited English Proficient (LEP) persons, as well as at public hearings and meetings. In addition to placement of translated notices, Take-ones on buses, social media, and website notices were translated into Spanish and Chinese. The SamTrans Customer Service Center offers foreign language translation service via Language Line for customers who speak languages other than Spanish, Chinese, and English.

SamTrans provides interpretation in Spanish, Mandarin, Cantonese and Tagalog for Public Meetings and places recordings of public meetings on their website. Translation of presentations can also be found at https://www.samtrans.com/fares/. Individuals can request interpreters for Public Hearings 72 hours in advance.

PUBLIC OUTREACH

On October 30, 2023, the SamTrans staff held a virtual public meeting to present the proposed fare changes. Three members of the public were in attendance, including one member of the Citizens Action Committee. Presentation of the proposed fare changes were also given at the Citizen Action Committee on October 25, 2023, and as an informational item at the November Board meeting 2023.

An email inbox was created by staff to receive written comment. To date, no comments were received.

A Public Hearing was held on December 6, 2023 before the SamTrans Board Meeting. There were no public comments at the hearing.

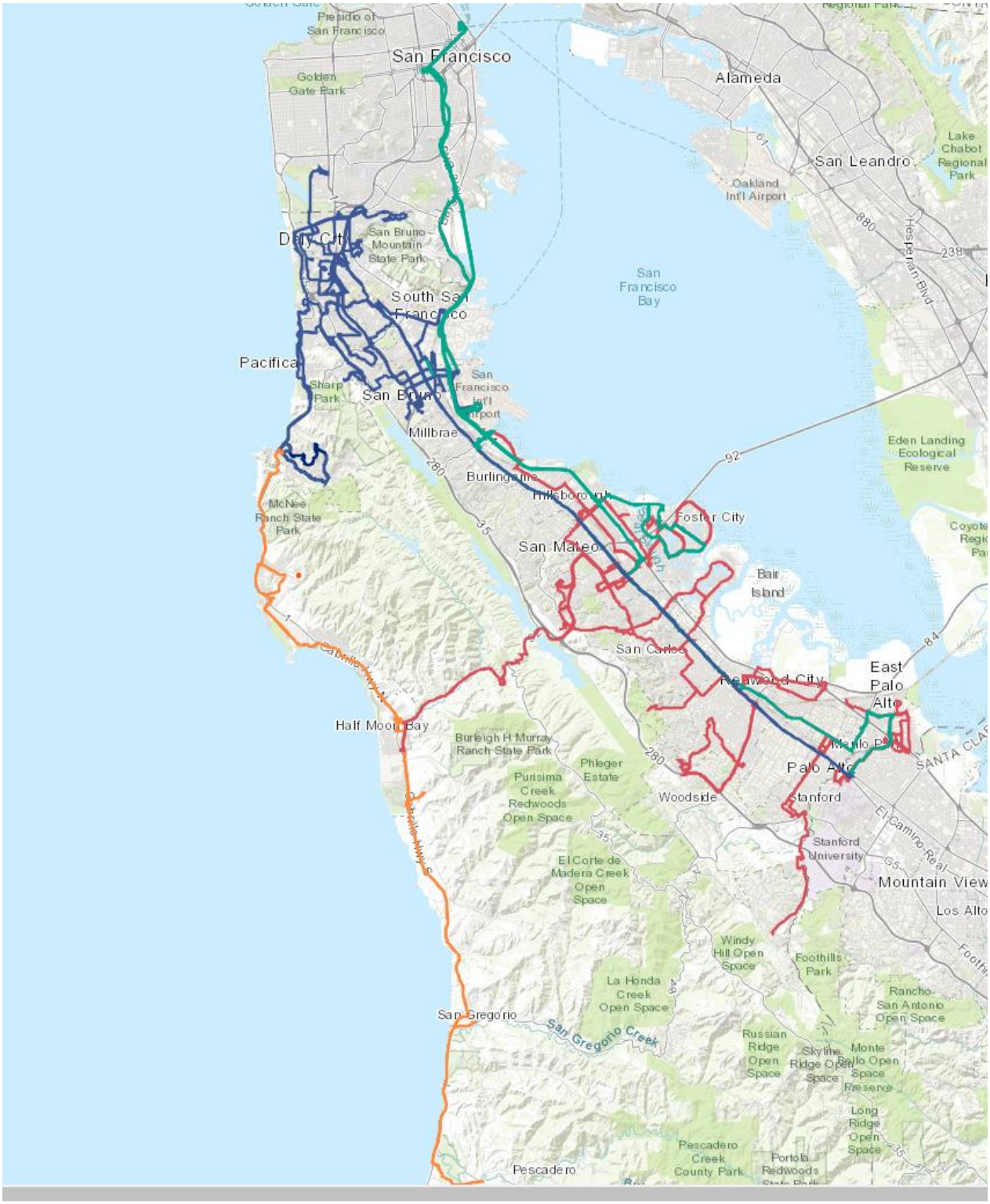
PUBLIC COMMENTS

Summary of Comments

Comments received focus on the proposed discontinuation of the Summer Youth Pass. The comments were in support of the Summer Youth Pass. At the November 2023 Board Meeting, it was determined that the Summer Youth Pass would be removed from the proposed fare changes.

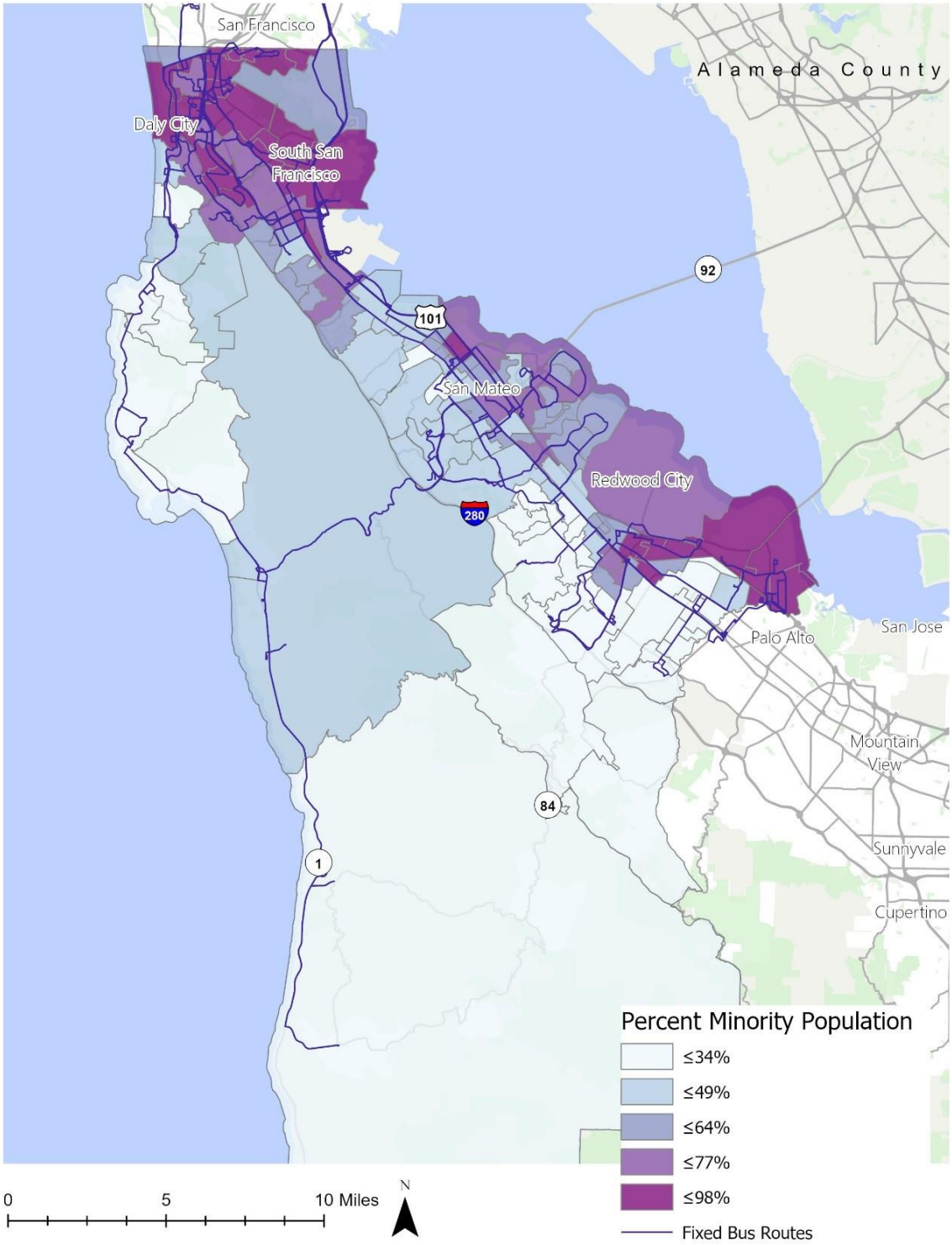
ATTACHMENT 1 – SAMTRANS SYSTEM MAP

SamTrans System Map

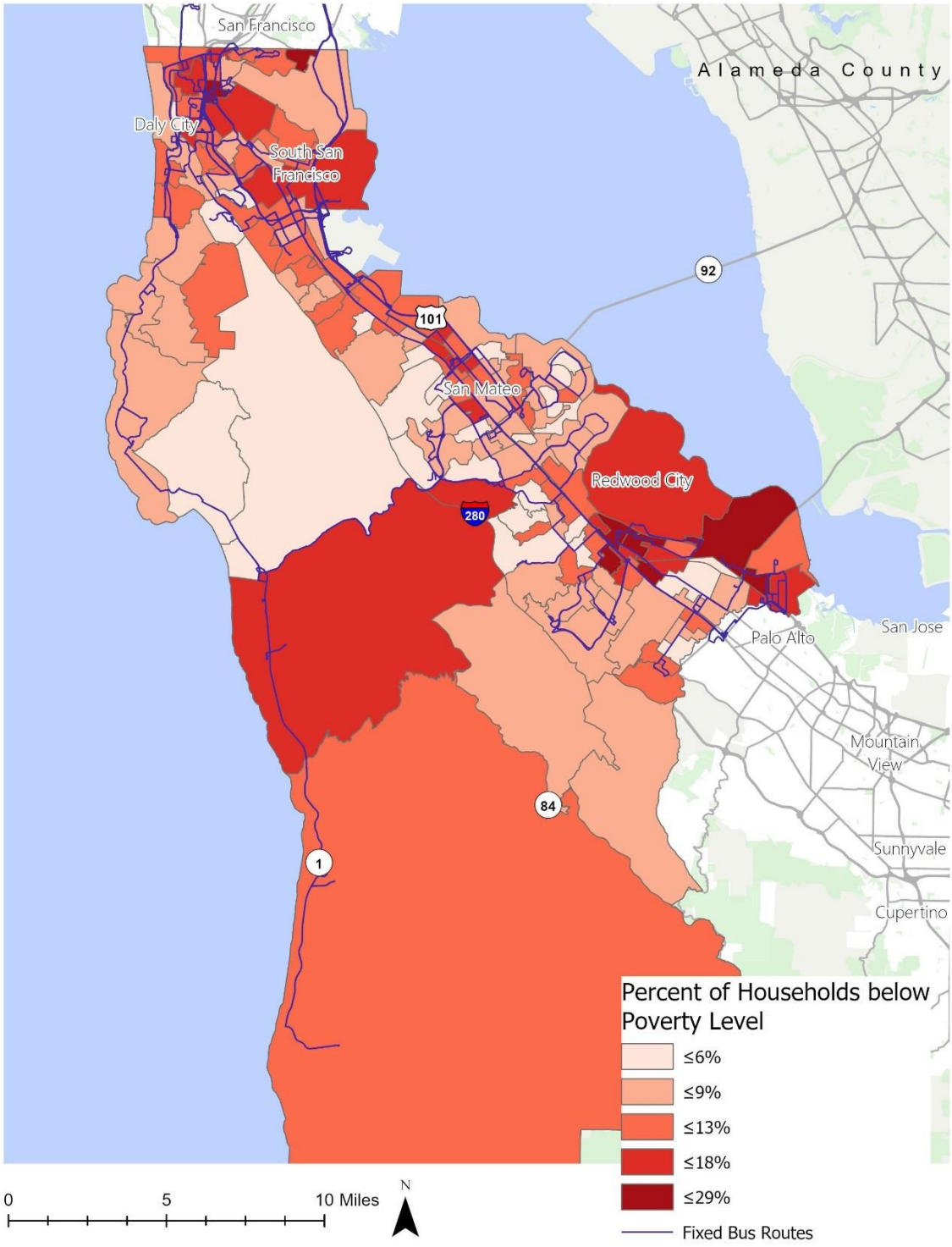


ATTACHMENT 2 – SERVICE AREA DEMOGRAPHICS: MINORITY AND LOW-INCOME POPULATIONS IN SAN MATEO COUNTY

Minority Populations by Census Tract



Households below Poverty Level by Census Tract



ATTACHMENT 3 – CURRENT SAMTRANS FARE STRUCTURE 2023

Adopted – May 26, 1976
Revised – July 6, 2022
Effective – June 7, 2023

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
Express Monthly Pass	Clipper	Adult	$130.00
		Youth/Eligible Discount*	

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

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

Other Products

Product	Payment Options	Category	Current
Local 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
Youth Unlimited Pass	Pursuant to agreement with SamTrans Administrative Office	Socio-Economically Disadvantaged Youth	Free
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)
Regional All-Agency Pass Pilot	To be determined through Regional Fare Coordination and Integration Study		

Demand Response Services

Paratransit Redi-Wheels/RediCoast One-way (ADA)	Cash, Mobile app	Regular	$4.25
		Lifeline	$1.75
	10-Ticket Sheet available at SamTrans Administrative Office	Regular	$42.50
		Lifeline	$17.50
	Agency-sponsored Group Trips through SamTrans Administrative Office	Regular	$5.00 per rider
		Lifeline	$2.25 per rider
Paratransit 5311 Coastside On-demand One-way (non-ADA)	Cash, Mobile app	Regular	$4.25
		Lifeline	$1.75
	Agency-sponsored Group Trips through SamTrans Administrative Office	Regular	$4.50 per rider
		Lifeline	$1.75 per rider
Microtransit	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. 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 on Local service 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. **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 Program.** SamTrans' participation in the Regional Means-Based Fare Program (Clipper START Program), administered by the Metropolitan Transportation Commission, provides discounted SamTrans fares for eligible participants who meet income thresholds as defined by MTC. For information on program details, eligibility criteria, or to apply, visit www.clipperstartcard.com.

C. **Waived Fares.**

Local and Express Bus fares are waived for the following categories of passengers with proper identification or fare media (Visit www.samtrans.com/fares/fare-types for more info):

a. Peace Officers. Uniformed and non-uniformed, sworn and non-sworn peace officers.

b. Military Personnel. Active military personnel.
c. Employees/Retirees. San Mateo County Transit District employees, qualified retirees, spouses, domestic partners and dependent children under the age of eighteen (18).
d. Board of Directors and Citizens Advisory Committee Members. Board of Directors and Citizens Advisory Committee members.
e. ADA Paratransit-eligible Passengers. Passengers certified for Redi-Wheels and RediCoast (ADA) paratransit, and their personal care attendants, except as specified for "Ride Plus Microtransit Service under Section V.

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 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 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 Coastside Adult Day Health Care. Sponsor is billed by the District after the trip.

B. Non-ADA Paratransit: 5311 Coastside Demand Response

1. **Regular and Lifeline 5311 Coastside Demand Response.** For passengers living in the 5311 Coastside Service Area. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi-Cal. Pay with cash or the SamTrans mobile app.

2. **Agency-sponsored Group Trips.** For passengers living in the 5311 Coastside Service Area who are participating in group trips sponsored by Senior Coastsiders. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi- Cal. Sponsor is billed by the District after the trip.

IV. FARE PAYMENT

A. Cash Payment. Cash payments are made by feeding bills or coins into the farebox. Bills up to $20 (twenty dollars) and coins of one cent, five cents, 10 cents and 25 cents are accepted. No change is provided in case of overpayment.

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 Express service (but no Change 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 "tap" the card at the onboard validator 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 and Express One-way; (ii) Local Day Pass; (iii) Express Upgrade; (iv) Paratransit Redi-Wheels/RediCoast One-way (ADA); and (v) Paratransit 5311 Coastside Demand Responsive One-way (non-ADA) 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 tapping 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 tapping Clipper on home system

Santa Clara Valley Transportation Authority	Local Fare Credit within two hours of tapping 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 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. 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. Ride Plus microtransit Service

SamTrans' microtransit service, known as Ride Plus, 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 Ride Plus may request a ride using a mobile app or by phone. Local fares apply. ADA-Paratransit-eligible passengers will be charged their eligible local route fare.

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 4 – PROPOSED SAMTRANS FARE STRUCTURE EFFECTIVE 2024

Adopted – May 26, 1976
Last Revised July 6, 2022
Proposed for Revision December 6, 2023
Proposed to be Effective upon activation of Clipper® Next Generation

San Mateo County Transit District
State of California
* * *
Fare Structure

I. FARE PRICES

Fixed-route Service

Product	Payment Options	Category	Current
Local & Express One-way (2-hour transfer on Clipper, SamTrans Mobile app* and Open Payment)	Cash, SamTrans Mobile app*, Ticket	Adult	$2.25
		Youth/Eligible Discount	$1.10
	Clipper/Open Payment Clipper	Adult	$2.05
		Youth/Eligible Discount/ Clipper START	$1.00
	Transfers from Other Agencies (Clipper & Open Payment)^	Adult/Youth/ Eligible Discount/ Clipper START	One free transfer
Local & Express Day Pass	Cash, SamTrans Mobile app*	Adult	$4.50
		Youth/Eligible Discount	$2.00
	Clipper Mobile app**	Adult	$4.10
		Youth/Eligible Discount	$2.00
Local & Express Monthly Pass	Clipper	Adult	$65.60
		Youth/Eligible Discount	$27.00
Day Pass Accumulator	Clipper/Open Payment	Adult	$4.10
	Clipper	Youth/Eligible Discount/Clipper START	$2.00
Monthly Pass Accumulator	Clipper/Open Payment	Adult	$65.60
	Clipper	Youth/Eligible Discount/Clipper START	$27.00

^ 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

* The SamTrans Mobile app will run in conjunction with the Clipper mobile application for approximately 6 months, after which Local and Express One-way and Local and Express Day Pass will only be available on the Clipper mobile app

** Clipper Mobile app is the only Clipper fare media that sells Local and Express Day Pass. The Clipper mobile Local and Express Day Pass is used as a flash pass and can be used for group travel

Other Products

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

Demand Response Services

Product	Payment Options	Category	Current
Paratransit Redi-Wheels/RediCoast One-way (ADA)	Cash, SamTrans Mobile app	Regular	$4.25
		Lifeline	$1.75
	10-Ticket Sheet available at SamTrans Administrative Office	Regular	$42.50
		Lifeline	$17.50
	Agency-sponsored Group Trips through SamTrans Administrative Office	Regular	$5.00 per rider
		Lifeline	$2.25 per rider
Paratransit 5311 Coastside On-demand One-way (non-ADA)	Cash, SamTrans Mobile app	Regular	$4.25
		Lifeline	$1.75
	Agency-sponsored Group Trips through SamTrans Administrative Office	Regular	$4.50 per rider
		Lifeline	$1.75 per rider
Microtransit	Same as Local & Express fixed-route	Adult/Youth/ Eligible Discount/ Clipper START	Local & Express 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 and Express One-way (with Transfers).** Available through Clipper®, the SamTrans mobile app, cash or Ticket. Valid on Local and Express service. For customers using Clipper or SamTrans mobile app: includes free transfers on SamTrans Local and Express service for 120 minutes.

2. **Local and Express Day Pass.** Available through the SamTrans mobile app or cash. When purchased on-board, bus operator issues through the farebox. Valid on Local and Express service from the time of activation at the farebox until 2:00 a.m. the next day.

3. **Local and Express Monthly Pass.** Available through Clipper. Valid on Local and Express 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 on Local service 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. **Local and Express 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 and Express 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. **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

8. **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. **Clipper START Program.** SamTrans' participation in the Regional Means-Based Fare Program, administered by the Metropolitan Transportation Commission, provides discounted SamTrans fares for eligible participants who meet income thresholds as defined by MTC. For information on program details, eligibility criteria, or to apply, visit www.clipperstartcard.com.

C. Waived Fares.

Local and Express Bus fares are waived for the following categories of passengers with proper identification or fare media (Visit www.samtrans.com/fares/fare-types for more info):

1. **Peace Officers**. Uniformed and non-uniformed, sworn and non-sworn peace officers.
2. **Military Personnel.** Active military personnel.
3. **Employees/Retirees.** San Mateo County Transit District employees, qualified retirees, spouses, domestic partners and dependent children under the age of eighteen (18).
4. **Board of Directors and Citizens Advisory Committee Members.** Board of Directors and Citizens Advisory Committee members.
5. **ADA Paratransit-eligible Passengers.** Passengers certified for Redi-Wheels and RediCoast (ADA) paratransit, and their personal care attendants, except as specified for “Ride Plus Microtransit Service” under Section V.
6. **School Field Trips Passengers.** Passengers who are traveling from public schools located within the San Mateo County for the purpose of a school-sponsored field trip and whose field trip group has pre-arranged fare waivers with the San Mateo County Transit District.

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 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 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 Coastside Adult Day Health Care. Sponsor is billed by the District after the trip.

B. Non-ADA Paratransit: 5311 Coastside Demand Response

1. **Regular and Lifeline 5311 Coastside Demand Response.** For passengers living in the 5311 Coastside Service Area. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi-Cal. Pay with cash or the SamTrans mobile app.

2. **Agency-sponsored Group Trips.** For passengers living in the 5311 Coastside Service Area who are participating in group trips sponsored by Senior Coastsiders. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi- Cal. Sponsor is billed by the District after the trip.

IV. FARE PAYMENT

A. Cash Payment. Cash payments are made by feeding bills or coins into the farebox. Bills up to $20 (twenty dollars) and coins of one cent, five cents, 10 cents and 25 cents are accepted. No change is provided in case of overpayment.

B. Local and Express One-way Ticket. Tickets are sold only in packages of 10. Ticket packages are available for Adult, Youth and Eligible Discount fare categories. Each Ticket is valid for one Local or Express ride.

C. Clipper®. Clipper is available via Clipper card and Clipper mobile app. Use of Clipper requires customers to "tap" the card or the mobile device at the validator on-board buses. The Clipper system is a transit fare payment platform 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 or Clipper mobile app. 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 Program. Customers may purchase via the SamTrans Mobile App: (i) Local and Express One-way; (ii) Local and Express Day Pass; (iii) Paratransit Redi-Wheels/RediCoast One-way (ADA); and (iv) Paratransit 5311 Coastside Demand Responsive One-way (non-ADA). Credit and debit cards are accepted. SamTrans mobile ticketing will run in conjunction with the Clipper mobile application for approximately 6 months, after which Local and Express One-way and Local and Express Day Passes will no longer be sold on the SamTrans Mobile App, and will only be available on the Clipper mobile application.

E. Open Payment

Open payment allows accepted contactless debit and credit cards to be tapped at Clipper validators onboard SamTrans buses to pay for Local & Express One-Way fares, Day Pass Accumulators and Monthly Pass Accumulators. Open payment functionality is only applicable to the Adult fare category.

F. Inter-agency Transfers

Transfers from certain transit systems to SamTrans will receive one Local and Express One-Way fare credit; available only on Clipper.

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

G. Free or Reduced Cost Transfers-Regional Transit Pilot Program

The Free or Reduced Cost Transfers Regional Transit Pilot Program is part of the Regional Fare Coordination and Integration Study. It is managed by MTC and BART in close coordination with regional transit operators and SamTrans. The Pilot Program will provide a transfer discount up to the region's highest local transit fare to riders using Clipper (excluding pass products), or open payment, when transferring to SamTrans within two hours of the first boarding.

H. 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.

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

J. Rules and Regulations. All Passes and Tickets are subject to District regulations as may be adopted from time to time. Misuse of a Pass or Ticket or violation of the laws governing behavior on transit vehicles makes such Pass 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 and Tickets are not subject to refund or replacement.

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.

    a. 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.

    b. 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.

    c. 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. Ride Plus Microtransit Service

SamTrans' microtransit service, known as Ride Plus, 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 Ride Plus may request a ride using a mobile app or by phone. Adult and Youth/Eligible Discount fares apply. Passengers certified for Redi-Wheels and RediCoast (ADA) paratransit, and their personal care attendants, pay Eligible Discount fares.

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.

Adopted – May 26, 1976
Last Revised July 6, 2022
Proposed for Revision December 6, 2023
Proposed to be Effective upon activation of Clipper® Next Generation

San Mateo County Transit District
State of California
* * *
Fare Structure

VII. FARE PRICES

Fixed-route Service

Product	Payment Options	Category	Current
Local & Express One-way (2-hour transfer on Clipper, SamTrans Mobile app* and Open Payment)	Cash, SamTrans Mobile app*, Ticket	Adult	$2.25
		Youth/Eligible Discount	$1.10
	Clipper/Open Payment Clipper	Adult	$2.05
		Youth/Eligible Discount/ Clipper START	$1.00
	Transfers from Other Agencies (Clipper & Open Payment)^	Adult/Youth/ Eligible Discount/ Clipper START	One free transfer
Local & Express Day Pass	Cash, SamTrans Mobile app*	Adult	$4.50
		Youth/Eligible Discount	$2.00
	Clipper Mobile app**	Adult	$4.10
		Youth/Eligible Discount	$2.00
Local & Express Monthly Pass	Clipper	Adult	$65.60
		Youth/Eligible Discount	$27.00
Day Pass Accumulator	Clipper/Open Payment	Adult	$4.10
	Clipper	Youth/Eligible Discount/Clipper START	$2.00
Monthly Pass Accumulator	Clipper/Open Payment	Adult	$65.60

	Clipper	Youth/Eligible Discount/Clipper START	$27.00

^ 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

* The SamTrans Mobile app will run in conjunction with the Clipper mobile application for approximately 6 months, after which Local and Express One-way and Local and Express Day Pass will only be available on the Clipper mobile app

** Clipper Mobile app is the only Clipper fare media that sells Local and Express Day Pass. The Clipper mobile Local and Express Day Pass is used as a flash pass and can be used for group travel

Other Products

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

Demand Response Services

Product	Payment Options	Category	Current
Paratransit Redi-Wheels/RediCoast One-way (ADA)	Cash, SamTrans Mobile app	Regular	$4.25
		Lifeline	$1.75
	10-Ticket Sheet available at SamTrans Administrative Office	Regular	$42.50
		Lifeline	$17.50
	Agency-sponsored Group Trips through SamTrans Administrative Office	Regular	$5.00 per rider
		Lifeline	$2.25 per rider
Paratransit 5311 Coastside On-demand One-way (non-ADA)	Cash, SamTrans Mobile app	Regular	$4.25
		Lifeline	$1.75
	Agency-sponsored Group Trips through SamTrans Administrative Office	Regular	$4.50 per rider
		Lifeline	$1.75 per rider
Microtransit	Same as Local & Express fixed-route	Adult/Youth/ Eligible Discount/ Clipper START	Local & Express 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

VIII. FIXED-ROUTE SERVICE FARE TYPES & CATEGORIES

A. Fare Types:

1. **Local and Express One-way (with Transfers).** Available through Clipper®, the SamTrans mobile app, cash or Ticket. Valid on Local and Express service. For customers using Clipper or SamTrans mobile app: includes free transfers on SamTrans Local and Express service for 120 minutes.

2. **Local and Express Day Pass.** Available through the SamTrans mobile app or cash. When purchased on-board, bus operator issues through the farebox. Valid on Local and Express service from the time of activation at the farebox until 2:00 a.m. the next day.

3. **Local and Express Monthly Pass.** Available through Clipper. Valid on Local and Express 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 on Local service 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. **Local and Express 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 and Express 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. **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

8. **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. **Clipper START Program.** SamTrans' participation in the Regional Means-Based Fare Program, administered by the Metropolitan Transportation Commission, provides discounted SamTrans fares for eligible participants who meet income thresholds as defined by MTC. For information on program details, eligibility criteria, or to apply, visit www.clipperstartcard.com.

C. Waived Fares.

Local and Express Bus fares are waived for the following categories of passengers with proper identification or fare media (Visit www.samtrans.com/fares/fare-types for more info):

7. **Peace Officers**. Uniformed and non-uniformed, sworn and non-sworn peace officers.

8. **Military Personnel.** Active military personnel.

9. **Employees/Retirees.** San Mateo County Transit District employees, qualified retirees, spouses, domestic partners and dependent children under the age of eighteen (18).

10. **Board of Directors and Citizens Advisory Committee Members.** Board of Directors and Citizens Advisory Committee members.
11. **ADA Paratransit-eligible Passengers.** Passengers certified for Redi-Wheels and RediCoast (ADA) paratransit, and their personal care attendants, except as specified for “Ride Plus Microtransit Service” under Section V.
12. **School Field Trips Passengers.** Passengers who are traveling from public schools located within the San Mateo County for the purpose of a school-sponsored field trip and whose field trip group has pre-arranged fare waivers with the San Mateo County Transit District.

IX. 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 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 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 Coastside Adult Day Health Care. Sponsor is billed by the District after the trip.

B. Non-ADA Paratransit: 5311 Coastside Demand Response

1. **Regular and Lifeline 5311 Coastside Demand Response.** For passengers living in the 5311 Coastside Service Area. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or Medi-Cal. Pay with cash or the SamTrans mobile app.

2. **Agency-sponsored Group Trips.** For passengers living in the 5311 Coastside Service Area who are participating in group trips sponsored by Senior Coastsiders. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance or

Medi- Cal. Sponsor is billed by the District after the trip.

X. 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 change is provided in case of overpayment.

B. Local and Express One-way Ticket. Tickets are sold only in packages of 10. Ticket packages are available for Adult, Youth and Eligible Discount fare categories. Each Ticket is valid for one Local or Express ride.

C. Clipper®. Clipper is available via Clipper card and Clipper mobile app. Use of Clipper requires customers to "tap" the card or the mobile device at the validator on-board buses. The Clipper system is a transit fare payment platform 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 or Clipper mobile app. 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 Program. Customers may purchase via the SamTrans Mobile App: (i) Local and Express One-way; (ii) Local and Express Day Pass; (iii) Paratransit Redi-Wheels/RediCoast One-way (ADA); and (iv) Paratransit 5311 Coastside Demand Responsive One-way (non-ADA). Credit and debit cards are accepted. SamTrans mobile ticketing will run in conjunction with the Clipper mobile application for approximately 6 months, after which Local and Express One-way and Local and Express Day Passes will no longer be sold on the SamTrans Mobile App, and will only be available on the Clipper mobile application.

E. Open Payment

Open payment allows accepted contactless debit and credit cards to be tapped at Clipper validators onboard SamTrans buses to pay for Local & Express One-Way fares, Day Pass Accumulators and Monthly Pass Accumulators. Open payment functionality is only applicable to the Adult fare category.

F. Inter-agency Transfers

Transfers from certain transit systems to SamTrans will receive one Local and Express One-Way fare credit; available only on Clipper.

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

G. Free or Reduced Cost Transfers-Regional Transit Pilot Program

The Free or Reduced Cost Transfers Regional Transit Pilot Program is part of the Regional Fare Coordination and Integration Study. It is managed by MTC and BART in close coordination with regional transit operators and SamTrans. The Pilot Program will provide a transfer discount up to the region's highest local transit fare to riders using Clipper (excluding pass products), or open payment, when transferring to SamTrans within two hours of the first boarding.

H. 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.

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

J. Rules and Regulations. All Passes and Tickets are subject to District regulations as may be adopted from time to time. Misuse of a Pass or Ticket or violation of the laws governing behavior on transit vehicles makes such Pass 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 and Tickets are not subject to refund or replacement.

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.

XI. 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.

    a. 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.

    b. 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.

    c. 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. Ride Plus Microtransit Service

SamTrans' microtransit service, known as Ride Plus, 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 Ride Plus may request a ride using a mobile app or by phone. Adult and Youth/Eligible Discount fares apply. Passengers certified for Redi-Wheels and RediCoast (ADA) paratransit, and their personal care attendants, pay Eligible Discount fares.

XII. 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 – SAMTRANS 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

4985998.2

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:

Martha Martinez
District Secretary

4985998.2

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 6 – GFI GENFARE FAREBOX RIDERSHIP FARE STRUCTURE DEFINITIONS

MONTHLY ROUTE SUMMARY REPORT

NOVEMBER 2022

SAMTRANS

Ridership Fare Structure Definition

Ridership is defined as the sum of the following items:

Key 1	Key 1 - Express Adult	Key 2	Key 2 - Express Youth / ED	Key 3	Key 3 - Adult Exp DP Upgrade	Key 6	Key 6 - Youth/ED Exp DP Upgrade
Key 7	Key 7 - Adult Exp MP Upgrade	Key 8	Key 8 - Youth/ED Exp MP Upgrade	Key 9	Key 9 - FREE FARE	Key A	Key A - Issue A Daypass
Key B	Key B - Issue Y Daypass	Key D	Key D - Issue ED Daypass	TTP 1	Adult Day Pass	TTP 2	ED Day Pass
TTP 3	Youth Day Pass	TTP 4	1-Ride Adult	TTP 5	1-Year Pass	TTP 6	31-Day Pass
TTP 7	Youth Monthly Pass	TTP 8	Summer Youth Pass	TTP 9	1-Ride Complimentary	TTP 10	1-Ride Youth
TTP 11	1-Ride Local	TTP 12	SMCCD Free Pass	TTP 13	ED 31 Day Pass	TTP 14	YOUTH 31 DAY
TTP 15	LA1 Adult Fare	TTP 16	LA2 Youth Fare	TTP 17	LA3 Discount Fare	TTP 18	LA4 Count Clipper Tally
TTP 19	RA1 Rediwheels ATTENDANT	TTP 20	RA2 Rediwheels Pass Tally 4/12	TTP 21	RA3 Count Mobile Ticket	TTP 22	RA4 Short Fare / No Fare Tally
TTP 23	Adult Monthly Pass	TTP 24	ED Monthly Pass	TTP 25	Express Monthly Pass	TTP 26	SF Monthly Pass
TTP 27	Rediwheels	TTP 28	WAY2GO	TTP 29	Adult 31 day	TTP 30	Youth unlimited
TTP 32	Generic Pass Market R&D - CAC	TTP 33	Adult Day Pass - Rolling Start	TTP 34	Youth Day Pass - Rolling Start	TTP 35	ED Day Pass - Rolling Start
TTP 36	ED eTOKEN	TTP 39	Youth Token $1.10 Value	TTP 40	Adult Token $2.25 Value	Preset	Preset

The following items are excluded from the ridership calculation:

Key 4	Key 4 - Survey Count	Key 5	Key 5 - REAS MOD	Key *	Key *	Key C	Key C - Issue Change Card
TTP 31	LIFT USE	TTP 37	*9 ISSUE REFUND TICKET	TTP 38	*4 READ CARD	TTP 41	Tickets
TTP 42	*5 Change Fareset	TTP 43	$2 Bill Overide	TTP 44	$5 Bill Override	TTP 45	$1 Bill Override
TTP 46	Ticket Override	TTP 47	Proc Fare	TTP 48	Change Card		

Search Criteria:

Location: 1, 2, 3, 4

ATTACHMENT 7 – AVERAGE FARE CHANGE ANALYSIS TABLE

Summary of Average Fare Change Analysis

				FY24 Current		FY24 (Eff. 1/1/2024) Express Category Eliminated																													
				Cost				FY24 Change		Survey Usage by Group (Approximate)					Usage by Group - 2022 GFI Annual Ridership										Average Fare Change					Cumulative Annual Current Fare				Cumulative Annual Proposed Fare			
Category	Fare Category	Fare Type	Payment Option	Existing	Unit Existing	FY24 Proposed*	Unit Proposed	Absolute	Percent	Minority	Non-Minority	Low-Income	Non-Low-Income	Overall	Minority %	Minority Number	Non-Minority %	Non-Minority Number	Low-Income %	Low-Income Number	Non-Low-Income %	Non-Low-Income Number	Overall %	Total 2022 GFI Ridership	Minority	Non-Minority	Low-Income	Non-Low-Income	Total	Minority	Non-Minority	Low-Income	Non-Low-Income	Minority	Non-Minority	Low-Income	Non-Low-Income
Adult	Express	One-Way	Cash, Mobile	$4.50	$4.50	$2.25	$2.25	-$2.25	-50%	86	40	101	25	126	88.48%	1,125	75.76%	523	87.22%	1,321	73.10%	327	84.05%	1,649	-$2,530.23	-$1,177.84	-$2,973.09	-$735.20	-$3,710.25	$5,060.46	$2,355.68	$5,946.18	$1,470.39	$2,530.23	$1,177.84	$2,973.09	$735.20
			Clipper	$4.00	$4.00	$2.05	$2.05	-$1.95	-49%	3	5	6	2	8	3.09%	39	9.47%	65	5.18%	78	5.85%	26	5.30%	104	-$76.50	-$127.60	-$153.07	-$50.97	-$202.80	$156.91	$261.74	$313.99	$104.56	$80.42	$134.14	$160.92	$53.59
		Monthly Pass	Clipper	$130.00	$4.33	$65.60	$2.18	-$2.15	-50%	1	0	1	0	0	1.03%	13	0.00%	0	0.86%	13	0.00%	0	0.10%	2	-$28.16	$0.00	-$28.17	$0.00	-$4.31	$56.66	$0.00	$56.69	$0.00	$28.51	$0.00	$28.52	$0.00
Youth	Express	One-Way	Cash, Mobile	$2.25	$2.25	$1.10	$1.10	-$1.15	-51%	2	1	0	3	3	2.06%	26	1.89%	13	0.00%	0	8.77%	39	2.29%	45	-$30.08	-$15.05	$0.00	-$45.09	-$51.75	$58.84	$29.45	$0.00	$88.22	$28.77	$14.40	$0.00	$43.13
			Clipper	$2.00	$2.00	$1.00	$1.00	-$1.00	-50%	0	0	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.15%	3	$0.00	$0.00	$0.00	$0.00	-$3.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Eligible Discount	Express	One-Way	Cash, Mobile	$2.25	$2.25	$1.10	$1.10	-$1.15	-51%	4	3	4	3	7	4.12%	52	5.68%	39	3.45%	52	8.77%	39	4.94%	97	-$60.15	-$45.15	-$60.18	-$45.09	-$111.55	$117.69	$88.34	$117.75	$88.22	$57.53	$43.19	$57.56	$43.13
			Clipper	$2.00	$2.00	$1.00	$1.00	-$1.00	-50%	1	4	4	1	5	1.03%	13	7.58%	52	3.45%	52	2.92%	13	3.16%	62	-$13.08	-$52.35	-$52.33	-$13.07	-$62.00	$26.15	$104.70	$104.66	$26.14	$13.08	$52.35	$52.33	$13.07
		Total								**97**	**53**	**116**	**34**	**150**	**99.79%**	**1,271**	**100.38%**	**691**	**100.17%**	**1,515**	**99.42%**	**447**	**100.00%**	**1,962**	-$2,738.19	-$1,417.99	-$3,266.84	-$889.43	-$4,145.66	$5,476.72	$2,839.91	$6,539.27	$1,777.54	$2,738.53	$1,421.92	$3,272.43	$888.12
							Group Breakdown % from Remix			64.80%	35.20%	77.20%	22.80%																		Average Current Annual Fare				Average Proposed Annual Fare			
																									Minority	**Non-Minority**	**Low-Income**	**Non-Low-Income**	**Total**	$4.31	$4.11	$4.32	$3.98	$2.15	$2.06	$2.16	$1.99

**Removal of Express Category and associated fare products: Proposed replacement products will be corresponding Local fare products*

Express Fare data insufficient in Triennial Survey; data taken from 2022 GFI/Clipper data of Route FCX

Express Fare uses approximate breakdown % from Demographic Block Group data in Remix

Average Fare Change	-$2.15	-$2.05	-$2.16	-$1.99	-$2.11
Percent Change in Average Fare	-51.22%	-48.78%	-52.01%	-47.99%	
Difference between Protected Class and Non-Protected		-2.43%		-4.02%	
Disparate Impact or Disproportionate Burden (20%)	Minority	No	Low-Income	No	

ATTACHMENT 8 – NOTICES OF PUBLIC MEETING AND HEARING

SamTrans: Board of Directors
PUBLIC HEARING & MEETING NOTICE
Proposed Fare Changes

The SamTrans Board of Directors will hold a ***public meeting on 10/30/2023*** and a ***public hearing on 12/6/2023*** to receive public comments on the following proposed changes to the SamTrans fare structure:

To be implemented on 1/1/2024:

- Elimination of the Summer Youth Pass
- Consolidation of Local and Express fares for a single price
- Waiver of fares for pre-arranged public school field trips

To be implemented upon launch of Clipper® Next Generation (estimated Fall 2024):

- Introduction of contactless, on-board payment using credit and debit cards (also known as "Open Payment")
- Introduction of Day Pass and Monthly Pass accumulators (also known as "Fare Capping")
- Discontinuation of bus fare payment on the SamTrans mobile application; Replace with bus fare payment on the Clipper mobile application
- Participation in regional transfer discount program

The San Mateo County Transit District Board of Directors invites public comment on the potential changes at the public meeting and public hearing. The public may participate via a Zoom web link and/or by phone.

Public Meeting
10-30-2023 at 5:30 pm
Zoom Info: https://us06web.zoom.us/j/88078523828.
Webinar ID/ Meeting ID 880 7852 3828
Access via Telephone: 1.253.215.8782 (enter webinar ID and press # when prompted for participant ID) for audio only.

Public Hearing
Wednesday, December 6, 2023, at 2 p.m.
(or as soon thereafter as the matter may be heard)
Zoom Info:
https://us06web.zoom.us/j/87609824114?pwd=UGhLRjNXb2xWeFM3alBrNUxVbGNmQT09
Webinar/Meeting ID: 876 0982 4114
Passcode: 519746 in the Zoom app for audio/visual capability
Access via Telephone: 1.669.900.9128 (enter webinar ID and press # when prompted for participant ID) for audio only.

Prior to the hearing, comments may be sent by mail, e-mail, or phone:
Board Secretary
San Mateo County Transit District
P.O. Box 3006, San Carlos, CA 94070-1306
publiccomment@samtrans.com 1.800.660.4287 (TTY 650.508.6448)

For translation or interpretation assistance, call SamTrans at 1.800.660.4287 at least three days before the meeting.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

SamTrans: Board of Directors PUBLIC HEARING & MEETING NOTICE - SPANISH

SamTrans: Junta Directiva
AVISO DE AUDIENCIA Y REUNIÓN PÚBLICAS
Cambios propuestos en las tarifas

La Junta Directiva de SamTrans sostendrá una ***reunión pública el 30 de octubre de 2023*** y una ***audiencia pública el 6 de diciembre de 2023*** para recibir comentarios del público sobre los siguientes cambios propuestos en la estructura tarifaria de SamTrans:

Lo siguiente se aplicará el 1 de enero de 2024:

- Eliminación del pase, "Summer Youth Pass"
- Consolidación de las tarifas locales y exprés por un precio único
- Exención de tarifas para excursiones escolares preestablecidas, solamente para las escuelas publicas

Lo siguiente se aplicará en el momento del lanzamiento de Clipper® Next Generation (previsto para otoño de 2024):

- Introducción del pago a bordo, sin contacto, mediante tarjetas de crédito y débito (también conocido como "Pago abierto" (Open Payment)
- Introducción de acumuladores del pase de un día y pase mensual (también conocidos como "Limitación de tarifas" (Fare Capping)
- Suspensión del pago de tarifas de autobús en la aplicación móvil SamTrans; se sustituye por el pago de tarifas de autobús en la aplicación móvil Clipper
- Participación en el programa regional de descuentos por trasbordo

La Junta Directiva del Distrito de Tránsito del Condado de San Mateo invita al público a hacer comentarios sobre los posibles cambios en la reunión y la audiencia públicas. La gente puede participar a través de un enlace web Zoom y/o por teléfono.

Reunión pública
30 de octubre de 2023 a las 5:30 pm
Información para comunicarse por Zoom: https://us06web.zoom.us/j/88078523828.
Identificación del webinario/ Identificación de la reunión 880 7852 3828
Acceso por teléfono: 1.253.215.8782 (ingrese la identificación del webinario y oprima # cuando se le pida la identificación del participante) solo para audio.

Audiencia pública
Miércoles, 6 de diciembre de 2023, a las 2.00 p.m.
(o tan pronto como el asunto pueda ponerse a la disposición del público)
Información para comunicarse por Zoom:
https://us06web.zoom.us/j/87609824114?pwd=UGhLRjNXb2xWeFM3alBrNUxVbGNmQT09
Identificación del webinario/reunión: 876 0982 4114
Contraseña: 519746 en la aplicación Zoom para acceder al audio/video
Acceso por teléfono: 1.669.900.9128 (ingrese la identificación del webinario y oprima # cuando se le pida la identificación del participante) solo para audio.

Antes de la audiencia, los comentarios pueden enviarse por correo postal, por correo electrónico o por teléfono:
Board Secretary
San Mateo County Transit District
P.O. Box 3006, San Carlos, CA 94070-1306
publiccomment@samtrans.com 1.800.660.4287 (TTY 650.508.6448)

Para solicitar servicio de traducción o interpretación, llame a SamTrans al 1.800.660.4287 al menos tres días antes de la reunión.

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

SamTrans: Board of Directors PUBLIC HEARING & MEETING NOTICE - CHINESE

SamTrans：董事會
公聽會及會議通知
擬議車費變動

SamTrans 董事會將舉行一場***公開會議（2023 年 10 月 30 日）***和一場***公聽會（2023 年 12 月 6 日）***，以聽取大眾對於以下 SamTrans 車費結構擬議變動的意見：

將於 2024 年 1 月 1 日實施：

- **取消青少年夏季通行證** (Summer Youth Pass)
- 將本地車費與快車車費合併為單一價格
- 免除預先安排的校外教學車費

於 Clipper® Next Generation 發佈之時（預計在 2024 年秋季）實施：

- 引入使用信用卡及扣帳卡的零接觸車上支付（亦稱「開放付款」）
- 引入日票與月票的累積計算機制（亦稱「車費封頂」）
- 終止 SamTrans 流動應用程式上的公車車費付款功能；以 Clipper 流動應用程式上的公車車費付款功能替代
- 參與地區交通折扣計劃

聖馬刁縣運輸委員會董事會誠邀大眾在公開會議與公聽會上對潛在變動提出意見。大眾可以透過 Zoom 網站連結和/或電話參加會議。

公開會議
2023 年 10 月 30 日下午 5:30
Zoom 資訊：https://us06web.zoom.us/j/88078523828
網絡研討會 ID/會議 ID 880 7852 3828
透過電話參加：1.253.215.8782（輸入網絡研討會 ID 並在提示輸入與會者 ID 時按 #），僅音訊會議。

公聽會
2023 年 12 月 6 日星期三下午 2 點
（或在本事項聽證後立即舉行）
Zoom 資訊：
https://us06web.zoom.us/j/87609824114?pwd=UGhLRjNXb2xWeFM3alBrNUxVbGNmQT09
網絡研討會/會議 ID：876 0982 4114
密碼：519746（在 Zoom 應用程式內以音訊/視像方式參與）
透過電話參加：1.669.900.9128（輸入網絡研討會 ID 並在提示輸入與會者 ID 時按 #），僅音訊會議。

在聽證會舉行前，大眾可透過郵遞、電郵或電話提出意見：
Board Secretary
San Mateo County Transit District
P.O. Box 3006, San Carlos, CA 94070-1306
publiccomment@samtrans.com 1.800.660.4287 (TTY 650.508.6448)

如需翻譯或口譯協助，請在會議前至少三天撥打 1.800.660.4287 與 SamTrans 聯絡。

Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

ATTACHMENT 9 – PRINT ADVERTISEMENTS OF PUBLIC MEETING AND HEARING

San Francisco Chronicle – ENGLISH

DECLARATION OF PUBLICATION OF
SAN FRANCISCO CHRONICLE

Lori Gomez

Declares that:
The annexed advertisement has been regularly
In the
SAN FRANCISCO CHRONIC

Which is and was at all times herein mentione
established as newspaper of general circulatio
City and County of San Francisco, State of Ca
the term is defined by Section 6000 of the Go
Code

SAN FRANCISCO CHRONIC
(Name of Newspaper)

901 Mission Street

San Francisco, CA 941

From - 10/18/20

To 10/23/2

Namely on 10/18/10

(Dates of Publication)

I declare under penalty of perjury that the for
true and correct.

Executed on 10/24/2

At San Francisco, California

SamTrans: Board of Directors
PUBLIC HEARING & MEETING NOTICE
Proposed Fare Changes

The SamTrans Board of Directors will hold a *public meeting on 10/30/2023* and a *public hearing on 12/6/2023* to receive public comments on the following proposed changes to the SamTrans fare structure:

To be implemented on 3/1/2024:
- Elimination of the Summer Youth Pass
- Consolidation of Local and Express fares for a single price
- Waiver of fares for pre-arranged school field trips

To be implemented upon launch of Clipper® Next Generation (estimated Fall 2024):
- *Introduction of contactless, on-board payment using credit and debit cards (also known as "Open Payment")*
- Introduction of Day Pass and Monthly Pass accumulators (also known as "Fare Capping")
- Discontinuation of bus fare payment on the SamTrans mobile application. Replace with bus fare payment on the Clipper mobile application
- Participation in regional transfer discount program

The San Mateo County Transit District Board of Directors invites public comment on the potential changes at the public meeting and public hearing. The public may participate via a Zoom web link and/or by phone.

Public Meeting
10-30-2023 at 5:30 pm
Zoom info: https://us06web.zoom.us/j/88078523828
Webinar ID/ Meeting ID 880 7852 3828
Access via Telephone: 1.669.900.9128 (enter webinar ID and press # when prompted for participant ID) for audio only.

Public Hearing
Wednesday, December 6, 2023, at 2 p.m.
(or as soon thereafter as the matter may be heard)
Zoom info:
https://us06web.zoom.us/j/86098241144?pwd=UQhLRjNXb2xWeFM3alBrNUxVcGNmQT09
Webinar/Meeting ID: 876 0982 4114
Passcode: 519746 in the Zoom app for audio/visual capability
Access via Telephone: 1.669.900.9128 (enter webinar ID and press # when prompted for participant ID) for audio only.

Prior to the hearing, comments may be sent by mail, e-mail, or phone:
Board Secretary
San Mateo County Transit District
P.O. Box 3006, San Carlos, CA 94070-1306
publiccomment@samtrans.com **1.800.660.4287 (TTY 650.508.6448)**

For translation or interpretation assistance, call SamTrans at 1.800.660.4287 at least three days before the meeting.

Para traducción llama al 1.800.660.4287; 如需翻譯請電 1.800.660.4287.

CNS# 3748843

San Mateo Daily Journal – ENGLISH

AFFIDAVIT OF PUBLICATION
SAN MATEO DAILY JOURNAL

STATE OF CALIFORNIA
County of San Mateo

The undersigned declares: That at all times hereinafter mentioned, affiant was a permanent resident of the United States, over the age of eighteen years old, and was at and during all said times. The Office Manager of the San Mateo Daily Journal, a newspaper published daily in the County of San Mateo, State of California. The notice mentioned was set in type no smaller than nonpareil and was preceded with words printed in black face type not smaller than size 6, describing and expressing in general terms, the purpose and character of the notice intended to be given; that the

CNS-3748840#

PUBLIC NOTICE

Of which the annexed is a printed copy was published and printed in said newspaper on the 18th and 23rd Day of October 2023.

I declare under penalty of perjury that the foregoing is true and correct.

JP Uganiza

Dated at San Mateo, California,
This 18th day of Oct. 2023.

A000006438097

SamTrans: Board of Directors
PUBLIC HEARING & MEETING NOTICE
Proposed Fare Changes

The SamTrans Board of Directors will hold a ***public meeting on 10/30/2023*** and a public hearing on 12/6/2023 to receive public comments on the following proposed changes to the SamTrans fare structure:

To be implemented on 1/1/2024:
- Elimination of the Summer Youth Pass
- Consolidation of Local and Express fares for a single price
- Waiver of fares for pre-arranged school field trips

To be implemented upon launch of Clipper® Next Generation (estimated Fall 2024):
- Introduction of contactless, on-board payment using credit and debit cards (also known as "Open Payment")
- Introduction of Day Pass and Monthly Pass accumulators (also known as "Fare Capping")
- Discontinuation of bus fare payment on the SamTrans mobile application; Replace with bus fare payment on the Clipper mobile application
- Participation in regional transfer discount program

The San Mateo County Transit District Board of Directors invites public comment on the potential changes at the public meeting and public hearing. The public may participate via a Zoom web link and/or by phone.

Public Meeting
10-30-2023 at 5:30 pm
Zoom Info: https://us06web.zoom.us/j/88078523828.
Webinar ID/ Meeting ID 880 7852 3828
Access via Telephone: 1.669.900.9128 (enter webinar ID and press # when prompted for participant ID) for audio only.

Public Hearing
Wednesday, December 6, 2023, at 2 p.m.
(or as soon thereafter as the matter may be heard)
Zoom Info:
https://us06web.zoom.us/j/87609824114?pwd=UGhLRjNXb2xWeFM3alBrNUxVbGNmQT09
Webinar/Meeting ID: 876 0982 4114
Passcode: 519746 in the Zoom app for audio/visual capability
Access via Telephone: 1.669.900.9128(enter webinar ID and press # when prompted for participant ID) for audio only.

Prior to the hearing, comments may be sent by mail, e-mail, or phone:
Board Secretary
San Mateo County Transit District
P.O. Box 3006, San Carlos, CA 94070 - 1306
publiccomment@samtrans.com 1.800.660.4287 (TTY 650.508.6448)

For translation or interpretation assistance, call SamTrans at 1.800.660.4287 at least three days before the meeting.
Para traducción llama al 1.800.660.4287; 如需翻譯，請在 1.800.660.4287.
10/18, 10/23/23
CNS-3748840#
SAN MATEO DAILY JOURNAL

San Jose Mercury News – ENGLISH

San Jose Mercury News
75 E. Santa Clara St , Suite 1100
San Jose, CA 95113
408-920-5332

2003193

CALIF. NEWSPAPER SVC.
BILLING DEPT.
PO BOX 60460
LOS ANGELES, CA 90060

PROOF OF PUBLICATION
IN THE CITY OF SAN JOSE
IN THE STATE OF CALIFORNIA
COUNTY OF SANTA CLARA

FILE NO. 3748844

San Jose Mercury News

The undersigned, being first duly sworn, deposes and says: That at all times hereinafter mentioned affiant was and still is a citizen of the United States, over the age of eighteen years, and not a party to or interested in the above entitled proceedings; and was at and during all said times and still is the principal clerk of the printer and publisher of the San Jose Mercury News, a newspaper of general circulation printed and published daily in the City of San Jose, County of Santa Clara, State of California as determined by the court's decree dated June 27, 1952, Case Numbers 84096 and 84097, and that said San Jose Mercury News is and was at all times herein mentioned a newspaper of general circulation as that term is defined by Sections 6000; that at all times said newspaper has been established, printed and published in the said County and State at regular intervals for more than one year preceding the first publication of the notice herein mentioned. Said decree has not been revoked, vacated or set aside.

I declare that the notice, of which the annexed is a true printed copy, has been published in each regular or entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

10/19/2023, 10/23/2023

Legal No. **0006785757**

SamTrans: Board of Directors
PUBLIC HEARING & MEETING NOTICE
Proposed Fare Changes

The SamTrans Board of Directors will hold a *public meeting on 10/30/2023* and a *public hearing on 12/6/2023* to receive public comments on the following proposed changes to the SamTrans fare structure:

To be implemented on 1/1/2024:
- Elimination of the Summer Youth Pass
- Consolidation of Local and Express fares for a single price
- Waiver of fares for pre-arranged school field trips

To be implemented upon launch of Clipper® Next Generation (estimated Fall 2024):
- Introduction of contactless, on-board payment using credit and debit cards (also known as "Open Payment")
- Introduction of Day Pass and Monthly Pass accumulators (also known as "Fare Capping")
- Discontinuation of bus fare payment on the SamTrans mobile application; Replace with bus fare payment on the Clipper mobile application
- Participation in regional transfer discount program

The San Mateo County Transit District Board of Directors invites public comment on the potential changes at the public meeting and public hearing. The public may participate via a Zoom web link and/or by phone.

Public Meeting
10-30-2023 at 5:30 pm
Zoom Info: https://us06web.zoom.us/j/88078523828
Webinar ID/ Meeting ID 880 7852 3828
Access via Telephone: 1.669.900.9128 (enter webinar ID and press # when prompted for participant ID) for audio only.

Public Hearing
Wednesday, December 6, 2023, at 2 p.m.
(or as soon thereafter as the matter may be heard)
Zoom Info:
https://us06web.zoom.us/j/87609824114?pwd=UGhLRjNXb2xWeFM3alBrNUxVbGNmQT09
Webinar/Meeting ID: 876 0982 4114
Passcode: 519746 in the Zoom app for audio/visual capability
Access via Telephone: 1.669.900.9128 (enter webinar ID and press # when prompted for participant ID) for audio only.

Prior to the hearing, comments may be sent by mail, e-mail, or phone:
Board Secretary
San Mateo County Transit District
P.O. Box 3006, San Carlos, CA 94070-1306
publiccomment@samtrans.com **1.800.660.4287 (TTY 650.508.6448)**

For translation or interpretation assistance, call SamTrans at 1.800.660.4287 at least three days before the meeting.

Para traducción llama al 1.800.660.4287; 如需翻譯，請電 1.800.660.4287.

CNSB #3748844

El Observador – SPANISH

SamTrans: Junta Directiva
AVISO DE AUDIENCIA Y REUNIÓN PÚBLICAS
Cambios propuestos en las tarifas

La Junta Directiva de SamTrans celebrará una *reunión pública el 30 de octubre de 2023* y una *audiencia pública el 6 de diciembre de 2023* para recibir comentarios de público sobre los siguientes cambios propuestos en la estructura tarifaria de SamTrans.

Lo siguiente se aplicará el 1 de enero de 2024:
- Eliminación del pase Summer Youth Pass
- Consolidación de las tarifas locales y exprés por un precio único
- Exención de tarifas para excursiones escolares organizadas con antelación

Lo siguiente se aplicará en el momento del lanzamiento de Clipper® Next Generation (previsto para otoño de 2024):
- Introducción del pago a bordo, sin contacto, mediante tarjetas de crédito y débito (también conocido como "Pago abierto" (Open Payment)
- Introducción de acumuladores del pase de un día y pase mensual (también conocidos como "Limitación de tarifas" (Fare Capping)
- Suspensión del pago de tarifas de autobús en la aplicación móvil SamTrans, se sustituye por el pago de tarifas de autobús en la aplicación móvil Clipper
- Participación en el programa regional de descuentos por trasbordo

La Junta Directiva del Distrito de Tránsito del Condado de San Mateo invita al público a hacer comentarios sobre los posibles cambios en la reunión y la audiencia públicas. La gente puede participar a través de un enlace web Zoom y/o por teléfono.

Reunión pública
30 de octubre de 2023 a las 5:30 pm
Información para comunicarse por Zoom: https://us06web.zoom.us/j/86078523828
Identificación del webinario/ Identificación de la reunión 860 7852 3828
Acceso por teléfono: 1.253.215.8782 (ingrese la identificación del webinario y oprima # cuando se le pida la identificación del participante) solo para audio

Audiencia pública
Miércoles, 6 de diciembre de 2023, a las 2:00 p.m.
(o tan pronto como el asunto pueda ponerse a la disposición del público)
Información para comunicarse por Zoom:
https://us06web.zoom.us/j/87609824144?pwd=UGhLRjN0b2xWeFM3elBrNUsVbGNmQT09
Identificación del webinario/reunión: 876 0982 4144
Contraseña: 519746 en la aplicación Zoom para acceder al audio/video
Acceso por teléfono: 1.669.900.9128 (ingrese la identificación del webinario y oprima # cuando se le pida la identificación del participante) solo para audio

Antes de la audiencia, los comentarios pueden enviarse por correo postal, por correo electrónico o por teléfono:

Board Secretary
San Mateo County Transit District
P.O. Box 3006, San Carlos, CA 94070 - 1306
publiccomment@samtrans.com 1.800.660.4287 (TTY 650.508.6448)

Para solicitar servicio de traducción o interpretación, llame a SamTrans al 1800.660.4287 al menos tres días antes de la reunión.
Para traducción llama al 1.800.660.4287; 如需翻译,姓名: 1.800.660.4287.
10/20/23
CNS-3748845#
EL OBSERVADOR

Kifer Senior Apartments
New affordable apartments ready for occupancy in January 2024

Kifer Senior Apartments provides 80 units of affordable and supportive housing located at 3333 Kifer Road in Santa Clara.

Unit Mix: 79 units total (30-Studios, 45-1 bedrooms, 4-2 bedrooms), 1 staff unit, 54 units set aside for individuals experiencing homelessness.
We welcome Section 8 vouchers.

Income Requirements:
This property serves households at 20%, 30%, 40% and 50% AMI.

Utilities: PG&E, water & garbage paid by owner.

Pet Policy: Pet friendly, limited to one pet per household.

Leasing Office: The temporary leasing office is located at 2727 Walsh Avenue, Suite 105, Santa Clara, CA 95051.

We do business in accordance with Federal Fair Housing Law. It is illegal to discriminate against any person because of Race, Color, Religion, Sex, Handicap, Sexual Orientation, Gender Identity, Familial Status or National Origin.

Kifer Departamentos para Seniors
Nuevos departamentos asequibles listos para ser habitados en enero de 2024.

Los departamentos para Personas Mayores Kifer ofrecen 80 unidades de viviendas asequibles y de apoyo ubicadas en 3333 Kifer Road en Santa Clara.

Combinación de unidades: 79 unidades en total (30 estudios, 45-1 dormitorios, 4-2 dormitorios), 1 unidad para el personal. 54 unidades reservadas para personas sin hogar.
Aceptamos los vales de la Sección 8.

Requisitos de ingresos:
20%, 30%, 40% y 50% AMI.

Servicios públicos: PG&E, agua y recolección de residuos pagados por el propietario.

Política de mascotas: Se admiten mascotas, limitado a una mascota por hogar.

Oficina de arrendamiento: La oficina de arrendamiento temporal está ubicada en 2727 Walsh Avenue, Suite 105, Santa Clara, CA 95051.

Hacemos negocios de acuerdo con la Ley Federal de Vivienda Justa. Es ilegal discriminar a cualquier persona por motivos de raza, color, religión, sexo, discapacidad, orientación sexual, identidad de género, estado familiar u origen nacional.

FICTITIOUS BUSINESS NAME STATEMENT NO. 698653
The following person(s) is (are) doing business as: **Ortega Landscaping**, 1753 Quimby Rd, San Jose, CA 95122, **Santa Clara County**. This business is owned by an individual. The name and residence address of the registrant(s) is (are): Jose Ortega, 1755 Quimby Rd, San Jose, CA 95122. The registrant began transacting business under the fictitious business name(s) listed above on N/A. This filing is a first filing. "I declare that all information in this statement is true and correct." (A registrant who declares as true information which he or she knows to be false is guilty of a crime.)
/s/ Jose Ortega
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 09/30/2023.
Regina Alcomendras, County Clerk Recorder
By: /s/ Ronald Nguyen, Deputy
File No. FBN 698653

Prior Publication Dates: September 8, 15, 22, 29, 2023
Corrected Publication: October 20, 27, November 3 and 10, 2023

FICTITIOUS BUSINESS NAME STATEMENT NO. 698725
The following person(s) is (are) doing business as: **MILO ABADILLA VISUALS**, 3308 Moncucco Court, San Jose, CA 95148, **Santa Clara County**. This business is owned by an individual. The name and residence address of the registrant(s) is (are): Milo Albasin Abadilla, 3308 Moncucco Court, San Jose, CA 95148. The registrant began transacting business under the fictitious business name(s) listed above on 9/1/23. This filing is a first filing. "I declare that all information in this statement is true and correct." (A registrant who declares as true information which he or she knows to be false is guilty of a crime.)
/s/ Milo Albasin Abadilla
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 09/1/2023.
Regina Alcomendras, County Clerk Recorder
By: /s/ Ronald Nguyen, Deputy
File No. FBN 698725

Prior Publication: September 8, 15, 22, 29, 2023
Corrected Publication: October 20, 27, November 3 and 10, 2023

FICTITIOUS BUSINESS NAME STATEMENT NO. 699038
The following person(s) is (are) doing business as: **MARSH'S CLEANING SERVICES**, 1785 Almaden Rd Apt 316, San Jose, CA 95125, **Santa Clara County**. This business is owned by a limited liability company. The name and residence address of the registrant(s) is (are): MARSH SERVICES LLC, 1785 Almaden Rd Apt 316, San Jose, CA 95125. The registrant began transacting business under the fictitious business name(s) listed above on 04/10/2023. This filing is a refile. [Change(s) in facts from previous filing] of previous file #: FBN695598. "I declare that all information in this statement is true and correct." (A registrant who declares as true information which he or she knows to be false is guilty of a crime.)
/s/ Martha Rodriguez Solano
MARSH SERVICES LLC
Owner
Article/Reg#: 202356402246
Above entity was formed in the state of CA
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 09/13/2023.
Regina Alcomendras, County Clerk Recorder
By: /s/ Corinne Vasquez, Deputy
File No. FBN 699038

October 20, 27, November 3, 10, 2023

FICTITIOUS BUSINESS NAME STATEMENT NO. 698774
The following person(s) is (are) doing business as: **PARADISE EVENTS**, 15650 La Mesa Ct, Morgan Hill, CA 95037, **Santa Clara County**. This business is owned by a corporation. The name and residence address of the registrant(s) is (are): PARADISE PLAYSPACE, INC., 15650 La Mesa Ct, Morgan Hill, CA 95037. The registrant began transacting business under the fictitious business name(s) listed above on 07/05/2023. This filing is a refile. [Change(s) in facts from previous filing] of previous file #: FBN697225. "I declare that all information in this statement is true and correct." (A registrant who declares as true information which he or she knows to be false is guilty of a crime.)
/s/ Anahita Tolouiat-bael Yazdi
PARADISE PLAYSPACE, INC.
Owner
Article/Reg#: 5842163
Above entity was formed in the state of CA
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 09/05/2023.
Regina Alcomendras, County Clerk Recorder
By: /s/ Blaine Fader, Deputy
File No. FBN 698774

October 20, 27, November 3, 10, 2023

FICTITIOUS BUSINESS NAME STATEMENT NO. 699874
The following person(s) is (are) doing business as: **ROSA'S HOUSE CLEANING**, 384 Swaps Dr, San Jose, CA 95111, **Santa Clara County**. This business is owned by an individual. The name and residence address of the registrant(s) is (are): ROSA ELENA FARFAN MARTINEZ, 384 Swaps Dr, San Jose, CA 95111. The registrant began transacting business under the fictitious business name(s) listed above on 10/1/2023. This filing is a first filing. "I declare that all information in this statement is true and correct." (A registrant who declares as true information which he or she knows to be false is guilty of a crime.)
/s/ Rosa Elena Farfan Martinez
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 10/1/2023.
Regina Alcomendras, County Clerk Recorder
By: /s/ Patty Camarena, Deputy
File No. FBN 699874

October 20, 27, November 3, 10, 2023

FICTITIOUS BUSINESS NAME STATEMENT NO. 699660
The following person(s) is (are) doing business as: **UCE CLINICS OF AMERICA - SUNNYVALE**, 645 South Murphy Avenue, Sunnyvale, CA 94086, **Santa Clara County**. This business is owned by a limited liability company. The name and residence address of the registrant(s) is (are): UCE TO KNOW YOU LLC, 500 North Rainbow Blvd, Suite 300A, Las Vegas, NV 89107. The registrant began transacting business under the fictitious business name(s) listed above on 07/01/2023. This filing is a refile. [Change(s) in facts from previous filing] of previous file #: FBN594784. "I declare that all information in this statement is true and correct." (A registrant who declares as true information which he or she knows to be false is guilty of a crime.)
/s/ Ibrahim Molnuddin
UCE TO KNOW YOU LLC
OFFICER
Article/Reg#: 202357507 26
Above entity was formed in the state of CA
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 10/06/2023.
Regina Alcomendras, County Clerk Recorder
By: /s/ Blaine Fader, Deputy
File No. FBN 699660

October 20, 27, November 3, 10, 2023

FICTITIOUS BUSINESS NAME STATEMENT NO. 699748
The following person(s) is (are) doing business as: **MARISCOS SAN JUAN #3**, 575 First Street, Gilroy, CA 95020, **Santa Clara County**. This business is owned by a corporation. The name and residence address of the registrant(s) is (are): SERGIO'S RESTAURANTS INC, 1780 Santer Rd, San Jose, CA 95112. The registrant began transacting business under the fictitious business name(s) listed above on 10/06/2023. This filing is a first filing. "I declare that all information in this statement is true and correct." (A registrant who declares as true information which he or she knows to be false is guilty of a crime.)
/s/ Sergio Becerra Cruz
SERGIO'S RESTAURANTS INC
President
Article/Reg#: CA2995566
Above entity was formed in the state of CA
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 10/11/2023.
Regina Alcomendras, County Clerk Recorder
By: /s/ Corinne Vasquez, Deputy
File No. FBN 699748

October 20, 27, November 3, 10, 2023

FICTITIOUS BUSINESS NAME STATEMENT NO. 699773
The following person(s) is (are) doing business as: **GENESIS FAST CLEANING**, 652 Hermitage Way, San Jose, CA 95134, **Santa Clara County**. This business is owned by an individual. The name and residence address of the registrant(s) is (are): Luis R Arroyo, 652 Hermitage Way, San Jose, CA 95134. The registrant began transacting business under the fictitious business name(s) listed above on 10/12/2023. This filing is a first filing. "I declare that all information in this statement is true and correct." (A registrant who declares as true information which he or she knows to be false is guilty of a crime.)
/s/ Luis R Arroyo
This statement was filed with the Co. Clerk-Recorder of Santa Clara County on 10/12/2023.
Regina Alcomendras, County Clerk Recorder
By: /s/ Nina Khamphilath, Deputy
File No. FBN 699773

October 20, 27, November 3, 10, 2023

FICTITIOUS BUSINESS NAME STATEMENT NO. 699774
The following person(s) is (are) doing business as: **ORIJUELA PAINTER SERVICES**, 2770 Croft Dr, San Jose, CA 95148, **Santa Clara County**. This business is owned by an individual. The name and residence address of the registrant(s) is (are): German Orijuela Gomez, 2770 Croft Dr, San Jose, CA 95148. The registrant began transacting business under

Sing Tao – CHINESE

COPY OF NOTICE

Notice Type: HRG NOTICE OF HEARING

Ad Description: Fare Change Public Hearing Notice - CHINESE

To the right is a copy of the notice you sent to us for publication in the SING TAO (S.F.). Please read this notice carefully and call us with any corrections. The Proof of Publication will be filed with the County Clerk, if required, and mailed to you after the last date below. Publication date(s) for this notice is (are):

10/20/2023

An invoice will be sent after the last date of publication. If you prepaid this order in full, you will not receive an invoice.

Daily Journal Corporation
Serving your legal advertising needs throughout California. Call your local

BUSINESS JOURNAL, RIVERSIDE	(951) 784-0111
DAILY COMMERCE, LOS ANGELES	(213) 229-5300
LOS ANGELES DAILY JOURNAL, LOS ANGELES	(213) 229-5300
ORANGE COUNTY REPORTER, SANTA ANA	(714) 543-2027
SAN FRANCISCO DAILY JOURNAL, SAN FRANCISCO	(800) 640-4829
SAN JOSE POST-RECORD, SAN JOSE	(408) 287-4866
THE DAILY RECORDER, SACRAMENTO	(916) 444-2355
THE DAILY TRANSCRIPT, SAN DIEGO	(619) 232-3486
THE INTER-CITY EXPRESS, OAKLAND	(510) 272-4747

* A 0 0 0 0 0 0 6 4 3 0 5 3 8 *

SamTrans：董事會
公聽會及會議通知
擬議車費變動

SamTrans 董事會將舉行一場*公開會議 (2023 年10 月30 日)* 和一場*公聽會 (2023年12 月6 日)*，以聽取大眾對於以下 SamTrans 車費結構擬議變動的意見：
將於 2024 年 1 月 1 日實施：
- 取消青少年夏季通行證 (Summer Youth Pass)
- 將本地車費與快車車費合併為單一價格
- 免除預先安排的校外教學車費

於 Clipper® Next Generation 發佈之時（預計在 2024 年秋季）實施：
-
引入使用信用卡及扣帳卡的零接觸車上支付（亦稱「開放付款」）
-
引入日票與月票的累積計算機制（亦稱「車費封頂」）
- 終止 SamTrans 流動應用程式上的公車車費付款功能；以 Clipper 流動應用程式上的公車車費付款功能替代
- 參與地區交通折扣計劃

聖馬刁縣運輸委員會董事會誠邀大眾在公開會議與公聽會上對潛在變動提出意見。大眾可以透過 Zoom 網站連結和/或電話參加會議。

公開會議
2023 年 10 月 30 日下午 5:30
Zoom 資訊：https://us06web.zoom.us/j/88078523828
網絡研討會 ID/ 會議 ID 880 7852 3828
透過電話參加：1.253.215.8782（輸入網絡研討會 ID 並在提示輸入與會者 ID 時按 #），僅音訊會議。

公聽會
2023 年 12 月 6 日星期三下午 2 點
(或在本事項聽證後立即舉行)
Zoom
資訊：https://us06web.zoom.us/j/87609824114?pwd=UGhLRjNXb2xWeFM3alBrNUxVbGNmQT09
網絡研討會 / 會議 ID ： 876 0982 4114
密碼： 519746（在 Zoom 應用程式內以音訊/視像方式參與）
透過電話參加： 1.669.900.9128（輸入網絡研討會 ID 並在提示輸入與會者 ID 時按 #），僅音訊會議。
在聽證會舉行前，大眾可透過郵遞、電郵或電話提出意見：

Board Secretary
San Mateo County Transit District
P.O. Box 3006, San Carlos, CA 94070 - 1306
publiccomment@samtrans.com 1.800.660.4287
(TTY 650.508.6448)

如需翻譯或口譯協助，請在會議前至少三天撥打 1.800.660.4287 與 SamTrans 聯絡。
Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.
10/20/23
CNS-3748846#
SING TAO (S.F.)

ATTACHMENT 10 – SAMTRANS BOARD APPROVAL OF TITLE VI ANALYSIS

Resolution No. 2023-54

Board of Directors, San Mateo County Transit District
State of California

*** * ***

Updating the Fare Structure to Improve Rider Experience and Accommodate Launch of Clipper Next Generation, Approving the Associated Title VI Analysis, and Making Findings Under the California Environmental Quality Act and National Environmental Policy Act

Whereas, pursuant to Resolution No. 1982-27, dated April 28, 1982, the Board of Directors (Board) of the San Mateo County Transit District (District) adopted a Codified Tariff (currently known as the "Fare Structure") to outline the classifications, costs and regulations of SamTrans services and fare media; and

Whereas, the Board has the authority to modify the Fare Structure in order to change fares and implement policy or administrative changes to SamTrans service; and

Whereas, pursuant to Resolution No. 2019-4, the Board adopted the SamTrans Fare Policy (Fare Policy), which establishes high-level guidelines for staff and the Board to consider when modifying fares; and

Whereas, the District last took action to modify the Fare Structure on June 7, 2023 to continue SamTrans' participation in the Clipper START program, update how fares are waived, and make other minor revisions; and

Whereas, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to Government Code Section 66500 *et seq*.; and

Whereas, MTC leads the regional fare payment system known as Clipper®, which is used by 24 public transit systems across the nine-county Bay Area, including SamTrans; and

Whereas, MTC is working on a substantial modernization that will allow fare payment using contactless, on-board payment using credit and debit cards ("open payment"); fare payment via a Clipper smart phone application; and fare accumulator passes, through which agencies may allow passengers to limit the of fares paid in a single day or month for unlimited travel in such time periods (also known as "fare capping");

Whereas, "Clipper 2.0" or "Clipper Next Generation" is expected to launch in the fall of 2024; and

Whereas, MTC also has established the framework for a Regional Transfer Discount Program to improve transit affordability and facilitate regional transit usage; and

Whereas, staff recommends the Board of Directors adopt two new fare structures, as follows:

1. A "Pre-Clipper Next Generation Fare Structure," to be effective January 1, 2024, that would:
    - Consolidate Local and Express SamTrans fares consistent with current local fares and fare rules
    - Waive fares for pre-arranged school field trips
    - Make non-substantive corrections and adjustments
2. A "Post-Clipper Next Generation Fare Structure," to be effective upon launch of the Clipper Next Generation system, that would:
    - Reflect the Clipper fare payment system's planned introduction of Open Payment
    - Introduce Day Pass and Monthly Pass accumulators
    - Participate in the Regional Transfer Discount Program
    - Transition mobile application fare payment functionality from the SamTrans mobile app to the Clipper mobile app; and

Whereas, under Title VI of the Civil Rights Act of 1964 and its implementing regulations, including Federal Transit Administration Circular C 4702.1 B, the District is required to perform a Title VI Fare Equity Analysis in conjunction with certain proposed fare changes to assess

whether they will result in disparate impacts or disproportionate burdens on minority or low-income populations, respectively; and

Whereas, on March 13, 2013, by Resolution No. 2013-99, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when fare or major service changes are deemed to have disparate impacts or disproportionate burdens on minority or low-income populations; and

Whereas, staff has prepared and presented to the Board a Title VI Equity Analysis that assesses the potential effects of consolidation of local and express fares, concluding that they would disproportionately benefit both minority and low income populations; and

Whereas, staff has determined that the proposed revisions to the Fare Structure to are consistent with the District's Fare Policy; and

Whereas, the Board called, and has held, a public hearing at this December 6, 2023 meeting on the proposed changes to the fare structure; and

Whereas, staff recommends that the Board of Directors approve the Title VI Equity Analysis for the consolidation of local and express fares; authorize participation in the regional free transfer program; amend the fare structure to implement the actions described in these recitals and as shown in Attachments A and B, effective January 1, 2024 and upon launch of Clipper Next Generation, respectively; accept associated findings under the California Environmental Quality Act; and authorize the General Manager/CEO, or designee, to take all actions necessary to implement this Resolution.

Now, Therefore, Be It Resolved that the Board of Directors of the San Mateo County Transit District hereby:

1. Finds that the recitals stated above are true and correct;
2. Approves the District's participation in the regional free transfer program;
3. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the fare changes described in the recitals above will not have a disparate impact on minority populations or a disproportionate burden on low-income populations;
4. Approves the Title VI Equity Analysis associated with the actions included in this Resolution;
5. Approves the updated Fare Structures, attached as Attachments A and B, and incorporated herein by this reference;
6. Authorizes the General Manager/CEO, or designee, to take any actions necessary to implement this Resolution; and
7. Finds that all actions detailed in this Resolution are exempt from review under the California Environmental Quality Act (Public Resources Code Section 21000 *et seq*.) pursuant to the "common sense" exemption (14 Cal. Code of Regulations § 15061(b)(3)) because there is no possibility that the Resolution will have a significant effect on the environment, and that they comply with all applicable requirements of the National Environmental Policy Act, (42 U.S.C, Section 4-1 *et seq.*) and the applicable regulations promulgated thereunder.

Regularly passed and adopted this 6th day of December, 2023 by the following vote:

Ayes: Canepa, Chuang, Esser, Fraser, Gee, Medina, Mueller, Ratto, Powell

Noes: None

Absent: None

Chair, San Mateo County Transit District

Attest:

District Secretary

Title VI Service Equity Analysis

2024 Route EPX Service Changes

January 2025

TABLE OF CONTENTS

EXECUTIVE SUMMARY **6**
BACKGROUND **7**
SAMTRANS OVERVIEW 7
SAMTRANS US-101 EXPRESS BUS FEASIBILITY STUDY 7
REIMAGINE SAMTRANS 8
ROUTE EPX SERVICE CHANGES **9**
REIMAGINE SAMTRANS FINAL RECOMMENDATIONS 9
FEBRUARY 2024 ROUTE EPX SERVICE CHANGES 10
AUGUST 2024 ROUTE EPX SERVICE CHANGES 11
SAMTRANS TITLE VI POLICIES **12**
MAJOR SERVICE CHANGE POLICY 12
DISPARATE IMPACT POLICY 13
DISPROPORTIONATE BURDEN POLICY 14
PUBLIC ENGAGEMENT FOR TITLE VI POLICY DEVELOPMENT 15
SERVICE EQUITY EVALUATION OF MAJOR SERVICE CHANGES **16**
METHODOLOGY 16
DISPARATE IMPACT ANALYSIS 19
DISPROPORTIONATE BURDEN ANALYSIS 24
PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES **30**
DISSEMINATION OF INFORMATION, INCLUDING TO LIMITED ENGLISH PROFICIENT (LEP) PERSONS 30
PUBLIC OUTREACH 30
ROUTE EPX SURVEYS 30
PUBLIC COMMENTS 34

LIST OF EXHIBITS

EXHIBIT 1 – TABLE COMPARISON OF NORTHBOUND ROUTE EPX SERVICE – REIMAGINE SAMTRANS 2022 VS. FEBRUARY 2024

EXHIBIT 2 – TABLE COMPARISON OF SOUTHBOUND ROUTE EPX SERVICE – REIMAGINE SAMTRANS 2022 VS. FEBRUARY 2024

EXHIBIT 3 – TABLE COMPARISON OF NORTHBOUND ROUTE EPX SERVICE – FEBRUARY 2024 VS. AUGUST 2024

EXHIBIT 4 – TABLE COMPARISON OF SOUTHBOUND ROUTE EPX SERVICE – FEBRUARY 2024 VS. AUGUST 2024

EXHIBIT 5 – 2022 REIMAGINE SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 6 – 2022 REIMAGINE SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 7 – FEBRUARY 2024 SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 8 – FEBRUARY 2024 SAMTRANS ROUTE EPX SOUTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 9 – AUGUST 2024 SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 10 – AUGUST 2024 SAMTRANS ROUTE EPX SOUTHBOUND – ESTIMATED MINORITY AND NON-MINORITY RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 11 – ROUTE EPX SERVICE CHANGE: DISPARATE IMPACT ANALYSIS – 2022 REIMAGINE SAMTRANS VS. FEBRUARY 2024

EXHIBIT 12 – ROUTE EPX SERVICE CHANGE: DISPARATE IMPACT ANALYSIS – 2022 REIMAGINE SAMTRANS VS. AUGUST 2024

EXHIBIT 13 – 2022 REIMAGINE SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUT EPX ACCESS AT EACH BUS STOP

EXHIBIT 14 – 2022 REIMAGINE SAMTRANS ROUTE EPX SOUTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 15 – FEBRUARY 2024 SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 16 – FEBRUARY 2024 SAMTRANS ROUTE EPX SOUTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 17 – AUGUST 2024 SAMTRANS ROUTE EPX NORTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 18 – AUGUST 2024 SAMTRANS ROUTE EPX SOUTHBOUND – ESTIMATED LOW-INCOME AND NON-LOW-INCOME RIDERS WITH ROUTE EPX ACCESS AT EACH BUS STOP

EXHIBIT 19 – ROUTE EPX SERVICE CHANGE: DISPROPORTIONATE BURDEN ANALYSIS – 2022 REIMAGINE SAMTRANS VS. FEBRUARY 2024

EXHIBIT 20 – ROUTE EPX SERVICE CHANGE: DISPROPORTIONATE BURDEN ANALYSIS – 2022 REIMAGINE SAMTRANS VS. AUGUST 2024

ATTACHMENTS

ATTACHMENT 1 – SAMTRANS SYSTEM MAP 35

ATTACHMENT 2 – ROUTE EPX SERVICE AREA DEMOGRAPHICS: MINORITY AND LOW-INCOME POPULATIONS 37

ATTACHMENT 3 – ROUTE EPX BUS STOP LISTS: 2022 REIMAGINE SAMTRANS NETWORK, FEBRUARY 2024 SERVICE LAUNCH, AND AUGUST 2024 REVISION 44

ATTACHMENT 4 – SAMTRANS BOARD APPROVAL OF DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES 49

ATTACHMENT 5 – SUMMARY OF DISPARATE IMPACT ANALYSIS 63

ATTACHMENT 6 – SUMMARY OF DISPROPORTIONATE BURDEN ANALYSIS 68

ATTACHMENT 7 – MARCH 2022 PRESS RELEASE OF REIMAGINE SAMTRANS 73

ATTACHMENT 8 – FEBRUARY 2024 PRESS RELEASE OF ROUTE EPX 75

ATTACHMENT 9 – SOCIAL MEDIA POSTS OF ROUTE EPX 78

ATTACHMENT 10 – ROUTE EPX TAKE-ONE BROCHURE 90

ATTACHMENT 11 – JANUARY 2024 ROUTE EPX PRE-LAUNCH SURVEY RESULTS 93

ATTACHMENT 12 – SUMMER 2024 ROUTE EPX POST-LAUNCH SURVEY RESULTS 135

ATTACHMENT 13 – MATRIX OF PUBLIC COMMENTS FROM SAMTRANS SOCIAL MEDIA OUTLETS AND REIMAGINE SAMTRANS PHASE 3 PUBLIC OUTREACH 190

ATTACHMENT 14 – PROPOSED SAMTRANS BOARD APPROVAL OF TITLE VI ANALYSIS 198

SamTrans Title VI Equity Analysis
Reimagine SamTrans Route EPX Revision

EXECUTIVE SUMMARY

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities receiving federal financial assistance. The San Mateo County Transit District (the "District," owner and operator of the SamTrans fixed-route bus system) has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in the 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 its compliance with the FTA Title VI regulations. At minimum, the District conducts compliance assessments in the form of a Title VI Program update every three years or a Title VI equity analysis before a fare structure change or major change in service.

This Title VI service equity analysis, prepared in conformity with Chapter IV of the FTA's Circular 4702.1B, evaluates SamTrans' service changes on express Route EPX, launched on February 12, 2024. Route EPX is a new express bus route developed as part of *Reimagine SamTrans*, a comprehensive operational analysis (COA) project to evaluate and refresh the entire SamTrans bus system that was adopted in spring 2022. As part of *Reimagine SamTrans*, Route EPX was one of several brand-new routes created for the SamTrans network to improve regional connections and offer faster, more direct access. The creation of several new routes and modifications of existing routes in *Reimagine SamTrans* qualified as a Major Service Change under SamTrans' Title VI policies, and SamTrans completed a comprehensive Title VI service equity analysis as part of the COA in February 2022. The results of this 2022 service equity analysis determined no disparate impact on minority populations and no disproportionate burden on low-income populations. Prior to the launch of Route EPX in February 2024, SamTrans proposed revisions to the route, including stop modifications and changes to the number of trips. Those proposed revisions qualified as a Major Service Change under SamTrans' Title VI Program, prompting development of this Title VI service equity analysis.

This Title VI service equity analysis provides a detailed review of the major service adjustments to Route EPX upon its launch in February 2024, an additional minor service adjustment in August 2024, and an assessment of any potential impacts on minority and low-income riders. It also summarizes all public outreach conducted, including materials provided for Limited English Proficient (LEP) populations and public comments received.

Applying SamTrans' Title VI policies, this analysis demonstrates that the service changes made to Route EPX since the approval of the 2022 Title VI analysis from *Reimagine SamTrans* **do not have a disparate impact on minority riders, nor impose a disproportionate burden on low-income riders.**

BACKGROUND

SAMTRANS OVERVIEW

The District provides SamTrans fixed-route bus service, RidePlus microtransit, as well as complementary ADA and non-ADA paratransit (Redi-Wheels and RediCoast) and shuttle services throughout San Mateo County, California. The 446-square mile service area also includes routes into and out of the City and County of San Francisco and the City of Palo Alto in Santa Clara County. SamTrans' diverse service area contains dense urban, suburban, coastal, and rural landscapes with residents from an array of different backgrounds. As of November 2024, SamTrans operates 74 fixed routes and two microtransit service areas throughout San Mateo County. **Attachment 1** displays a copy of the SamTrans Service Map. **Attachment 2** contains three versions of the EPX route map, including *Reimagine SamTrans* in 2022, the February 2024 launch of EPX, and August 2024 revision of EPX, with minority demographic maps overlaid using 5-year US Census 2022 American Community Survey (ACS) data. Minority census tracts are defined as those in which the minority population exceeds the systemwide minority average of 61%. **Attachment 2** also contains the three EPX route maps overlaid with low-income demographic data, on which the service area's low-income population is broken out by block group. Low-income block groups are defined under SamTrans's 2022 Title VI Program as those in which more than 17% of households have incomes under $30,000 – the San Mateo County low-income threshold.

SAMTRANS US-101 EXPRESS BUS FEASIBILITY STUDY

In April 2017, SamTrans began its US-101 Express Bus Feasibility Study (Express Bus Study) to evaluate the possibility of new express bus service through San Mateo County, northbound to San Francisco and southbound to Santa Clara County, with some routes potentially running in a managed lane on US-101. The study involved research and analysis of potential express bus routes and included a public engagement process to hear from potential riders, advocacy organizations, and other local stakeholders.

Express buses are a transit service designed to travel faster than traditional local fixed-route services to popular commuter destinations. They typically offer faster travel times by traveling on freeways and making fewer stops than local routes. The most likely passengers of express buses are weekday commuters or other passengers traveling longer distances between cities. Since US-101 is one of the most congested freeways in the Bay Area, express buses may play a key role in providing effective alternatives to driving alone, easing traffic commutes on US-101, and strengthening access to jobs and population centers.

The final Express Bus Study was completed in November 2018 and recommended a phased implementation of six new express routes from an initial set of 15 potential express bus routes throughout the three-county (San Francisco, San Mateo, and Santa Clara) study area. One of

the recommended new routes, Route 2, was a limited-stop route from the San Bruno Bay Area Rapid Transit (BART) Station to East Palo Alto which would become the basis for Route EPX. Route 2 was recommended for implementation in Phase 2 of the Express Bus Study's phased implementation strategy, potentially in coordination with opening of managed lanes on US-101 on a 22-mile stretch of San Mateo County. Route 2 was planned to be a limited-stop, all-day route serving multiple communities between the San Bruno BART station and East Palo Alto, with stops in Redwood City and Redwood Shores, and at the San Francisco International Airport (SFO). The Express Bus Study recommended Route 2 as an express route because communities selected for stops were not directly served by Caltrain or BART, and trips along the route required passengers to make multiple transfers using other transit services. In addition, East Palo Alto and parts of Redwood City were given special equity consideration as opportune travel markets due to their designation as Communities of Concern by the Metropolitan Transportation Commission (MTC).

REIMAGINE SAMTRANS

In July 2019, the District began its comprehensive planning and outreach project to evaluate and redesign the entire SamTrans bus network, known as *Reimagine SamTrans.* The project launched as a response to the changing travel patterns in San Mateo County and worked to identify improvements to local and regional travel connections, route design, frequency, access, customer experience, and social equity. *Reimagine SamTrans* started with an existing conditions analysis before moving on to market research, development of three network alternatives, refinement of one final recommended network, and three rounds of public outreach.

Four guiding principles of the project were developed based on input from public stakeholders, SamTrans staff and the SamTrans Board of Directors. These guiding principles served as a foundation for all planning and outreach activities of the project. The four guiding principles were: 1) Employing customer-focused decision-making; 2) Being an effective mobility provider; 3) Providing transportation solutions that support principles of social equity; and 4) Designing service that can be reasonably delivered by SamTrans' workforce. All four guiding principles were reflected in the development of Route EPX.

Reimagine SamTrans evaluated adjusting existing routes based on customer and internal stakeholder feedback and also worked to develop new services, including express routes recommended in the 2018 US-101 Express Bus Feasibility Study. As identified in the Express Bus Study, Route 2 and the eventual Route EPX, would be a limited-stop route linking East Palo Alto to San Bruno BART Station on weekdays, with stops at SFO and Redwood Shores.

To determine what services customers would prioritize in Route EPX, SamTrans staff developed and sought public input on two possible alternatives. The first alternative featured direct, high-frequency service within San Mateo County. In this alternative, Route EPX would operate on weekdays every 30 minutes during morning and evening peak hours, and hourly during midday. It would not operate on weekdays after the peak evening commute, ending at

7 p.m. The second alternative featured expanded connections to rail and the region. In this alternative, Route EPX would operate on weekdays every 30 minutes during morning and evening peak hours, and hourly during midday and early evening, ending at 9 p.m. Neither option would operate on weekends.

ROUTE EPX SERVICE CHANGES

REIMAGINE SAMTRANS FINAL RECOMMENDATIONS

Adopted in March 2022, the *Reimagine SamTrans* final study recommendations included a series of changes to many routes throughout the SamTrans bus network, including the creation of new routes such as express Route EPX. Following three rounds of public outreach, the final recommendation for Route EPX included service to key points between East Palo Alto, Redwood City, SFO and San Bruno BART, with additional limited service to downtown San Francisco.

According to SamTrans' Major Service Change Policy, part of its Title VI Standards and Policies adopted in 2013, 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. This includes the introduction of a new service that will be operated for more than twelve months. All major service changes are subject to a Title VI Equity Analysis prior to Board approval of the service change.

The creation of several new routes and modifications of existing routes in *Reimagine SamTrans*, including the new express Route EPX, qualified as Major Service Changes under SamTrans' Title VI policies, and SamTrans completed a comprehensive Title VI service equity analysis for *Reimagine SamTrans* in February 2022. The results of the 2022 Title VI service equity analysis determined no disparate impact on minority populations and no disproportionate burden on low-income populations.

The final recommended service of Route EPX approved in the 2022 *Reimagine SamTrans* Title VI service equity analysis would have hourly peak period service with half of the trips serving San Bruno BART Station and the other half serving downtown San Francisco. The schedule consisted of 18 northbound and 18 southbound trips per weekday to stops serving East Palo Alto, Menlo Park, Redwood City, and SFO; and nine northbound and nine southbound trips per weekday to stops serving San Bruno and downtown San Francisco.

For service in East Palo Alto, Menlo Park, Redwood City, and SFO International Airport, there were 28 total bus stops in the northbound direction and 24 bus stops in the southbound direction. For service in San Bruno, there were five total bus stops in the northbound direction and two bus stops in the southbound direction. For service in downtown San Francisco, there were six total bus stops in the northbound direction and three bus stops in the southbound direction.

FEBRUARY 2024 ROUTE EPX SERVICE CHANGES

Prior to the launch of Route EPX on February 12, 2024, staff made route adjustments deviating from the final recommendation in *Reimagine SamTrans*. The primary adjustment was to add hourly midday service to and from San Bruno BART Station, which increased vehicle revenue miles by more than 25 percent. **This change meets the SamTrans definition of a Major Service Change.** Additional revisions included eliminating 19 bus stops in East Palo Alto, Menlo Park, Redwood City, and San Bruno, and adding four bus stops in downtown San Francisco.

The tables in **Exhibits 1 and 2** detail and compare the northbound and southbound plans for Route EPX service from *Reimagine SamTrans* and the February 2024 launch. A full bus stop list of Route EPX from *Reimagine SamTrans* compared to the February 2024 Route EPX launch and August 2024 Route EPX service revision is shown in **Attachment 3**.

Exhibit 1. Table Comparison of Northbound Route EPX Service – *Reimagine SamTrans* 2022 vs. February 2024

	***Reimagine SamTrans* 2022 Route EPX Service**	**February 2024 Route EPX Service**	**Change**
Total NB Trips per Day (EPA*, Menlo Park, Redwood City, SFO)	18 Trips	18 Trips	-
Total NB Trips per Day (San Bruno)	9 Trips	14 Trips	+5 Trips
Total NB Trips per Day (Downtown SF)	9 Trips	4 Trips	-5 Trips
Total Stops (EPA, Menlo Park, Redwood City, SFO)**	28 Stops	12 Stops	-16 Stops
Total Stops (San Bruno)	5 Stops	2 Stops	-3 Stops
Total Stops (Downtown SF)	2 Stops	6 Stops	+4 Stops

* EPA: East Palo Alto ** A stop refers to a bus stop location in the city

Exhibit 2. Table Comparison of Southbound Route EPX Service – *Reimagine SamTrans* 2022 vs. February 2024

	***Reimagine SamTrans* 2022 Route EPX Service**	**February 2024 Route EPX Service**	**Change**
Total SB Trips per Day (EPA*, Menlo Park, Redwood City, SFO)	18 Trips	19 Trips	+1 Trip
Total SB Trips per Day (San Bruno)	9 Trips	15 Trips	+6 Trips
Total SB Trips per Day (Downtown SF)	9 Trips	4 Trips	-5 Trips
Total Stops (EPA, Menlo Park, Redwood City, SFO)**	24 Stops	12 Stops	-12 Stops
Total Stops (San Bruno)	2 Stops	2 Stops	-
Total Stops (Downtown SF)	3 Stops	7 Stops	+4 Stops

* EPA: East Palo Alto ** A stop refers to a bus stop location in the city

AUGUST 2024 ROUTE EPX SERVICE CHANGES

For the runbook revision effective August 25, 2024, staff made minor bus stop adjustments to Route EPX that do not meet the thresholds of a major service change. The only change from the February 2024 service was to replace all bus stops in downtown San Francisco with one terminal bus stop at Salesforce Transit Center. **Exhibits 3 and 4** detail and compare the northbound and southbound plans for Route EPX service from February 2024 and the August 2024 revision.

Exhibit 3. Table Comparison of Northbound Route EPX Service – February 2024 vs. August 2024

	February 2024 Route EPX Service	August 2024 Route EPX Service	Change
Total NB Trips per Day (EPA*, Menlo Park, Redwood City, SFO)	18 Trips	18 Trips	-
Total NB Trips per Day (San Bruno)	14 Trips	14 Trips	-
Total NB Trips per Day (Downtown SF)	4 Trips	4 Trips	-
Total Stops (EPA, Menlo Park, Redwood City, SFO)**	12 Stops	12 Stops	-
Total Stops (San Bruno)	2 Stops	2 Stops	-
Total Stops (Downtown SF)	6 Stops	1 Stop	-5 Stops

* EPA: East Palo Alto ** A stop refers to a bus stop location in the city

Exhibit 4. Table Comparison of Southbound Route EPX Service – February 2024 vs. August 2024

	February 2024 Route EPX Service	August 2024 Route EPX Service	Change
Total SB Trips per Day (EPA*, Menlo Park, Redwood City, SFO)	19 Trips	19 Trips	-
Total SB Trips per Day (San Bruno)	15 Trips	15 Trips	-
Total SB Trips per Day (Downtown SF)	4 Trips	4 Trips	-
Total Stops (EPA, Menlo Park, Redwood City, SFO)**	12 Stops	12 Stops	-
Total Stops (San Bruno)	2 Stops	2 Stops	-
Total Stops (Downtown SF)	7 Stops	1 Stop	-6 Stops

* EPA: East Palo Alto ** A stop refers to a bus stop location in the city

SAMTRANS TITLE VI POLICIES

In October 2012, the Federal Transit Administration (FTA) updated its guidance on the Title VI of the Civil Rights Act of 1964 through FTA Circular 4702.1B. In accordance with the Circular, to guard against disparate impacts in decision-making and to establish thresholds for use in equity analyses of service and fare changes, FTA each federally assisted public transportation provider's governing board to adopt three policies:

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

SamTrans adopted its policies based on several factors, including existing policies in use, consultation with other transit agencies, and analysis of impacts of past service and fare change decisions. SamTrans published its policies for public review in January 2013 and conducted significant public outreach to solicit input. Following public engagement, SamTrans revised the policy proposals, and the Board of Directors adopted the revised policies at the March 13, 2013 Board meeting. The adopted policies follow and are included in **Attachment 4.**

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 Service Equity Analysis completed for a major service change must be presented to the SamTrans Board of Directors for its consideration prior to adoption and included in the triennial SamTrans Title VI Program with a record of action taken by the Board.

SamTrans' policy defines a major service change as any service change meeting the following criteria:

- A reduction or increase of 25 percent or more in total 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 a short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the

service will be/has been operated for no more than twelve months.

- SamTrans-operated transit service that is replaced by a different mode or operator providing a service with the same or better headways, fare, transfer options, span of service, and stops.

DISPARATE IMPACT POLICY

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

> *Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin….*
>
> *The policy shall establish a threshold for determining when adverse effects of [fare/]service changes are borne disproportionately by minority populations. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations. The disparate impact threshold must be applied uniformly…and cannot be altered until the next Title VI Program submission.*

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action (a major service change or fare change) would impact minority populations as compared to non-minority populations.

SamTrans established its Disparate Impact threshold at 20 percent based on the cumulative impact of the proposed major 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.

In the event the proposed action has a negative impact that affects minorities more than non-minorities with a disparity that exceeds the adopted 20 percent threshold, or that benefits non-minorities more than minorities with a disparity that exceeds the adopted 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, demonstrate that a legitimate business purpose cannot otherwise be accomplished, and that the proposed change is the least discriminatory alternative.

DISPROPORTIONATE BURDEN POLICY

Th Disproportionate Burden 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.*

In the course of performing a Title VI Equity Analysis, SamTrans must analyze how the proposed action would impact low-income populations as compared to non-low-income populations.

SamTrans established its Disproportionate Burden threshold at 20 percent based on the cumulative impact of the proposed major service and/or fare changes. This threshold applies to the difference in impacts borne by low-income populations compared to the same impacts borne by non-low-income populations.

In the event the proposed action has a negative impact that affects low-income populations more than non-low-income populations with a disparity that exceeds the adopted threshold, or that benefits non-low-income populations more than low-income populations with a disparity that exceeds the adopted threshold, SamTrans must evaluate whether there is an alternative that has a more equitable impact. Otherwise, SamTrans must take measures to mitigate the impact of the proposed action on the affected low-income population, demonstrate that a legitimate business purpose cannot otherwise be accomplished, and that the proposed change is the least discriminatory alternative.

PUBLIC ENGAGEMENT FOR TITLE VI POLICY DEVELOPMENT

FTA Circular C 4702.1B requires transit agencies to seek public input before Board adoption of Disparate Impact and Disproportionate Burden policies. Staff developed draft policies and requested public input through four community meetings throughout the county to further develop SamTrans's Major Service Change, Disparate Impact, and Disproportionate Burden policies. SamTrans requested comments be made through mail, telephone, and the dedicated email address, TitleVI@samtrans.com.

The Title VI Policy community meetings were held at the following times and locations:

- **Tuesday, Feb. 12, 2013 6:30 p.m. to 8:00 p.m.**
  Pacifica Sharp Park Library
  104 Hilton Way, Pacifica

- **Tuesday, Feb. 19, 2013 6:30 p.m. to 8:00 p.m.**
  War Memorial Activity Room
  6655 Mission St., Daly City

- **Thursday, Feb. 21, 2013 10:00 a.m. to 11:30 a.m.**
  Second Floor Auditorium
  SamTrans Administrative Offices
  1250 San Carlos Ave., San Carlos

- **Monday, Feb. 25, 2013 6:30 p.m. to 8:00 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: www.samtrans.com/rider-info/title-vi

SERVICE EQUITY EVALUATION OF MAJOR SERVICE CHANGES

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

As detailed above, when SamTrans launched Route EPX service in February 2024, it implemented a temporary major service change when compared to the route description developed and studied as part of *Reimagine SamTrans*. The changes added hourly midday service to San Bruno BART Station and adjusted the number of bus stop locations in East Palo Alto, Menlo Park, Redwood City, San Bruno, and downtown San Francisco. This service equity analysis considers whether continued operation (beyond the initial six-month) of Route EPX using the 2024 routing will result in lesser service for minority and low-income populations, compared to non-minority and non-low-income populations, with differences that exceed the thresholds of SamTrans' Title VI Disparate Impact and Disproportionate Burden Policies.

In performing this service equity analysis, SamTrans staff concluded that revising the schedule of Route EPX would not have a disparate impact on minority riders, nor impose a disproportionate burden on low-income riders, based on SamTrans' adopted Title VI policies.

METHODOLOGY

The methodology used to analyze the impact of the Route EPX service change on minority and low-income populations include the following steps, several which are discussed in more detail below, and several of which were completed utilizing Remix, a web-based planning application for public transit systems:

1. Identify data sources and define "minority" and "low-income" statuses.

2. Create route lines of "Before" (Route EPX from 2022 *Reimagine SamTrans* network) and "After" (Route EPX from February 2024 and August 2024 service revisions) for analysis.

3. Overlay relevant data layers, including Median Household Income, Low-Income Communities, and Minority Populations.

4. Calculate the population located within 0.25 miles of the route, before and after the service, including low-income and minority percentages using data layers.

5. Analyze the number of people-trips (i.e. the total potential daily population with

access to each trip at each bus stop) to calculate the percentage of minorities and non-minorities and low-income and non-low-income populations with service access before and after the route change.

a. Compare the number of people-trips (the total potential daily population with access to each trip at each bus stop), before and after.

b. Calculate percentages of minorities and non-minorities with access to Route EPX before vs. after the change.

c. Calculate percent changes for minorities and non-minorities with access to Route EPX before vs. after the change.

d. Repeat analysis for low-income and non-low-income populations.

6. Calculate differences in percent changes between minorities and non-minorities and low-income and non-low-income population to the thresholds in SamTrans' Disparate Impact and Disproportionate Burden (DI/DB) Policies, respectively. Apply the policy thresholds such that there is no DI/DB if the difference falls within 20%. A negative percentage indicates a benefit to the protected populations.

Step 1: Selecting Data Sources and Determining Minority and Low-Income Populations

The data used for the analysis was taken from Remix's data sources, including demographic data from the 2020 US Census and 2018-2022 American Community Survey (ACS) 5-Year Estimates. The 2020 US Census uses census blocks for the most granular statistical area for collecting information on population and housing, by residence, such as race. The 2018-2022 ACS 5-year estimates provide demographic data at the census block group level for breakdowns on median household income. The racial and income data are taken from different sources, as they are the latest available on Remix.

Minority status was defined as those who are non-White or who are White Hispanic / Latino. This definition includes those who identified as Hispanic / Latino, Black / African American, American Indian / Alaska Native, Asian, Native Hawaiian / Other Pacific Islander, some other race, or two or more races. Low-income status was set as those with household incomes within 200% of the 2022 US Federal Health and Human Services Poverty Guidelines. The relatively high (200%) percentage is used to account for San Mateo County's high cost of living when compared to other regions.

Step 2: Creating route lines of "Before" (Route EPX in the 2022 *Reimagine SamTrans*

network) and "After" (Route EPX for the 2024 service launch and revision) for analysis.

To begin the analysis of the two versions of Route EPX, the transit route lines had to be created in Remix. This involves drawing the route alignment of each route onto the project map, including all bus stops in both directions, the number of trips operated on each trip pattern, and timetable schedules. The "before" route refers to the original 2022 *Reimagine SamTrans* network alignment of Route EPX. The "after" routes refer to the alignment used for the launch of EPX service in February 2024 and the service revision in August 2024.

Step 3: Overlay relevant data layers.
After the routes lines are created, the next step is to overlay the relevant Remix data layers on the project map. These include Minority 2020 (US Census, 2021) for calculating minority populations and Median Household Income (2018-2022 ACS 5-year estimates) for calculating low-income populations. The Minority 2020 layer shows people per square mile who are non-White or of Hispanic / Latino origin, by census block. The Median Household Income layer depicts median household income in the past 12 months by block group.

Step 4: Calculate the population located within 0.25 miles of the route, including minority and low-income percentages, using data layers.

To determine the potential base population that would use Route EPX and would, therefore, be impacted by the service change, a boundary capturing the population located within 0.25 miles of each bus stop on the route was drawn in Remix. The distance of 0.25 miles was used, as this represents a 5-minute walk and is equivalent to the distance most people are willing to walk to access a bus stop.

Remix has a pedestrian function called "Jane" that is used to calculate a 5-minute pedestrian network radius from each bus stop that overlays with features from each data layer selected. By using Jane, the exact population around each stop can be calculated, both in total and with breakdowns of minority and low-income populations. These numbers are generated for both the "before" and "after" route change scenarios for comparison.

Step 5: Analyze the number of people-trips to calculate the percentage of minorities and non-minorities, and low-income and non-low-income populations, for before and after the route change.

Once the population around each stop is determined, this number is multiplied by the total number of daily trips for each stop to calculate the total potential daily population with access to a bus stop, or what Remix calls a "people-trip."

Next, the analysis considers the number of people-trips and the percentage of minorities and non-minorities with access to the Route EPX service both "before" and "after" the service change. After determining the percentage of minorities and non-minorities, the next step is to calculate the percent change for both minorities and non-minorities in service access.

The analysis is then repeated for low-income and non-low-income populations.

Step 6: Calculate differences in percent changes between minority and non-minority service access, and low-income and non-low-income service access, to the thresholds in SamTrans' Disparate Impact and Disproportionate Burden Policies.

After the impact of the service change is determined for minority and non-minority populations, and low-income and non-low-income populations, the differences are calculated to find the relative impact to the protected populations.

Based on the definitions from Step 1, the analysis estimates the number of riders that would be impacted negatively by the February 2024 Route EPX service routing as compared to the route design in *Reimagine SamTrans*, including the difference in percentage of minority versus non-minority, and low-income versus non-low-income riders, being impacted. The net changes associated with the service changes are summarized cumulatively in the DI and DB analyses provided below.

According to SamTrans' DI and DB policies, the threshold for the net difference in impacts between the protected and non-protected populations is 20%. A percentage that is under 20% means the impact is acceptable, and that there is no finding of Disparate Impact or Disproportionate Burden to the protected populations. A negative percentage means that the service change benefits the associated protected population.

DISPARATE IMPACT ANALYSIS

The Route EPX service change does not have a Disparate Impact on minority populations.

In the analysis of the total potential daily population access to bus stops on Route EPX, data reveals that for the February 2024 service changes, the difference between minority and non-minority populations is just under 11%. For the August 2024 service changes, the difference between minority and non-minority populations is -1%. Both are well under SamTrans' Disparate Impact policy threshold of 20%.

Exhibits 5 and 6 show the calculations of total, minority, and non-minority populations with ready access to use Route EPX in the 2022 *Reimagine SamTrans* network. **Exhibits 7 and 8** show the same information for Route EPX based on the alignment launched in February 2024. **Exhibits 9 and 10** show the same information for Route EPX based on the revised alignment implemented in August 2024. **Exhibits 11 and 12** show the disparate impact analysis between the two. A full summary of the disparate impact analysis calculation is available in **Attachment 5.**

Exhibit 5. 2022 *Reimagine SamTrans* Route EPX Northbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Minority Pop. within 0.25 miles*	*Non-Minority Pop. within 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Minority People-Trips Available*	*Non-Minority People-Trips Available*
Clarke / E. Bayshore	15,801	13,756	2,045	18	284,418	247,608	36,810
Clarke / O'Connor	16,209	14,531	1,678	18	291,762	261,558	30,204
Clarke / Bell	14,144	12,927	1,217	18	254,592	232,686	21,906
Clarke / Runnymede	15,030	13,803	1,227	18	270,540	248,454	22,086
Bay / Clarke	13,981	12,980	1,001	18	251,658	233,640	18,018
Bay / University- Fordam	15,068	14,040	1,028	18	271,224	252,720	18,504
Bay / University	16,570	15,501	1,069	18	298,260	279,018	19,242
Bay / Gloria	17,298	16,154	1,144	18	311,364	290,772	20,592
Bay / Palo Verde	16,216	15,166	1,050	18	291,888	272,988	18,900
Bay / Oakwood	14,718	13,771	947	18	264,924	247,878	17,046
Newbridge / Laurel	14,252	13,064	1,188	18	256,536	235,152	21,384
Newbridge / Saratoga	13,247	11,683	1,564	18	238,446	210,294	28,152
Newbridge / Madera	11,406	10,047	1,359	18	205,308	180,846	24,462
Newbridge / Hollyburne	10,688	9,202	1,486	18	192,384	165,636	26,748
Newbridge / Windemere	11,600	9,324	2,276	18	208,800	167,832	40,968
Florence / 17th	8,973	6,102	2,871	18	161,514	109,836	51,678
Bay / Haven	9,646	7,091	2,555	18	173,628	127,638	45,990
Bay / 8th	10,749	8,325	2,424	18	193,482	149,850	43,632
Bay / 5th	12,000	9,497	2,503	18	216,000	170,946	45,054
Bay / 2nd	12,333	10,369	1,964	18	221,994	186,642	35,352
Bay / Warrington	8,840	7,580	1,260	18	159,120	136,440	22,680
Broadway / Woodside	7,938	6,824	1,114	18	142,884	122,832	20,052
Broadway / Chestnut	10,105	8,196	1,909	18	181,890	147,528	34,362
Broadway / Maple	14,045	10,824	3,221	18	252,810	194,832	57,978
Marshall / Main	18,750	13,777	4,973	18	337,500	247,986	89,514
Jefferson / Marshall	18,461	13,204	5,257	18	332,298	237,672	94,626
SFO Airport Terminal 2	0	0	0	18	0	0	0
SFO Airport Terminal 3	0	0	0	18	0	0	0
McDonnel / West Field	0	0	0	9	0	0	0
McDonnel / West Area	200	2	198	9	1,800	18	1,782
San Bruno E / 3rd	11,015	8,936	2,079	9	99,135	80,424	18,711
Huntington / Euclid	11,622	9,397	2,225	9	104,598	84,573	20,025
Huntington E / Herman	11,191	9,235	1,956	9	100,719	83,115	17,604
Mission / 7th	66,645	45,652	20,993	9	599,805	410,868	188,937
Mission / 5th	66,041	45,208	20,833	9	594,369	406,872	187,497
Mission / 4th	67,814	46,452	21,362	9	610,326	418,068	192,258
Mission / 3rd	53,732	36,674	17,058	9	483,588	330,066	153,522
Mission / 2nd	48,166	31,813	16,353	9	433,494	286,317	147,177
Mission / 1st	30,123	19,303	10,820	9	271,107	173,727	97,380
Northbound Total	**698,816**	**536,654**	**162,162**	-	**9,279,747**	**7,385,724**	**1,894,023**

Exhibit 6. 2022 *Reimagine SamTrans* Route EPX Southbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Minority Pop. w/in 0.25 miles*	*Non-Minority Pop. w/in 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Minority People-Trips Available*	*Non-Minority People-Trips Available*
Mission / 1st	30,123	19,303	10,820	9	271,107	173,727	97,380
Mission / 2nd	48,166	31,813	16,353	9	433,494	286,317	147,177
Mission / 3rd	53,732	36,674	17,058	9	483,588	330,066	153,522
Huntington / Euclid	11,622	9,397	2,225	9	104,598	84,573	20,025
San Bruno E / 3rd	11,015	8,936	2,079	9	99,135	80,424	18,711
Broadway / Maple	14,045	10,824	3,221	18	252,810	194,832	57,978
Broadway / Woodside	7,938	6,824	1,114	18	142,884	122,832	20,052
Broadway / Charter	8,500	6,834	1,666	18	153,000	123,012	29,988
Broadway / Douglas	8,693	7,616	1,077	18	156,474	137,088	19,386
Bay / Warrington	8,840	7,580	1,260	18	159,120	136,440	22,680
Bay / 2nd	12,333	10,369	1,964	18	221,994	186,642	35,352
Bay / 5th	12,000	9,497	2,503	18	216,000	170,946	45,054
Bay / 8th	10,749	8,325	2,424	18	193,482	149,850	43,632
Bay / 10th	10,308	7,745	2,563	18	185,544	139,410	46,134
Bay / Haven	9,646	7,091	2,555	18	173,628	127,638	45,990
Florence / 17th	8,973	6,102	2,871	18	161,514	109,836	51,678
Marsh / 1000 Marsh	9,093	6,174	2,919	18	163,674	111,132	52,542
Newbridge / Hollyburne	10,688	9,202	1,486	18	192,384	165,636	26,748
Newbridge / Carlton	12,137	10,619	1,518	18	218,466	191,142	27,324
Newbridge / Willow	13,297	11,713	1,584	18	239,346	210,834	28,512
Newbridge / Mello	14,796	13,597	1,199	18	266,328	244,946	21,582
Newbridge / Bay	15,151	14,135	1,016	18	272,718	254,430	18,288
Bay / Palo Verde	16,216	15,166	1,050	18	291,888	272,988	18,900
Bay / University NS	16,570	15,501	1,069	18	298,260	279,018	19,242
Bay / University FS	15,068	14,040	1,028	18	271,224	252,720	18,504
Bay / Clarke	13,981	12,980	1,001	18	251,658	233,640	18,018
Clarke / Runnymede	15,030	13,803	1,227	18	270,540	248,454	22,086
Clarke / Bell	14,144	12,927	1,217	18	254,592	232,686	21,906
Donohoe / Clarke	17,300	15,755	1,545	18	311,400	283,590	27,810
Southbound Total	**450,154**	**360,542**	**89,612**	-	**6,710,850**	**5,534,649**	**1,176,201**

Exhibit 7. February 2024 SamTrans Route EPX Northbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Minority Pop. within 0.25 miles*	*Non-Minority Pop. within 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Minority People-Trips Available*	*Non-Minority People-Trips Available*
Clarke / O'Connor	17,278	15,525	1,753	18	311,004	279,450	31,554
E Bayshore / Donohoe	20,120	18,333	1,787	18	362,160	329,994	32,166
Bay / University	16,742	15,643	1,099	18	301,356	281,574	19,782
Newbridge / Saratoga	13,314	11,722	1,592	18	239,652	210,996	28,656
Chilco / Hamilton	7,095	6,137	958	18	127,710	110,466	17,244
Florence / 17th	8,550	5,765	2,785	18	153,900	103,770	50,130
Bay / 8th	10,422	8,085	2,337	18	187,596	145,530	42,066
Bay / Warrington	10,310	8,939	1,371	18	185,580	160,902	24,678
Broadway / Maple	14,438	11,154	3,284	18	259,884	200,772	59,112
Winslow / Broadway	18,617	13,163	5,454	18	335,106	236,934	98,172
Veterans / Brewster	13,574	8,830	4,744	18	244,332	158,940	85,392
SFO Rental Car AirTrain	20	0	20	18	360	0	360
San Bruno Ave E / 3rd	11,102	8,995	2,107	14	155,428	125,930	29,498
San Bruno BART	8,454	6,824	1,630	14	118,356	95,536	22,820
Mission / 8th	71,300	48,531	22,769	4	285,200	194,124	91,076
Mission / 5th	67,498	46,163	21,336	4	269,992	184,648	85,344
Mission / 3rd	52,538	35,453	17,085	4	210,152	141,812	68,340
Mission / 1st	30,123	19,303	10,820	4	120,492	77,212	43,280
Main / Market	26,380	17,003	9,377	4	105,520	68,012	37,508
Drumm / Clay	30,257	21,322	8,935	4	121,028	85,288	35,740

Northbound Total	**448,132**	**326,889**	**121,243**	-	**4,094,808**	**3,191,890**	**902,918**

Exhibit 8. February 2024 SamTrans Route EPX Southbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Minority Pop. within 0.25 miles*	*Non-Minority Pop. within 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Minority People-Trips Available*	*Non-Minority People-Trips Available*
Drumm / Clay	30,257	21,322	8,935	4	121,028	85,288	35,740
Mission / Spear	26,380	17,003	9,377	4	105,520	68,012	37,508
Mission / 1st	30,123	19,303	10,820	4	120,492	77,212	43,280
Mission / 3rd	52,538	35,453	17,085	4	210,152	141,812	68,340
Mission / 5th	67,498	46,162	21,336	4	269,992	184,648	85,344
Mission / 8th	71,300	48,531	22,769	4	285,200	194,124	91,076
Mission / 9th	65,728	43,895	21,833	4	262,912	175,580	87,332
San Bruno BART	8,454	6,824	1,630	15	126,810	102,360	24,450
San Bruno Ave E / 3rd	11,102	8,995	2,107	15	166,530	134,925	31,605
SFO Rental Car AirTrain	20	0	20	19	380	0	380
Veterans / Brewster	13,574	8,830	4,744	19	257,906	167,770	90,136
Winslow / Broadway	18,617	13,163	5,454	19	353,723	250,097	103,626
Broadway / Maple	14,438	11,154	3,284	19	274,322	211,926	62,396
Bay / Warrington	10,310	8,939	1,371	19	195,890	169,841	26,049
Bay / 8th	10,422	8,085	2,337	19	198,018	153,615	44,403
Florence / 17th	8,550	5,765	2,785	19	162,450	109,535	52,915
Chilco / Hamilton	7,095	6,137	958	19	134,805	116,603	18,202
Newbridge / Willow	13,314	11,722	1,592	19	252,966	222,718	30,248
Bay / University NS	16,742	15,643	1,099	19	318,098	297,217	20,881
Clarke / O'Connor	17,278	15,525	1,753	19	328,282	294,975	33,307
E Bayshore / Donohoe	20,120	18,333	1,787	19	382,280	348,327	33,953
Southbound Total	**513,860**	**370,784**	**143,076**	-	**4,527,756**	**3,506,585**	**1,021,171**

Exhibit 9. August 2024 SamTrans Route EPX Northbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Minority Pop. within 0.25 miles*	*Non-Minority Pop. within 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Minority People-Trips Available*	*Non-Minority People-Trips Available*
Clarke / O'Connor	17,278	15,525	1,753	18	311,004	279,450	31,554
E Bayshore / Donohoe	20,120	18,333	1,787	18	362,160	329,994	32,166
Bay / University	16,742	15,643	1,099	18	301,356	281,574	19,782
Newbridge / Saratoga	13,314	11,722	1,592	18	239,652	210,996	28,656
Chilco / Hamilton	7,095	6,137	958	18	127,710	110,466	17,244
Florence / 17th	8,550	5,765	2,785	18	153,900	103,770	50,130
Bay / 8th	10,422	8,085	2,337	18	187,596	145,530	42,066
Bay / Warrington	10,310	8,939	1,371	18	185,580	160,902	24,678
Broadway / Maple	14,438	11,154	3,284	18	259,884	200,772	59,112
Winslow / Broadway	18,617	13,163	5,454	18	335,106	236,934	98,172
Veterans / Brewster	13,574	8,830	4,744	18	244,332	158,940	85,392
SFO Rental Car AirTrain	20	0	20	18	360	0	360
San Bruno Ave E / 3rd	11,102	8,995	2,107	14	155,428	125,930	29,498
San Bruno BART	8,454	6,824	1,630	14	118,356	95,536	22,820
Salesforce Transit Center	26,498	16,588	9,910	4	105,992	66,351	39,641
Northbound Total	**196,534**	**155,703**	**40,831**	-	**3,088,416**	**2,507,145**	**581,271**

Exhibit 10. August 2024 SamTrans Route EPX Southbound – Estimated Minority and Non-Minority Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Minority Pop. within 0.25 miles*	*Non-Minority Pop. within 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Minority People-Trips Available*	*Non-Minority People-Trips Available*
Salesforce Transit Center	26,498	16,588	9,910	4	105,992	66,351	39,641
San Bruno BART	8,454	6,824	1,630	15	126,810	102,360	24,450
San Bruno Ave E / 3rd	11,102	8,995	2,107	15	166,530	134,925	31,605
SFO Rental Car AirTrain	20	0	20	19	380	0	380
Veterans / Brewster	13,574	8,830	4,744	19	257,906	167,770	90,136
Winslow / Broadway	18,617	13,163	5,454	19	353,723	250,097	103,626
Broadway / Maple	14,438	11,154	3,284	19	274,322	211,926	62,396
Bay / Warrington	10,310	8,939	1,371	19	195,890	169,841	26,049
Bay / 8th	10,422	8,085	2,337	19	198,018	153,615	44,403
Florence / 17th	8,550	5,765	2,785	19	162,450	109,535	52,915
Chilco / Hamilton	7,095	6,137	958	19	134,805	116,603	18,202
Newbridge / Willow	13,314	11,722	1,592	19	252,966	222,718	30,248
Bay / University NS	16,742	15,643	1,099	19	318,098	297,217	20,881
Clarke / O'Connor	17,278	15,525	1,753	19	328,282	294,975	33,307
E Bayshore / Donohoe	20,120	18,333	1,787	19	382,280	348,327	33,953
Southbound Total	**196,534**	**155,703**	**40,831**	**-**	**3,258,452**	**2,646,260**	**612,192**

Exhibit 11. Route EPX Service Change: Disparate Impact Analysis – 2022 *Reimagine SamTrans* vs. February 2024

	Population within 0.25 miles			*People-Trips Available*		
	Total	***Minority***	***Non-Minority***	***Total***	***Minority***	***Non-Minority***
2022 *Reimagine SamTrans* Routing	1,148,970	897,196	251,774	15,990,597	12,920,373	3,070,224
February 2024 Routing	961,992	697,673	264,319	8,622,564	6,698,475	1,924,089
Effect of Service Change	-186,978 -16.3%	-199,523 -22.2%	+12,545 +5.0%	-7.368,033 -46.1%	-6,221,898 -48.2%	-1,146,135 -37.3%
Difference					2.1%	-8.7%
Change in Difference				**10.9%**		
Disparate Impact				**No**		

Exhibit 12. Route EPX Service Change: Disparate Impact Analysis – 2022 *Reimagine SamTrans* vs. August 2024

	Population within 0.25 miles			***People-Trips Available***		
	Total	***Minority***	***Non-Minority***	***Total***	***Minority***	***Non-Minority***
2022 *Reimagine SamTrans* Routing	1,148,970	897,196	251,774	15,990,597	12,920,373	3,070,224
August 2024 Routing	393,068	311,405	81,663	6,346,868	5,153,405	1,193,463
Effect of Service Change	-755,902 -65.8%	-585,791 -65.3%	-170,111 -67.6%	-9,643,729 -60.3%	-7,766,968 -60.1%	-1,876,761 -61.1%
Difference					-0.2%	0.8%
Change in Difference				**-1.0%**		
Disparate Impact				**No**		

DISPROPORTIONATE BURDEN ANALYSIS

The Route EPX service change does not have a Disproportionate Burden on low-income populations.

Data analysis of the total potential daily population access to bus stops on Route EPX for the February 2024 Route EPX service changes, shows that the difference in impacts between low-income and non-low-income populations is 1.7%. For the August 2024 service changes, the difference between low-income and non-low-income populations is 7%. Both are well under SamTrans' Disproportionate Burden policy threshold of 20%.

The 1.7% percentage change demonstrates that there is no disproportionate burden on low-income riders from the February 2024 Route EPX revision. **Exhibits 13 and 14** below show the calculation of low-income and non-low-income populations for Route EPX in the *Reimagine SamTrans* network and **Exhibits 15 and 16** show the calculation for the February 2024 Route EPX service adjustments. **Exhibits 17 and 18** show the same information for Route EPX based on the revised alignment implemented in August 2024. **Exhibits 19 and 20** show the comparison between the two. A full summary of the disproportionate burden analysis calculation is available in **Attachment 6.**

Exhibit 13. *2022 Reimagine SamTrans* Route EPX Northbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Low-Income Pop. within 0.25 miles*	*Non-Low-Income Pop. within 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Low-Income People-Trips Available*	*Non-Low-Income People-Trips Available*
Clarke / E. Bayshore	15,801	3,950	11,851	18	284,418	71,105	213,314
Clarke / O'Connor	16,209	4,214	11,995	18	291,762	75,858	215,904
Clarke / Bell	14,144	3,819	10,325	18	254,592	68,740	185,852
Clarke / Runnymede	15,030	4,058	10,972	18	270,540	73,046	197,494
Bay / Clarke	13,981	3,635	10,346	18	251,658	65,431	186,227
Bay / University- Fordam	15,068	3,918	11,150	18	271,224	70,518	200,706
Bay / University	16,570	4,143	12,428	18	298,260	74,565	223,695
Bay / Gloria	17,298	4,152	13,146	18	311,364	74,727	236,637
Bay / Palo Verde	16,216	3,892	12,324	18	291,888	70,053	221,835
Bay / Oakwood	14,718	3,532	11,186	18	264,924	63,582	201,342
Newbridge / Laurel	14,252	3,135	11,117	18	256,536	56,438	200,098
Newbridge / Saratoga	13,247	2,782	10,465	18	238,446	50,074	188,372
Newbridge / Madera	11,406	2,053	9,353	18	205,308	36,955	168,353
Newbridge / Hollyburne	10,688	1,710	8,978	18	192,384	30,781	161,603
Newbridge / Windemere	11,600	1,740	9,860	18	208,800	31,320	177,480
Florence / 17th	8,973	2,961	6,012	18	161,514	53,300	108,214
Bay / Haven	9,646	3,569	6,077	18	173,628	64,242	109,386
Bay / 8th	10,749	3,762	6,987	18	193,482	67,719	125,763
Bay / 5th	12,000	4,080	7,920	18	216,000	73,440	142,560
Bay / 2nd	12,333	3,700	8,633	18	221,994	66,598	155,396
Bay / Warrington	8,840	2,475	6,365	18	159,120	44,554	114,566
Broadway / Woodside	7,938	1,905	6,033	18	142,884	34,292	108,592
Broadway / Chestnut	10,105	2,425	7,680	18	181,890	43,654	138,236
Broadway / Maple	14,045	3,511	10,534	18	252,810	63,203	189,608
Marshall / Main	18,750	4,500	14,250	18	337,500	91,000	256,500
Jefferson / Marshall	18,461	4,246	14,215	18	332,298	76,429	255,869
SFO Airport Terminal 2	0	0	0	18	0	0	0
SFO Airport Terminal 3	0	0	0	18	0	0	0
McDonnel / West Field	0	0	0	9	0	0	0
McDonnel / West Area	200	54	146	9	1,800	486	1314
San Bruno E / 3rd	11,015	1,652	9,363	9	99,135	14,870	84,265
Huntington / Euclid	11,622	1,743	9,879	9	104,598	15,690	88,908
Huntington E / Herman	11,191	1,679	9,512	9	100,719	15,108	85,611
Mission / 7th	66,645	26,658	39,987	9	599,805	239,922	359,883
Mission / 5th	66,041	26,416	39,625	9	594,369	237,748	356,621
Mission / 4th	67,814	26,447	41,367	9	610,326	238,027	372,299
Mission / 3rd	53,732	19,344	34,388	9	483,588	174,092	309,496
Mission / 2nd	48,166	15,413	32,753	9	433,494	138,718	294,776
Mission / 1st	30,123	7,230	22,893	9	271,107	65,066	206,041
Northbound Total	**698,816**	**214,504**	**484,312**	-	**9,279,747**	**2,650,244**	**6,629,503**

Exhibit 14. *2022 Reimagine SamTrans* Route EPX Southbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Low-Income Pop. within 0.25 miles*	*Non-Low-Income Pop. within 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Low-Income People-Trips Available*	*Non-Low-Income People-Trips Available*
Mission / 1st	30,123	7,230	22,893	9	271,107	65,066	206,041
Mission / 2nd	48,166	15,413	32,753	9	433,494	138,718	294,776
Mission / 3rd	53,732	19,344	34,388	9	483,588	174,092	309,496
Huntington / Euclid	11,622	1,743	9,879	9	104,598	15,690	88,908
San Bruno E / 3rd	11,015	1,652	9,363	9	99,135	14,870	84,265
Broadway / Maple	14,045	3,511	10,534	18	252,810	63,203	189,608
Broadway / Woodside	7,938	1,905	6,033	18	142,884	34,292	108,592
Broadway / Charter	8,500	2,125	6,375	18	153,000	38,250	114,750
Broadway / Douglas	8,693	2,434	6,259	18	156,474	43,813	112,661
Bay / Warrington	8,840	2,475	6,365	18	159,120	44,554	114,566
Bay / 2nd	12,333	3,700	8,633	18	221,994	66,598	155,396
Bay / 5th	12,000	4,080	7,920	18	216,000	73,440	142,560
Bay / 8th	10,749	3,762	6,987	18	193,482	67,719	125,763
Bay / 10th	10,308	3,711	6,597	18	185,544	66,796	118,748
Bay / Haven	9,646	3,569	6,077	18	173,628	64,242	109,386
Florence / 17th	8,973	2,961	6,012	18	161,514	53,300	108,214
Marsh / 1000 Marsh	9,093	2,819	6,274	18	163,674	50,739	112,935
Newbridge / Hollyburne	10,688	1,710	8,978	18	192,384	30,781	161,603
Newbridge / Carlton	12,137	2,185	9,952	18	218,466	39,324	179,142
Newbridge / Willow	13,297	2,659	10,638	18	239,346	47,869	191,477
Newbridge / Mello	14,796	3,255	11,541	18	266,328	58,592	107,736
Newbridge / Bay	15,151	3,485	11,666	18	272,718	62,725	209,993
Bay / Palo Verde	16,216	3,892	12,324	18	291,888	70,053	221,835
Bay / University NS	16,570	4,143	12,428	18	298,260	74,565	223,695
Bay / University FS	15,068	3,718	11,150	18	271,224	70,518	200,706
Bay / Clarke	13,981	3,635	10,346	18	251,658	65,431	186,227
Clarke / Runnymede	15,030	4,058	10,972	18	270,540	71,046	197,494
Clarke / Bell	14,144	3,819	10,325	18	254,592	68,740	185,852
Donohoe / Clarke	17,300	4,498	12,802	18	311,400	80,964	230,436
Southbound Total	**450,154**	**123,690**	**326,464**	-	**6,710,850**	**1,817,989**	**4,892,861**

Exhibit 15. February 2024 SamTrans Route EPX Northbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Low-Income Pop. within 0.25 miles*	*Non-Low-Income Pop. within 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Low-Income People-Trips Available*	*Non-Low-Income People-Trips Available*
Clarke / O'Connor	17,278	4,838	12,440	18	311,004	87,081	223,923
E Bayshore / Donohoe	20,120	5,835	14,285	18	362,160	105,026	257,134
Bay / University	16,742	4,018	12,724	18	301,356	72,325	229,031
Newbridge / Saratoga	13,314	2,796	10,518	18	239,652	50,327	189,325
Chilco / Hamilton	7,095	922	6,173	18	127,710	16,602	111,108
Florence / 17th	8,550	2,822	5,729	18	153,900	50,787	103,113
Bay / 8th	10,422	3,648	6,774	18	187,596	65,659	121,937
Bay / Warrington	10,310	2,887	7,423	18	185,580	51,962	133,618
Broadway / Maple	14,438	3,610	10,829	18	259,884	64,971	194,913
Winslow / Broadway	18,617	4,282	14,335	18	335,106	77,074	258,032
Veterans / Brewster	13,574	2,715	10,859	18	244,332	48,866	195,466
SFO Rental Car AirTrain	20	5	15	18	360	97	263
San Bruno Ave E / 3rd	11,102	1,665	9,437	14	155,428	23,314	132,114
San Bruno BART	8,454	1,184	7,270	14	118,356	16,570	101,786
Mission / 8th	71,300	27,094	44,206	4	285,200	108,376	176,824
Mission / 5th	67,498	26,324	41,174	4	269,992	105,297	164,695
Mission / 3rd	52,538	18,388	34,150	4	210,152	73,553	136,599

Mission / 1st	30,123	7,230	22,893	4	120,492	28,918	91,574
Main / Market	26,380	6,067	20,313	4	105,520	24,270	81,250
Drumm / Clay	30,257	9,380	20,877	4	121,028	39,519	83,509
Northbound Total	**448,132**	**135,709**	**312,423**	-	**4,094,808**	**1,108,596**	**2,986,212**

Exhibit 16. February 2024 SamTrans Route EPX Southbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Low-Income Pop. within 0.25 miles*	*Non-Low-Income Pop. within 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Low-Income People-Trips Available*	*Non-Low-Income People-Trips Available*
Drumm / Clay	30,257	9,380	20,877	4	121,028	37,519	83,509
Mission / Spear	26,380	6,067	20,313	4	105,520	24,270	81,250
Mission / 1st	30,123	7,230	22,893	4	120,492	28,918	91,574
Mission / 3rd	52,538	18,388	34,150	4	210,152	73,553	136,599
Mission / 5th	67,498	26,324	41,174	4	269,992	105,297	164,695
Mission / 8th	71,300	27,094	44,206	4	285,200	108,376	176,824
Mission / 9th	65,728	23,662	42,066	4	262,912	94,648	168,264
San Bruno BART	8,454	1,184	7,270	15	126,810	17,753	109,057
San Bruno Ave E / 3rd	11,102	1,665	9,437	15	166,530	24,980	141,551
SFO Rental Car AirTrain	20	5	15	19	380	103	277
Veterans / Brewster	13,574	2,715	10,859	19	257,906	51,571	206,325
Winslow / Broadway	18,617	4,282	14,335	19	353,723	81,356	272,367
Broadway / Maple	14,438	3,610	10,829	19	274,322	68,581	205,742
Bay / Warrington	10,310	2,887	7,423	19	195,890	54,849	141,041
Bay / 8th	10,422	3,648	6,774	19	198,018	69,306	128,712
Florence / 17th	8,550	2,822	5,729	19	162,450	53,609	108,842
Chilco / Hamilton	7,095	922	6,173	19	134,805	17,525	117,280
Newbridge / Willow	13,314	2,796	10,518	19	252,966	53,123	199,843
Bay / Universito NS	16,742	4,018	12,724	19	318,098	76,344	241,754
Clarke / O'Connor	17,278	4,838	12,440	19	328,282	91,919	236,363
E Bayshore / Donohoe	20,120	5,835	14,285	19	382,280	110,861	271,419
Southbound Total	**513,860**	**159,371**	**354,489**	-	**4,527,756**	**1,244,469**	**3,283,287**

Exhibit 17. August 2024 SamTrans Route EPX Northbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Low-Income Pop. within 0.25 miles*	*Non-Low-Income Pop. within 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Low-Income People-Trips Available*	*Non-Low-Income People-Trips Available*
Clarke / O'Connor	17,278	4,838	12,440	18	311,004	87081	223,923
E Bayshore / Donohoe	20,120	5,835	14,285	18	362,160	105,026	257,134
Bay / University	16,742	4,018	12,724	18	301,356	72,325	229,031
Newbridge / Saratoga	13,314	2,796	10,518	18	239,652	50,327	189,325
Chilco / Hamilton	7,095	922	6,173	18	127,710	16,602	111,108
Florence / 17th	8,550	2,822	5,729	18	153,900	50,787	103,113
Bay / 8th	10,422	3,648	6,774	18	187,596	65,659	121,937
Bay / Warrington	10,310	2,887	7,423	18	185,580	51,962	133,618
Broadway / Maple	14,438	3,610	10,829	18	259,884	64,971	194,913
Winslow / Broadway	18,617	4,282	14,335	18	335,106	77,074	258,032
Veterans / Brewster	13,574	2,715	10,859	18	244,332	48,866	195,466
SFO Rental Car AirTrain	20	5	15	18	360	97	263
San Bruno Ave E / 3rd	11,102	1,665	9,437	14	155,428	23,314	132,114
San Bruno BART	8,454	1,184	7,270	14	118,356	16,570	101,786
Salesforce Transit Center	26,498	5,856	20,642	4	105,992	23,424	82,568
Northbound Total	**196,534**	**47,082**	**149,452**	-	**3,088,416**	**754,087**	**2,334,329**

Exhibit 18. August 2024 SamTrans Route EPX Southbound – Estimated Low-Income and Non-Low-Income Riders with Route EPX Access at Each Bus Stop

Bus Stop	*Population within 0.25 miles*	*Low-Income Pop. within 0.25 miles*	*Non-Low-Income Pop. within 0.25 miles*	*Daily Trips to Stop*	*Total People-Trips Available*	*Low-Income People-Trips Available*	*Non-Low-Income People-Trips Available*
Salesforce Transit Center	26,498	5,856	20,642	4	105,992	23,424	82,568
San Bruno BART	8,454	1,184	7,270	15	126,810	17,753	109,057
San Bruno Ave E / 3rd	11,102	1,665	9,437	15	166,530	24,980	141,551
SFO Rental Car AirTrain	20	5	15	19	380	103	277
Veterans / Brewster	13,574	2,715	10,859	19	257,906	51,571	206,325
Winslow / Broadway	18,617	4,282	14,335	19	353,723	81,356	272,367
Broadway / Maple	14,438	3,610	10,829	19	274,322	68,581	205,742
Bay / Warrington	10,310	2,887	7,423	19	195,890	54,849	141,041
Bay / 8th	10,422	3,648	6,774	19	198,018	69,306	128,712
Florence / 17th	8,550	2,822	5,729	19	162,450	53,609	108,842
Chilco / Hamilton	7,095	922	6,173	19	134,805	17,525	117,280
Newbridge / Willow	13,314	2,796	10,518	19	252,966	53,123	199,843
Bay / Universito NS	16,742	4,018	12,724	19	318,098	76,344	241,754
Clarke / O'Connor	17,278	4,838	12,440	19	328,282	91,919	236,363
E Bayshore / Donohoe	20,120	5,835	14,285	19	382,280	110,861	271,419
Southbound Total	**196,534**	**47,082**	**149,452**	**-**	**3,258,452**	**795,313**	**2,463,139**

Exhibit 19. Route EPX Service Change: Disproportionate Burden Analysis – 2022 *Reimagine SamTrans* vs. February 2024

	Population within 0.25 miles			*People-Trips Available*		
	Total	*Low-Income*	*Non-Low-Income*	*Total*	*Low-Income*	*Non-Low-Income*
2022 *Reimagine SamTrans* Routing	1,148,970	338,194	810,776	15,990,597	4,468,233	11,522,364
February 2024 Routing	961,992	295,079	666,913	8,622,564	2,353,065	6,269,499
Effect of Service Change	-186,978 -16.3%	-43,115 -12.7%	-143,863 -17.7%	-7.368,033 -46.1%	-2,115,168 -47.3%	-5,252,865 -45.6%
Difference					1.3%	-0.5%
Change in Difference				**1.7%**		
Disproportionate Burden				**No**		

Exhibit 20. Route EPX Service Change: Disproportionate Burden Analysis – 2022 *Reimagine SamTrans* vs. August 2024

	Population within 0.25 miles			***People-Trips Available***		
	Total	***Low-Income***	***Non-Low-Income***	***Total***	***Low-Income***	***Non-Low-Income***
2022 *Reimagine SamTrans* Routing	1,148,970	338,194	810,776	15,990,597	4,468,233	11,522,364
August 2024 Routing	393,068	94,163	298,905	6,346,868	1,549,400	4,797,468
Effect of Service Change	-755,902 -65.8%	-244,031 -72.2%	-511,871 -63.1%	-9,643,729 -60.3%	-2,918,833 -65.3%	-6,724,896 -58.4%
Difference					5.0%	-1.9%
Change in Difference				**7.0%**		
Disproportionate Burden				**No**		

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. SamTrans' 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 in the public outreach of Route EPX included both comprehensive measures and measures targeted at overcoming language and other barriers that prevent such populations from effective participation in decision-making.

PUBLIC OUTREACH

During *Reimagine SamTrans*, Route EPX was presented several times at the Citizens Advisory Committee (CAC) meetings and SamTrans board meetings. On March 3, 2022, The District issued a press release introducing *Reimagine SamTrans*, which highlighted Route EPX as one of the components of the planned service changes. A copy of the press release is available in **Attachment 7.**

The District announced the launch of EPX on February 7, 2024, with a press release following two days later on the SamTrans website. A copy of the press release is in **Attachment 8.**

SamTrans also communicated the launch of Route EPX to the public through its social media channels, including Twitter (now X), Facebook, Instagram, and LinkedIn. A compilation of all social media posts is provided in **Attachment 9**.

At Route EPX's launch, 'Take One' brochures were provided to the public in three languages: English, Spanish, and Chinese. A copy of the 'Take One' brochure is available in **Attachment 10.**

ROUTE EPX SURVEYS

In addition to press releases and communications announcing the Route EPX service, the District also conducted two rounds of comprehensive surveys to the public about Route EPX. The first survey was administered in January 2024 as a pre-launch survey to gauge customer awareness, interest, service needs, and potential rider demographics of Route EPX. The second round of surveys was distributed in Summer 2024 to measure feedback of current and potential EPX riders several months after the route's launch. A summary of results of both surveys are available in **Attachments 11 and 12**.

January 2024 EPX Pre-Launch Survey

The EPX pre-launch customer survey was open for nearly three weeks prior to the route opening, between January 24 to February 12, 2024. In addition to English, the survey was also provided in Samoan, Spanish, Tagalog, and Tongan. In total, the survey received 85 completed responses.

Slightly over half of respondents (52%) indicated that they travel to San Francisco at least one day per week, followed closely by travel to San Bruno (44%). About a third of respondents indicated that they travel to East Palo Alto (37%), Menlo Park (37%), Redwood City (37%), and SFO (31%) at least one day per week.

Respondents found the following features of EPX somewhat to extremely appealing: express service (89%), transfers to and from another SamTrans bus (82%), $2.25 fare (80%), transfers to and from San Bruno BART (75%), transfers to and from Redwood City Caltrain (75%), transfers to and from San Francisco Muni (74%), and weekday-only service (43%).

Nearly three-quarters of respondents (74%) said they were likely or very likely to try Route EPX once it launched in February, while only 19% said they were unlikely or very unlikely to try Route EPX.

Of those that would use Route EPX, 38% of respondents indicated they would likely board Route EPX at San Bruno BART, while 16% indicated they would likely board the route at the terminal point of Drumm Street and Clay Street in Downtown San Francisco. As for the destination, 17% of respondents said they would likely ride Route EPX to San Bruno BART, while 30% said they would likely ride the route to Drumm Street and Clay Street in Downtown San Francisco.

Approximately one third of respondents (33%) speak a non-English language at home. These include Spanish (16%), Tagalog (5%), Chinese – Cantonese (4%), Other (4%), Hindi / Other Indian, and Chinese – Mandarin (2%).

Slightly more than two-thirds of respondents (68%) described their race or ethnic background as minority, or non-White or Caucasian. These include Hispanic / Latino (24%), Asian (17%), Filipino (8%), Black / African American (7%), Chinese (6%), Other (4%), and Pacific Islander (2%).

Summer 2024 EPX Post-Launch Survey

A post-launch survey for Route EPX was conducted in Summer 2024 in two parts: the first part was conducted onboard the route in June to better understand trip characteristics and the experience of Route EPX customers using the service; the second part was conducted in July and August via phone to target potential riders in San Mateo County to help understand

whether they were aware of Route EPX and what it would take to encourage them to use the new route. The phone sample of respondents was drawn from a list of contacts provided by SamTrans. It is likely that those contacted for the phone survey were somewhat more familiar with SamTrans service compared to the average San Mateo County resident, since the contact list included those who had participated in past SamTrans surveys or contacted SamTrans for information. The onboard survey was offered in English, Spanish, Chinese, and the language line for other languages, but all respondents answered in English. A total of 106 onboard surveys and 116 phone surveys were completed. SamTrans Service Planning will use the survey data when considering adjustments to existing service and to identify ways in which the customer experience could be improved.

Of the current Route EPX riders, about two-thirds (64%) stated that the February 2024 launch schedule works well. Some respondents said they would use EPX more if it ran on weekends (37%). This sentiment was more popular among respondents than if it ran later on weekdays (20%), or if it ran earlier (19%) on weekdays.

About two-thirds (64%) use the route three or more days per week, and almost three-quarters (71%) ride at least one day per week. The average respondent rides EPX four times per week. Nearly all respondents (93%) plan to use EPX about the same or more in the next six months. Over half of respondents (54%) use EPX to commute to work, while 19% use EPX for errands, and 12% use the route to travel to a social or recreational destination. Three quarters (75%) of all respondents do not have access to a car.

Regarding boarding and alighting, respondents were most likely to board from either Redwood City (31%) or East Palo Alto (30%) and were also most likely to alight in these cities (39% and 19%, respectively). 12% of respondents typically boarded at San Bruno, while 9% of respondents typically boarded in downtown San Francisco. The rates of alighting at San Bruno and downtown San Francisco were similar to boarding rates at 12% and 10% respectively. Since consolidating all downtown San Francisco stops into one terminal stop at Salesforce Transit Center during the August 2024 service revision, boardings in San Francisco have decreased from an average of 7% of route boardings to 2%; alightings in San Francisco have not been impacted since the service revision.

The top reasons that respondents will continue to use Route EPX the same or more in the next six months include: commuting to work or school (68%), EPX is faster than alternatives (14%), and convenience (14%).

The most cited suggestions for Route EPX were for more frequency (19%), fewer stops or faster service (8%), more stops (8%), better on-time performance (5%), and expanded hours (3%).

Out of all onboard responses received, 86 respondents were from a Bay Area county, with 59 from cities in the EPX service area. Of those from a city in the EPX service area, 37% were from Redwood City, 36% were from Palo Alto, 14% were from San Francisco, and 14% were from Menlo Park.

Of the respondents that stated their race or ethnicity, 88% identified as a minority, or a race or ethnicity other than White. Respondents that identified as part of a minority population are further broken down into the following race or ethnicity: Hispanic / Latino (40%); Asian (25%) – Chinese (14%), Filipino (7%), Other Asian (3%), Bengali (1%); Black / African American (21%); and Pacific Islander (2%).

The second part of the post-launch survey was conducted by phone in July and August 2024 to target potential EPX riders in San Mateo County. The phone survey was offered in English, Spanish, and Chinese; 12% of respondents completed the survey in Spanish, while 1% completed the survey in Chinese.

Close to one-third of respondents (28%) were aware of Route EPX service. Of these respondents, over half (55%) were at least somewhat to very familiar with the route and schedule.

The most appealing features of Route EPX in ranked order were: 1) EPX makes stops at key transfer points, including connections to Caltrain, BART, Muni, and SamTrans (88%); 2), it is an express route (83%); 3) EPX serves East Palo Alto, Redwood City, SFO, San Bruno BART, and select trips to downtown San Francisco (78%); and 4) the fare is $2.25, the same as local SamTrans buses (78%). Additionally, if the EPX offered weekend service in the future, 74% of respondents would find that feature somewhat to very appealing.

Over half of respondents (59%) indicated that they are at least somewhat likely to use Route EPX service sometime in the future. Within these responses, there were eleven comments that mentioned an interest in taking the route to downtown San Francisco. The largest barriers to using EPX were due to the route being too far from their origin or destination (25%), not knowing enough about the route (15%), and trips take too long or would include transfers (9%).

Of the respondents that stated their race or ethnicity, 63% identified as a minority, or a race or ethnicity other than White. Respondents that identified as part of a minority population are further broken down into the following race or ethnicity: Hispanic / Latino (28%); Asian (28%) – Chinese (13%), Filipino (11%), South Asian, (2%), Korean (1%), and Other Asian (1%); and Black / African American (7%).

Top suggestions for Route EPX in the future were to add closer stops to the respondents' origin or destination (23%), advertisement of the service (21%), expanded service hours (14%), and more frequency (9%).

PUBLIC COMMENTS

Public Comments from *Reimagine SamTrans* Phase 3 Outreach in 2021

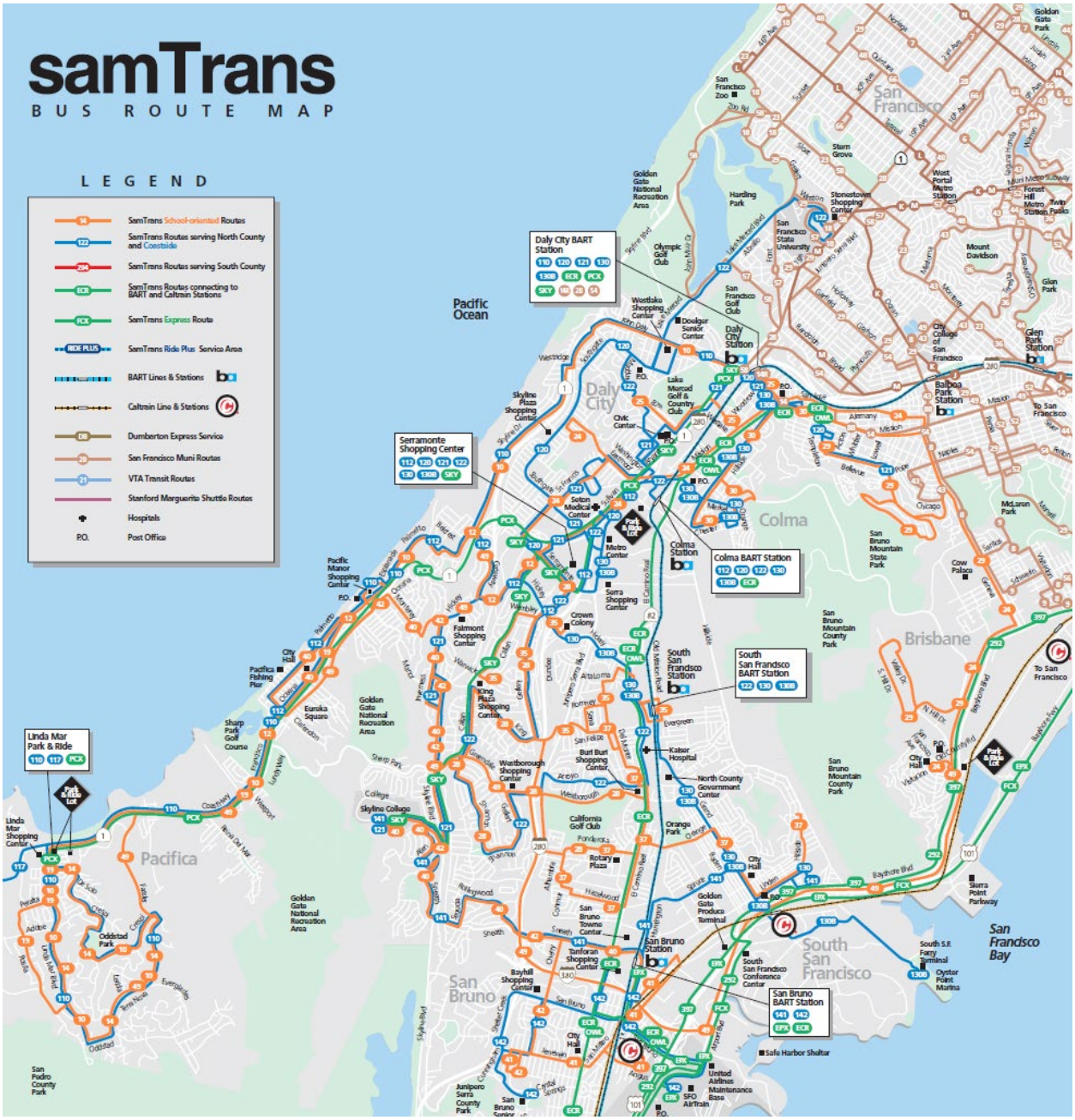
In the early stages of Route EPX development during *Reimagine SamTrans'* Phase 3 Outreach in 2021, SamTrans received a mix of public feedback regarding the new service. SamTrans received comments through forms, emails, letters, and public hearing comments. Most comments were focused on the route's potential demand, access to underserved areas, and alignment with community needs. While some concerns were raised about the feasibility of the route starting in East Palo Alto and serving Redwood Shores, there was strong support for direct connections to key destinations like SFO, various BART stations, and regional job centers. Suggestions included extending service to additional areas of East Palo Alto, adding on-demand connections, and expanding operating hours to better serve essential workers and commuters traveling during non-traditional hours. A detailed matrix of comments from the outreach is available in **Attachment 13**.

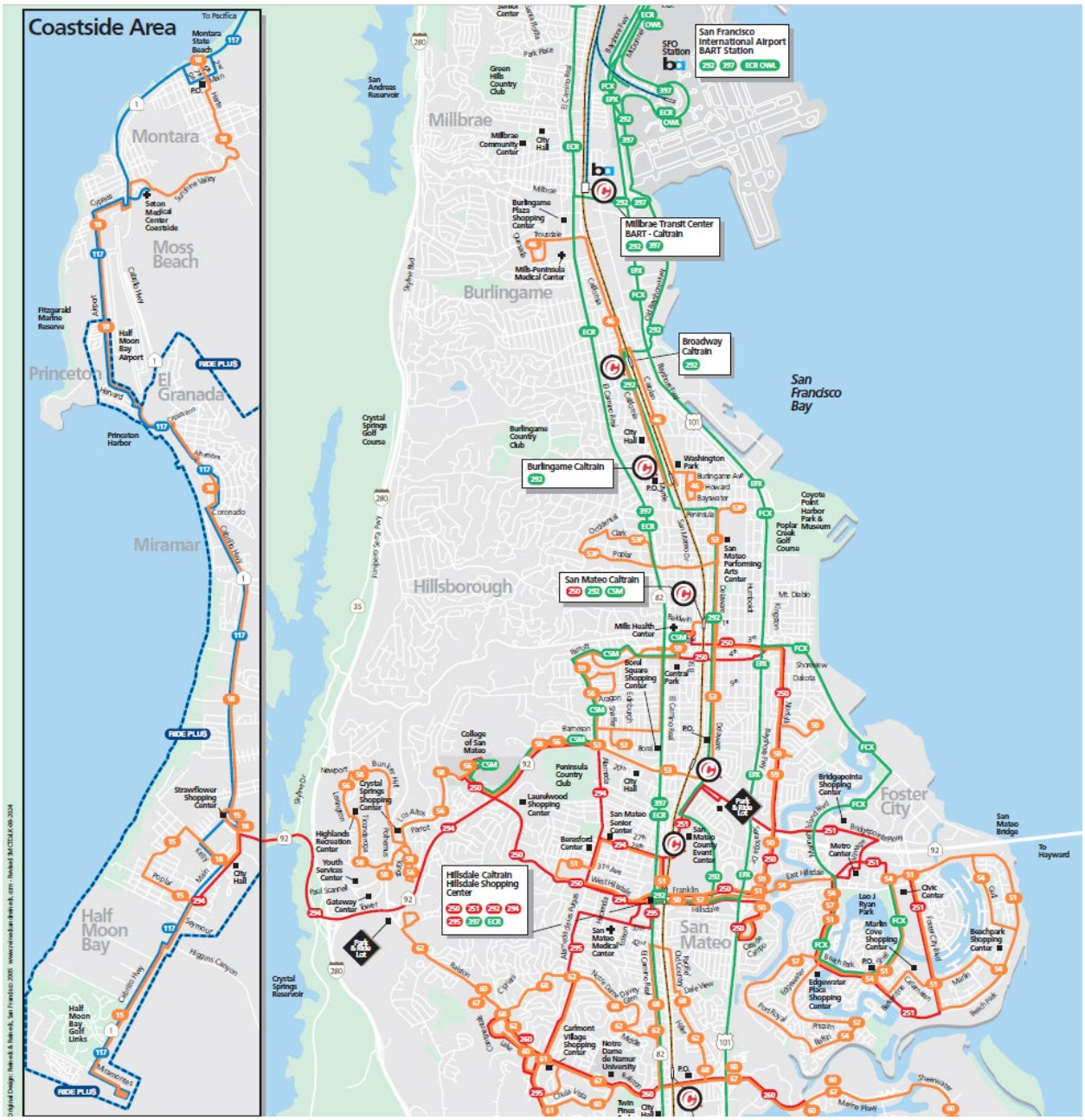
Public Comments from Social Media Outlets in 2024

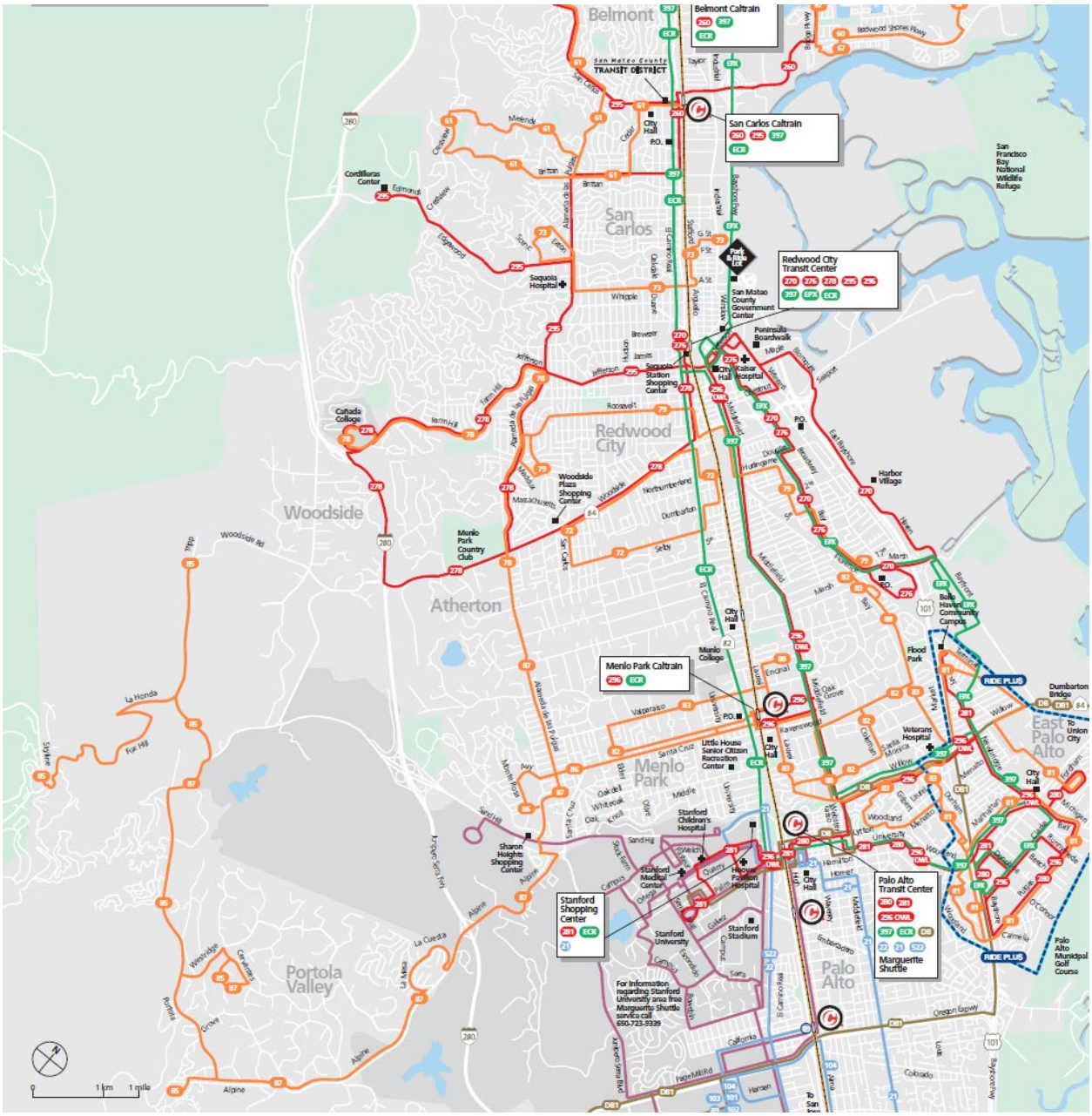
Leading to the launch of Route EPX on February 12, 2024, SamTrans received limited public comments about Route EPX at meetings of the CAC and SamTrans Board. Most public comments made about Route EPX were replies to posts made on SamTrans' social media accounts about the launch of the service, as opposed to changes to the service plan since *Reimagine SamTrans*. A full summary matrix of social media comments is also included in **Attachment 13.** Public comments received through SamTrans' social media channels expressed a mix of excitement and questions. The majority of the public comments were posted on the SamTrans Facebook page.

ATTACHMENT 1 – SAMTRANS SYSTEM MAP

SamTrans System Map

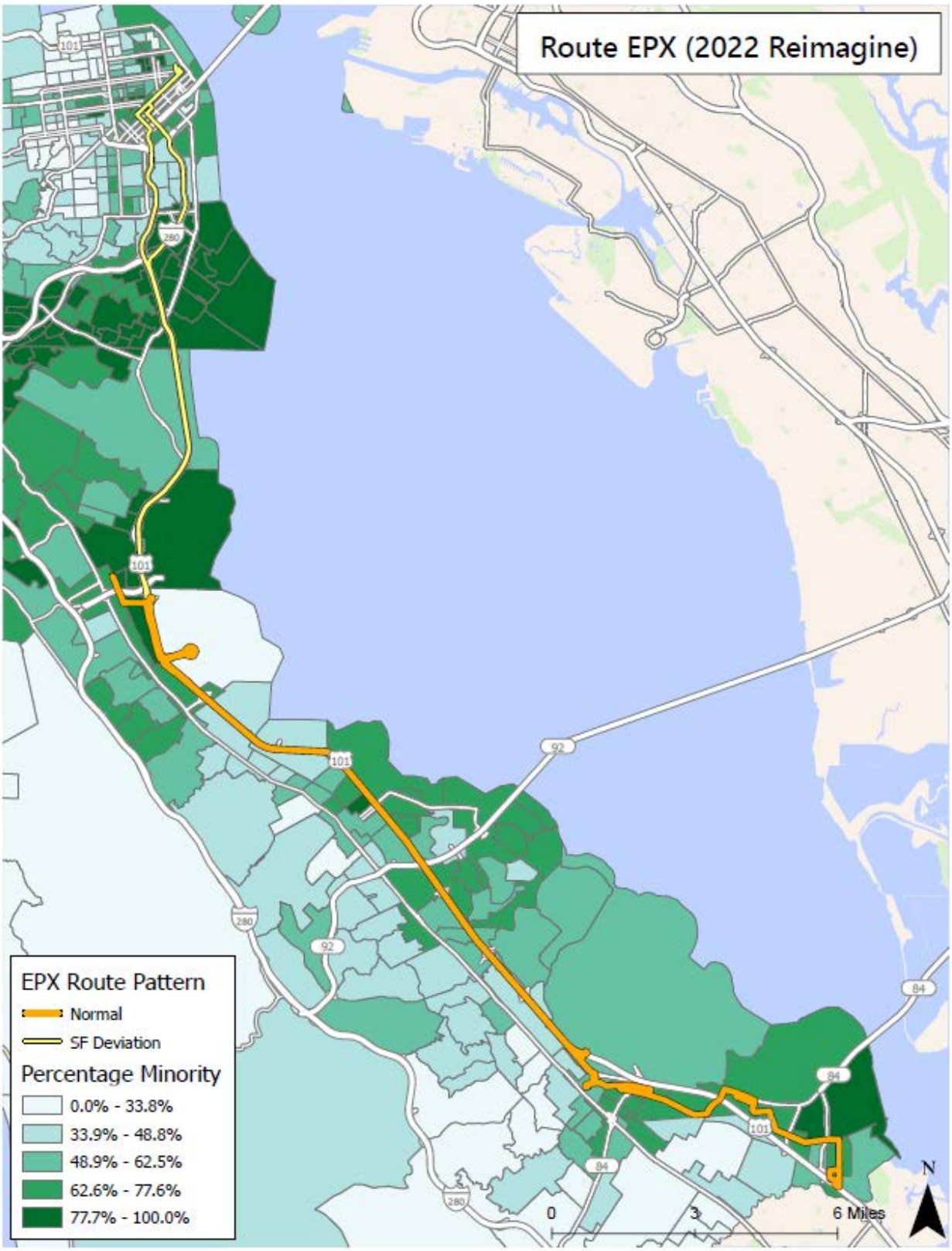



Coastside Area
Montara
Moss Beach
El Granada
Princeton
Miramar
Half Moon Bay
Millbrae
Burlingame
Hillsborough
San Mateo
Foster City
San Francisco Bay
San Francisco International Airport BART Station
Millbrae Transit Center BART - Caltrain
Broadway Caltrain
Burlingame Caltrain
San Mateo Caltrain
Hillsdale Caltrain Hillsdale Shopping Center
RIDE PLUS

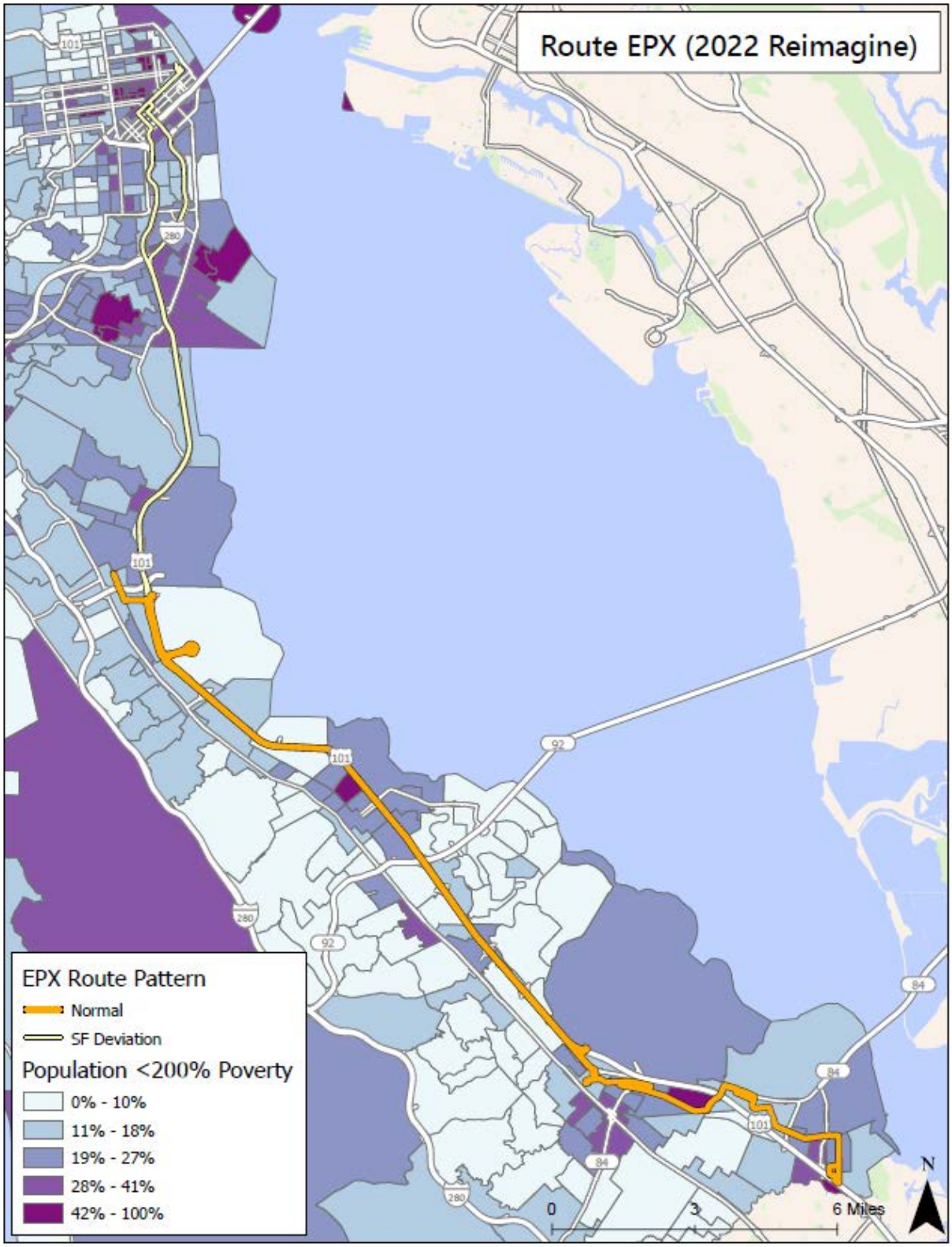

Belmont
Belmont Caltrain
San Mateo County TRANSIT DISTRICT
San Carlos Caltrain
San Carlos
Redwood City Transit Center
San Mateo County Government Center
Redwood City
Woodside
Atherton
Menlo Park Caltrain
Menlo Park
Stanford Shopping Center
Stanford Medical Center
Stanford University
Stanford Stadium
Palo Alto Transit Center
Marguerite Shuttle
Palo Alto
East Palo Alto
Portola Valley
Harbor Village
Flood Park
Dumbarton Bridge
RIDE PLUS
For information regarding Stanford University area free Marguerite Shuttle service call 650-723-9339

ATTACHMENT 2 – ROUTE EPX SERVICE AREA DEMOGRAPHICS: MINORITY AND LOW-INCOME POPULATIONS

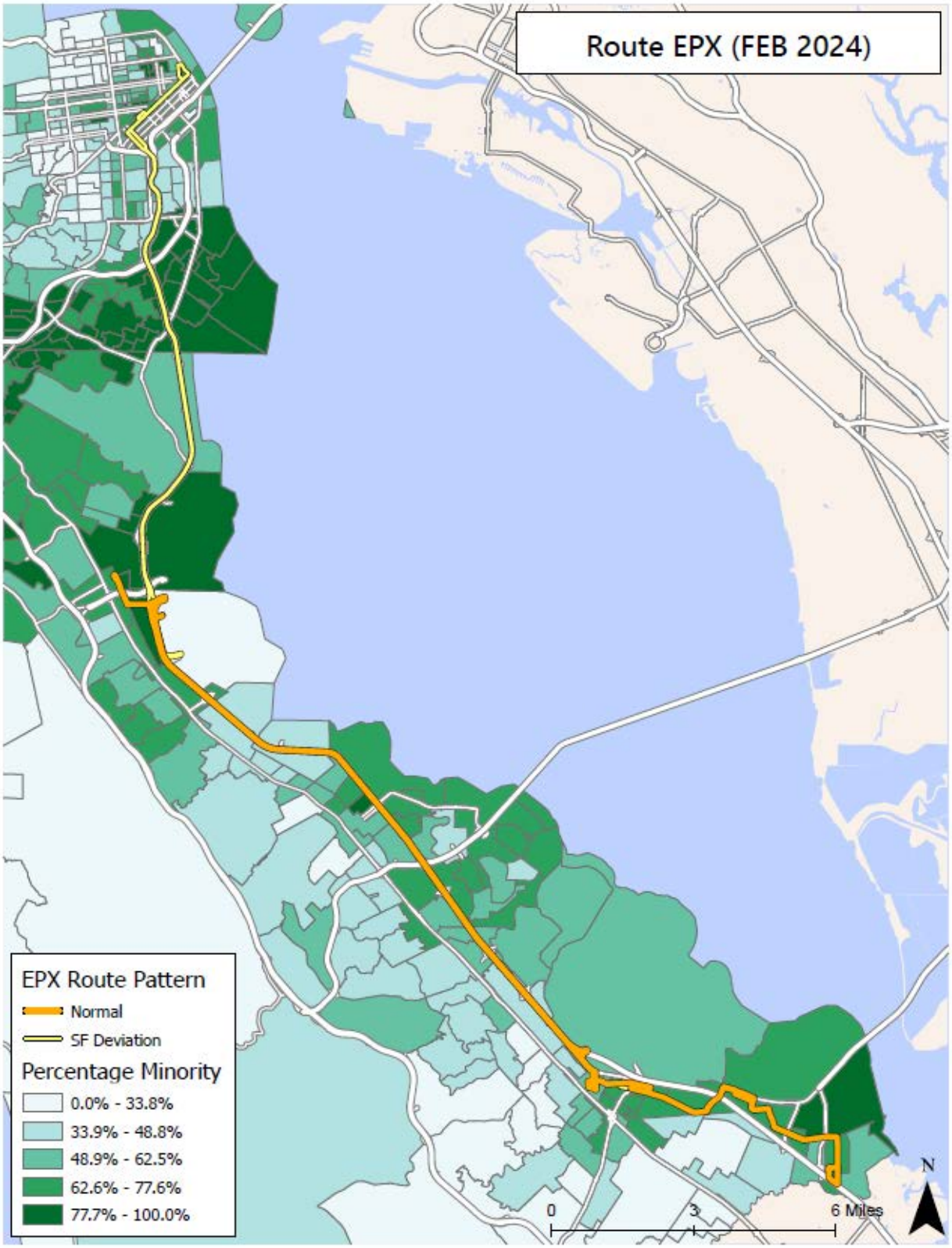
2022 *Reimagine SamTrans* Route EPX Service Area: Minority Populations by Census Tract



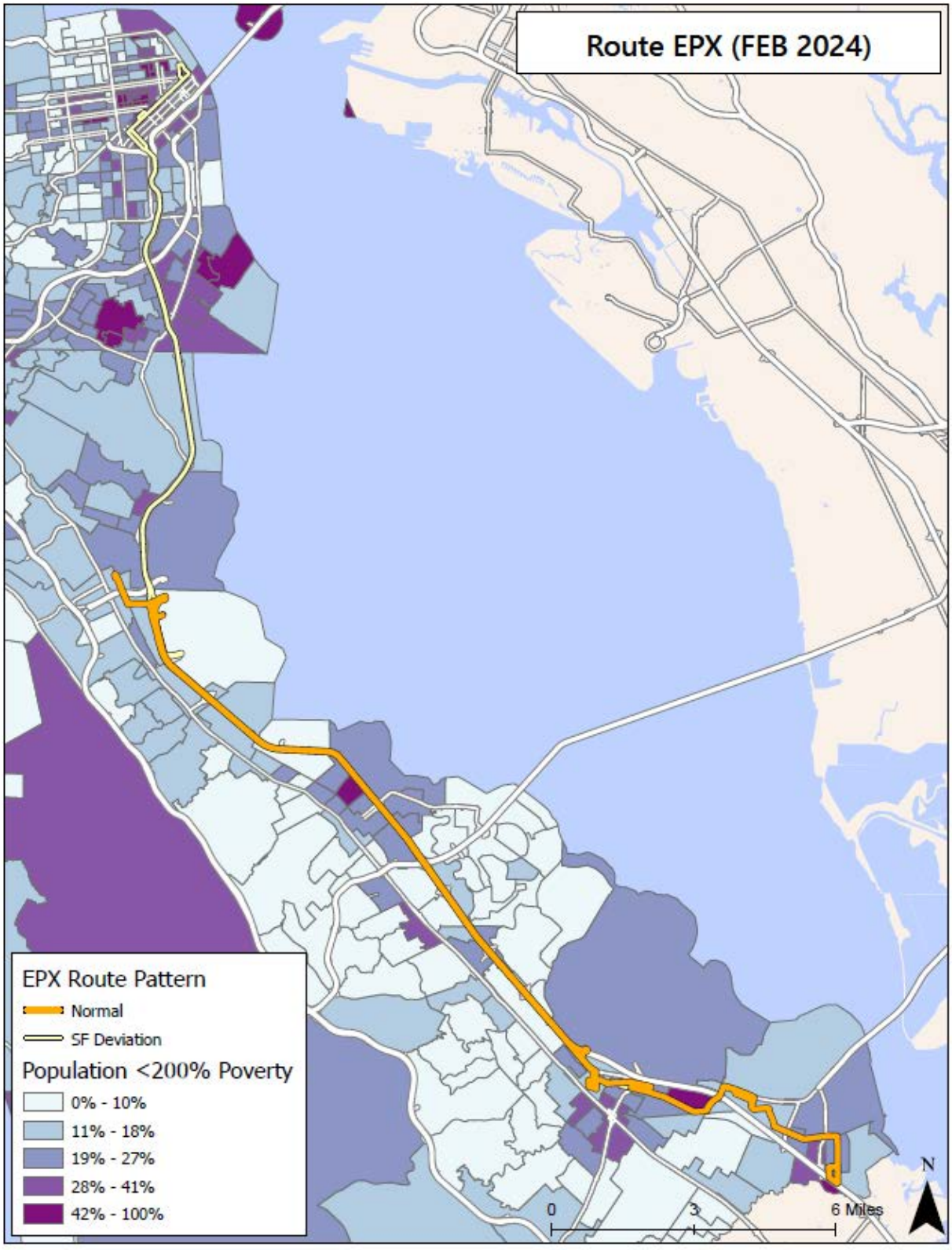
2022 *Reimagine SamTrans* Route EPX Service Area: Low-Income Populations by Census Tract



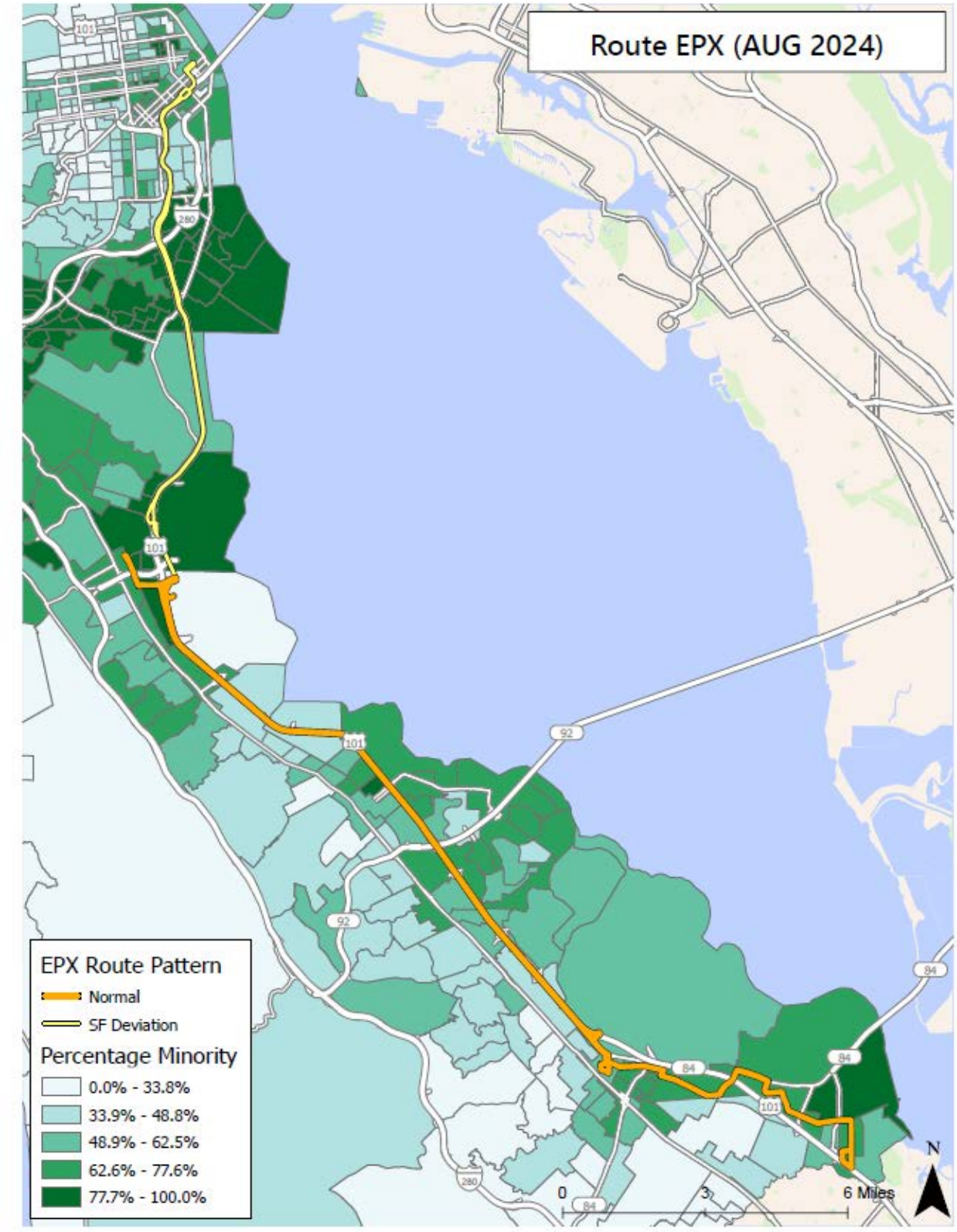
February 2024 Route EPX Service Area: Minority Populations by Census Tract



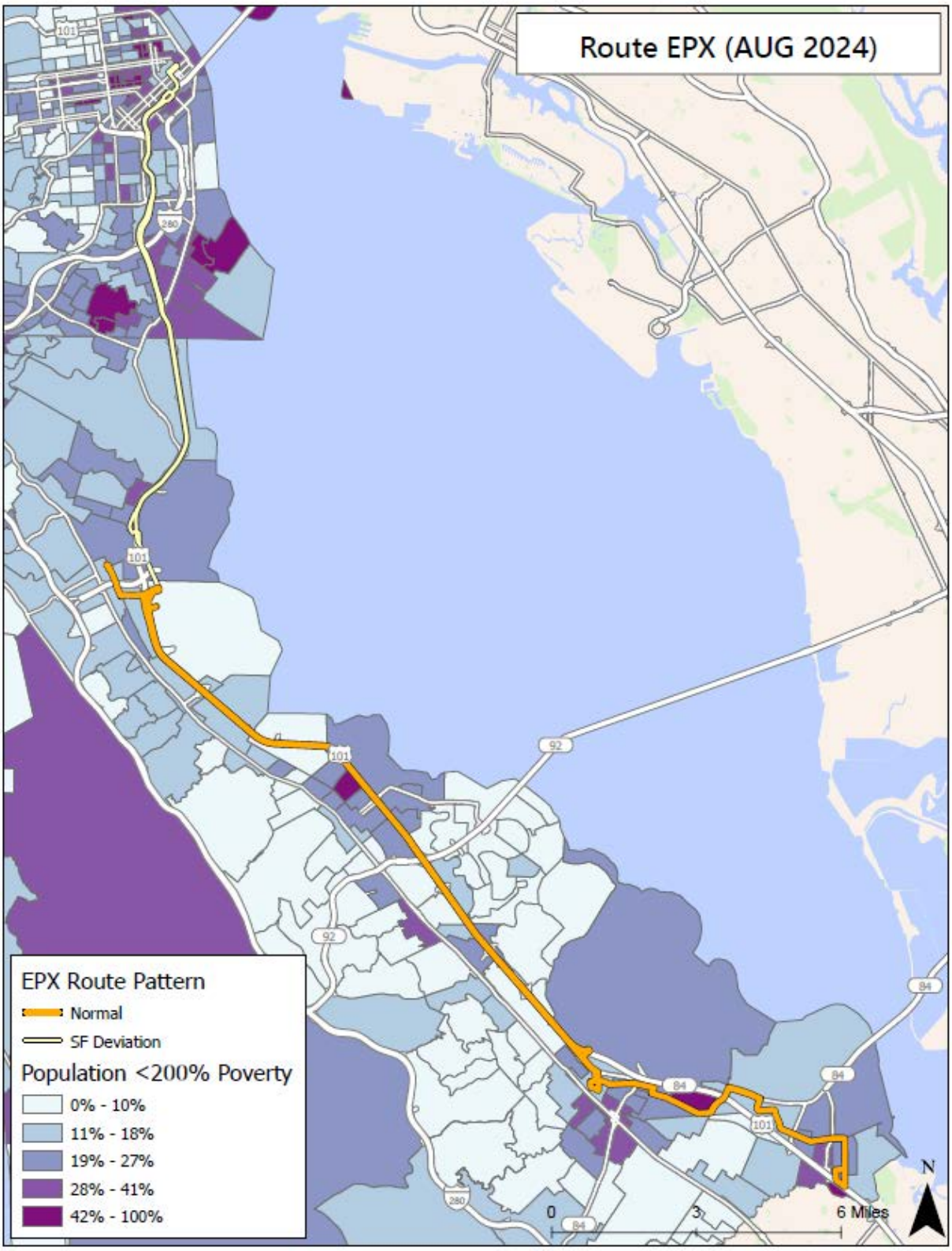
February 2024 Route EPX Service Area: Low-Income Populations by Census Tract



August 2024 Route EPX Service Area: Minority Populations by Census Tract



August 2024 Route EPX Service Area: Low-Income Populations by Census Tract



ATTACHMENT 3 – ROUTE EPX BUS STOP LISTS: 2022 *REIMAGINE SAMTRANS* NETWORK, FEBRUARY 2024 SERVICE LAUNCH, AND AUGUST 2024 REVISION

2022 *Reimagine SamTrans* Route EPX Bus Stop List

Stop ID	Stop Name	Stop ID	Stop Name
NORTHBOUND		**SOUTHBOUND**	
363016	Clarke Ave & E Bayshore Rd	331601	Mission St & 1st St
363017	Clarke Ave & O'Connor St-Ravenswood Shopping Ctr	331019	Mission St & 2nd St
363014	Clarke Ave & Bell St	331070	Mission St & 3rd St
363608	Clarke Ave & Runnymede St	335097	Huntington Ave & Euclid Ave
363606	Bay Rd & Clarke Ave	335155	San Bruno Ave E & 3rd Ave
363001	Bay Rd & University Ave – Fordam St	344669	Broadway at Maple St
363005	Bay Rd & University Ave	344434	Broadway & Woodside Rd
363002	Bay Rd & Gloria Way	344485	Broadway / Charter
363004	Bay Rd & Palo Verde Ave	344655	Broadway & Douglas Ave
363041	Bay Rd & Oakwood Dr	344606	Bay Rd & Warrington Ave
363039	Newbridge St & Laurel Ave	344607	Bay Rd & 2nd Ave
363042	Newbridge St & Saratoga Ave	344030	Bay Rd & 5th Ave
346612	Newbridge St & Madera Ave	344032	Bay Rd & 8th Ave
346615	Newbridge St & Hollyburne Ave	344028	Bay Rd & 10th Ave
346112	Newbridge St & Windemere Ave	344035	Bay Rd & Haven Ave
344117	Florence St & 17th Ave	344118	Florence St & 17th Ave
344465	Bay Rd & Haven Ave	344036	Marsh Road & 1000 Marsh
344031	Bay Rd & 8th Ave	346115	Newbridge St & Hollyburne Ave
344497	Bay Rd & 5th Ave	346114	Newbridge St & Carlton Ave
344648	Bay Rd & 2nd Ave	363043	Newbridge St & Willow Rd
344601	Bay Rd & Warrington Ave	363040	Newbridge St & Mello St
344486	Broadway & Woodside Rd	363037	Newbridge St & Bay Rd
344438	Broadway & Chestnut St	363003	Bay Rd & Palo Verde Ave
344668	Broadway at Maple St	363006	Bay Rd & University Ave Nearside
3444441	Marshall St & Main St	363080	Bay Rd & University Ave Farside
344418	Jefferson Ave & Marshall St	363601	Bay Rd & Clarke Ave
335503	SFO Airport Terminal 2-Lower Level	363609	Clarke Ave & Runnymede St
335162	SFO Airport Terminal 3-Lower Level	363013	Clarke Ave & Bell St
335122	McDonnel Rd & West Field Rd	363022	Donohoe St & Clarke Ave
335606	McDonnel Rd & West Area Rd		
335154	San Bruno Ave E & 3rd Ave		

335098	Huntington Ave & Euclid Ave		
335608	Huntington Ave East & Herman St		
331418	Mission St & 7th St		
331419	Mission St & 5th St		
331437	Mission St & 4th St		
331071	Mission St & 3rd St		
331067	Mission St & 2nd St		
331059	Mission St & 1st St		

February 2024 Route EPX Service Launch Bus Stop List

Stop ID	Stop Name	Stop ID	Stop Name
NORTHBOUND		**SOUTHBOUND**	
363018	Clarke Ave & O'Connor St-Ravenswood Shopping Ctr	331061	Drumm St & Clay St
262600	E Bayshore Rd & Donohoe St	331073	Mission St & Spear St
363005	Bay Rd & University Ave	331601	Mission St & 1st St
363042	Newbridge St & Saratoga Ave	331070	Mission St & 3rd St
346603	Chilco St & Hamilton Ave	331420	Mission St & 5th St
344117	Florence St & 17th Ave	331614	Mission St & 8th St
344031	Bay Rd & 8th Ave	331422	Mission St & 9th St
344601	Bay Rd & Warrington Ave	335627	San Bruno BART-Bay 4
344668	Broadway at Maple St	335155	San Bruno Ave E & 3rd Ave
344647	Winslow St & Broadway St	335643	SFO Rental Car Center AirTrain Station
344670	Veterans Blvd & Brewster Ave	344671	Veterans Blvd & Brewster Ave
335643	SFO Rental Car Center AirTrain Station	344647	Winslow St & Broadway St
335154	San Bruno Ave E & 3rd Ave	344669	Broadway at Maple St
335627	San Bruno BART-Bay 4	344606	Bay Rd & Warrington Ave
331417	Mission St & 8th St	344032	Bay Rd & 8th Ave
331419	Mission St & 5th St	344118	Florence St & 17th Ave
331071	Mission St & 3rd St	346604	Chilco St & Hamilton Ave
331059	Mission St & 1st St	363043	Newbridge St & Willow Rd
331072	Main St & Market St	363006	Bay Rd & University Ave Nearside
331061	Drumm St & Clay St	363018	Clarke Ave & O'Connor St-Ravenswood Shopping Ctr
		363600	E Bayshore Rd & Donohoe St

August 2024 Route EPX Revision Bus Stop List

Stop ID	Stop Name	Stop ID	Stop Name
NORTHBOUND		**SOUTHBOUND**	
363018	Clarke Ave & O'Connor St-Ravenswood Shopping Ctr	331615	Salesforce Transit Center
262600	E Bayshore Rd & Donohoe St	335627	San Bruno BART-Bay 4
363005	Bay Rd & University Ave	335155	San Bruno Ave E & 3rd Ave
363042	Newbridge St & Saratoga Ave	335643	SFO Rental Car Center AirTrain Station
346603	Chilco St & Hamilton Ave	344671	Veterans Blvd & Brewster Ave
344117	Florence St & 17th Ave	344647	Winslow St & Broadway St
344031	Bay Rd & 8th Ave	344669	Broadway at Maple St
344601	Bay Rd & Warrington Ave	344606	Bay Rd & Warrington Ave
344668	Broadway at Maple St	344032	Bay Rd & 8th Ave
344647	Winslow St & Broadway St	344118	Florence St & 17th Ave
344670	Veterans Blvd & Brewster Ave	346604	Chilco St & Hamilton Ave
335643	SFO Rental Car Center AirTrain Station	363043	Newbridge St & Willow Rd
335154	San Bruno Ave E & 3rd Ave	363006	Bay Rd & University Ave Nearside
335627	San Bruno BART-Bay 4	363018	Clarke Ave & O'Connor St-Ravenswood Shopping Ctr
331615	Salesforce Transit Center	363600	E Bayshore Rd & Donohoe St

ATTACHMENT 4 – SAMTRANS 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

4985998.2

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:

Martha Martinez
District Secretary

4985998.2

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 5 – SUMMARY OF DISPARATE IMPACT ANALYSIS

Disparate Impact Analysis – 2022 *Reimagine SamTrans* vs. February 2024

2022 Reimagine SamTrans EPX Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	LEP Population
	NORTHBOUND																			
363016	Clarke Ave & E Bayshore Rd	15,801	87%	13,756	2,045	25%	3,950	11,851	25%	3,950	2.5	18	284,418	87%	247,608	36,810	25%	71,105	213,314	71,105
363017	Clarke Ave & O'Connor St-Ravenswood Sho	16,209	90%	14,531	1,678	26%	4,214	11,995	26%	4,214	2.4	18	291,762	90%	261,558	30,204	26%	75,858	215,904	75,858
363014	Clarke Ave & Bell St	14,144	91%	12,927	1,217	27%	3,819	10,325	26%	3,677	1.7	18	254,592	91%	232,686	21,906	27%	68,740	185,852	66,194
363608	Clarke Ave & Runnymede St	15,030	92%	13,803	1,227	27%	4,058	10,972	26%	3,908	1.8	18	270,540	92%	248,454	22,086	27%	73,046	197,494	70,340
363606	Bay Rd & Clarke Ave	13,981	93%	12,980	1,001	26%	3,635	10,346	26%	3,635	2.2	18	251,658	93%	233,640	18,018	26%	65,431	186,227	65,431
363001	Bay Rd & University Ave - Fordam St	15,068	93%	14,040	1,028	26%	3,918	11,150	25%	3,767	2.8	18	271,224	93%	252,720	18,504	26%	70,518	200,706	67,806
363005	Bay Rd & University Ave	16,570	94%	15,501	1,069	25%	4,143	12,428	25%	4,143	2.7	18	298,260	94%	279,018	19,242	25%	74,565	223,695	74,565
363002	Bay Rd & Gloria Way	17,298	93%	16,154	1,144	24%	4,152	13,146	25%	4,325	2.1	18	311,364	93%	290,772	20,592	24%	74,727	236,637	77,841
363004	Bay Rd & Palo Verde Ave	16,216	94%	15,166	1,050	24%	3,892	12,324	25%	4,054	2	18	291,888	94%	272,988	18,900	24%	70,053	221,835	72,972
363041	Bay Rd & Oakwood Dr	14,718	94%	13,771	947	24%	3,532	11,186	25%	3,680	1	18	264,924	94%	247,878	17,046	24%	63,582	201,342	66,231
363039	Newbridge St & Laurel Ave	14,252	92%	13,064	1,188	22%	3,135	11,117	23%	3,278	1	18	256,536	92%	235,152	21,384	22%	56,438	200,098	59,003
363042	Newbridge St & Saratoga Ave	13,247	88%	11,683	1,564	21%	2,782	10,465	20%	2,649	4.4	18	238,446	88%	210,294	28,152	21%	50,074	188,372	47,689
346612	Newbridge St & Madera Ave	11,406	88%	10,047	1,359	18%	2,053	9,353	20%	2,281	4.3	18	205,308	88%	180,846	24,462	18%	36,955	168,353	41,062
346615	Newbridge St & Hollyburne Ave	10,688	86%	9,202	1,486	16%	1,710	8,978	19%	2,031	4.3	18	192,384	86%	165,636	26,748	16%	30,781	161,603	36,553
346112	Newbridge St & Windemere Ave	11,600	80%	9,324	2,276	15%	1,740	9,860	19%	2,204	4.2	18	208,800	80%	167,832	40,968	15%	31,320	177,480	39,672
344117	Florence St & 17th Ave	8,973	68%	6,102	2,871	33%	2,961	6,012	23%	2,064	1	18	161,514	68%	109,836	51,678	33%	53,300	108,214	37,148
344465	Bay Rd & Haven Ave	9,646	74%	7,091	2,555	37%	3,569	6,077	25%	2,412	1	18	173,628	74%	127,638	45,990	37%	64,242	109,386	43,407
344031	Bay Rd & 8th Ave	10,749	77%	8,325	2,424	35%	3,762	6,987	26%	2,795	1	18	193,482	77%	149,850	43,632	35%	67,719	125,763	50,305
344497	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%	4,080	7,920	27%	3,240	1	18	216,000	79%	170,946	45,054	34%	73,440	142,560	58,320
344648	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158
344601	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736
344486	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008
344438	Broadway & Chestnut St	10,105	81%	8,196	1,909	24%	2,425	7,680	27%	2,728	1	18	181,890	81%	147,528	34,362	24%	43,654	138,236	49,110
344668	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146
3444441	Marshall St & Main St	18,750	73%	13,777	4,973	24%	4,500	14,250	19%	3,563	4.8	18	337,500	73%	247,986	89,514	24%	81,000	256,500	64,125
344418	Jefferson Ave & Marshall St	18,461	72%	13,204	5,257	23%	4,246	14,215	18%	3,323	4.7	18	332,298	72%	237,672	94,626	23%	76,429	255,869	59,814
335503	SFO Airport Terminal 2-Lower Level	0	0%	0	0	19%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0
335162	SFO Airport Terminal 3-Lower Level	0	0%	0	0	19%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0
335122	McDonnel Rd & West Field Rd	0	0%	0	0	19%	0	0	25%	0	3	9	0	0%	0	0	0%	0	0	0
335606	McDonnel Rd & West Area Rd	200	1%	2	198	27%	54	146	16%	32	3.2	9	1,800	1%	18	1,782	27%	486	1,314	288
335154	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741
335098	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287
335608	Huntington Ave East & Herman St	11,191	83%	9,235	1,956	15%	1,679	9,512	29%	3,245	2.2	9	100,719	83%	83,115	17,604	15%	15,108	85,611	29,209
331418	Mission St & 7th St	66,645	69%	45,652	20,993	40%	26,658	39,987	25%	16,661	1	9	599,805	69%	410,868	188,937	40%	239,922	359,883	149,951
331419	Mission St & 5th St	66,041	68%	45,208	20,833	40%	26,416	39,625	25%	16,510	1	9	594,369	68%	406,872	187,497	40%	237,748	356,621	148,592
331437	Mission St & 4th St	67,814	68%	46,452	21,362	39%	26,447	41,367	25%	16,954	1	9	610,326	68%	418,068	192,258	39%	238,027	372,299	152,582
331071	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569
331067	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	294,776	108,374
331059	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355
	Total	**698,816**	77%	**536,654**	**162,162**	**30.7%**	**214,504**	**484,312**	**24.8%**	**172,966**	**84**	**Total**	**9,279,747**	**79.6%**	**7,385,724**	**1,894,023**	**28.6%**	**2,650,244**	**6,629,503**	**2,272,442**
															79.6%			**28.6%**		**24.5%**
												Measures total possible daily population access to stop ("people-trips")								
	SOUTHBOUND																			
331601	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355
331019	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	294,776	108,374
331070	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569
335097	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287
335155	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741
344669	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146
344434	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008
344485	Broadway / Charter	8,500	80%	6,834	1,666	25%	2,125	6,375	29%	2,465	0.95	18	153,000	80%	123,012	29,988	25%	38,250	114,750	44,370
344655	Broadway & Douglas Ave	8,693	88%	7,616	1,077	28%	2,434	6,259	30%	2,608	1	18	156,474	88%	137,088	19,386	28%	43,813	112,661	46,942
344606	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736
344607	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158
344030	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%	4,080	7,920	27%	3,240	1	18	216,000	79%	170,946	45,054	34%	73,440	142,560	58,320
344032	Bay Rd & 8th Ave	10,749	77%	8,325	2,424	35%	3,762	6,987	26%	2,795	1	18	193,482	77%	149,850	43,632	35%	67,719	125,763	50,305
344028	Bay Rd & 10th Ave	10,308	75%	7,745	2,563	36%	3,711	6,597	26%	2,680	1	18	185,544	75%	139,410	46,134	36%	66,796	118,748	48,241
344035	Bay Rd & Haven Ave	9,646	74%	7,091	2,555	37%	3,569	6,077	25%	2,412	1	18	173,628	74%	127,638	45,990	37%	64,242	109,386	43,407
344118	Florence St & 17th Ave	8,973	68%	6,102	2,871	33%	2,961	6,012	23%	2,064	1	18	161,514	68%	109,836	51,678	33%	53,300	108,214	37,148
344036	Marsh Road & 1000 Marsh	9,093	68%	6,174	2,919	31%	2,819	6,274	21%	1,910	6.9	18	163,674	68%	111,132	52,542	31%	50,739	112,935	34,372
346115	Newbridge St & Hollyburne Ave	10,688	86%	9,202	1,486	16%	1,710	8,978	19%	2,031	4.3	18	192,384	86%	165,636	26,748	16%	30,781	161,603	36,553
346114	Newbridge St & Carlton Ave	12,137	87%	10,619	1,518	18%	2,185	9,952	20%	2,427	4.4	18	218,466	87%	191,142	27,324	18%	39,324	179,142	43,693
363043	Newbridge St & Willow Rd	13,297	88%	11,713	1,584	20%	2,659	10,638	20%	2,659	4.5	18	239,346	88%	210,834	28,512	20%	47,869	191,477	47,869
363040	Newbridge St & Mello St	14,796	92%	13,597	1,199	22%	3,255	11,541	23%	3,403	1	18	266,328	92%	244,746	21,582	22%	58,592	207,736	61,255
363037	Newbridge St & Bay Rd	15,151	93%	14,135	1,016	23%	3,485	11,666	25%	3,788	1	18	272,718	93%	254,430	18,288	23%	62,725	209,993	68,180
363003	Bay Rd & Palo Verde Ave	16,216	94%	15,166	1,050	24%	3,892	12,324	25%	4,054	2	18	291,888	94%	272,988	18,900	24%	70,053	221,835	72,972
363006	Bay Rd & University Ave Nearside	16,570	94%	15,501	1,069	25%	4,143	12,428	25%	4,143	2.7	18	298,260	94%	279,018	19,242	25%	74,565	223,695	74,565
363080	Bay Rd & University Ave Farside	15,068	93%	14,040	1,028	26%	3,918	11,150	25%	3,767	2.8	18	271,224	93%	252,720	18,504	26%	70,518	200,706	67,806
363601	Bay Rd & Clarke Ave	13,981	93%	12,980	1,001	26%	3,635	10,346	26%	3,635	2.2	18	251,658	93%	233,640	18,018	26%	65,431	186,227	65,431
363609	Clarke Ave & Runnymede St	15,030	92%	13,803	1,227	27%	4,058	10,972	26%	3,908	1.8	18	270,540	92%	248,454	22,086	27%	73,046	197,494	70,340
363013	Clarke Ave & Bell St	14,144	91%	12,927	1,217	27%	3,819	10,325	26%	3,677	1.7	18	254,592	91%	232,686	21,906	27%	68,740	185,852	66,194
363022	Donohoe St & Clarke Ave	17,300	91%	15,755	1,545	26%	4,498	12,802	26%	4,498	1.8	18	311,400	91%	283,590	27,810	26%	80,964	230,436	80,964
	Total	**450,154**	**80.1%**	**360,542**	**89,612**	**27.5%**	**123,690**	**326,464**	**25.3%**	**113,757**	**59**	**Total**	**6,710,850**	**82.5%**	**5,534,649**	**1,176,201**	**27.1%**	**1,817,989**	**4,892,861**	**1,687,301**
															82.5%			**27.1%**		**25.1%**
												Measures total possible daily population access to stop ("people-trips")								
	Grand Total	**1,148,970**	**78.1%**	**897,196**	**251,774**	**29.4%**	**338,194**	**810,776**	**25.0%**	**286,723**		**Grand Total**	**15,990,597**	**80.8%**	**12,920,373**	**3,070,224**	**27.9%**	**4,468,233**	**11,522,364**	**3,959,743**
															80.8%	**19.2%**		**27.9%**	**72.1%**	**24.8%**

February 2024 EPX Route Launch Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population
	NORTHBOUND																				
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	18	311,004	90%	279,450	31,554	28%	87,081	223,923	26%	80,861
262600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	18	362,160	91%	329,994	32,166	29%	105,026	257,134	26%	94,162
363005	Bay Rd & University Ave	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	18	301,356	93%	281,574	19,782	24%	72,325	229,031	25%	75,339
363042	Newbridge St & Saratoga Ave	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	18	239,652	88%	210,996	28,656	21%	50,327	189,325	20%	47,930
346603	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	18	127,710	86%	110,466	17,244	13%	16,602	111,108	20%	25,542
344117	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	18	153,900	67%	103,770	50,130	33%	50,787	103,113	23%	35,397
344031	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	18	187,596	78%	145,530	42,066	35%	65,659	121,937	26%	48,775
344601	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	18	185,580	87%	160,902	24,678	28%	51,962	133,618	30%	55,674
344668	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	18	259,884	77%	200,772	59,112	25%	64,971	194,913	23%	59,773
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	18	335,106	71%	236,934	98,172	23%	77,074	258,032	18%	60,319
344670	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	18	244,332	65%	158,940	85,392	20%	48,866	195,466	13%	31,763
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	18	360	0%	0	360	27%	97	263	16%	58
335154	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	14	155,428	81%	125,930	29,498	15%	23,314	132,114	30%	46,628
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	14	118,356	81%	95,536	22,820	14%	16,570	101,786	25%	29,589
331417	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331419	Mission St & 9th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331071	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	73,553	136,599	26%	54,640
331059	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331072	Main St & Market St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331061	Drumm St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
	Total	**448,132**	**72.9%**	**326,889**	121,243	**30.3%**	**135,709**	**312,423**	**24.4%**	**109,255**	**40**	**Total**	**4,094,808**	**77.9%**	**3,191,890**	902,918	**27.1%**	**1,108,596**	**2,986,212**	**23.7%**	**970,256**
															77.9%			**27.1%**			**23.7%**
												Measures total possible daily population access to stop ("people-trips")									
	SOUTHBOUND																				
331061	Drumm St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
331073	Mission St & Spear St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331601	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331070	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	73,553	136,599	26%	54,640
331420	Mission St & 5th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331614	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331422	Mission St & 9th St	65,728	67%	43,895	21,833	36%	23,662	42,066	22%	14,460	1	4	262,912	67%	175,580	87,332	36%	94,648	168,264	22%	57,841
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	15	126,810	81%	102,360	24,450	14%	17,753	109,057	25%	31,703
335155	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	15	166,530	81%	134,925	31,605	15%	24,980	141,551	30%	49,959
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	19	380	0%	0	380	27%	103	277	16%	61
344671	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	19	257,906	65%	167,770	90,136	20%	51,581	206,325	13%	33,528
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	19	353,723	71%	250,097	103,626	23%	81,356	272,367	18%	63,670
344669	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	19	274,322	77%	211,926	62,396	25%	68,581	205,742	23%	63,094
344606	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	19	195,890	87%	169,841	26,049	28%	54,849	141,041	30%	58,767
344032	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	19	198,018	78%	153,615	44,403	35%	69,306	128,712	26%	51,485
344118	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	19	162,450	67%	109,535	52,915	33%	53,609	108,842	23%	37,364
346604	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	19	134,805	86%	116,603	18,202	13%	17,525	117,280	20%	26,961
363043	Newbridge St & Willow Rd	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	19	252,966	88%	222,718	30,248	21%	53,123	199,843	20%	50,593
363006	Bay Rd & University Ave Nearside	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	19	318,098	93%	297,217	20,881	24%	76,344	241,754	25%	79,525
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	19	328,282	90%	294,975	33,307	28%	91,919	236,363	26%	85,353
363600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	19	382,280	91%	348,327	33,953	29%	110,861	271,419	26%	99,393
	Total	**513,860**	**72.2%**	**370,784**	**143,076**	**31.0%**	**159,371**	**354,489**	**24.1%**	**123,715**	**41**	**Total**	**4,527,756**	**77.4%**	**3,506,585**	1,021,171	**27.5%**	**1,244,469**	**3,283,287**	**23.6%**	**1,067,740**
															77.4%			**27.5%**			**23.6%**
												Measures total possible daily population access to stop ("people-trips")									
	Grand Total	**961,992**	**72.5%**	**697,673**	**264,319**	**30.7%**	**295,079**	**666,913**	**24.2%**	**232,970**		**Grand Total**	**8,622,564**	**77.7%**	**6,698,475**	**1,924,089**	**27.3%**	**2,353,065**	**6,269,499**	**23.6%**	**2,037,996**
															77.7%	**22.3%**		**27.3%**	**72.7%**		**23.6%**

2022 Reimagine SamTrans vs. February 2024 – Disparate Impact Analysis

Disparate Impact Analysis (Reimagine SamTrans vs. February 2024)

	Population within 0.25 miles			People-Trips Available		
	Total	Minority	Non-Minority	Total	Minority	Non-Minority
2022 Reimagine SamTrans Routing	1,148,970	897,196	251,774	15,990,597	12,920,373	3,070,224
February 2024 Routing	961,992	697,673	264,319	8,622,564	6,698,475	1,924,089
Effect of Service Change	-186,978	-199,523	12,545	-7,368,033	-6,221,898	-1,146,135
	-16.3%	-22.2%	5.0%	-46.1%	-48.2%	-37.3%
Difference					2.1%	-8.7%
Change in Difference				10.9%		
Disparate Impact?				No		

Disparate Impact Analysis – 2022 *Reimagine SamTrans* vs. August 2024

2022 Reimagine SamTrans EPX Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	LEP Population
	NORTHBOUND																			
363016	Clarke Ave & E Bayshore Rd	15,801	87%	13,756	2,045	25%	3,950	11,851	25%	3,950	2.5	18	284,418	87%	247,608	36,810	25%	71,105	213,314	71,105
363017	Clarke Ave & O'Connor St-Ravenswood Sho	16,209	90%	14,531	1,678	26%	4,214	11,995	26%	4,214	2.4	18	291,762	90%	261,558	30,204	26%	75,858	215,904	75,858
363014	Clarke Ave & Bell St	14,144	91%	12,927	1,217	27%	3,819	10,325	26%	3,677	1.7	18	254,592	91%	232,686	21,906	27%	68,740	185,852	66,194
363608	Clarke Ave & Runnymede St	15,030	92%	13,803	1,227	27%	4,058	10,972	26%	3,908	1.8	18	270,540	92%	248,454	22,086	27%	73,046	197,494	70,340
363606	Bay Rd & Clarke Ave	13,981	93%	12,980	1,001	26%	3,635	10,346	26%	3,635	2.2	18	251,658	93%	233,640	18,018	26%	65,431	186,227	65,431
363001	Bay Rd & University Ave - Fordam St	15,068	93%	14,040	1,028	26%	3,918	11,150	25%	3,767	2.8	18	271,224	93%	252,720	18,504	26%	70,518	200,706	67,806
363005	Bay Rd & University Ave	16,570	94%	15,501	1,069	25%	4,143	12,428	25%	4,143	2.7	18	298,260	94%	279,018	19,242	25%	74,565	223,695	74,565
363002	Bay Rd & Gloria Way	17,298	93%	16,154	1,144	24%	4,152	13,146	25%	4,325	2.1	18	311,364	93%	290,772	20,592	24%	74,727	236,637	77,841
363004	Bay Rd & Palo Verde Ave	16,216	94%	15,166	1,050	24%	3,892	12,324	25%	4,054	2	18	291,888	94%	272,988	18,900	24%	70,053	221,835	72,972
363041	Bay Rd & Oakwood Dr	14,718	94%	13,771	947	24%	3,532	11,186	25%	3,680	1	18	264,924	94%	247,878	17,046	24%	63,582	201,342	66,231
363039	Newbridge St & Laurel Ave	14,252	92%	13,064	1,188	22%	3,135	11,117	23%	3,278	1	18	256,536	92%	235,152	21,384	22%	56,438	200,098	59,003
363042	Newbridge St & Saratoga Ave	13,247	88%	11,683	1,564	21%	2,782	10,465	20%	2,649	4.4	18	238,446	88%	210,294	28,152	21%	50,074	188,372	47,689
346612	Newbridge St & Madera Ave	11,406	88%	10,047	1,359	18%	2,053	9,353	20%	2,281	4.3	18	205,308	88%	180,846	24,462	18%	36,955	168,353	41,062
346615	Newbridge St & Hollyburne Ave	10,688	86%	9,202	1,486	16%	1,710	8,978	19%	2,031	4.3	18	192,384	86%	165,636	26,748	16%	30,781	161,603	36,553
346112	Newbridge St & Windemere Ave	11,600	80%	9,324	2,276	15%	1,740	9,860	19%	2,204	4.2	18	208,800	80%	167,832	40,968	15%	31,320	177,480	39,672
344117	Florence St & 17th Ave	8,973	68%	6,102	2,871	33%	2,961	6,012	23%	2,064	1	18	161,514	68%	109,836	51,678	33%	53,300	108,214	37,148
344465	Bay Rd & Haven Ave	9,646	74%	7,091	2,555	37%	3,569	6,077	25%	2,412	1	18	173,628	74%	127,638	45,990	37%	64,242	109,386	43,407
344031	Bay Rd & 8th Ave	10,749	77%	8,325	2,424	35%	3,762	6,987	26%	2,795	1	18	193,482	77%	149,850	43,632	35%	67,719	125,763	50,305
344497	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%	4,080	7,920	27%	3,240	1	18	216,000	79%	170,946	45,054	34%	73,440	142,560	58,320
344648	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158
344601	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736
344486	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008
344438	Broadway & Chestnut St	10,105	81%	8,196	1,909	24%	2,425	7,680	27%	2,728	1	18	181,890	81%	147,528	34,362	24%	43,654	138,236	49,110
344668	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146
3444441	Marshall St & Main St	18,750	73%	13,777	4,973	24%	4,500	14,250	19%	3,563	4.8	18	337,500	73%	247,986	89,514	24%	81,000	256,500	64,125
344418	Jefferson Ave & Marshall St	18,461	72%	13,204	5,257	23%	4,246	14,215	18%	3,323	4.7	18	332,298	72%	237,672	94,626	23%	76,429	255,869	59,814
335503	SFO Airport Terminal 2-Lower Level	0	0%	0	0	19%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0
335162	SFO Airport Terminal 3-Lower Level	0	0%	0	0	19%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0
335122	McDonnel Rd & West Field Rd	0	0%	0	0	19%	0	0	25%	0	3	9	0	0%	0	0	0%	0	0	0
335606	McDonnel Rd & West Area Rd	200	1%	2	198	27%	54	146	16%	32	3.2	9	1,800	1%	18	1,782	27%	486	1,314	288
335154	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741
335098	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287
335608	Huntington Ave East & Herman St	11,191	83%	9,235	1,956	15%	1,679	9,512	29%	3,245	2.2	9	100,719	83%	83,115	17,604	15%	15,108	85,611	29,209
331418	Mission St & 7th St	66,645	69%	45,652	20,993	40%	26,658	39,987	25%	16,661	1	9	599,805	69%	410,868	188,937	40%	239,922	359,883	149,951
331419	Mission St & 5th St	66,041	68%	45,208	20,833	40%	26,416	39,625	25%	16,510	1	9	594,369	68%	406,872	187,497	40%	237,748	356,621	148,592
331437	Mission St & 4th St	67,814	68%	46,452	21,362	39%	26,447	41,367	25%	16,954	1	9	610,326	68%	418,068	192,258	39%	238,027	372,299	152,582
331071	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569
331067	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	294,776	108,374
331059	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355
	Total	**698,816**	77%	**536,654**	**162,162**	**30.7%**	**214,504**	**484,312**	**24.8%**	**172,966**	**84**	**Total**	**9,279,747**	**79.6%**	**7,385,724**	**1,894,023**	**28.6%**	**2,650,244**	**6,629,503**	**2,272,442**
															79.6%			**28.6%**		**24.5%**
												Measures total possible daily population access to stop ("people-trips")								
	SOUTHBOUND																			
331601	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355
331019	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	294,776	108,374
331070	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569
335097	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287
335155	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741
344669	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146
344434	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008
344485	Broadway / Charter	8,500	80%	6,834	1,666	25%	2,125	6,375	29%	2,465	0.95	18	153,000	80%	123,012	29,988	25%	38,250	114,750	44,370
344655	Broadway & Douglas Ave	8,693	88%	7,616	1,077	28%	2,434	6,259	30%	2,608	1	18	156,474	88%	137,088	19,386	28%	43,813	112,661	46,942
344606	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736
344607	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158
344030	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%	4,080	7,920	27%	3,240	1	18	216,000	79%	170,946	45,054	34%	73,440	142,560	58,320
344032	Bay Rd & 8th Ave	10,749	77%	8,325	2,424	35%	3,762	6,987	26%	2,795	1	18	193,482	77%	149,850	43,632	35%	67,719	125,763	50,305
344028	Bay Rd & 10th Ave	10,308	75%	7,745	2,563	36%	3,711	6,597	26%	2,680	1	18	185,544	75%	139,410	46,134	36%	66,796	118,748	48,241
344035	Bay Rd & Haven Ave	9,646	74%	7,091	2,555	37%	3,569	6,077	25%	2,412	1	18	173,628	74%	127,638	45,990	37%	64,242	109,386	43,407
344118	Florence St & 17th Ave	8,973	68%	6,102	2,871	33%	2,961	6,012	23%	2,064	1	18	161,514	68%	109,836	51,678	33%	53,300	108,214	37,148
344036	Marsh Road & 1000 Marsh	9,093	68%	6,174	2,919	31%	2,819	6,274	21%	1,910	6.9	18	163,674	68%	111,132	52,542	31%	50,739	112,935	34,372
346115	Newbridge St & Hollyburne Ave	10,688	86%	9,202	1,486	16%	1,710	8,978	19%	2,031	4.3	18	192,384	86%	165,636	26,748	16%	30,781	161,603	36,553
346114	Newbridge St & Carlton Ave	12,137	87%	10,619	1,518	18%	2,185	9,952	20%	2,427	4.4	18	218,466	87%	191,142	27,324	18%	39,324	179,142	43,693
363043	Newbridge St & Willow Rd	13,297	88%	11,713	1,584	20%	2,659	10,638	20%	2,659	4.5	18	239,346	88%	210,834	28,512	20%	47,869	191,477	47,869
363040	Newbridge St & Mello St	14,796	92%	13,597	1,199	22%	3,255	11,541	23%	3,403	1	18	266,328	92%	244,746	21,582	22%	58,592	207,736	61,255
363037	Newbridge St & Bay Rd	15,151	93%	14,135	1,016	23%	3,485	11,666	25%	3,788	1	18	272,718	93%	254,430	18,288	23%	62,725	209,993	68,180
363003	Bay Rd & Palo Verde Ave	16,216	94%	15,166	1,050	24%	3,892	12,324	25%	4,054	2	18	291,888	94%	272,988	18,900	24%	70,053	221,835	72,972
363006	Bay Rd & University Ave Nearside	16,570	94%	15,501	1,069	25%	4,143	12,428	25%	4,143	2.7	18	298,260	94%	279,018	19,242	25%	74,565	223,695	74,565
363080	Bay Rd & University Ave Farside	15,068	93%	14,040	1,028	26%	3,918	11,150	25%	3,767	2.8	18	271,224	93%	252,720	18,504	26%	70,518	200,706	67,806
363601	Bay Rd & Clarke Ave	13,981	93%	12,980	1,001	26%	3,635	10,346	26%	3,635	2.2	18	251,658	93%	233,640	18,018	26%	65,431	186,227	65,431
363609	Clarke Ave & Runnymede St	15,030	92%	13,803	1,227	27%	4,058	10,972	26%	3,908	1.8	18	270,540	92%	248,454	22,086	27%	73,046	197,494	70,340
363013	Clarke Ave & Bell St	14,144	91%	12,927	1,217	27%	3,819	10,325	26%	3,677	1.7	18	254,592	91%	232,686	21,906	27%	68,740	185,852	66,194
363022	Donohoe St & Clarke Ave	17,300	91%	15,755	1,545	26%	4,498	12,802	26%	4,498	1.8	18	311,400	91%	283,590	27,810	26%	80,964	230,436	80,964
	Total	**450,154**	**80.1%**	**360,542**	**89,612**	**27.5%**	**123,690**	**326,464**	**25.3%**	**113,757**	**59**	**Total**	**6,710,850**	**82.5%**	**5,534,649**	**1,176,201**	**27.1%**	**1,817,989**	**4,892,861**	**1,687,301**
															82.5%			**27.1%**		**25.1%**
												Measures total possible daily population access to stop ("people-trips")								
	Grand Total	**1,148,970**	**78.1%**	**897,196**	**251,774**	**29.4%**	**338,194**	**810,776**	**25.0%**	**286,723**		**Grand Total**	**15,990,597**	**80.8%**	**12,920,373**	**3,070,224**	**27.9%**	**4,468,233**	**11,522,364**	**3,959,743**
															80.8%	**19.2%**		**27.9%**	**72.1%**	**24.8%**

August 2024 EPX Revision Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population
	NORTHBOUND																				
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	18	311,004	90%	279,450	31,554	28%	87,081	223,923	26%	80,861
262600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	18	362,160	91%	329,994	32,166	29%	105,026	257,134	26%	94,162
363005	Bay Rd & University Ave	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	18	301,356	93%	281,574	19,782	24%	72,325	229,031	25%	75,339
363042	Newbridge St & Saratoga Ave	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	18	239,652	88%	210,996	28,656	21%	50,327	189,325	20%	47,930
346603	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	18	127,710	86%	110,466	17,244	13%	16,602	111,108	20%	25,542
344117	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	18	153,900	67%	103,770	50,130	33%	50,787	103,113	23%	35,397
344031	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	18	187,596	78%	145,530	42,066	35%	65,659	121,937	26%	48,775
344601	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	18	185,580	87%	160,902	24,678	28%	51,962	133,618	30%	55,674
344668	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	18	259,884	77%	200,772	59,112	25%	64,971	194,913	23%	59,773
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	18	335,106	71%	236,934	98,172	23%	77,074	258,032	18%	60,319
344670	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	18	244,332	65%	158,940	85,392	20%	48,866	195,466	13%	31,763
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	18	360	0%	0	360	27%	97	263	16%	58
335154	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	14	155,428	81%	125,930	29,498	15%	23,314	132,114	30%	46,628
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	14	118,356	81%	95,536	22,820	14%	16,570	101,786	25%	29,589
331615	Salesforce Transit Center	26,498	63%	16,588	9,910	22%	5,856	20,642	21%	5,459		4	105,992		66,351	39,641		23,424	82,568		21,834
	Total	**196,534**	**79.2%**	**155,703**	**40,831**	**24.0%**	**47,082**	**149,452**	**22.9%**	**45,102**	**34**	**Total**	**3,088,416**	**81.2%**	**2,507,145**	**581,271**	**24.4%**	**754,087**	**2,334,329**	**23.1%**	**713,645**
															81.2%			**24.4%**			**23.1%**
												Measures total possible daily population access to stop ("people-trips")									
	SOUTHBOUND																				
331615	Salesforce Transit Center	26,498	63%	16,588	9,910	22%	5,856	20,642	21%	5,459		4	105,992		66,351	39,641		23,424	82,568		21,834
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	15	126,810	81%	102,360	24,450	14%	17,753	109,057	25%	31,703
335155	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	15	166,530	81%	134,925	31,605	15%	24,980	141,551	30%	49,959
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	19	380	0%	0	380	27%	103	277	16%	61
344671	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	19	257,906	65%	167,770	90,136	20%	51,581	206,325	13%	33,528
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	19	353,723	71%	250,097	103,626	23%	81,356	272,367	18%	63,670
344669	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	19	274,322	77%	211,926	62,396	25%	68,581	205,742	23%	63,094
344606	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	19	195,890	87%	169,841	26,049	28%	54,849	141,041	30%	58,767
344032	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	19	198,018	78%	153,615	44,403	35%	69,306	128,712	26%	51,485
344118	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	19	162,450	67%	109,535	52,915	33%	53,609	108,842	23%	37,364
346604	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	19	134,805	86%	116,603	18,202	13%	17,525	117,280	20%	26,961
363043	Newbridge St & Willow Rd	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	19	252,966	88%	222,718	30,248	21%	53,123	199,843	20%	50,593
363006	Bay Rd & University Ave Nearside	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	19	318,098	93%	297,217	20,881	24%	76,344	241,754	25%	79,525
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	19	328,282	90%	294,975	33,307	28%	91,919	236,363	26%	85,353
363600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	19	382,280	91%	348,327	33,953	29%	110,861	271,419	26%	99,393
	Total	**196,534**	**79.2%**	**155,703**	**40,831**	**24.0%**	**47,082**	**149,452**	**22.9%**	**45,102**	**34**	**Total**	**3,258,452**	**81.2%**	**2,646,260**	**612,192**	**24.4%**	**795,313**	**2,463,139**	**23.1%**	**753,289**
															81.2%			**24.4%**			**23.1%**
												Measures total possible daily population access to stop ("people-trips")									
	Grand Total	**393,068**	**79.2%**	**311,405**	**81,663**	**24.0%**	**94,163**	**298,905**	**22.9%**	**90,205**		**Grand Total**	**6,346,868**	**81.2%**	**5,153,405**	**1,193,463**	**24.4%**	**1,549,400**	**4,797,468**	**23.1%**	**1,466,934**
															81.2%	**18.8%**		**24.4%**	**75.6%**		**23.1%**

2022 Reimagine SamTrans vs. August 2024 – Disparate Impact Analysis

Disparate Impact Analysis (Reimagine vs. August 2024)

	Population within 0.25 miles			People-Trips Available		
	Total	Minority	Non-Minority	Total	Minority	Non-Minority
2022 Reimagine SamTrans Routing	1,148,970	897,196	251,774	15,990,597	12,920,373	3,070,224
August 2024 Routing	393,068	311,405	81,663	6,346,868	5,153,405	1,193,463
Effect of Service Change	-755,902	-585,791	-170,111	-9,643,729	-7,766,968	-1,876,761
	-65.8%	-65.3%	-67.6%	-60.3%	-60.1%	-61.1%
Difference					-0.2%	0.8%
Change in Difference				-1.0%		
Disparate Impact?				No		

ATTACHMENT 6 – SUMMARY OF DISPROPORTIONATE BURDEN ANALYSIS

Disproportionate Burden Analysis – 2022 *Reimagine SamTrans* vs. February 2024

2022 Reimagine SamTrans EPX Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population
	NORTHBOUND																				
363018	Clarke Ave & O'Connor St-Ravenswood Sh	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	18	311,004	90%	279,450	31,554	28%	87,081	223,923	26%	80,861
262600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	18	362,160	91%	329,994	32,166	29%	105,026	257,134	26%	94,162
363005	Bay Rd & University Ave	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	18	301,356	93%	281,574	19,782	24%	72,325	229,031	25%	75,339
363042	Newbridge St & Saratoga Ave	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	18	239,652	88%	210,996	28,656	21%	50,327	189,325	20%	47,930
346603	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	18	127,710	86%	110,466	17,244	13%	16,602	111,108	20%	25,542
344117	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	18	153,900	67%	103,770	50,130	33%	50,787	103,113	23%	35,397
344031	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	18	187,596	78%	145,530	42,066	35%	65,659	121,937	26%	48,775
344601	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	18	185,580	87%	160,902	24,678	28%	51,962	133,618	30%	55,674
344668	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	18	259,884	77%	200,772	59,112	25%	64,971	194,913	23%	59,773
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	18	335,106	71%	236,934	98,172	23%	77,074	258,032	18%	60,319
344670	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	18	244,332	65%	158,940	85,392	20%	48,866	195,466	13%	31,763
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	18	360	0%	0	360	27%	97	263	16%	58
335154	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	14	155,428	81%	125,930	29,498	15%	23,314	132,114	30%	46,628
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	14	118,356	81%	95,536	22,820	14%	16,570	101,786	25%	29,589
331417	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331419	Mission St & 5th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331071	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	73,553	136,599	26%	54,640
331059	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331072	Main St & Market St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331061	Drumm St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
	Total	**448,132**	**72.9%**	**326,889**	121,243	**30.3%**	**135,709**	**312,423**	**24.4%**	**109,255**	**40**	**Total**	**4,094,808**	**77.9%**	**3,191,890**	902,918	**27.1%**	**1,108,596**	**2,986,212**	**23.7%**	**970,256**
															77.9%			**27.1%**			**23.7%**
												Measures total possible daily population access to stop ("people-trips")									
	SOUTHBOUND																				
331061	Drumm St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
331073	Mission St & Spear St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331601	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331070	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	73,553	136,599	26%	54,640
331420	Mission St & 5th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331614	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331422	Mission St & 9th St	65,728	67%	43,895	21,833	36%	23,662	42,066	22%	14,460	1	4	262,912	67%	175,580	87,332	36%	94,648	168,264	22%	57,841
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	15	126,810	81%	102,360	24,450	14%	17,753	109,057	25%	31,703
335155	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	15	166,530	81%	134,925	31,605	15%	24,980	141,551	30%	49,959
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	19	380	0%	0	380	27%	103	277	16%	61
344671	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	19	257,906	65%	167,770	90,136	20%	51,581	206,325	13%	33,528
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	19	353,723	71%	250,097	103,626	23%	81,356	272,367	18%	63,670
344669	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	19	274,322	77%	211,926	62,396	25%	68,581	205,742	23%	63,094
344606	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	19	195,890	87%	169,841	26,049	28%	54,849	141,041	30%	58,767
344032	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	19	198,018	78%	153,615	44,403	35%	69,306	128,712	26%	51,485
344118	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	19	162,450	67%	109,535	52,915	33%	53,609	108,842	23%	37,364
346604	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	19	134,805	86%	116,603	18,202	13%	17,525	117,280	20%	26,961
363043	Newbridge St & Willow Rd	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	19	252,966	88%	222,718	30,248	21%	53,123	199,843	20%	50,593
363006	Bay Rd & University Ave Nearside	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	19	318,098	93%	297,217	20,881	24%	76,344	241,754	25%	79,525
363018	Clarke Ave & O'Connor St-Ravenswood Sh	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	19	328,282	90%	294,975	33,307	28%	91,919	236,363	26%	85,353
363600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	19	382,280	91%	348,327	33,953	29%	110,861	271,419	26%	99,393
	Total	**513,860**	**72.2%**	**370,784**	**143,076**	**31.0%**	**159,371**	**354,489**	**24.1%**	**123,715**	**41**	**Total**	**4,527,756**	**77.4%**	**3,506,585**	1,021,171	**27.5%**	**1,244,469**	**3,283,287**	**23.6%**	**1,067,740**
															77.4%			**27.5%**			**23.6%**
												Measures total possible daily population access to stop ("people-trips")									
	Grand Total	**961,992**	**72.5%**	**697,673**	**264,319**	**30.7%**	**295,079**	**666,913**	**24.2%**	**232,970**		**Grand Total**	**8,622,564**	**77.7%**	**6,698,475**	**1,924,089**	**27.3%**	**2,353,065**	**6,269,499**	**23.6%**	**2,037,996**
															77.7%	**22.3%**		**27.3%**	**72.7%**		**23.6%**

February 2024 EPX Route Launch Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population
	NORTHBOUND																				
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	18	311,004	90%	279,450	31,554	28%	87,081	223,923	26%	80,861
262600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	18	362,160	91%	329,994	32,166	29%	105,026	257,134	26%	94,162
363005	Bay Rd & University Ave	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	18	301,356	93%	281,574	19,782	24%	72,325	229,031	25%	75,339
363042	Newbridge St & Saratoga Ave	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	18	239,652	88%	210,996	28,656	21%	50,327	189,325	20%	47,930
346603	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	18	127,710	86%	110,466	17,244	13%	16,602	111,108	20%	25,542
344117	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	18	153,900	67%	103,770	50,130	33%	50,787	103,113	23%	35,397
344031	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	18	187,596	78%	145,530	42,066	35%	65,659	121,937	26%	48,775
344601	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	18	185,580	87%	160,902	24,678	28%	51,962	133,618	30%	55,674
344668	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	18	259,884	77%	200,772	59,112	25%	64,971	194,913	23%	59,773
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	18	335,106	71%	236,934	98,172	23%	77,074	258,032	18%	60,319
344670	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	18	244,332	65%	158,940	85,392	20%	48,866	195,466	13%	31,763
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	18	360	0%	0	360	27%	97	263	16%	58
335154	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	14	155,428	81%	125,930	29,498	15%	23,314	132,114	30%	46,628
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	14	118,356	81%	95,536	22,820	14%	16,570	101,786	25%	29,589
331417	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331419	Mission St & 8th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331071	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	73,553	136,599	26%	54,640
331059	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331072	Main St & Market St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331061	Drumm St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
	Total	**448,132**	**72.9%**	**326,889**	121,243	**30.3%**	**135,709**	**312,423**	**24.4%**	**109,255**	**40**	**Total**	**4,094,808**	**77.9%**	**3,191,890**	902,918	**27.1%**	**1,108,596**	**2,986,212**	**23.7%**	**970,256**
															77.9%			**27.1%**			**23.7%**
												Measures total possible daily population access to stop ("people-trips")									
	SOUTHBOUND																				
331061	Drumm St & Clay St	30,257	70%	21,322	8,935	31%	9,380	20,877	32%	9,682	1	4	121,028	70%	85,288	35,740	31%	37,519	83,509	32%	38,729
331073	Mission St & Spear St	26,380	64%	17,003	9,377	23%	6,067	20,313	23%	6,067	1	4	105,520	64%	68,012	37,508	23%	24,270	81,250	23%	24,270
331601	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	4	120,492	64%	77,212	43,280	24%	28,918	91,574	23%	27,713
331070	Mission St & 3rd St	52,538	67%	35,453	17,085	35%	18,388	34,150	26%	13,660	1	4	210,152	67%	141,812	68,340	35%	73,553	136,599	26%	54,640
331420	Mission St & 5th St	67,498	68%	46,162	21,336	39%	26,324	41,174	25%	16,875	1	4	269,992	68%	184,648	85,344	39%	105,297	164,695	25%	67,498
331614	Mission St & 8th St	71,300	68%	48,531	22,769	38%	27,094	44,206	23%	16,399	1	4	285,200	68%	194,124	91,076	38%	108,376	176,824	23%	65,596
331422	Mission St & 8th St	65,728	67%	43,895	21,833	36%	23,662	42,066	22%	14,460	1	4	262,912	67%	175,580	87,332	36%	94,648	168,264	22%	57,841
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	15	126,810	81%	102,360	24,450	14%	17,753	109,057	25%	31,703
335155	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	15	166,530	81%	134,925	31,605	15%	24,980	141,551	30%	49,959
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	19	380	0%	0	380	27%	103	277	16%	61
344671	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	19	257,906	65%	167,770	90,136	20%	51,581	206,325	13%	33,528
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	19	353,723	71%	250,097	103,626	23%	81,356	272,367	18%	63,670
344669	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	19	274,322	77%	211,926	62,396	25%	68,581	205,742	23%	63,094
344606	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	19	195,890	87%	169,841	26,049	28%	54,849	141,041	30%	58,767
344032	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	19	198,018	78%	153,615	44,403	35%	69,306	128,712	26%	51,485
344118	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	19	162,450	67%	109,535	52,915	33%	53,609	108,842	23%	37,364
346604	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	19	134,805	86%	116,603	18,202	13%	17,525	117,280	20%	26,961
363043	Newbridge St & Willow Rd	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	19	252,966	88%	222,718	30,248	21%	53,123	199,843	20%	50,593
363006	Bay Rd & University Ave Nearside	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	19	318,098	93%	297,217	20,881	24%	76,344	241,754	25%	79,525
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	19	328,282	90%	294,975	33,307	28%	91,919	236,363	26%	85,353
363600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	19	382,280	91%	348,327	33,953	29%	110,861	271,419	26%	99,393
	Total	**513,860**	**72.2%**	**370,784**	**143,076**	**31.0%**	**159,371**	**354,489**	**24.1%**	**123,715**	**41**	**Total**	**4,527,756**	**77.4%**	**3,506,585**	1,021,171	**27.5%**	**1,244,469**	**3,283,287**	**23.6%**	**1,067,740**
															77.4%			**27.5%**			**23.6%**
												Measures total possible daily population access to stop ("people-trips")									
	Grand Total	**961,992**	**72.5%**	**697,673**	**264,319**	**30.7%**	**295,079**	**666,913**	**24.2%**	**232,970**		**Grand Total**	**8,622,564**	**77.7%**	**6,698,475**	**1,924,089**	**27.3%**	**2,353,065**	**6,269,499**	**23.6%**	**2,037,996**
															77.7%	**22.3%**		**27.3%**	**72.7%**		**23.6%**

2022 Reimagine SamTrans vs. February 2024 – Disproportionate Burden Analysis

Disproportionate Burden Analysis (Reimagine vs. February 2024)

	Population within 0.25 miles			People-Trips Available		
	Total	**Low-Income**	**Non-LI**	**Total**	**Low-Income**	**Non-LI**
2022 Reimagine SamTrans Routing	1,148,970	338,194	810,776	15,990,597	4,468,233	11,522,364
February 2024 Routing	961,992	295,079	666,913	8,622,564	2,353,065	6,269,499
Effect of Service Change	-186,978	-43,115	-143,863	-7,368,033	-2,115,168	-5,252,865
	-16.3%	-12.7%	-17.7%	-46.1%	-47.3%	-45.6%
Difference					1.3%	-0.5%
Change in Difference				**1.7%**		
Disparate Impact?				**No**		

Disproportionate Burden Analysis – 2022 *Reimagine SamTrans* vs. August 2024

2022 Reimagine SamTrans EPX Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	LEP Population
	NORTHBOUND																			
363016	Clarke Ave & E Bayshore Rd	15,801	87%	13,756	2,045	25%	3,950	11,851	25%	3,950	2.5	18	284,418	87%	247,608	36,810	25%	71,105	213,314	71,105
363017	Clarke Ave & O'Connor St-Ravenswood Sho	16,209	90%	14,531	1,678	26%	4,214	11,995	26%	4,214	2.4	18	291,762	90%	261,558	30,204	26%	75,858	215,904	75,858
363014	Clarke Ave & Bell St	14,144	91%	12,927	1,217	27%	3,819	10,325	26%	3,677	1.7	18	254,592	91%	232,686	21,906	27%	68,740	185,852	66,194
363608	Clarke Ave & Runnymede St	15,030	92%	13,803	1,227	27%	4,058	10,972	26%	3,908	1.8	18	270,540	92%	248,454	22,086	27%	73,046	197,494	70,340
363606	Bay Rd & Clarke Ave	13,981	93%	12,980	1,001	26%	3,635	10,346	26%	3,635	2.2	18	251,658	93%	233,640	18,018	26%	65,431	186,227	65,431
363001	Bay Rd & University Ave - Fordam St	15,068	93%	14,040	1,028	26%	3,918	11,150	25%	3,767	2.8	18	271,224	93%	252,720	18,504	26%	70,518	200,706	67,806
363005	Bay Rd & University Ave	16,570	94%	15,501	1,069	25%	4,143	12,428	25%	4,143	2.7	18	298,260	94%	279,018	19,242	25%	74,565	223,695	74,565
363002	Bay Rd & Gloria Way	17,298	93%	16,154	1,144	24%	4,152	13,146	25%	4,325	2.1	18	311,364	93%	290,772	20,592	24%	74,727	236,637	77,841
363004	Bay Rd & Palo Verde Ave	16,216	94%	15,166	1,050	24%	3,892	12,324	25%	4,054	2	18	291,888	94%	272,988	18,900	24%	70,053	221,835	72,972
363041	Bay Rd & Oakwood Dr	14,718	94%	13,771	947	24%	3,532	11,186	25%	3,680	1	18	264,924	94%	247,878	17,046	24%	63,582	201,342	66,231
363039	Newbridge St & Laurel Ave	14,252	92%	13,064	1,188	22%	3,135	11,117	23%	3,278	1	18	256,536	92%	235,152	21,384	22%	56,438	200,098	59,003
363042	Newbridge St & Saratoga Ave	13,247	88%	11,683	1,564	21%	2,782	10,465	20%	2,649	4.4	18	238,446	88%	210,294	28,152	21%	50,074	188,372	47,689
346612	Newbridge St & Madera Ave	11,406	88%	10,047	1,359	18%	2,053	9,353	20%	2,281	4.3	18	205,308	88%	180,846	24,462	18%	36,955	168,353	41,062
346615	Newbridge St & Hollyburne Ave	10,688	86%	9,202	1,486	16%	1,710	8,978	19%	2,031	4.3	18	192,384	86%	165,636	26,748	16%	30,781	161,603	36,553
346112	Newbridge St & Windemere Ave	11,600	80%	9,324	2,276	15%	1,740	9,860	19%	2,204	4.2	18	208,800	80%	167,832	40,968	15%	31,320	177,480	39,672
344117	Florence St & 17th Ave	8,973	68%	6,102	2,871	33%	2,961	6,012	23%	2,064	1	18	161,514	68%	109,836	51,678	33%	53,300	108,214	37,148
344465	Bay Rd & Haven Ave	9,646	74%	7,091	2,555	37%	3,569	6,077	25%	2,412	1	18	173,628	74%	127,638	45,990	37%	64,242	109,386	43,407
344031	Bay Rd & 8th Ave	10,749	77%	8,325	2,424	35%	3,762	6,987	26%	2,795	1	18	193,482	77%	149,850	43,632	35%	67,719	125,763	50,305
344497	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%	4,080	7,920	27%	3,240	1	18	216,000	79%	170,946	45,054	34%	73,440	142,560	58,320
344648	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158
344601	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736
344486	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008
344438	Broadway & Chestnut St	10,105	81%	8,196	1,909	24%	2,425	7,680	27%	2,728	1	18	181,890	81%	147,528	34,362	24%	43,654	138,236	49,110
344668	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146
3444441	Marshall St & Main St	18,750	73%	13,777	4,973	24%	4,500	14,250	19%	3,563	4.8	18	337,500	73%	247,986	89,514	24%	81,000	256,500	64,125
344418	Jefferson Ave & Marshall St	18,461	72%	13,204	5,257	23%	4,246	14,215	18%	3,323	4.7	18	332,298	72%	237,672	94,626	23%	76,429	255,869	59,814
335503	SFO Airport Terminal 2-Lower Level	0	0%	0	0	19%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0
335162	SFO Airport Terminal 3-Lower Level	0	0%	0	0	19%	0	0	25%	0	2.9	18	0	0%	0	0	0%	0	0	0
335122	McDonnel Rd & West Field Rd	0	0%	0	0	19%	0	0	25%	0	3	9	0	0%	0	0	0%	0	0	0
335606	McDonnel Rd & West Area Rd	200	1%	2	198	27%	54	146	16%	32	3.2	9	1,800	1%	18	1,782	27%	486	1,314	288
335154	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741
335098	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287
335608	Huntington Ave East & Herman St	11,191	83%	9,235	1,956	15%	1,679	9,512	29%	3,245	2.2	9	100,719	83%	83,115	17,604	15%	15,108	85,611	29,209
331418	Mission St & 7th St	66,645	69%	45,652	20,993	40%	26,658	39,987	25%	16,661	1	9	599,805	69%	410,868	188,937	40%	239,922	359,883	149,951
331419	Mission St & 5th St	66,041	68%	45,208	20,833	40%	26,416	39,625	25%	16,510	1	9	594,369	68%	406,872	187,497	40%	237,748	356,621	148,592
331437	Mission St & 4th St	67,814	68%	46,452	21,362	39%	26,447	41,367	25%	16,954	1	9	610,326	68%	418,068	192,258	39%	238,027	372,299	152,582
331071	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569
331067	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	294,776	108,374
331059	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355
	Total	**698,816**	77%	**536,654**	**162,162**	**30.7%**	**214,504**	**484,312**	**24.8%**	**172,966**	**84**	**Total**	**9,279,747**	**79.6%**	**7,385,724**	**1,894,023**	**28.6%**	**2,650,244**	**6,629,503**	**2,272,442**
															79.6%			**28.6%**		**24.5%**
												Measures total possible daily population access to stop ("people-trips")								
	SOUTHBOUND																			
331601	Mission St & 1st St	30,123	64%	19,303	10,820	24%	7,230	22,893	23%	6,928	1	9	271,107	64%	173,727	97,380	24%	65,066	206,041	62,355
331019	Mission St & 2nd St	48,166	66%	31,813	16,353	32%	15,413	32,753	25%	12,042	1	9	433,494	66%	286,317	147,177	32%	138,718	294,776	108,374
331070	Mission St & 3rd St	53,732	68%	36,674	17,058	36%	19,344	34,388	27%	14,508	1	9	483,588	68%	330,066	153,522	36%	174,092	309,496	130,569
335097	Huntington Ave & Euclid Ave	11,622	81%	9,397	2,225	15%	1,743	9,879	28%	3,254	2.3	9	104,598	81%	84,573	20,025	15%	15,690	88,908	29,287
335155	San Bruno Ave E & 3rd Ave	11,015	81%	8,936	2,079	15%	1,652	9,363	30%	3,305	2.9	9	99,135	81%	80,424	18,711	15%	14,870	84,265	29,741
344669	Broadway at Maple St	14,045	77%	10,824	3,221	25%	3,511	10,534	23%	3,230	4.2	18	252,810	77%	194,832	57,978	25%	63,203	189,608	58,146
344434	Broadway & Woodside Rd	7,938	86%	6,824	1,114	24%	1,905	6,033	28%	2,223	0.917	18	142,884	86%	122,832	20,052	24%	34,292	108,592	40,008
344485	Broadway / Charter	8,500	80%	6,834	1,666	25%	2,125	6,375	29%	2,465	0.95	18	153,000	80%	123,012	29,988	25%	38,250	114,750	44,370
344655	Broadway & Douglas Ave	8,693	88%	7,616	1,077	28%	2,434	6,259	30%	2,608	1	18	156,474	88%	137,088	19,386	28%	43,813	112,661	46,942
344606	Bay Rd & Warrington Ave	8,840	86%	7,580	1,260	28%	2,475	6,365	30%	2,652	1	18	159,120	86%	136,440	22,680	28%	44,554	114,566	47,736
344607	Bay Rd & 2nd Ave	12,333	84%	10,369	1,964	30%	3,700	8,633	28%	3,453	1	18	221,994	84%	186,642	35,352	30%	66,598	155,396	62,158
344030	Bay Rd & 5th Ave	12,000	79%	9,497	2,503	34%	4,080	7,920	27%	3,240	1	18	216,000	79%	170,946	45,054	34%	73,440	142,560	58,320
344032	Bay Rd & 8th Ave	10,749	77%	8,325	2,424	35%	3,762	6,987	26%	2,795	1	18	193,482	77%	149,850	43,632	35%	67,719	125,763	50,305
344028	Bay Rd & 10th Ave	10,308	75%	7,745	2,563	36%	3,711	6,597	26%	2,680	1	18	185,544	75%	139,410	46,134	36%	66,796	118,748	48,241
344035	Bay Rd & Haven Ave	9,646	74%	7,091	2,555	37%	3,569	6,077	25%	2,412	1	18	173,628	74%	127,638	45,990	37%	64,242	109,386	43,407
344118	Florence St & 17th Ave	8,973	68%	6,102	2,871	33%	2,961	6,012	23%	2,064	1	18	161,514	68%	109,836	51,678	33%	53,300	108,214	37,148
344036	Marsh Road & 1000 Marsh	9,093	68%	6,174	2,919	31%	2,819	6,274	21%	1,910	6.9	18	163,674	68%	111,132	52,542	31%	50,739	112,935	34,372
346115	Newbridge St & Hollyburne Ave	10,688	86%	9,202	1,486	16%	1,710	8,978	19%	2,031	4.3	18	192,384	86%	165,636	26,748	16%	30,781	161,603	36,553
346114	Newbridge St & Carlton Ave	12,137	87%	10,619	1,518	18%	2,185	9,952	20%	2,427	4.4	18	218,466	87%	191,142	27,324	18%	39,324	179,142	43,693
363043	Newbridge St & Willow Rd	13,297	88%	11,713	1,584	20%	2,659	10,638	20%	2,659	4.5	18	239,346	88%	210,834	28,512	20%	47,869	191,477	47,869
363040	Newbridge St & Mello St	14,796	92%	13,597	1,199	22%	3,255	11,541	23%	3,403	1	18	266,328	92%	244,746	21,582	22%	58,592	207,736	61,255
363037	Newbridge St & Bay Rd	15,151	93%	14,135	1,016	23%	3,485	11,666	25%	3,788	1	18	272,718	93%	254,430	18,288	23%	62,725	209,993	68,180
363003	Bay Rd & Palo Verde Ave	16,216	94%	15,166	1,050	24%	3,892	12,324	25%	4,054	2	18	291,888	94%	272,988	18,900	24%	70,053	221,835	72,972
363006	Bay Rd & University Ave Nearside	16,570	94%	15,501	1,069	25%	4,143	12,428	25%	4,143	2.7	18	298,260	94%	279,018	19,242	25%	74,565	223,695	74,565
363080	Bay Rd & University Ave Farside	15,068	93%	14,040	1,028	26%	3,918	11,150	25%	3,767	2.8	18	271,224	93%	252,720	18,504	26%	70,518	200,706	67,806
363601	Bay Rd & Clarke Ave	13,981	93%	12,980	1,001	26%	3,635	10,346	26%	3,635	2.2	18	251,658	93%	233,640	18,018	26%	65,431	186,227	65,431
363609	Clarke Ave & Runnymede St	15,030	92%	13,803	1,227	27%	4,058	10,972	26%	3,908	1.8	18	270,540	92%	248,454	22,086	27%	73,046	197,494	70,340
363013	Clarke Ave & Bell St	14,144	91%	12,927	1,217	27%	3,819	10,325	26%	3,677	1.7	18	254,592	91%	232,686	21,906	27%	68,740	185,852	66,194
363022	Donohoe St & Clarke Ave	17,300	91%	15,755	1,545	26%	4,498	12,802	26%	4,498	1.8	18	311,400	91%	283,590	27,810	26%	80,964	230,436	80,964
	Total	**450,154**	**80.1%**	**360,542**	**89,612**	**27.5%**	**123,690**	**326,464**	**25.3%**	**113,757**	**59**	**Total**	**6,710,850**	**82.5%**	**5,534,649**	**1,176,201**	**27.1%**	**1,817,989**	**4,892,861**	**1,687,301**
															82.5%			**27.1%**		**25.1%**
												Measures total possible daily population access to stop ("people-trips")								
	Grand Total	**1,148,970**	**78.1%**	**897,196**	**251,774**	**29.4%**	**338,194**	**810,776**	**25.0%**	**286,723**		**Grand Total**	**15,990,597**	**80.8%**	**12,920,373**	**3,070,224**	**27.9%**	**4,468,233**	**11,522,364**	**3,959,743**
															80.8%	**19.2%**		**27.9%**	**72.1%**	**24.8%**

August 2024 EPX Revision Data

Stop ID	Stop Name	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population	Total Area (Sq. miles)	# of Daily EPX Trips to Stop	Population within 15 mins / 0.25 mi	% Minority Population	Minority Population	Non-Min Population	Low-Income (200% of poverty)	Low-Income Population	Non-LI Population	% LEP (English less than very well)	LEP Population
	NORTHBOUND																				
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	18	311,004	90%	279,450	31,554	28%	87,081	223,923	26%	80,861
262600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	18	362,160	91%	329,994	32,166	29%	105,026	257,134	26%	94,162
363005	Bay Rd & University Ave	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	18	301,356	93%	281,574	19,782	24%	72,325	229,031	25%	75,339
363042	Newbridge St & Saratoga Ave	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	18	239,652	88%	210,996	28,656	21%	50,327	189,325	20%	47,930
346603	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	18	127,710	86%	110,466	17,244	13%	16,602	111,108	20%	25,542
344117	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	18	153,900	67%	103,770	50,130	33%	50,787	103,113	23%	35,397
344031	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	18	187,596	78%	145,530	42,066	35%	65,659	121,937	26%	48,775
344601	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	18	185,580	87%	160,902	24,678	28%	51,962	133,618	30%	55,674
344668	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	18	259,884	77%	200,772	59,112	25%	64,971	194,913	23%	59,773
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	18	335,106	71%	236,934	98,172	23%	77,074	258,032	18%	60,319
344670	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	18	244,332	65%	158,940	85,392	20%	48,866	195,466	13%	31,763
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	18	360	0%	0	360	27%	97	263	16%	58
335154	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	14	155,428	81%	125,930	29,498	15%	23,314	132,114	30%	46,628
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	14	118,356	81%	95,536	22,820	14%	16,570	101,786	25%	29,589
331615	Salesforce Transit Center	26,498	63%	16,588	9,910	22%	5,856	20,642	21%	5,459		4	105,992		66,351	39,641		23,424	82,568		21,834
	Total	**196,534**	**79.2%**	**155,703**	**40,831**	**24.0%**	**47,082**	**149,452**	**22.9%**	**45,102**	**34**	**Total**	**3,088,416**	**81.2%**	**2,507,145**	**581,271**	**24.4%**	**754,087**	**2,334,329**	**23.1%**	**713,645**
															81.2%			**24.4%**			**23.1%**
												Measures total possible daily population access to stop ("people-trips")									
	SOUTHBOUND																				
331615	Salesforce Transit Center	26,498	63%	16,588	9,910	22%	5,856	20,642	21%	5,459		4	105,992		66,351	39,641		23,424	82,568		21,834
335627	San Bruno BART-Bay 4	8,454	81%	6,824	1,630	14%	1,184	7,270	25%	2,114	1.9	15	126,810	81%	102,360	24,450	14%	17,753	109,057	25%	31,703
335155	San Bruno Ave E & 3rd Ave	11,102	81%	8,995	2,107	15%	1,665	9,437	30%	3,331	2.9	15	166,530	81%	134,925	31,605	15%	24,980	141,551	30%	49,959
335643	SFO Rental Car Center Airtrain Station	20	0%	0	20	27%	5	15	16%	3	3	19	380	0%	0	380	27%	103	277	16%	61
344671	Veterans Blvd & Brewster Ave	13,574	65%	8,830	4,744	20%	2,715	10,859	13%	1,765	1.7	19	257,906	65%	167,770	90,136	20%	51,581	206,325	13%	33,528
344647	Winslow St & Broadway St	18,617	71%	13,163	5,454	23%	4,282	14,335	18%	3,351	1.6	19	353,723	71%	250,097	103,626	23%	81,356	272,367	18%	63,670
344669	Broadway at Maple St	14,438	77%	11,154	3,284	25%	3,610	10,829	23%	3,321	4.2	19	274,322	77%	211,926	62,396	25%	68,581	205,742	23%	63,094
344606	Bay Rd & Warrington Ave	10,310	87%	8,939	1,371	28%	2,887	7,423	30%	3,093	1	19	195,890	87%	169,841	26,049	28%	54,849	141,041	30%	58,767
344032	Bay Rd & 8th Ave	10,422	78%	8,085	2,337	35%	3,648	6,774	26%	2,710	1	19	198,018	78%	153,615	44,403	35%	69,306	128,712	26%	51,485
344118	Florence St & 17th Ave	8,550	67%	5,765	2,785	33%	2,822	5,729	23%	1,967	1	19	162,450	67%	109,535	52,915	33%	53,609	108,842	23%	37,364
346604	Chilco St & Hamilton Ave	7,095	86%	6,137	958	13%	922	6,173	20%	1,419	4	19	134,805	86%	116,603	18,202	13%	17,525	117,280	20%	26,961
363043	Newbridge St & Willow Rd	13,314	88%	11,722	1,592	21%	2,796	10,518	20%	2,663	4.3	19	252,966	88%	222,718	30,248	21%	53,123	199,843	20%	50,593
363006	Bay Rd & University Ave Nearside	16,742	93%	15,643	1,099	24%	4,018	12,724	25%	4,186	2.8	19	318,098	93%	297,217	20,881	24%	76,344	241,754	25%	79,525
363018	Clarke Ave & O'Connor St-Ravenswood Sho	17,278	90%	15,525	1,753	28%	4,838	12,440	26%	4,492	2.5	19	328,282	90%	294,975	33,307	28%	91,919	236,363	26%	85,353
363600	E Bayshore Rd & Donohoe St	20,120	91%	18,333	1,787	29%	5,835	14,285	26%	5,231	1.7	19	382,280	91%	348,327	33,953	29%	110,861	271,419	26%	99,393
	Total	**196,534**	**79.2%**	**155,703**	**40,831**	**24.0%**	**47,082**	**149,452**	**22.9%**	**45,102**	**34**	**Total**	**3,258,452**	**81.2%**	**2,646,260**	**612,192**	**24.4%**	**795,313**	**2,463,139**	**23.1%**	**753,289**
															81.2%			**24.4%**			**23.1%**
												Measures total possible daily population access to stop ("people-trips")									
	Grand Total	**393,068**	**79.2%**	**311,405**	**81,663**	**24.0%**	**94,163**	**298,905**	**22.9%**	**90,205**		**Grand Total**	**6,346,868**	**81.2%**	**5,153,405**	**1,193,463**	**24.4%**	**1,549,400**	**4,797,468**	**23.1%**	**1,466,934**
															81.2%	**18.8%**		**24.4%**	**75.6%**		**23.1%**

2022 Reimagine SamTrans vs. August 2024 – Disproportionate Burden Analysis

Disproportionate Burden Analysis (Reimagine vs. August 2024)

	Population within 0.25 miles			People-Trips Available		
	Total	Low-Income	Non-LI	Total	Low-Income	Non-LI
2022 Reimagine SamTrans Routing	1,148,970	338,194	810,776	15,990,597	4,468,233	11,522,364
August 2024 Routing	393,068	94,163	298,905	6,346,868	1,549,400	4,797,468
Effect of Service Change	-755,902	-244,031	-511,871	-9,643,729	-2,918,833	-6,724,896
	-65.8%	-72.2%	-63.1%	-60.3%	-65.3%	-58.4%
Difference					5.0%	-1.9%
Change in Difference				7.0%		
Disparate Impact?				No		

ATTACHMENT 7 – MARCH 2022 PRESS RELEASE OF *REIMAGINE SAMTRANS*

SamTrans Board Adopts Reimagine SamTrans

03/03/2022

The SamTrans Board voted to adopt the final new SamTrans bus network as recommended by *Reimagine SamTrans*, a nearly three-year analysis of the bus system designed to improve service and respond to ridership and travel patterns throughout San Mateo County. This new network features increased frequency on 15 routes in the system on weekdays and weekends, additional service later in the evenings and on weekends, more direct routes and reduced duplication of service, improved access with new routes and connections, new on-demand services, and discontinued service on select routes and route segments.

The new service plan, which can be found here, will start to be introduced in August 2022 in a phased implementation to be determined by expected workforce levels. Future implementation phases will correspond with scheduled service changes throughout 2023. The agency is actively hiring additional bus operators to support the expanded service, leading SamTrans to expand its hiring efforts.

In the new network, Routes ECR, 130 and 296 will join Route 120 in offering service every 15 minutes throughout the day, seven days a week. Routes 278 and 276 will run later hours on weekdays, while Routes 121, 130 and 281 will run later on weekends. Routes 251, 260, 275, 276 and 295 will see more weekend service. SamTrans will better serve college campuses, as new Route 124 will provide more direct service from BART to Skyline College while Route 141 will connect South San Francisco to the campus, new Route 249 will provide a new direct route from downtown San Mateo to the College of San Mateo, and Route 281 will be extended to Stanford University from East Palo Alto. Additionally, connections to job centers were a priority, resulting in Route 130 offering new service to Oyster Point, while the new Route EPX connecting East Palo Alto and Redwood City to SFO and the San Bruno BART Station.

Reimagine SamTrans launched in June 2019, with the goal of analyzing the current state of the SamTrans bus system and conducting widespread outreach and market research to refresh the system. Those efforts resulted in the creation of three new bus network alternatives with potential changes to each route in the system, and after receiving further public feedback, those alternatives were developed into a single preferred bus system.

The draft Recommended Network was first presented to the Board at the August 2021 Virtual Board Retreat. After hearing the Board's feedback, staff finalized the draft Recommended Network, which was taken to stakeholders and the public for the last of three rounds of public outreach. The *Reimagine SamTrans* public outreach process concluded with a formal public hearing held at SamTrans' November 2021 Board meeting after over 200 outreach meetings and events, and over 4,000 comments were received on the proposed route changes which were analyzed and included in the final recommendation. The Board was presented with the final recommended network last month.

###

About SamTrans: SamTrans operates 70 routes throughout San Mateo County. Funded in part by a half-cent sales tax, the San Mateo County Transit District also provides administrative support for Caltrain and the San Mateo County Transportation Authority. SamTrans has provided bus service to San Mateo County customers since 1976.

Follow SamTrans on Facebook and Twitter.

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

ATTACHMENT 8 – FEBRUARY 2024 PRESS RELEASE OF ROUTE EPX

New zero-emission express route connects South San Mateo County residents with transit hubs and downtown San Francisco

02/09/2024

Media Contact: Randol White, 650-647-3489

The San Mateo County Transit District will launch Route EPX on Monday, Feb. 12, at 5:54 a.m. in East Palo Alto and 5:05 a.m. at San Bruno BART.

The new express service will primarily use zero-emission battery-electric buses along its route with limited stops in East Palo Alto, Menlo Park, Redwood City, the SFO AirTrain, San Bruno and downtown San Francisco.

It connects passengers with key transit hubs including Caltrain's Redwood City Station and adjacent Transit Center, San Bruno BART, SFO AirTrain Station/Rental Car Center and SF Muni lines in the Financial District.

EPX is a weekday express route that utilizes the San Mateo County 101 Express Lanes, giving it a leg up on typical rush-hour traffic backups between Redwood City and San Bruno.

In addition, SamTrans is happy to announce that it won't cost extra to ride EPX because the agency recently adjusted its express fares to match the standard fare of $2.25 ($2.05 with Clipper).

An official launch party took place on Friday, Feb. 9, at the SamTrans bus stop adjacent to Cardenas Market in East Palo Alto where local political and community leaders spoke about the need for this new express service.

"This route is the result of a solid partnership between my city, SamTrans, and the developers of the Light Tree Apartments," said East Palo Alto Mayor Antonio Lopez. "Our cooperation helped us secure the necessary funding to make this equitable route become a reality."

In June 2019, SamTrans, with Eden Housing and the city of East Palo Alto, received the Affordable Housing and Sustainable Communities Program award for the Light Tree development in East Palo Alto. For SamTrans, the grant brought in $2.25 million for three new electric buses to help with the eight buses needed to run Route EPX. The Light Tree development is 100% affordable housing and transit passes are provided to residents.

"We at SamTrans are in the business of helping people get where they need to go," said SamTrans Board Chair Marina Fraser. "The EPX is a big step in that direction, connecting South San Mateo County residents to transit systems that cover the entirety of the Bay Area."

In order to reduce redundancy in the system, SamTrans will discontinue Route 398. Customers can take the new EPX for access to the airport as well as other replacement options provided by other SamTrans routes.

SamTrans is also making other key changes to its bus service starting on Sunday, Feb. 11, as part of its Reimagine SamTrans initiative.

The transportation workhorse of SamTrans, Route ECR, will have weekend frequency increased to every 15 minutes. It was previously every half hour on Saturdays and Sundays. ECR runs the length of San Mateo County, mostly along Highway 82 (El Camino Real), between Daly City and the Palo Alto Transit Center. The ECR carries nearly a third of all daily SamTrans passengers.

Finally, San Mateo County Coastside residents will be happy to learn that Route 110, serving Pacifica and Daly City, will see its weekday frequency increase to every 30 minutes throughout the day.

To see a complete list of changes coming on Feb. 11, visit the Reimagine SamTrans page.

###

About SamTrans:

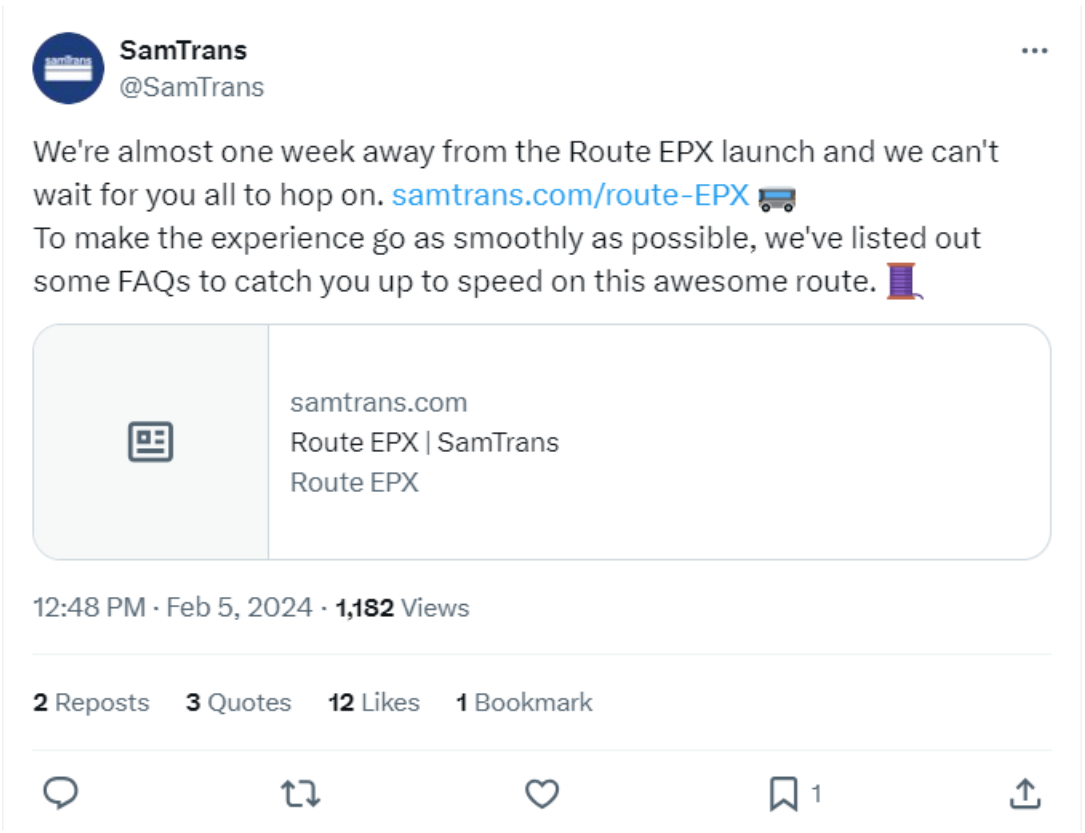
The San Mateo County Transit District operates 71 routes and two on-demand service areas. Funded in part by a half-cent sales tax, the district also provides administrative support for Caltrain and the San Mateo County Transportation Authority. SamTrans has provided bus service to San Mateo County customers since 1976.

Check out our most recent Next Stop newsletter and subscribe. Also, follow SamTrans on Facebook and X.

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯,請電 1.800.660.4287.

ATTACHMENT 9 – 2024 SOCIAL MEDIA POSTS OF ROUTE EPX

SamTrans
@SamTrans
Coming this February..
Meet Route EPX: an express route connecting East Palo Alto all the way to Downtown SF, operating every 45 minutes. All at the same value price of $2.25. ✨
Learn more about our new Route at
samtrans.com
Route EPX | SamTrans
Route EPX
1:20 PM · Jan 16, 2024 · 1,202 Views
3 Reposts 2 Quotes 13 Likes 3 Bookmarks
3


SamTrans
@SamTrans
We're almost one week away from the Route EPX launch and we can't wait for you all to hop on. samtrans.com/route-EPX
To make the experience go as smoothly as possible, we've listed out some FAQs to catch you up to speed on this awesome route.
samtrans.com
Route EPX | SamTrans
Route EPX
12:48 PM · Feb 5, 2024 · 1,182 Views
2 Reposts 3 Quotes 12 Likes 1 Bookmark
1

SamTrans
@SamTrans

We have an exciting event today.. 🤭
We're so excited for you to meet our newest route. ✨

Welcome, #RouteEPX!

10:11 AM · Feb 9, 2024 · **673** Views

4 Reposts **11** Likes **1** Bookmark

SamTrans
@SamTrans

Good morning everyone!
With February 11th here, service changes are too.

Many of our routes have been improved for on-time performance for a smoother experience. We also have our newest express route #RouteEPX in the mix.

To learn more about these, visit

From samtrans.com

4:34 AM · Feb 11, 2024 · **574** Views

1 Repost **1** Quote **3** Likes

SamTrans
@SamTrans

Have you heard? Route EPX launches TODAY - our newest, speedy connector from East Palo Alto to Downtown SF.

Learn more about EPX at

samtrans.com
Route EPX | SamTrans
Route EPX

8:04 AM · Feb 12, 2024 · **274** Views

2 Reposts **5** Likes

SamTrans
January 16 ·

Coming this February..

Meet Route EPX: an express route connecting East Palo Alto all the way to Downtown SF, operating every 45 minutes. All at the same value price of $2.25. ✨

Learn more about our new Route at

SAMTRANS.COM
Route EPX | SamTrans
Effective February 11, 2024 EPX Connects: Route EPX is a new express route operating on weekda...

16 4 comments 1 share

Like Comment Share

SamTrans
January 26
From East Palo Alto to Downtown San Francisco, one thing is clear: EPX ✨Connects✨
With rides every 45 minutes and a price of $2.25, it's hard not to love.
Learn more about our new Route launching this February
EPX
East Palo Alto ↔ San Bruno
SAMTRANS.COM
Route EPX | SamTrans
Effective February 12, 2024 EPX Connects Route EPX is a new express route offering weekday s...
9
3 shares
Like
Comment
Share

SamTrans
February 2 ·
We're almost one week away from the Route EPX launch and we can't wait for you all to hop on.
To make the experience go as smoothly as possible, we've listed out some FAQs to catch you up to speed on this awesome route.
Where does EPX cover?
It covers from East Palo Alto all the way to San Bruno BART, with four trips to downtown San Francisco (with stops along Civic Center, Salesforce Transit Center, Financial District, and the San Francisco Ferry Building).... See more
EPX
East Palo Alto ↔ San Bruno
SAMTRANS.COM
Route EPX | SamTrans
Effective February 12, 2024 EPX Connects Route EPX is a new express route offe...
Learn more
110
7 comments 11 shares
Like
Comment
Share

SamTrans
February 9 ·

Today, we held a welcome party for our newest route, #RouteEPX! Connecting East Palo Alto to San Bruno BART and San Francisco, we're so excited to introduce you all to our fully electric (BEBs) route that utilizes the 101 Express Lanes. To learn more about EPX, you can visit https://www.samtrans.com/route-EPX and look below to read some quotes from our speakers.

"This is a big thing for those of all ages, to be able to visit friends, family, and relatives throughout the Bay Area. (This is a) connector at the San Bruno hub and SF to all the Bay area transit systems. That's incredible." -SMC Board of Supervisors Warren Slocum

"This route, connecting EPA to the wide peninsula, provides lower-income folks an ability to get across the Bay. This increases mobility for our residents - no one in this county should have to choose between convenience and affordability." -East Palo Alto Mayor Antonio Lopez

"This route is an example of resilience and equity, it shows how far we have come for our County. We are connecting East Palo Alto to San Bruno, getting us off the roads of traffic and providing access to affordable transportation to all." -Mayor of San Bruno Rico Medina

"This route ensures that people of color, those who are lower income - can move themselves through this vibrant economy through the means of public transportation. -JPA Board Member & EPA Council Member Carlos Romero

18 4 shares

GOSAMTRANS
Posts
The best thing about
Route EPX is
31
1
gosamtrans What's the best thing about
#RouteEPX? ✨

GOSAMTRANS
Posts
It gives the residents a chance to be excited
75
4
6
gosamtrans What's the best thing about #RouteEPX? ✨
Connecting East Palo Alto to San Bruno BART, hear the answer from EPA's own Mayor @barrioscribe.
Learn more about EPX at https://www.samtrans.com/route-EPX
View all comments
February 13

San Mateo County Transit District
8,047 followers
7mo •

Today, we held a welcome party for our newest route, #RouteEPX! Connecting East Palo Alto to San Bruno BART and San Francisco, we're so excited to introduce you all to our fully electric (BEBs) route that utilizes the 101 Express Lanes. To learn more about EPX, you can visit https://lnkd.in/gNaeNi9f and look below to read some quotes from our speakers.

"This is a big thing for those of all ages, to be able to visit friends, family, and relatives throughout the Bay Area. (This is a) connector at the San Bruno hub and SF to all the Bay area transit systems. That's incredible." -SMC Board of Supervisors Warren Slocum

"This route, connecting EPA to the wide peninsula, provides lower-income folks an ability to get across the Bay. This increases mobility for our residents - no one in this county should have to choose between convenience and affordability." -East Palo Alto Mayor Antonio Lopez

"This route is an example of resilience and equity, it shows how far we have come for our County. We are connecting East Palo Alto to San Bruno, getting us off the roads of traffic and providing access to affordable transportation to all." -Mayor of San Bruno Rico Medina

"This route ensures that people of color, those who are lower income - can move themselves through this vibrant economy through the means of public transportation. -JPA Board Member & EPA Council Member Carlos Romero

ATTACHMENT 10 – ROUTE EPX TAKE-ONE BROCHURE

寻找地区交通连接的乘客可以在 East Palo Alto、Menlo Park 和 Redwood City 的有限站点搭乘 EPX 路线，然后在US-101上以快车方式前往 SFO AirTrain 和 San Bruno BART。
四趟 EPX 到达旧金山市中心的行程会在 Mission Street 附近停靠，靠近 Civic Center、Salesforce Transit Center、Financial District 和旧金山渡轮大楼。

- Gateway 101 (Ravenswood) 购物中心
- Belle Haven (Menlo Park) 社区
- Redwood City Stanford 校园
- Redwood City Caltrain 车站
- 旧金山国际机场 (SFO)
- San Bruno BART (Tanforan 购物中心)
- 旧金山市中心

SamTrans Customer Service

1-800-660-4287 (TTY 650-508-6448)

samtrans.com/EPX

LOCAL / EXPRESS FARES	Cash & Mobile*	Clipper*	Monthly Pass
Adult (Age 19 to 64)	$2.25	$2.05	$65.60
Youth (Age 18 & younger. Two children 4 years and younger ride free with one fare paying adult)	$1.10	$1.00	$27.00
Eligible Discount (Age 65+, disabled & Medicare cardholder. Proof of eligibility or identity required)	$1.10	$1.00	$27.00

NOTE: Exact change please. Fare Info: samtrans.com/fares
* Clipper and SamTrans Mobile: Free 2-hour transfers for Local fares.

Para traducción llama al 1-800-660-4287.
如需翻譯,請電 1-800-660-4287.
Cần dịch thuật, xin gọi 1-800-660-4287.

EPX

East Palo Alto ↔ San Bruno

Effective February 12, 2024

samtrans.com/EPX

samTrans

SamTrans' East Palo Alto Express Route EPX offers weekday service for a standard fare of $2.25 ($2.05 with Clipper) between East Palo Alto and San Bruno BART taking advantage of the Highway 101 Express Lanes, with four trips to downtown San Francisco during morning and evening rush hours.

Riders looking for regional transit connections can catch Route EPX at limited stops throughout East Palo Alto, Menlo Park and Redwood City before running express on US-101 to SFO AirTrain and San Bruno BART. The four EPX trips to downtown San Francisco stop along Mission Street near Civic Center, Salesforce Transit Center, Financial District, and the San Francisco Ferry Building.

- Gateway 101 (Ravenswood) Shopping Center
- Belle Haven (Menlo Park) Neighborhood
- Redwood City Stanford Campus
- Redwood City Caltrain Station
- San Francisco International Airport (SFO)
- San Bruno BART (Tanforan Shopping Center)
- Downtown San Francisco

Express de East Palo Alto de SamTrans Ruta EPX ofrece servicio de lunes a viernes por una tarifa estándar de $2.25 ($2.05 con Clipper) entre East Palo Alto y la estación de San Bruno BART, aprovechando los carriles exprés de la autopista 101, con cuatro viajes al centro de San Francisco durante las horas pico de la mañana y la tarde.

Los pasajeros que buscan conexiones de tránsito regional pueden abordar la Ruta EPX en paradas limitadas en todo East Palo Alto, Menlo Park y Redwood City antes de correr expreso por la US-101 hacia el SFO AirTrain y San Bruno BART. Los cuatro viajes de EPX al centro de San Francisco hacen paradas a lo largo de Mission Street, cerca de Civic Center, Salesforce Transit Center, Financial District y el Ferry Building de San Francisco.

- Centro Comercial Gateway 101 (Ravenswood)
- Vecindario Belle Haven (Menlo Park)
- Campus de Stanford en Redwood City
- Estación de Caltrain de Redwood City
- Aeropuerto Internacional de San Francisco (SFO)
- Estación de BART de San Bruno (Centro Comercial Tanforan)
- Centro de San Francisco

SamTrans 的 East Palo Alto 快线 EPX路线提供工作日服务，标准票价为$2.25 (Clipper卡用户为$2.05)，在 East Palo Alto 和 San Bruno BART 之间提供服务，并且利用 101号高速公路快车道，在早晚高峰时段提供 四趟往返旧金山市中心的服务。

Para traducción llama al 1-800-660-4287.
如需翻譯,請電 1-800-660-4287.
Cần dịch thuật, xin gọi 1-800-660-4287.

2/24 - 3K - CW - D

ATTACHMENT 11 – JANUARY 2024 ROUTE EPX PRE-LAUNCH SURVEY RESULTS

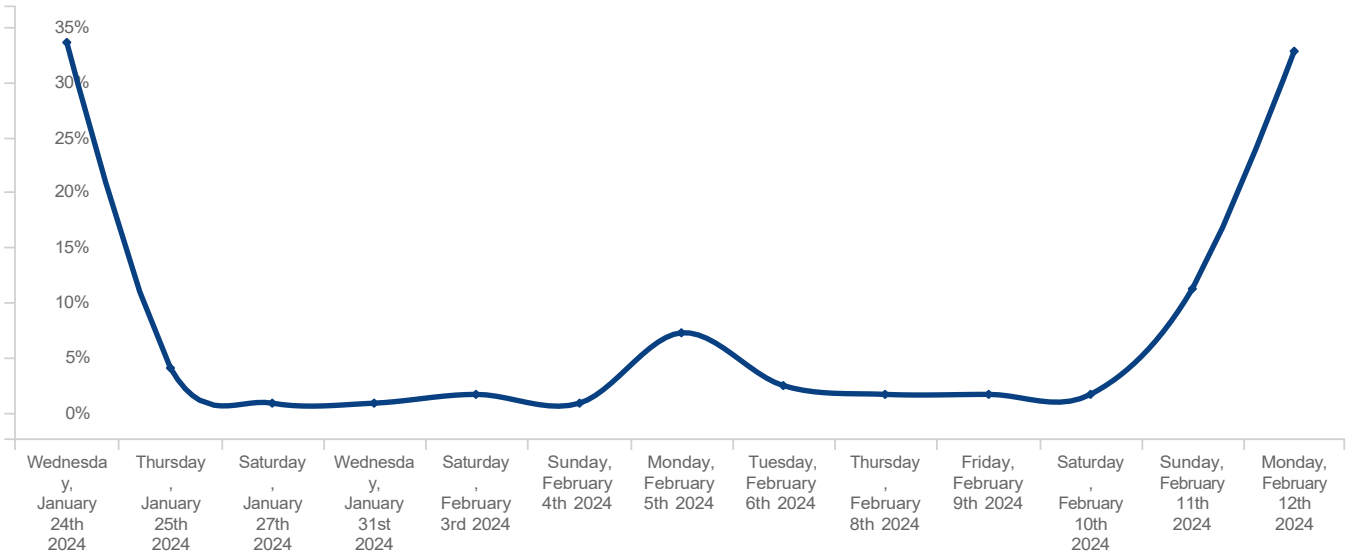
Topline Results: EPX Pre-Launch Customer Survey (Copy)

EPX Pre-Launch Customer Survey

November 14, 2024 1:04 PM PST

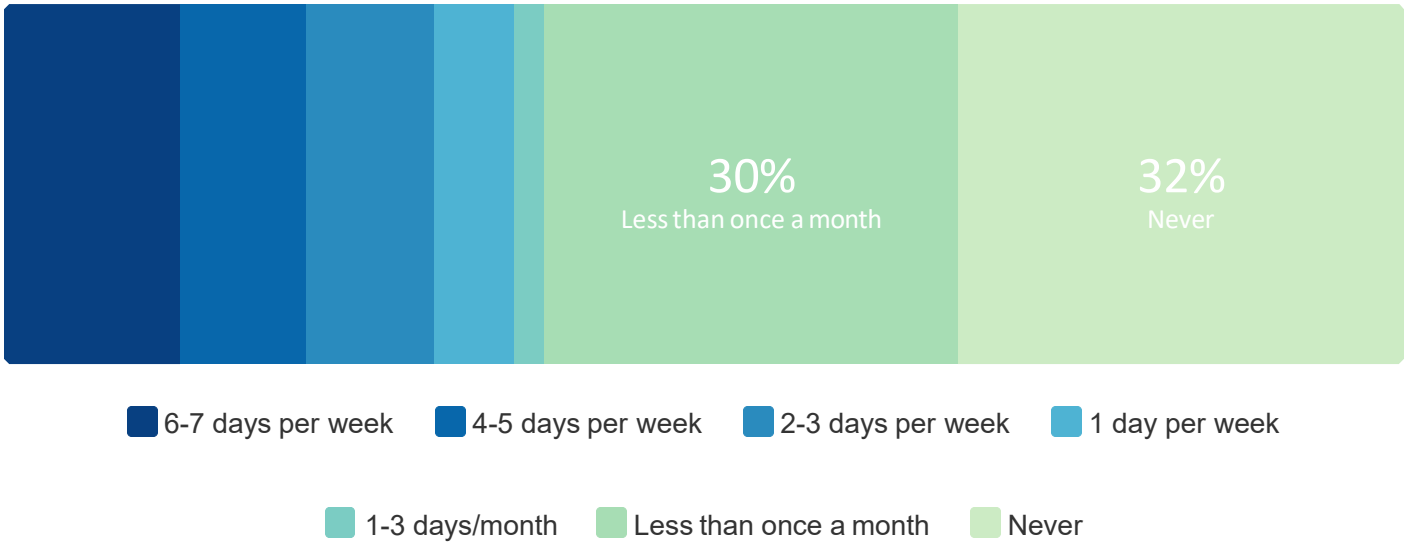
Response Timeline

40	85
Partially Completed	Completed Surveys

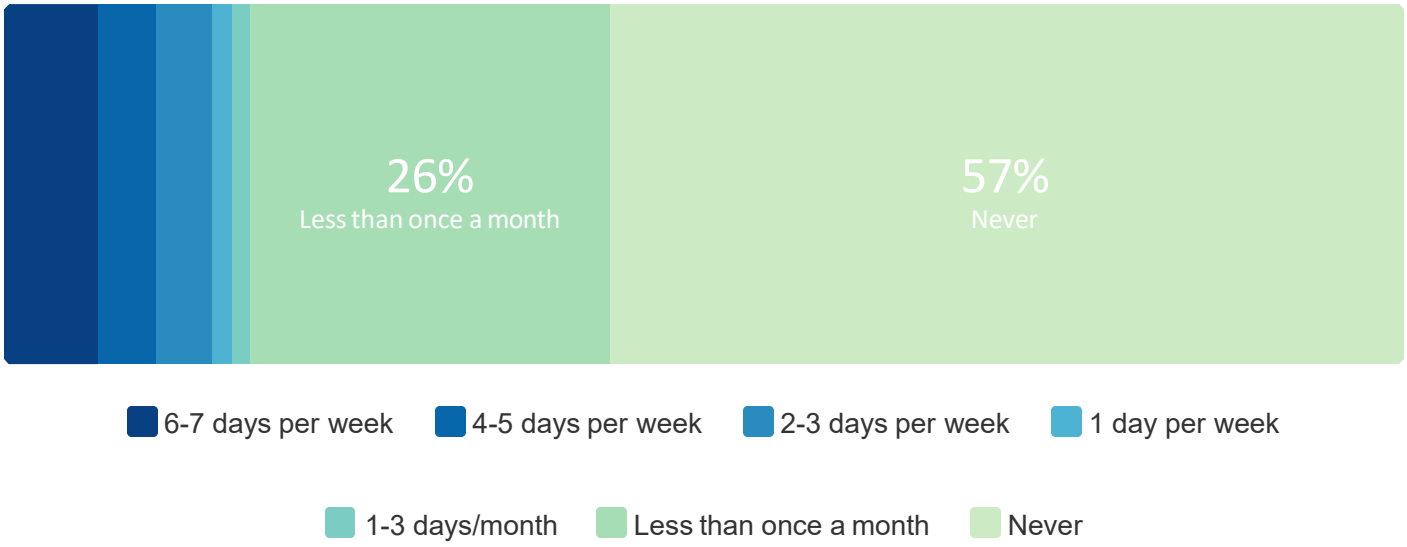


Q1 - How often do you travel to each of the following locations around the San Fra…

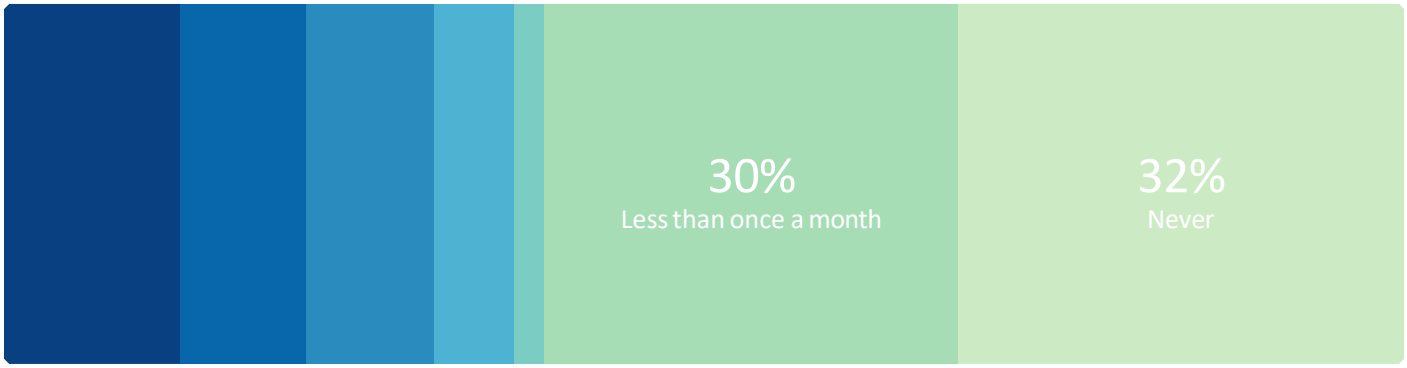
East Palo Alto

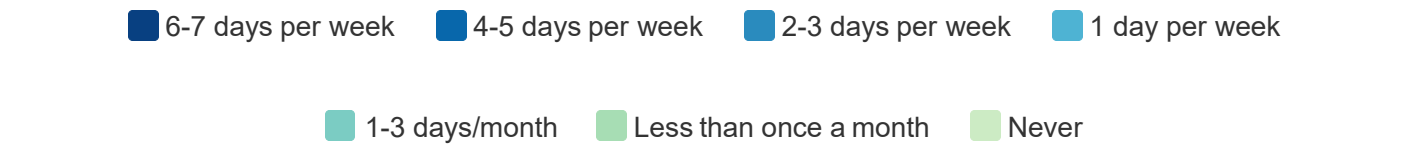


Belle Haven

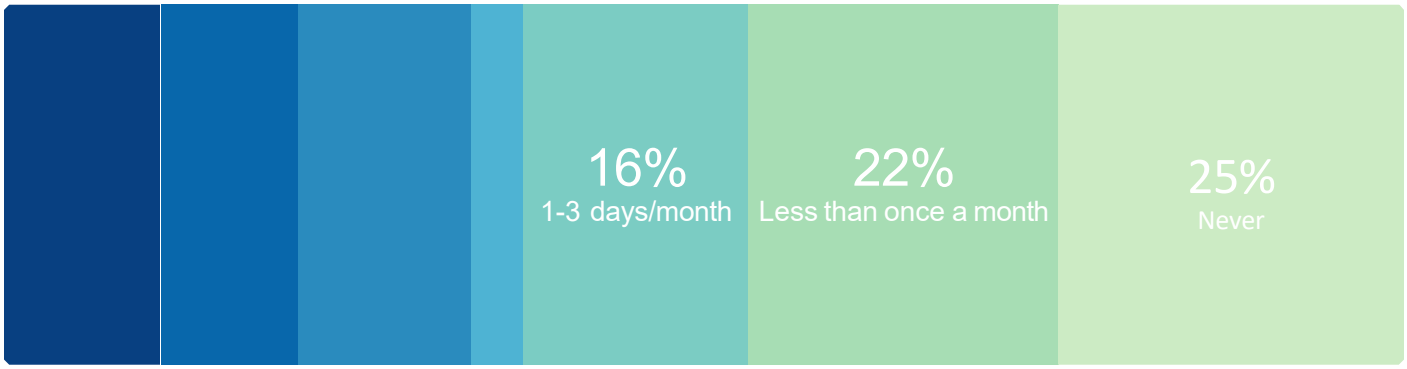


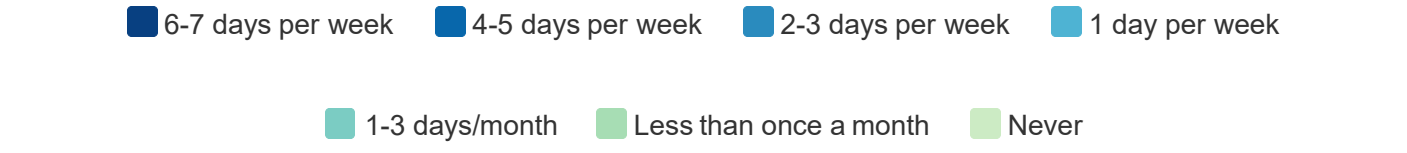
Menlo Park


30%
Less than once a month
32%
Never

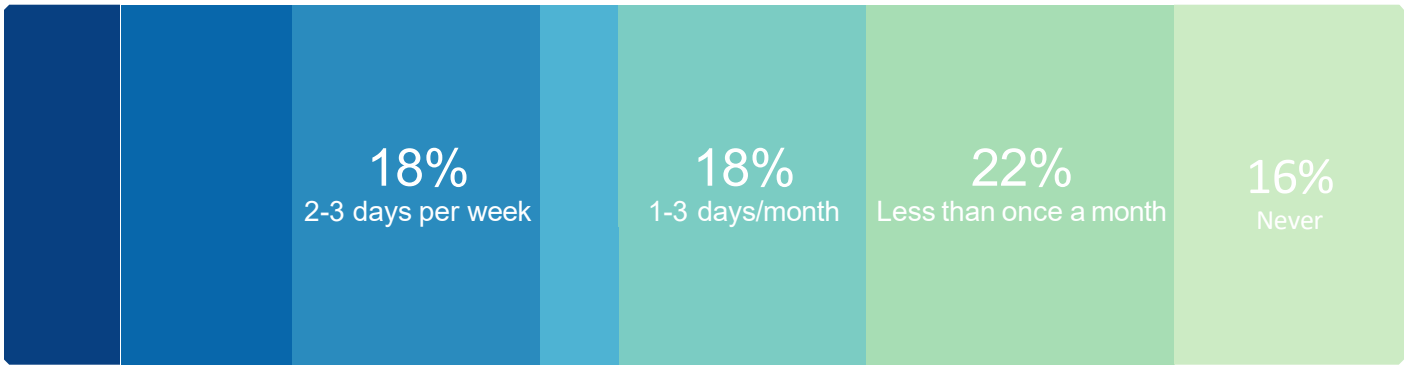


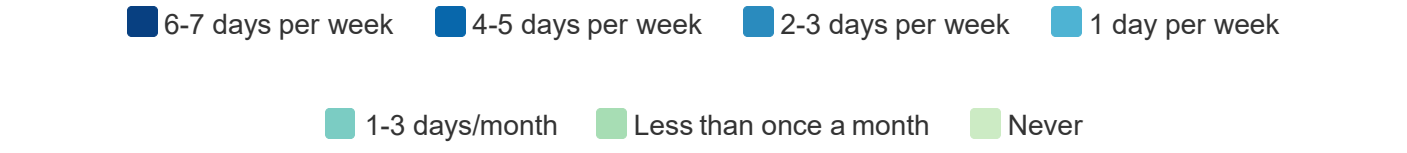
Redwood City



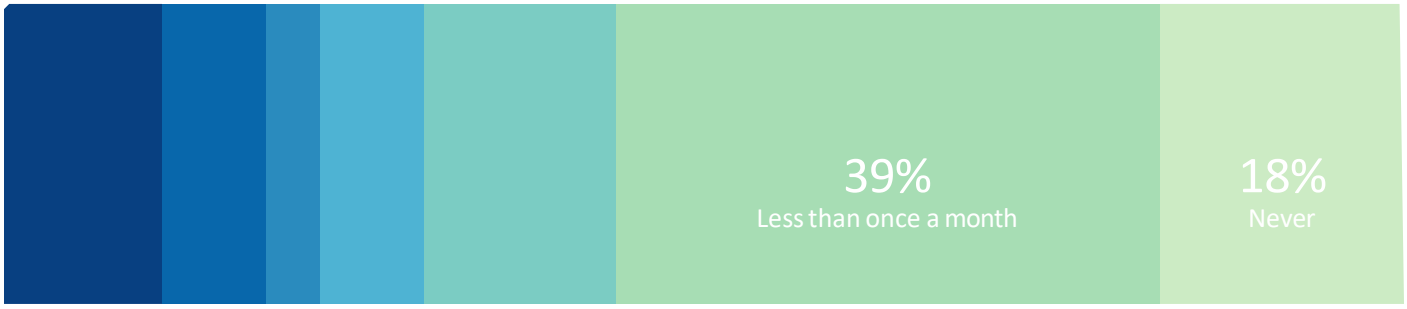


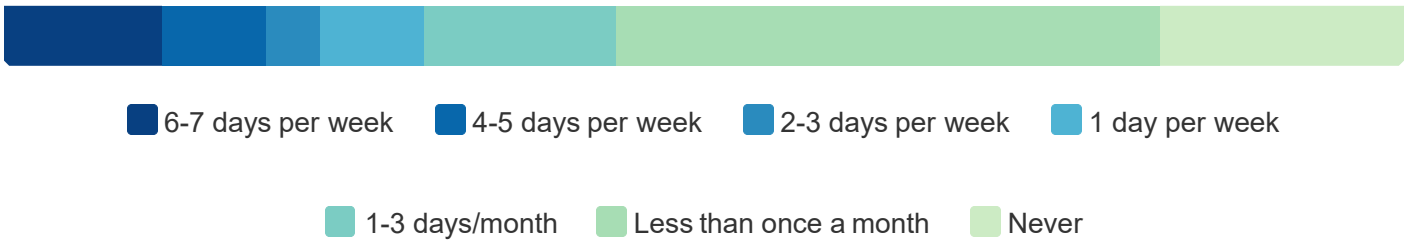
Millbrae



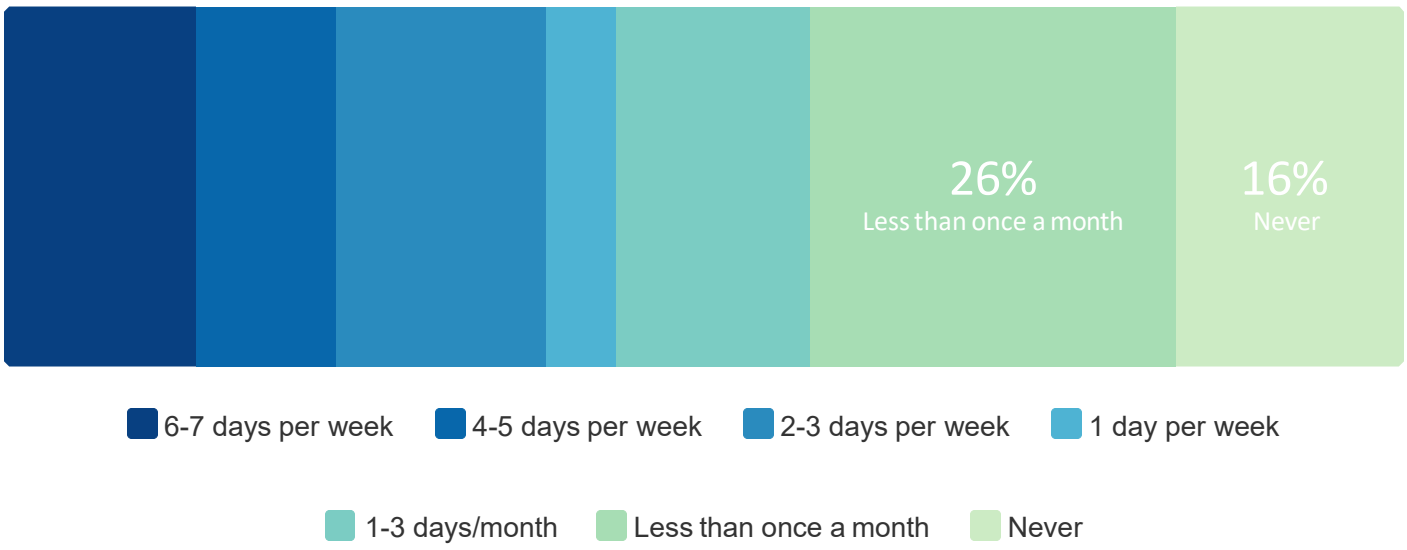


SFO

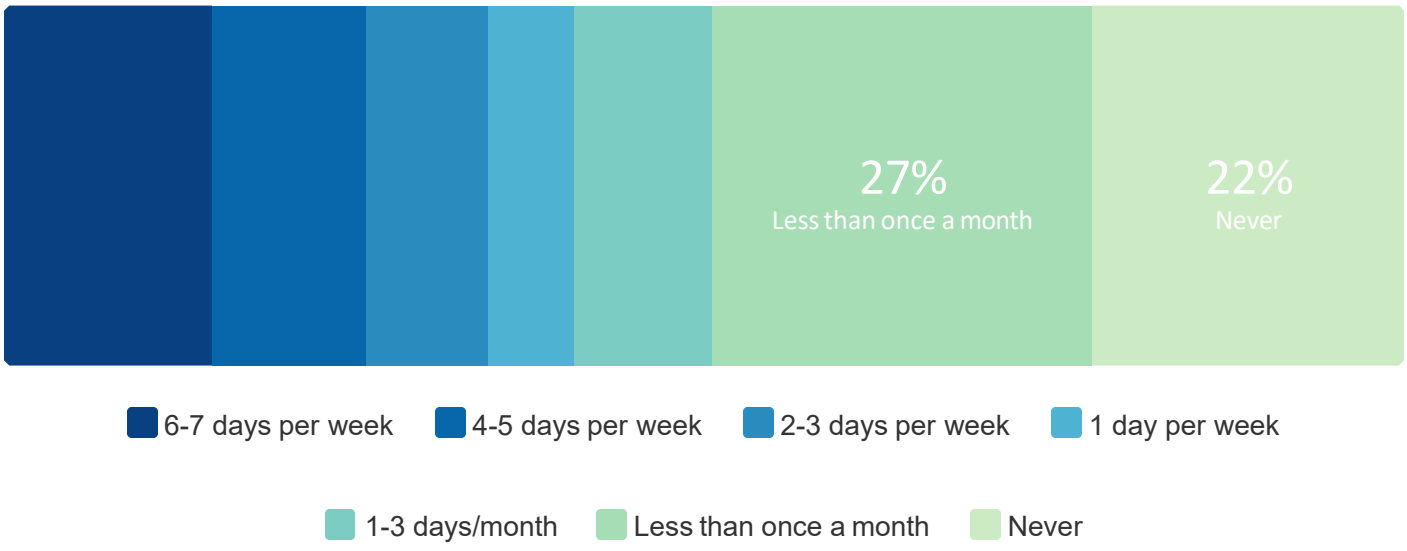

39%
Less than once a month
18%
Never



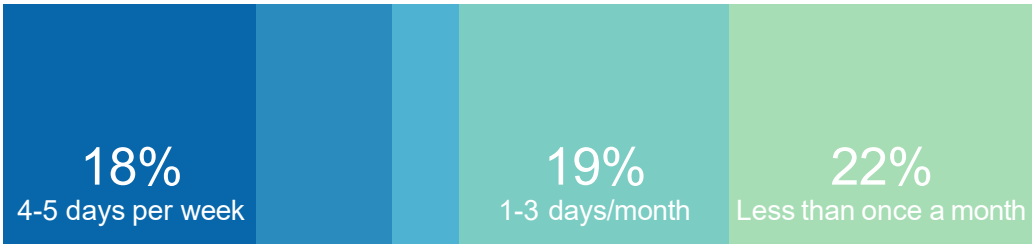
San Bruno

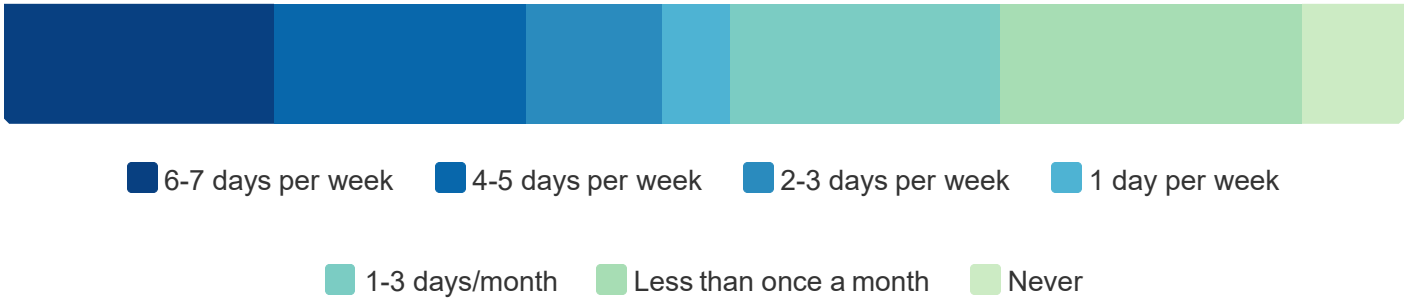


South San Francisco

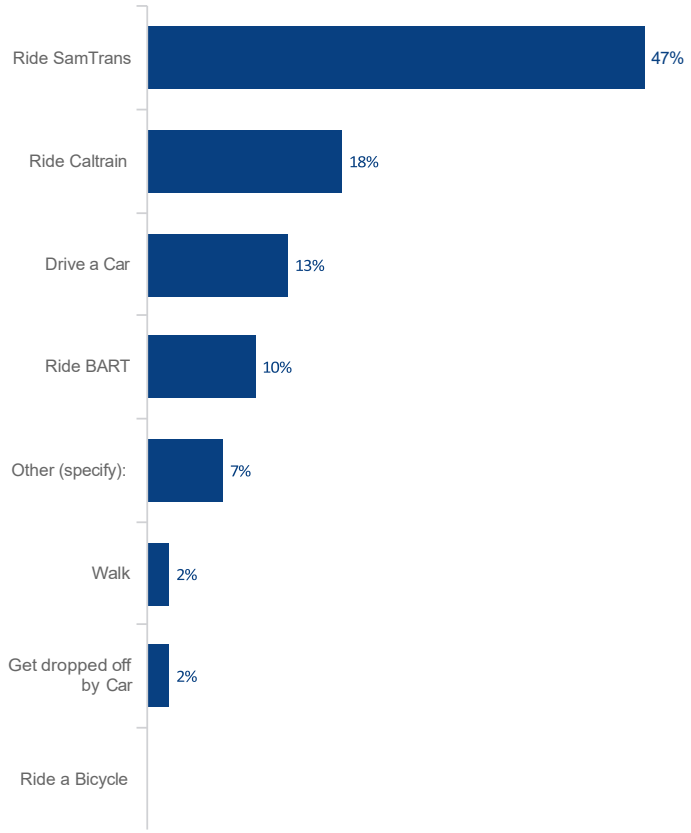


San Francisco


18%
4-5 days per week
19%
1-3 days/month
22%
Less than once a month


6-7 days per week
4-5 days per week
2-3 days per week
1 day per week
1-3 days/month
Less than once a month
Never

Q2 - When you make trips to your typical location, how do you usually travel? If you use mor…



Q2 - When you make trips to your typical location, how do you usually travel? If...

#	Field	Choice Count
1	Walk	2% 2
2	Ride SamTrans	47% 46
3	Ride BART	10% 10
4	Ride a Bicycle	0% 0
5	Ride Caltrain	18% 18
6	Get dropped off by Car	2% 2
7	Drive a Car	13% 13

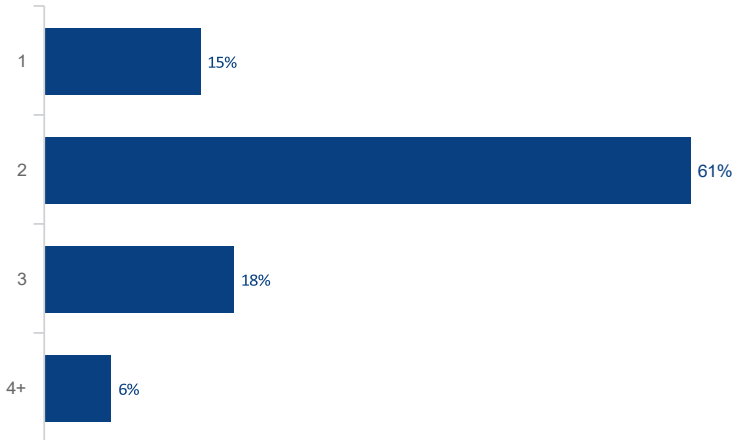
8	Other (specify):	7%	7
			98

Showing rows 1 - 9 of 9

Q2_16_TEXT - Other (specify):

Other (specify):
Uber or Lyft
Redi Wheel
Reddi wheels
Readiwheels
Get bart to connect to caltrain
Bueno
Bart and Caltrain and walk

Q3 - How many modes do you use to make your typical trip? (i.e. if you walk, then ride a bus…

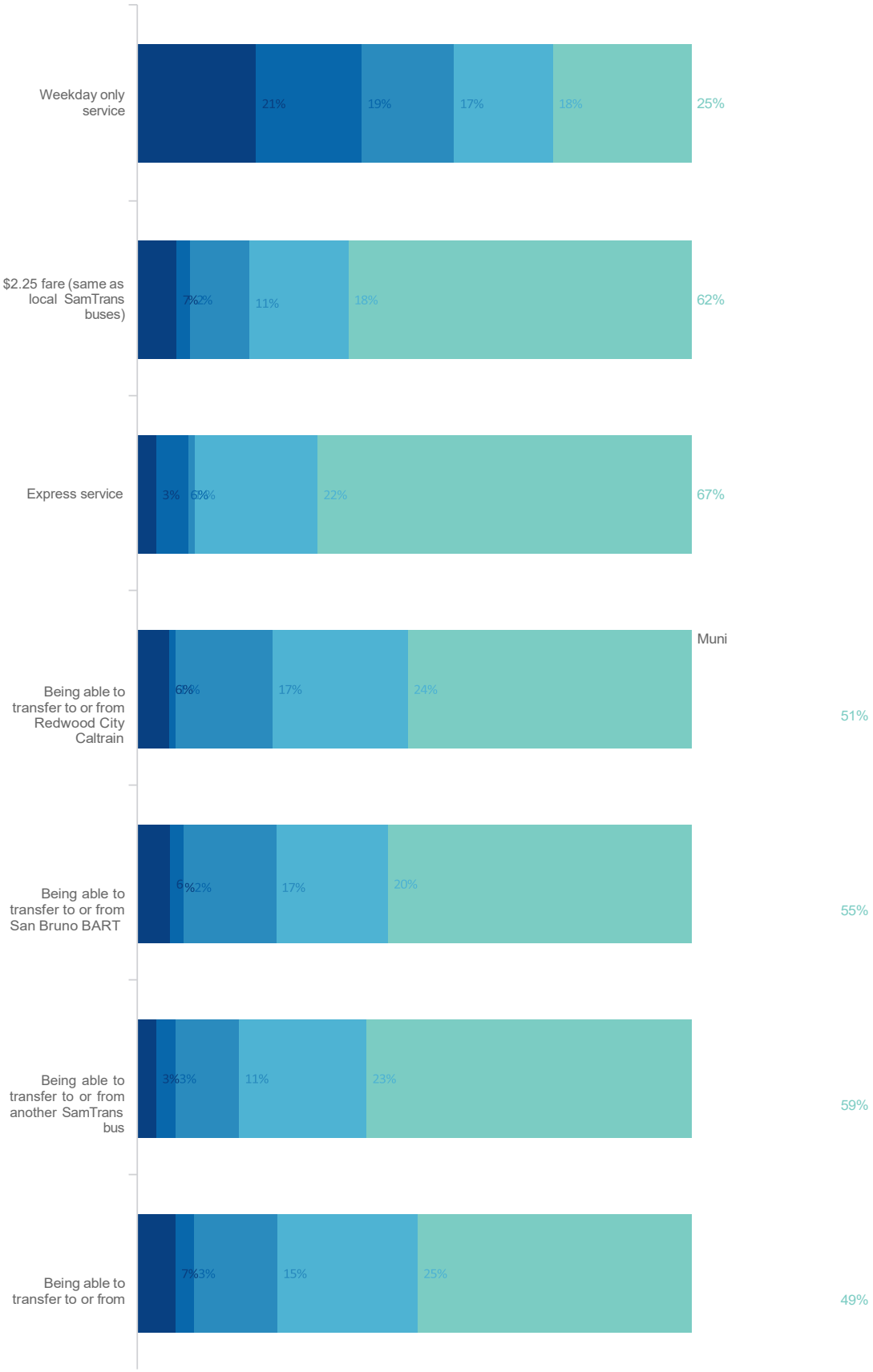


Q3 - How many modes do you use to make your typical trip? (i.e. if you walk, the...

#	Field	Choice Count
1	1	15% 14
2	2	61% 58
3	3	18% 17
4	4+	6% 6
		95

Showing rows 1 - 5 of 5

Q4 - How appealing are the following features of Route EPX to you?

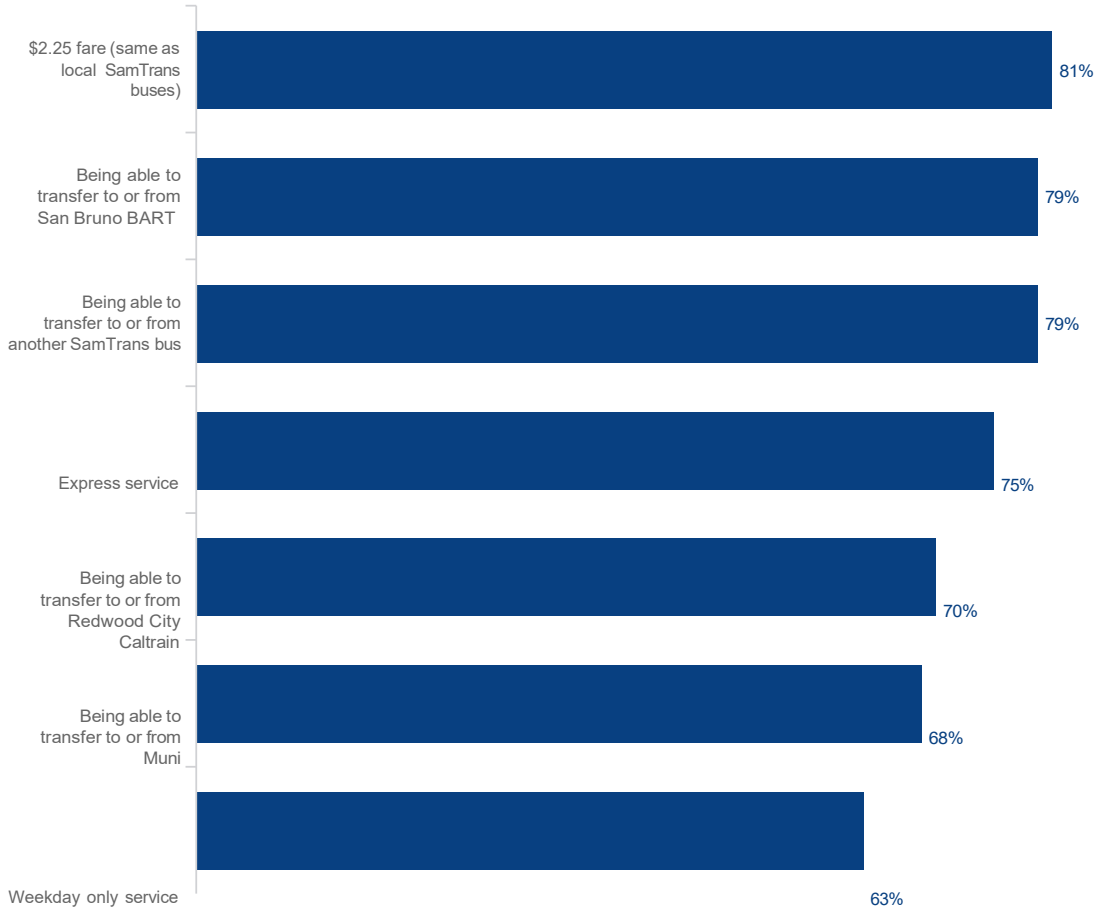


Extremely unappealing
Somewhat unappealing
Neither appealing nor unappealing
Somewhat appealing
Extremely appealing

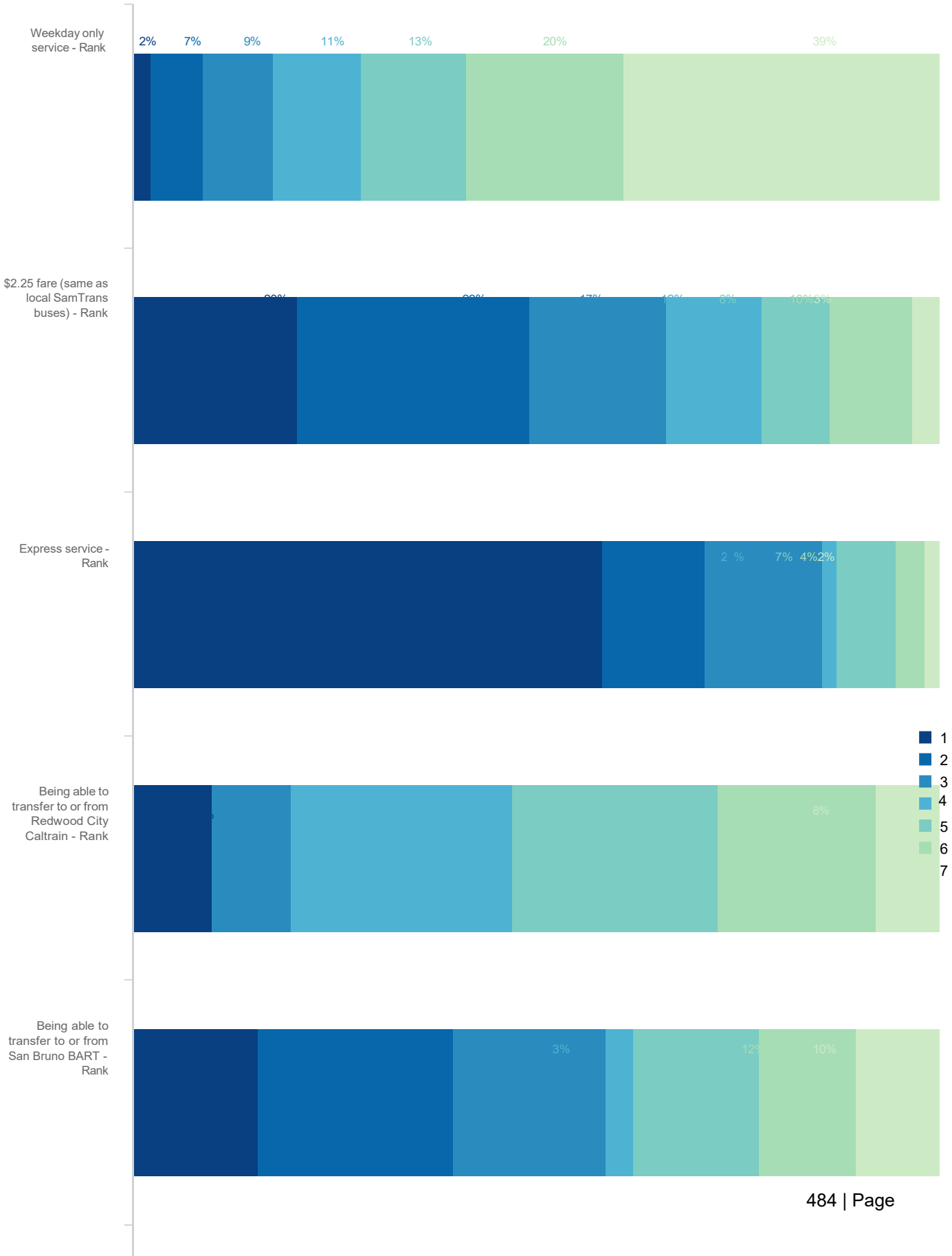
Field	Mean	Count
Weekday only service	3	84
$2.25 fare (same as local SamTrans buses)	4	84
Express service	4	86
Being able to transfer to or from Redwood City Caltrain	4	86
Being able to transfer to or from San Bruno BART	4	84
Being able to transfer to or from another SamTrans bus	4	87
Being able to transfer to or from Muni	4	87

Q5 - Drag and drop the following aspects of Route EPX in order of importance to you, from …

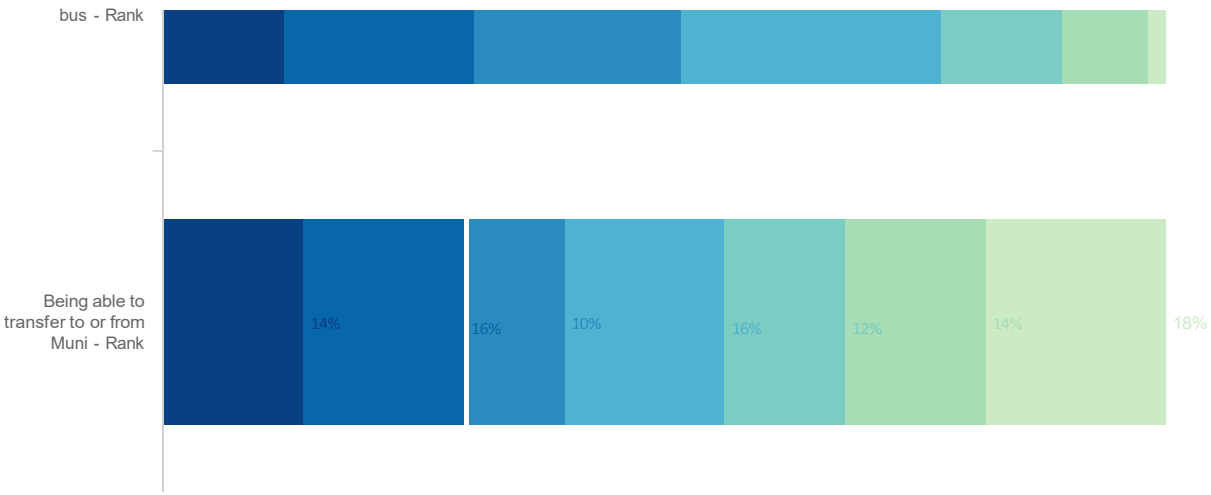
Share of Respondents Who Selected Each Priority



Ranking of Route EPX Features


Weekday only service - Rank
2%
7%
9%
11%
13%
20%
39%
$2.25 fare (same as local SamTrans buses) - Rank
Express service - Rank
Being able to transfer to or from Redwood City Caltrain - Rank
8%
Being able to transfer to or from San Bruno BART - Rank
3%
12%
10%
1
2
3
4
5
6
7

Being able to transfer to or from another SamTrans
12%
19%
21%
26%
12%
9%2%

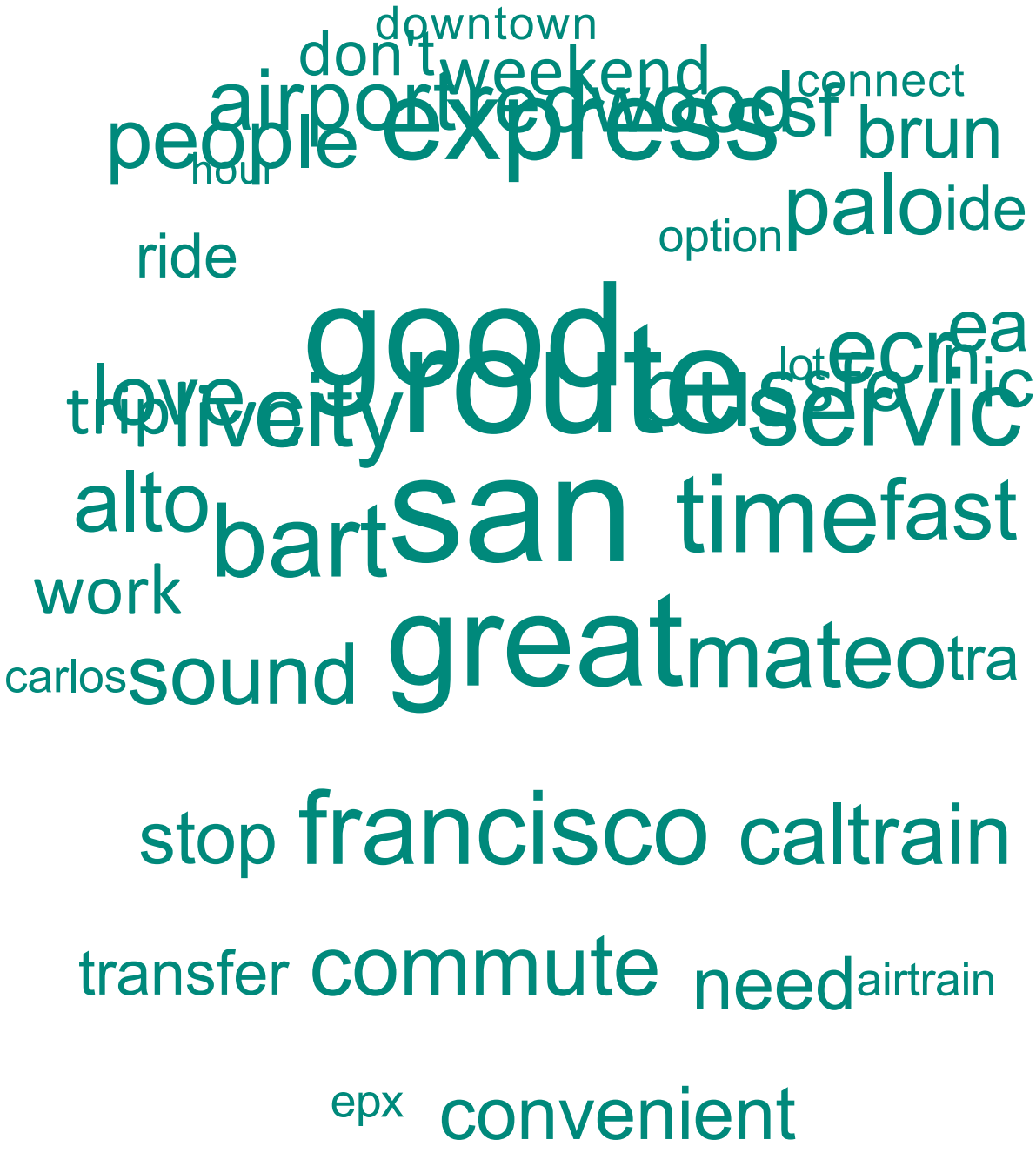


QID55 - Groups

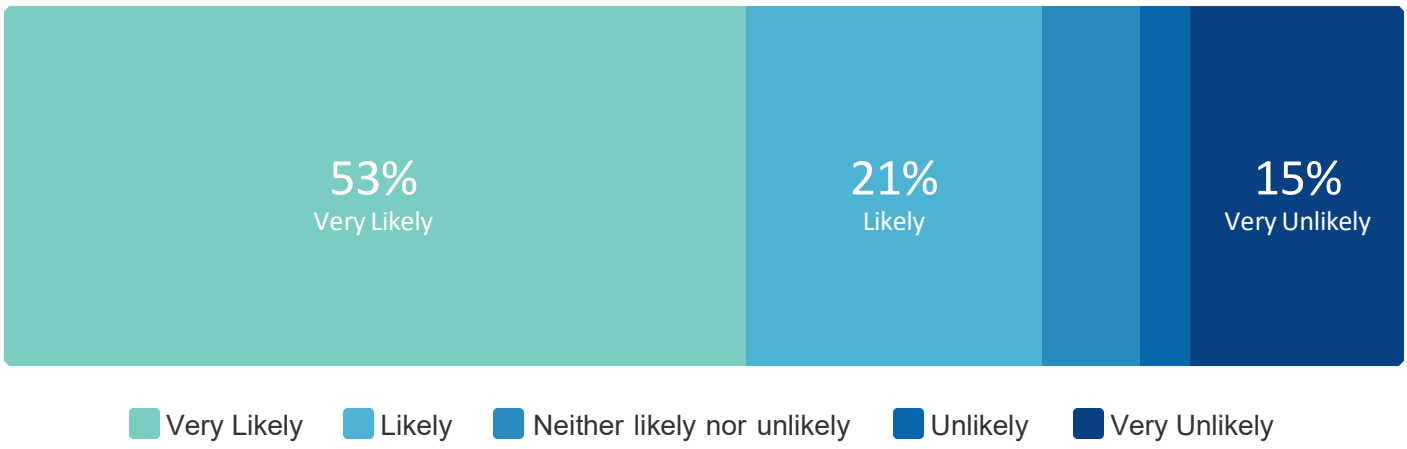
#	Field	Choice Count
1	Weekday only service	12% 46
2	$2.25 fare (same as local SamTrans buses)	16% 59
3	Express service	15% 55
4	Being able to transfer to or from Redwood City Caltrain	14% 51
5	Being able to transfer to or from San Bruno BART	15% 58
6	Being able to transfer to or from another SamTrans bus	15% 58
7	Being able to transfer to or from Muni	13% 50
		377

Showing rows 1 - 8 of 8

Q6 - What are your overall impressions of Route EPX?



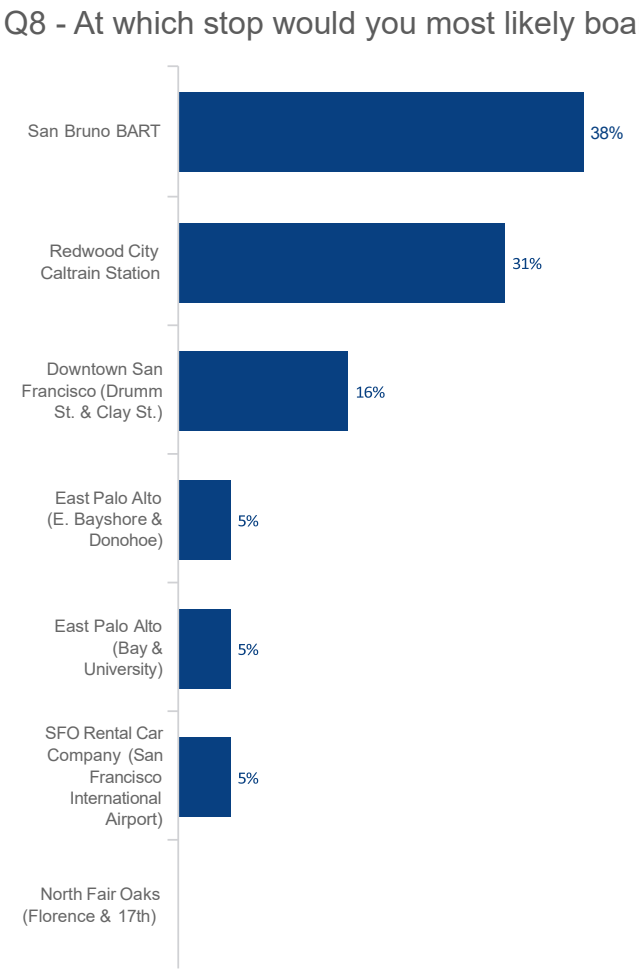
Q7 - How likely are you to try Route EPX once it launches?



Q7 - How likely are you to try Route EPX once it launches?

#	Field	Choice Count	
1	Very Unlikely	15%	13
2	Unlikely	4%	3
3	Neither likely nor unlikely	7%	6
4	Likely	21%	18
5	Very Likely	53%	45
			85

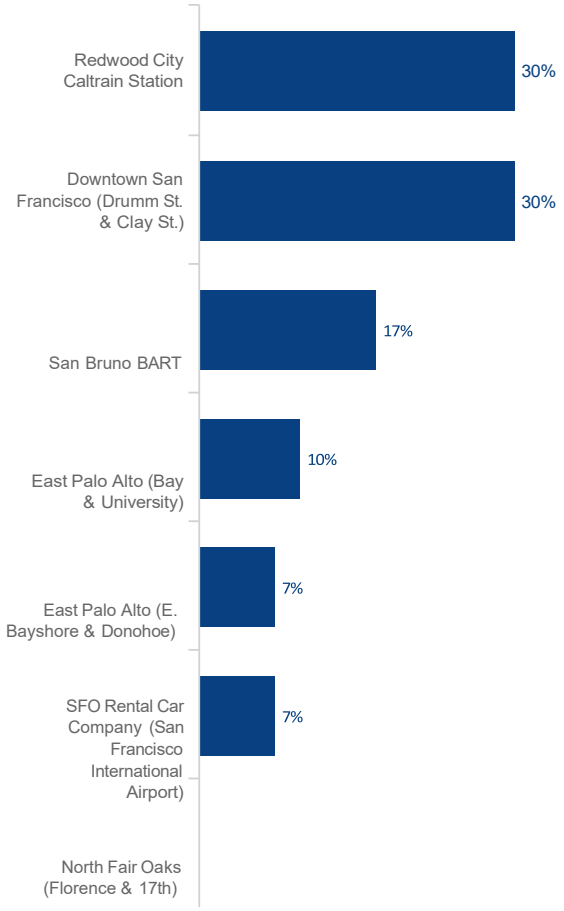
Showing rows 1 - 6 of 6



Q8 - At which stop would you most likely board Route EPX?4

#	Field	Choice Count	
1	East Palo Alto (E. Bayshore & Donohoe)	5%	4
2	East Palo Alto (Bay & University)	5%	4
3	North Fair Oaks (Florence & 17th)	0%	0
4	Redwood City Caltrain Station	31%	25
5	SFO Rental Car Company (San Francisco International Airport)	5%	4
6	San Bruno BART	38%	31
7	Downtown San Francisco (Drumm St. & Clay St.)	16%	13

Q9 - Which stop would you most likely ride Route EPX to?

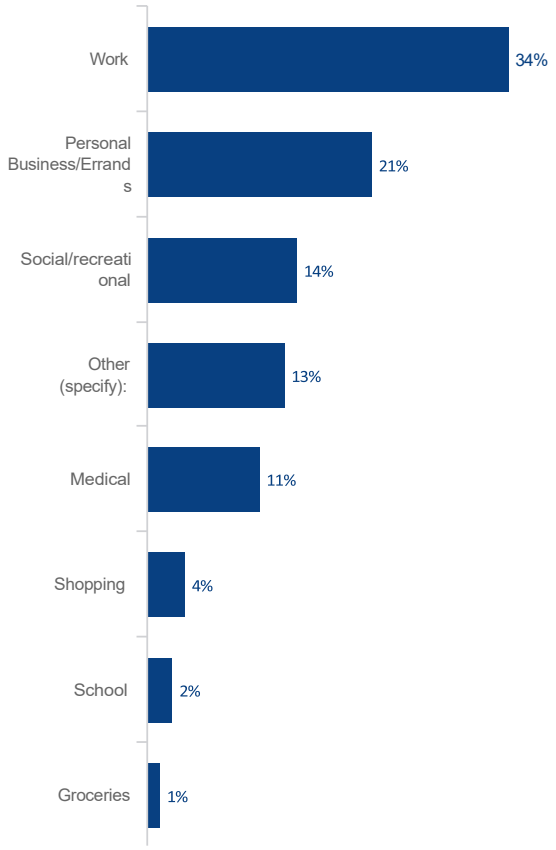


#	Field	Choice Count	
1	East Palo Alto (E. Bayshore & Donohoe)	7%	6
2	East Palo Alto (Bay & University)	10%	8
3	North Fair Oaks (Florence & 17th)	0%	0
4	Redwood City Caltrain Station	30%	25
5	SFO Rental Car Company (San Francisco International Airport)	7%	6
6	San Bruno BART	17%	14
7	Downtown San Francisco (Drumm St. & Clay St.)	30%	25

	84

Showing rows 1 - 8 of 8

Q10 - For what purpose would you primarily ride Route EPX?



Q10 - For what purpose would you primarily ride Route EPX?

#	Field	Choice Count	
1	Work	34%	29
2	School	2%	2
3	Social/recreational	14%	12
4	Groceries	1%	1
5	Shopping	4%	3
7	Personal Business/Errands	21%	18
8	Medical	11%	9

9	Other (specify):	13%	11
			85

Showing rows 1 - 9 of 9

Q9 Reasons for Riding Route EPX - Other

Other (specify):
Everything
work and social and shopping
Leisure
got to go on bart
Trabajo ,compras ,fines sociales/recreativos
出入方便找工作
None
Jury Duty
All of the above
I would not
Never

Q11 - What is your home ZIP code?

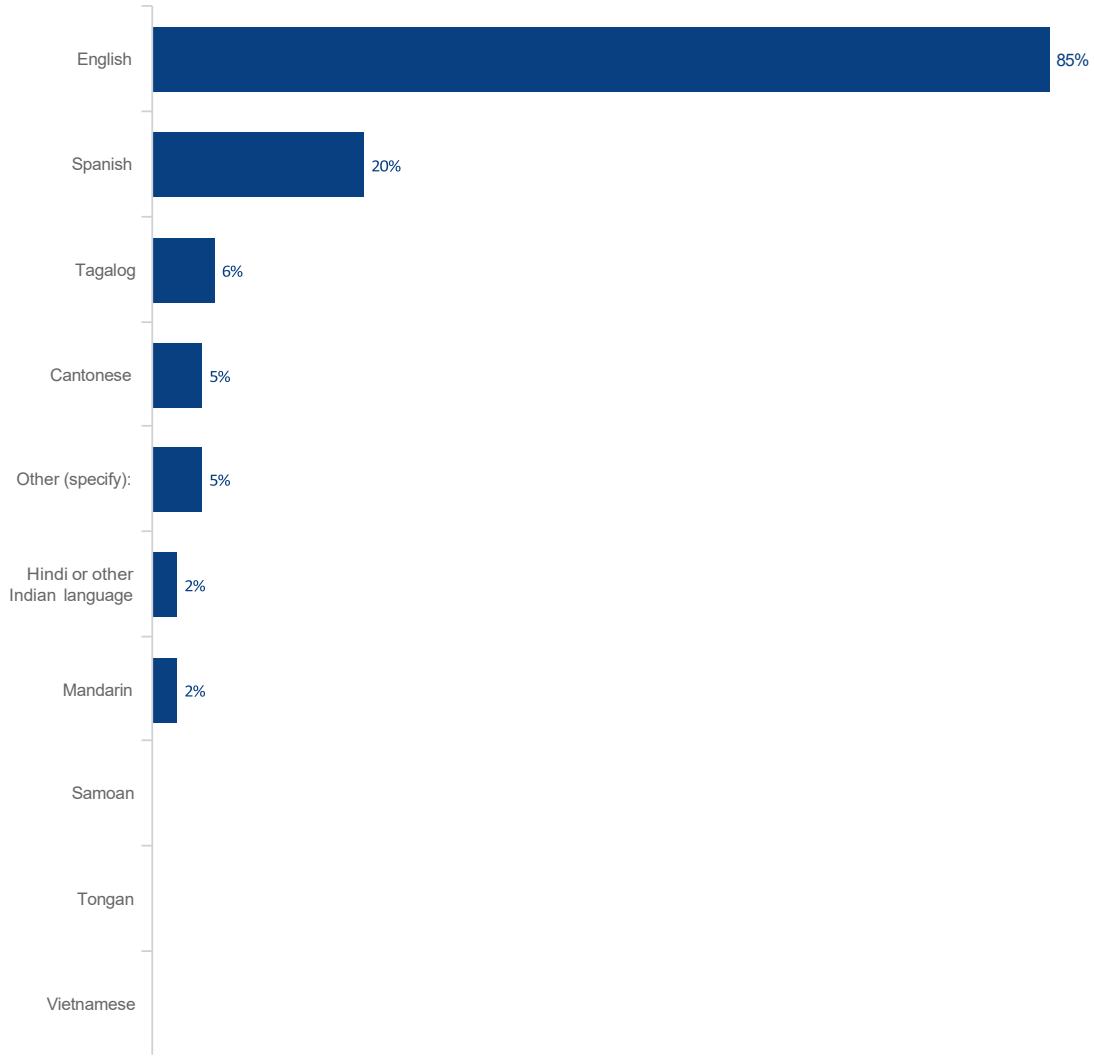
Q12 - How well do you speak English?

Q12 - How well do you speak English?

#	Field	Choice Count	
1	Very well	86%	73
2	Well	8%	7
3	Not well	5%	4
4	Not at all	1%	1
			85

Showing rows 1 - 5 of 5

Q13 - Which languages are regularly spoken in your home? Check all that apply



Q13 Languages Spoken in the Home - Other

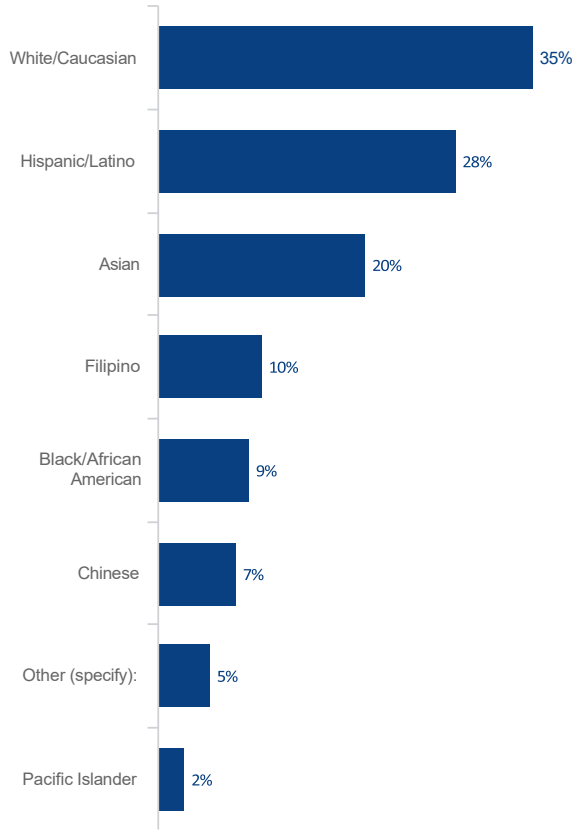
Other (specify):
German
Mis hijos inglés ,yo español
Japanese
Taiwanese

Q13 - Which languages are regularly spoken in your home? Check all that apply

#	Field		Choice Count
2	English	68%	72
6	Spanish	16%	17
7	Tagalog	5%	5
1	Cantonese	4%	4
99	Other (specify):	4%	4
3	Hindi or other Indian language	2%	2
4	Mandarin	2%	2
5	Samoan	0%	0
8	Tongan	0%	0
9	Vietnamese	0%	0
			106

Showing rows 1 - 11 of 11

Q14 - Which of the following best describes your race/ethnic background? Check all that apply



Q14 - Which of the following best describes your race/ethnic background? Check al...

#	Field	Choice Count	
1	Asian	17%	16
2	Black/African American	7%	7
3	Chinese	6%	6
4	Hispanic/Latino	24%	23
5	Filipino	8%	8
6	Pacific Islander	2%	2
7	White/Caucasian	31%	29

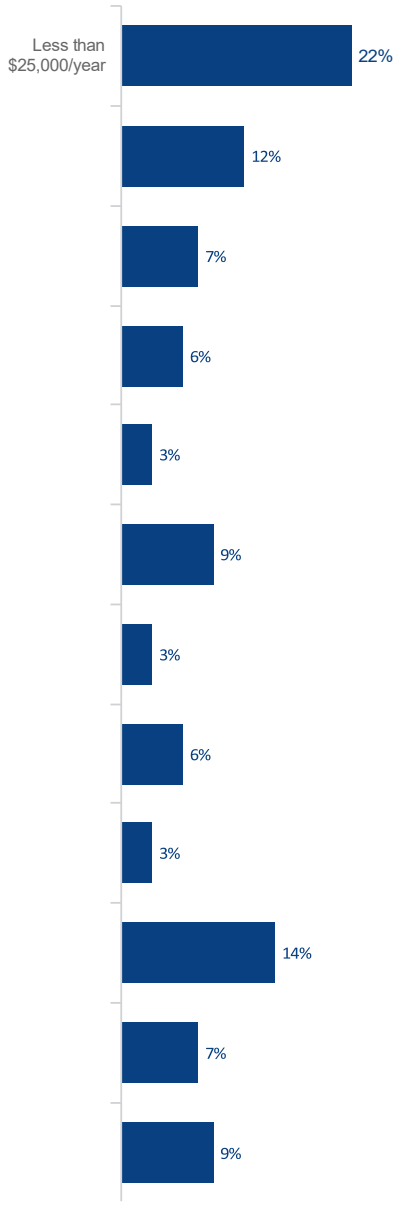
99	Other (specify):	4%	4
			95

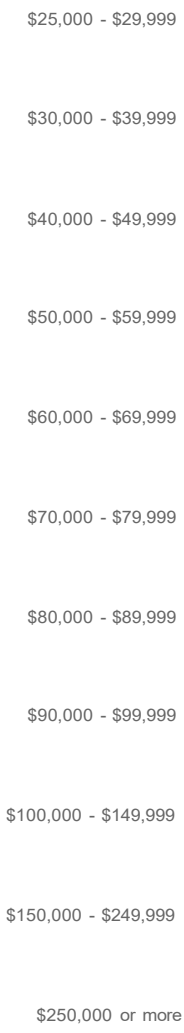
Showing rows 1 - 9 of 9

Q14 - Ethnicity/Race - Other

Other (specify):
Mexican American and native American
Native American Indian
Native American black
American

Q15 - Annual household income (before taxes):





Q15 - Annual household income (before taxes):

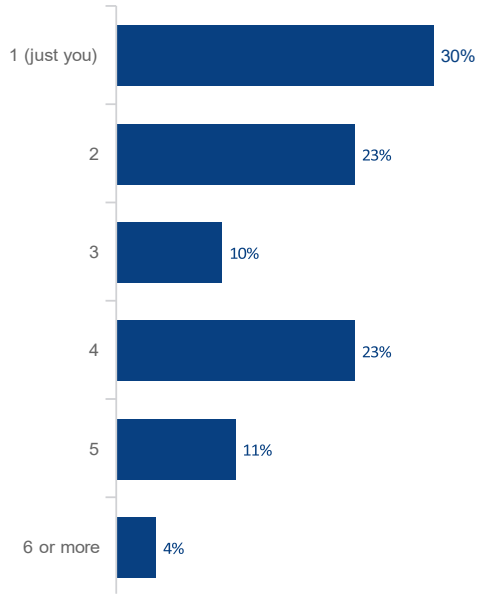
Field	Choice Count
Less than $25,000/year	22% 15
$25,000 - $29,999	12% 8
$30,000 - $39,999	7% 5
$40,000 - $49,999	6% 4
$50,000 - $59,999	3% 2

Field Choice Count

$60,000 - $69,999	9%	6
$70,000 - $79,999	3%	2
$80,000 - $89,999	6%	4
$90,000 - $99,999	3%	2
$100,000 - $149,999	14%	10
$150,000 - $249,999	7%	5
$250,000 or more	9%	6
		69

Showing rows 1 - 13 of 13

Q16 - Including yourself, how many people live in your household?

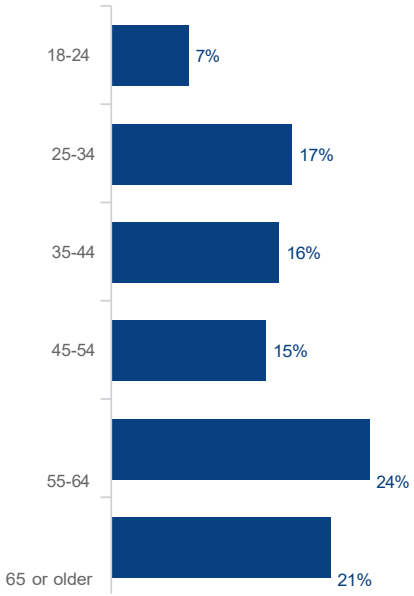


Q16 - Including yourself, how many people live in your household?

#	Field		Choice Count
1	1 (just you)	30%	24
2	2	23%	18
3	3	10%	8
4	4	23%	18
5	5	11%	9
6	6 or more	4%	3
			80

Showing rows 1 - 7 of 7

Q17 - Your age:



Q17 - Your age:

#	Field	Choice Count
1	18-24	7% 6
7	25-34	17% 14
8	35-44	16% 13
9	45-54	15% 12
10	55-64	24% 20
11	65 or older	21% 17
		82

Showing rows 1 - 7 of 7

Q18 - Other comments or feedback?

Other comments or feedback?

Bring back the 260 bus to its original route. Why are you adding more buses? It's ridiculous that you people don't know how to do your job.

I know its not feasible and perhaps off topic for this. But i would appreciate if samtrans provided n95 or similar masks for bus operators. I do worry for their health as they encounter many people during

Keep doing a good job you guys

Include weekends to ensure everyone has access all through the week to eliminate car pollution and motivate people to go green all the way.

Plz allow bikes on your epa-bellehaven ride plus shuttle. That would complete the transferability between the shuttle & SamTrans buses

No

None at this time

no

Great route

I wish this route would go to South San Francisco BART.

Gracias por ese nuevo servicio es muy necesario para mi comunidad Latina.

I really hope this works out for people

You don't ask about disabilities, so I will volunteer that due to poor eyesight, I am unable to drive, so having more transit options is always welcome.

SamTrans is awesome

Other comments or feedback?

Daly City, Colma, or Serramonte stop?

No not at this time.

Yo trabajo en san mateo y me gusta más la ruta 398 de San Francisco

乘车安全方便揾工

Love SamTrans! Still quite upset you discontinued service to Pescadero!

Thank you for organizing the express and please email out the pickup/location dropoff pickup times.

It’s really hard for older people to figure out Samtrans routes. I wish we could get maps of them that showed all the stops.

Thank you

I miss the old ECR Rapid!

The bus route is a good idea, but not for me since it doesn’t stop in San Carlos.

Can't wait for the Route EPX to launch

It would be great if all kids would ride free also if families with strollers (like myself) wouldn't need to take out baby from stroller, take out stuff from stroller storage, fold the stroller and carry baby. Its just a hassle and very difficult and sometimes it makes me not want to use samtrans.

Im glad to know about this new bus route by social media

EPX would only serve a minority of riders at everyone else's expense :(

Other comments or feedback?

It is great to have express buses. People do not like transfer.

I am a redi wheel customer and I can't even use that because the rides are too expensive or I would have to reserve them in advance. I would rather you focus on getting those rides to arrive quicker or at least on time then to creat another express line.

the bus stop in SSF will it have parking ? I would suggest having the stop near a public parking lot.

Please continue to make SamTrans useful and reaonably priced for strong ridership!

no

would be interesting to have a stop in Millbrae to connect to Millbrae station rather than waiting for ECR

buena idea de nuevas rutas

Please provide express service between SF and San Mateo

End of Report

ATTACHMENT 12 – SUMMER 2024 ROUTE EPX POST-LAUNCH SURVEY RESULTS

Summer 2024

SamTrans East Palo Alto Express (EPX) Survey

SUMMARY REPORT

Prepared by
COREY, CANAPARY & GALANIS RESEARCH
447 Sutter Street – Penthouse North
San Francisco, CA 94108

COREY, CANAPARY & GALANIS

Table of Contents

INTRODUCTION 3
EXECUTIVE SUMMARY 4
Current EPX Riders 4
Potential EPX Riders 6
DETAILED RESULTS 8
CURRENT EPX RIDERS 9
Frequency of Riding EPX 10
Trip Purpose 11
Access 12
Egress 13
Board/Alight 14
Agree/Disagree Statements 16
Prospective Schedule Change 19
Future EPX Use 20
Suggestions 21
Demographics 22
POTENTIAL EPX RIDERS 24
Travel Mode Outside Immediate Neighborhood 25
Reasons For Not Using SamTrans 26
Awareness and Knowledge of EPX 27
Appeal of EPX Features 28
Likelihood of Using EPX in the Future 31
Suggestions 32
Demographics 33
VERBATIM COMMENTS 35
COMMENTS FROM ONBOARD SURVEY 36
COMMENTS FROM TELEPHONE SURVEY 43
SURVEY QUESTIONNAIRES 53

INTRODUCTION

Route EPX is a weekday only express service that operates between East Palo Alto and San Bruno, with limited runs to San Francisco, that launched in February 2024. A pre-launch survey was conducted by SamTrans in January 2024, to gauge interest levels of the new route.

This report provides findings from two post launch surveys conducted by CC&G. These surveys include feedback from riders and potential riders of SamTrans new East Palo Alto to San Bruno Express (EPX) service. An onboard survey was conducted to better understand trip characteristics and experience Route EPX customers using the service. A phone survey was conducted to target residents of San Mateo county to help understand whether they were aware of this new route and what it would take to encourage them to consider riding EPX. The survey data will be used when considering adjustments to existing service and to identify ways in which the customer experience could be improved.

The fieldwork consisted of a self-administered survey distributed on EPX buses in June 2024, as well as an interviewer administered telephone study of potential riders conducted in July and August 2024. The telephone sample was drawn from a list of contacts provided by SamTrans. It is likely that those contacted on the telephone survey were somewhat more familiar with SamTrans service compared to the average San Mateo residents since the contact list included those who had participated in past SamTrans surveys, or contacted SamTrans for information, or had provided their contact information to SamTrans for a similar reason.

A total of 106 onboard surveys and 116 phone surveys were completed.

This report includes the following key sections: this Introduction, the Executive Summary, Detailed Results, and the Verbatim Comments. Under a separate cover are the Statistical Tables. Percentages included in this report may not total 100% due to statistical rounding.

Questions regarding this project may be directed to: Julian Jest, SamTrans. (650.508.6245. JestJ@samtrans.com)

EXECUTIVE SUMMARY

Current EPX Riders

FREQUENCY

Two-thirds (64%) use EPX three or more days per week, and three-quarters (71%) ride at least one day per week. The average respondent rides EPX four times per week.

TRIP PURPOSE

Overall, half (54%) of respondents were using EPX to travel to work, 19% were using EPX for errands, and 12% were traveling to a social/recreation destination.

ACCESS/EGRESS

Respondents were most likely (69%) to walk to access their EPX bus. Nearly one-third (31%) used public transit, with most (21%) using another SamTrans bus or Caltrain (7%). Notably 7% used a car-based form of transit and 5% used a bicycle.

As with access, respondents were most likely (65%) to walk to get from their EPX bus to their destination, One-third (38%) used public transit, with 19% using SamTrans, 10% using BART, 6% using Caltrain, and 1% using either AC Transit, the DB Express, or Muni. Car based transit accounted for 8% of respondents, with most of these respondents (5%) using Uber, Lyft, or similar. The share of respondents using a bicycle to egress from EPX (5%) was equal to those who used a bicycle to access EPX.

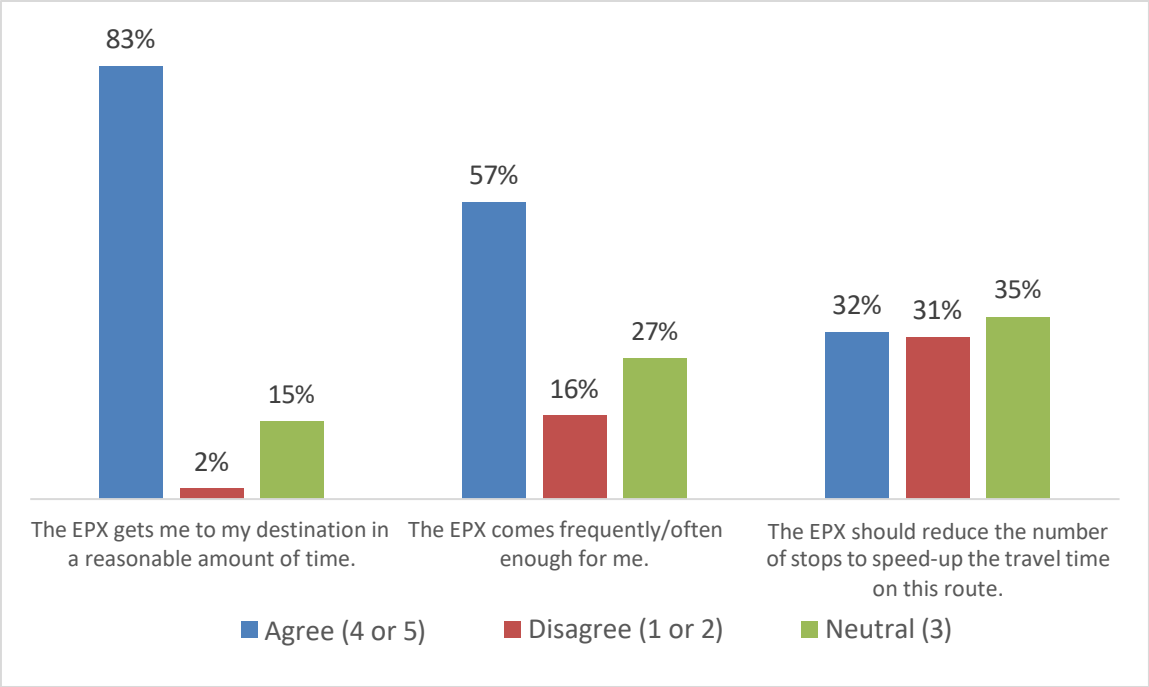
Respondents traveling for other purposes were slightly more likely to use public transit than those commuting to work or school (35% vs. 29%) to get to their EPX bus. When traveling from their EPX bus to their destination, respondents commuting to work or school were more likely to use multiple public transit systems while those traveling for other purposes were most likely to only use SamTrans.

While 5% of respondents traveling for a purpose other than commuting to work or school used a bicycle to get to their EPX bus, 8% will use a bicycle to get to their destination.

BOARD/ALIGHT

Respondents were most likely to board from either Redwood City (31%) or East Palo Alto (30%) and were also most likely to alight in these cities (39% and 19%, respectively).

AGREE/DISAGREE STATEMENTS



PROSPECTIVE SCHEDULE CHANGE

For two-thirds (64%) of respondents, the current schedule works well. Some respondents said they would use EPX more if it ran on weekends (37%). This was more popular among respondents than if it ran later on weekdays (20%), or if it ran earlier (19%) on weekdays.

FUTURE EPX USE

Nearly all respondents (93%) plan to use EPX about the same or more in the next six months.

- More than half of respondents (53%) plan to use EPX more in the next six months, while 40% plan to use it about the same.
- Only 7% of respondents plan to use it less in the next six months.

SUGGESTIONS

The most cited suggestions were for more frequency (19%), fewer stops/faster service (8%), more stops (8%), punctuality (5%), and expanded hours (3%).

DEMOGRAPHICS

The typical respondent paid their fare using Clipper: Cash Value, lives in Redwood City or Palo Alto/East Palo Alto, does not have access to a vehicle, is 35 years of age, employed full time, lives in a household of three people and makes $97,000 a year.

Potential EPX Riders

TRAVEL MODE OUTSIDE IMMEDIATE NEIGHBORHOOD

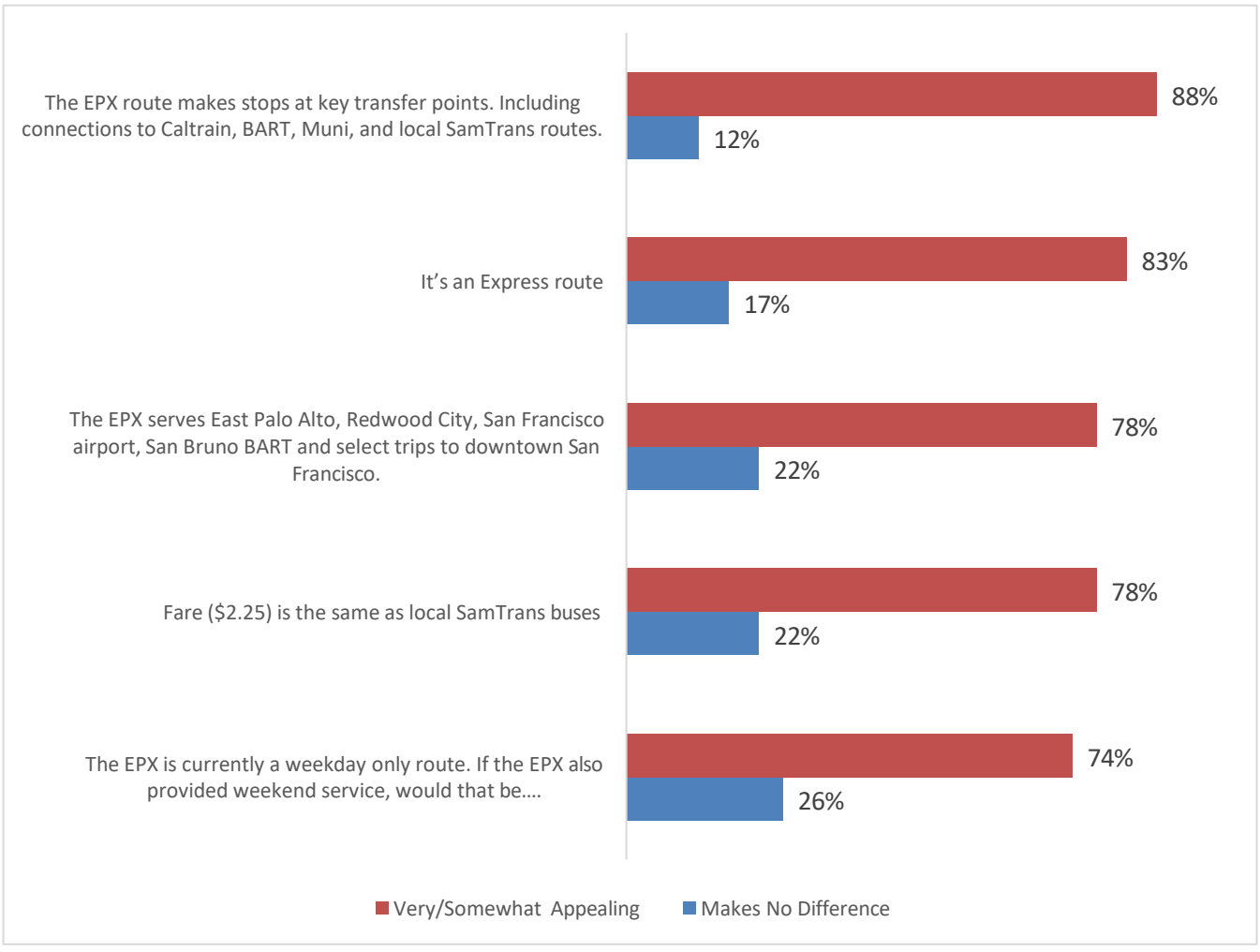
Respondents could specify multiple modes of transit for trips from the immediate area, and public transit (SamTrans, Caltrain, BART, Paratransit) was used as part of 74% of these trips. Car-based transit (drive or get dropped off, Uber or Lyft) was used as part of 58% of trips.

When asked why they didn't use SamTrans more for these trips, nearly half of respondents (42%) say they already use SamTrans for all or most of these trips. Respondents also said trips take too long (12%), SamTrans doesn't run frequently enough (12%), and stops were too far from their home (10%).

AWARENESS AND KNOWLEDGE OF EPX

Close to one-third of respondents (28%) were aware of EPX service.

APPEAL OF EPX FEATURES



LIKELIHOOD OF USING EPX IN THE FUTURE

Among all respondents, 59% say they are at least somewhat likely to use EPX service in the future.

The largest barriers to use were the stops being too far from origin destination (25%), not knowing enough about the route (15%), and trip takes too long/would have to transfer (9%).

SUGGESTIONS

Top suggestions were closer stops (23%), advertisement of service (21%), expanded hours (14%), or more frequency (9%).

DETAILED RESULTS

Note: Percentages included in this section may not add to 100% due to statistical rounding.

CURRENT EPX RIDERS

Note: Percentages included in this section may not add to 100% due to statistical rounding.

Frequency of Riding EPX

1. How often do you ride the SamTrans EPX route?

Two-thirds (64%) use EPX three or more days per week, and three-quarters (71%) ride at least one day per week. The average respondent rides EPX four times per week.

Respondents commuting to work or school rode EPX buses more frequently than respondents traveling for other purposes (4.28 vs. 3.63) and were much more likely to be using the EPX service for the first time (27% vs. 16%)

		Trip Purpose	
	Total	Work/School	All Other
Base (All Respondents)	106	56	37
	%	%	%
6-7 days /week {6.5 days/week]	12	11	11
5 days /week [5 days/week]	30	31	27
3 to 4 days/week [3.5 days/week]	23	22	24
1 to 2 days/week [1.5 days/week]	7	5	8
1 – 3 days /month [0.25 days/week]	3	4	3
Less than once a month [0.1 days/week]	6	<1	11
This is my first time riding*	20	27	16
Total	**100**	**100**	**100**
Average (Days/Week)	**3.96**	**4.28**	**3.63**

*These riders were not included in the average days/week calculation

Trip Purpose

2. What is the main purpose of this trip?

Overall, half (54%) of respondents were using EPX to travel to work, 19% were using EPX for errands, and 12% were traveling to a social/recreation destination.

Respondents who use EPX between 1 to 4 days a week were more likely (30%) to be traveling on an errand than riders in general (19%).

		Frequency		
	Total	5 days/wk or more	1 – 4 days/wk	1 day/wk or less
Base (All Respondents)	106	43	31	30
	%	%	%	%
Work	54	49	52	61
Personal business/errand	19	19	30	11
Social/recreation	12	11	7	18
School	6	14	4	-
Shopping	4	5	4	4
Medical	2	-	-	7
Airport	2	3	4	-
Total	100	100	100	100

Access

3. How did you get to this EPX bus?

Respondents were most likely (69%) to walk to access their EPX bus. Nearly one-third (31%) used public transit, with most (21%) using another SamTrans bus or Caltrain (7%). Notably 7% used a car-based form of transit and 5% used a bicycle.

One-third (33%) of respondents who use EPX 5 days a week or more use another SamTrans bus to access the service.

Respondents traveling for other purposes were more likely to use public transit than those commuting to work or school (35% vs. 29%).

Cyclists were most likely (7%) to use EPX five days a week or more.

		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Walk	**69**	**65**	**74**	**67**	**77**	**54**
Public Transit	**31**	**40**	**23**	**27**	**29**	**35**
SamTrans	21	33	13	13	18	24
Caltrain	7	2	3	13	5	8
BART	4	5	6	-	5	3
Car Based Transit	**7**	**7**	**6**	**7**	**7**	**5**
Uber, Lyft or similar	4	7	3	-	5	-
Dropped off by car	2	-	3	3	2	3
Drove Car	1	-	-	3	-	3
Bicycle	**5**	**7**	**3**	**-**	**4**	**5**

Egress

4. How will you get to your destination when you exit this EPX bus?

As with access, respondents were most likely (65%) to walk to get from their EPX bus to their destination, One-third (38%) used public transit, with 19% using SamTrans, 10% using BART, 6% using Caltrain, and 1% using either AC Transit, the DB Express, or Muni. Car based transit accounted for 8% of respondents, with most of these respondents (5%) using Uber, Lyft, or similar. The share of respondents using a bicycle to egress from EPX (5%) was equal to those who used a bicycle to access EPX.

Respondents commuting to work or school were more likely to use multiple public transit systems while those traveling for other purposes were most likely to only use SamTrans to get from their EPX bus to their destination.

Respondents who use EPX one day a week or less were the most likely (14%) to use car-based transit to get their destination, with most (10%) using Uber, Lyft, or similar.

While 5% of respondents traveling for a purpose other than commuting to work or school used a bicycle to get to their EPX bus, 8% will use a bicycle to get to their destination.

		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Walk	**65**	**70**	**76**	**45**	**62**	**64**
Public Transit	**38**	**40**	**28**	**45**	**38**	**33**
SamTrans	19	21	17	21	16	22
BART	10	9	7	14	16	3
Caltrain	6	7	3	3	5	-
AC Transit	1	2	-	-	-	3
DB Express	1	-	-	3	-	3
Muni	1	-	-	3	-	3
Car Based Transit	**8**	**9**	**<1**	**14**	**15**	**<1**
Uber, Lyft or similar	5	5	-	10	9	-
Drive Car	1	-	-	3	2	1
Get picked up by car	2	5	-	-	4	2
Bicycle	**5**	**7**	**3**	**-**	**2**	**8**

Board/Alight

5. Where did you board this EPX bus?
6. Where will you exit this EPX bus?

Redwood City (31%) and East Palo Alto (30%) were the most cited boarding locations as well as the most cited alighting locations (39% and 19%, respectively).

Respondents traveling for work were much more likely than respondents traveling for other purposes to board at SFO (15% vs 3%), but those traveling for other purposes were more likely to use SFO to alight than those traveling for work (20% vs. 13%). SFO was also the most likely alighting location for those who use EPX 1 day a week or less.

Board		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Redwood City	31	24	32	39	30	39
East Palo Alto	30	30	42	14	26	27
San Bruno	12	19	10	7	9	18
SFO Airport	9	5	-	25	15	3
San Francisco	9	11	3	14	11	9
Belle Haven (Menlo Park)	7	11	10	-	6	3
North Fair Oaks	1	-	3	-	2	-
Total	100	100	100	100	Total	100

Alight		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Redwood City	39	38	52	27	42	26
East Palo Alto	19	31	16	7	18	23
SFO Airport	14	8	6	30	13	20
San Bruno	12	13	10	10	15	9
San Francisco	10	5	10	17	11	11
Belle Haven (Menlo Park)	4	5	6	-	-	6
North Fair Oaks	3	-	-	10	2	6
Total	100	100	100	100	Total	100

Trips

Due to the small sample size, the following table shows numbers (e.g. 3 respondents boarded at East Palo Alto and alighted at Belle Haven) rather than percentages

		Alighted at						
Boarded at	**Total**	East Palo Alto	Belle Haven (Menlo Park)	North Fair Oaks	Redwood City	SFO Airport	San Bruno	San Francisco
	#	#	#	#	#	#	#	#
East Palo Alto	24	-	3	-	14	3	2	2
Belle Haven (Menlo Park)	7	1	-	-	5	-	1	-
North Fair Oaks	1		-	-	1	-	-	-
Redwood City	25	6	-	1	-	5	6	7
SFO Airport	8	2	-	-	5	-	1	-
San Bruno	7	3	-	-	4	3	-	-
San Francisco	7	1	1	2	2	1	-	-
Unknown^	27	-	-	-	-	-	-	-

* Respondents provided incomplete trip information (same location for boarding & alighting, blanks, etc.)

Agree/Disagree Statements

7. How strongly do you agree with each statement?

More frequent riders were more likely to agree with the statement, "The EPX gets me to my destination in a reasonable amount of time." Respondents who were traveling for a purpose other than commuting to work or school were more likely to agree (81%) than those commuting to work or school (86%).

More frequent riders were more likely to agree with the statement, "The EPX comes frequently/often enough for me." Respondents who were traveling for a purpose other than commuting to work or school were more likely to agree (62%) than those commuting to work or school (53%).

Respondents who were commuting to work or school were as likely to agree (32%) with the statement, "The EPX should reduce the number of stops to speed-up the travel time on this route," as those traveling for other purposes (33%). However, commuters (39%) were much more likely to feel neutral about this statement than non-commuters (28%)

	Overall Mean Score	Agree (5 or 4 rating)	Disagree (1 or 2 rating)	Neutral
Base (All Respondents) - 106	#	%	%	%
The EPX gets me to my destination in a reasonable amount of time.	**4.42**	83	2	15
The EPX comes frequently/often enough for me.	**3.69**	57	16	27
The EPX should reduce the number of stops to speed-up the travel time on this route.	**3.04**	32	32	35

The EPX gets me to my destination in a reasonable amount of time.

		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Agree Strongly (5)	60	70	74	33	52	70
Agree Somewhat (4)	23	16	13	40	29	16
Neutral (3)	15	14	10	23	18	14
Disagree Somewhat (2)	2	-	3	3	2	-
Disagree Strongly (1)	-	-	-	-	-	-
Total	100	100	100	100	100	100
Mean (out of 5)	**4.42**	**4.56**	**4.58**	**4.03**	**4.30**	**4.57**

The EPX comes frequently/often enough for me.

		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Agree Strongly (5)	32	45	23	27	32	31
Agree Somewhat (4)	25	17	45	17	21	31
Neutral (3)	27	26	13	37	29	19
Disagree Somewhat (2)	11	10	13	13	13	14
Disagree Strongly (1)	5	2	6	7	5	6
Total	100	100	100	100	100	100
Mean (out of 5)	**3.69**	**3.93**	**3.65**	**3.43**	**3.63**	**3.67**

The EPX should reduce the number of stops to speed-up the travel time on this route.

		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
Agree Strongly (5)	17	21	13	13	16	22
Agree Somewhat (4)	15	12	19	13	16	11
Neutral (3)	35	26	35	50	39	28
Disagree Somewhat (2)	19	26	16	13	20	14
Disagree Strongly (1)	13	14	16	10	9	25
Total	100	100	100	100	100	100
Mean (out of 5)	**3.04**	**3.00**	**2.97**	**3.07**	**3.11**	**2.92**

Prospective Schedule Change

8. The EPX is considering whether its schedule meets rider's needs. Please select all that apply:

For two-thirds (64%) of respondents the current schedule works well. Respondents were more likely to use EPX more if it ran on weekends (37%), than if it ran later (20%) or earlier (19%) on weekdays.

		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
EPX schedule works well for me now	64	69	52	73	68	63
If EPX ran on weekends, I would use it then	37	40	45	19	36	34
If EPX ran later on weekdays, I would use it more	20	17	32	12	17	26
If EPX started earlier on weekdays, I would use it more	19	12	35	8	9	31

Future EPX Use

9. Do you plan to use the EPX route more or less in the next six months?
9a. Why is that?

Half of respondents (53%) plan to use EPX more in the next six months. Slightly fewer (40%) plan to use it about the same. Only 7% of respondents plan to use it less in the next six months.

Reasons for using EPX more noted its speed, convenience, and the respondent proximity to its stops.

		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
More	53	73	53	23	54	58
Less	7	-	3	20	7	8
About the same	40	27	43	57	39	33
Total	100	100	100	100	100	100

Why? (Use More)	Total
Base (Left comment and would ride EPX more in the next 6 months)	31
	%
Commuting to work/school	48
EPX is faster than alternatives	13
Convenient	13
Use for occasional trips (SFO, car in shop, etc.)	10
Internship/Temporary work	10
Live/work close to route	6
General compliment	6
Doesn't run on weekends	3
Don't drive	3
Reasonable price	3

Why? (Use Same)	Total
Base (Left comment and would ride EPX about the same amount in the next 6 months)	19
	%
Leaving Bay Area/Visiting/Don't live in Bay Area	32
No change in current schedule/Use it as often as I need to	26
General compliment	21
Bus starts too late/ends too early	11
Doesn't run on weekends	5
Commuting to work/school	5

Why? (Use Less)	Total
Base (Left comment and would ride EPX less in the next 6 months)	5*
	%
Use for occasional trips (SFO, car in shop, etc.)	40
Leaving Bay Area/Visiting/Don't live in Bay Area	40
Internship/Temporary work	20

Suggestions

Do you have any other suggestions about the new Route EPX service?

The most cited suggestions were for more frequency (19%), fewer stops/faster service (8%), more stops (8%), punctuality (5%), and expanded hours (3%).

		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (Left Comment)	37	16	13	8	20	13
	%	%	%	%	%	%
General compliment	43	56	38	25	35	38
More frequency	19	19	23	13	20	23
Fewer stop/transfers/Faster trips	8	-	23		15	
Add stops	8	6	8	13	10	8
Service is punctual/on time	8	6	8	13	5	15
Professional, helpful staff	8	6	8	13	10	8
Arrive on time/Increase reliability	5	-	-	25	5	8
Fast/faster than alternatives	5	6	-	13	10	-
Need expanded hours/Weekend service	3	6	-	-	-	8
Cost effective	3	-	8	-	-	8
Wi-Fi does not work	3	-	8	-	5	-

Demographics

		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
FARE MEDIA						
Clipper: Cash Value	48	30	55	66	48	53
One way ticket (cash)	15	18	10	14	15	9
Clipper: Monthly Pass	15	27	10	7	21	9
Day Pass (cash)	10	18	10	-	8	9
Mobile App: Day Pass	4	-	10	3	-	12
Clipper: Way2Go Pass	3	3	-	3	4	3
Mobile App: One-way	3	3	3	3	4	3
Clipper Start	1	-	-	3	-	3
HOME CITY*						
Redwood City	23	30	27	7	28	13
Palo Alto/East Palo Alto	22	28	35		20	23
Outside SF Bay Area	9	-	-	33	11	6
San Francisco	8	5	4	19	7	13
South San Francisco	8	15	4	4	9	6
Menlo Park	8	13	12		4	13
Daly City	5	5	4	7	2	13
OWN OR HAVE ACCESS TO A CAR						
Yes	25	17	31	29	26	26
No	75	83	69	71	74	74
AGE						
13 - 18 (15.5)	13	14	13	13	14	11
19 - 24 (21.5)	24	16	26	33	16	35
25 - 34 (29.5)	24	23	23	27	23	24
35 - 44 (39.5)	13	14	10	13	18	11
45 - 54 (49.5)	8	7	16		11	5
55 - 64 (59.5)	8	14	3	7	11	3
65 & Older (70)	8	7	10	7	5	8
Mean Age (in Years)	**34.68**	**36.37**	**34.71**	**31.00**	**35.64**	**31.49**

*Responses shown from 5% or more from respondents overall, see crosstabulated tables for complete list.

		Frequency			Trip Purpose	
	Total	5 days/ wk or more	1 – 4 days/ wk	1 day/ wk or less	Work/ School	All Other
Base (All Respondents)	106	43	31	30	56	37
	%	%	%	%	%	%
ETHNICITY*						
Hispanic/Latino	41	58	53	7	36	44
Black/African American	21	25	20	13	17	22
Chinese	14	3	7	37	19	8
White	13	3	10	30	11	17
Filipino	8	5	17	3	8	8
Asian	3	-	3	7	2	6
EMPLOYMENT STATUS						
Employed full time	55	58	48	59	63	47
Student	20	13	31	21	15	26
Unemployed	11	15	7	10	11	6
Employed part time	10	10	14	3	6	18
Retired	7	5	7	10	7	6
Other (Unspecified)	1	3			2	
INCOME						
Less than $25,000/year [$12,500]	-	-	-	-	-	-
$25,000-$29,999 [$27,499.5]	9	14	6	7	7	11
$30,000-$39,999 [$34,999.5]	-	-	-	-	-	-
$40,000-$49,999 [$44,999.5]	7	5	3	13	5	8
$50,000 - $59,999 [$54,999.5]	3	5	3	-	4	3
$60,000 - $69,999 [$64,999.5]	3	-	3	7	5	-
$70,000 - $79,999 [$74,999.5]	4	5	6	-	5	-
$80,000 - $89,999 [$84,999.5]	-	-	-	-	-	-
$90,000 - $99,999 [$94,999.5]	3	2	6	-	4	3
$100,000 to $124,999 [$112,499.5]	4	2	-	10	7	-
$125,000 to $149,999 $[137,499.5]	2	2	3	-	2	3
$150,000 or more [$200,000]	9	5	13	13	9	11
Mean Income (in $1000)	**97.4**	**87.9**	**104.8**	**102.9**	**89.0**	**111.5**
HOUSEHOLD SIZE						
1 Person	15	16	6	20	18	11
2-4 people	60	58	61	63	64	62
6 + people	13	12	23	7	9	14
Mean Household Size (# of people)	**3.07**	**2.86**	**3.80**	**2.59**	**2.90**	**3.18**

*Responses shown from 3% or more from respondents overall, see crosstabulated tables for complete list.

POTENTIAL EPX RIDERS

Note: Percentages included in this section may not add to 100 due to statistical rounding.

Travel Mode Outside Immediate Neighborhood

3. How do you usually get to places outside of your immediate neighborhood?

Public transit (SamTrans, Caltrain, BART, Paratransit) accounts for 74% of trips and car-based transit (drive or get dropped off, Uber or Lyft) accounts for 58% of trips from the immediate area.

Respondents were equally likely to drive/carpool (53%) or use SamTrans (53%) for trips outside their immediate neighborhood.

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
	%	%	%	%	%
Drive or get dropped off	53	50	55	76	16
SamTrans Bus	53	64	48	25	98
Caltrain	13	19	10	14	11
BART	8	11	6	6	11
Walk all the way	7	8	6	1	16
Bike	5	6	5	4	7
Uber or Lyft	4	8	3	1	9
Free Shuttle	2	3	1	1	2
Paratransit	1	-	1	-	2

Reasons For Not Using SamTrans

4. What are the primary reasons that you don't use SamTrans buses (more often) for these trips?

Nearly half (42%) of respondents say they already take SamTrans for all or most of their trips.

Top reasons for not using SamTrans for these trips were the trips take too long (12%) SamTrans doesn't run frequently enough (11%), and stops are too far from my house (10%).

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
	%	%	%	%	%
I already ride SamTrans for all (or nearly all) of my trips	42	42	42	21	75
Trips take too long	12	11	13	20	-
Don't run frequently enough	11	8	13	17	2
Stops are too far from my house	10	11	10	15	2
Stops don't get close enough to where I'm going	7	14	4	7	7
Don't know enough about SamTrans service	4	-	6	6	2
Don't want to be constrained by SamTrans schedule	3	-	5	6	-
Buses don't run early or late enough	3	3	3	1	5
Service is unreliable	3	6	1	3	2
Too expensive	3	6	1	3	2
Difficult to carry groceries. Tools. Luggage on SamTrans	3	3	3	4	-
Prefer/Closer to Caltrain, BART, etc.	3	3	3	3	2
Don't travel much/need to go to places SamTrans serves	3	3	3	3	2
Others (relative, care giver, medical center, etc.) arrange my travel	1	-	1	-	2
Get motion sickness	1	3	-	1	-

Awareness and Knowledge of EPX

5. Prior to now, were you aware of Route EPX?
5a. How familiar are you with the EPX, including its route and schedule?

Close to one-third (28%) of respondents were aware of EPX service.

Of those respondents aware of EPX service, half (50%) were at least somewhat familiar with the service.

		Have Access to Car	
	Total	Yes	No
Base (All Respondents)	116	72	44
	%	%	%
Yes	28	25	34
No	69	72	64
Maybe	3	3	2

	Total
Base (Aware of EPX Service)	36
Very familiar (4)	17
Somewhat familiar (3)	33
Not too familiar (2)	28
Not at all familiar (1)	22
Total	**100**
Mean (out of 4)	**2.44**

Appeal of EPX Features

6. Please rate each of the following Route EPX features:
6a. It's an Express route
6b. Fare ($2.25) is the same as local SamTrans buses
6c. The EPX route makes stops at key transfer points. Including connections to Caltrain, BART, Muni, and local SamTrans routes.
6d. The EPX serves East Palo Alto, Redwood City, San Francisco airport, San Bruno BART and select trips to downtown San Francisco.
6e. The EPX is currently a weekday only route. If the EPX also provided weekend service, would that be….

Of the attributes surveyed, respondents were most likely to rate that the EPX makes stops at key transfer points very appealing (61%).

Half of the respondents found that the fare being the same as local SamTrans buses and that it's an express route very appealing (57% and 56% respectively).

Half of the respondents (53%) also found the proposed weekend service very appealing.

	Very Appealing	Somewhat Appealing	Makes No Difference
Base (All Respondents) - 116	%	%	%
The EPX route makes stops at key transfer points. Including connections to Caltrain, BART, Muni, and local SamTrans routes.	61	27	12
Fare ($2.25) is the same as local SamTrans buses	57	21	22
It's an Express route	56	27	17
The EPX is currently a weekday only route. If the EPX also provided weekend service, would that be….	53	21	26
The EPX serves East Palo Alto, Redwood City, San Francisco airport, San Bruno BART and select trips to downtown San Francisco.	50	28	22

The EPX route makes stops at key transfer points. Including connections to Caltrain, BART, Muni, and local SamTrans routes.

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
Very Appealing	61	75	55	57	68
Somewhat Appealing	27	19	30	31	20
Makes No Difference	12	6	15	13	11
Total	100	100	100	100	100

Fare ($2.25) is the same as local SamTrans buses

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
Very Appealing	57	75	49	60	52
Somewhat Appealing	21	17	23	22	18
Makes No Difference	22	8	29	18	30
Total	100	100	100	100	100

It's an Express route

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
	%	%	%	%	%
Very Appealing	56	72	48	53	60
Somewhat Appealing	27	19	30	31	21
Makes No Difference	17	8	22	17	19
Total	100	100	100	100	100

The EPX is currently a weekday only route. If the EPX also provided weekend service, would that be….

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
Very Appealing	53	56	53	51	57
Somewhat Appealing	21	19	21	24	16
Makes No Difference	26	25	26	25	27
Total	**100**	**100**	**100**	**100**	**100**

The EPX serves East Palo Alto, Redwood City, San Francisco airport, San Bruno BART and select trips to downtown San Francisco.

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
Very Appealing	50	58	46	40	66
Somewhat Appealing	28	31	28	38	14
Makes No Difference	22	11	26	22	20
Total	**100**	**100**	**100**	**100**	**100**

Likelihood of Using EPX in the Future

7. In general, how likely would you be to ride Route EPX sometime in the future?
8. Why do you say that?

Half (59%) of respondents say they were at least somewhat likely to use EPX service in the future.

The largest barriers to use were the stops are too far from my origin destination (25%), don't know enough about it (15%), and trip takes too long/would have to transfer (9%).

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
Very likely (4)	27	36	23	13	51
Somewhat likely (3)	32	31	33	32	33
Not too likely (2)	28	19	32	38	12
Not at all likely (1)	13	14	13	18	5
Total	100	100	100	100	100
Mean (out of 4)	**2.73**	**2.89**	**2.66**	**2.39**	**3.30**

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents) *	116	36	80	72	44
	%	%	%	%	%
Too far from my origin/destination	25	19	28	31	16
Might use for occasional trips (SFO, car in shop, etc.)	17	17	18	18	16
Don't know enough about it/Would need to find out more	15	11	16	13	18
It's faster than alternatives	9	17	6	7	14
Trip takes too long/would have to transfer	9	11	9	10	9
Use it currently/Plan on using it	9	14	6	3	18
Don't travel to destinations EPX offers	5	3	6	7	2

*Responses shown from 5% or more from respondents overall, see crosstabulated tables for complete list.

Suggestions

15. Do you have any other suggestions about the new Route EPX service?

Top suggestions were closer stops (23%), advertisement of service (21%), expanded hours (14%), or more frequency (9%).

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (Left Comment)	43	19	24	30	13
	%	%	%	%	%
Stops nearer my origin/destination	23	26	21	30	8
Outreach/advertise service	21	11	29	23	15
Run earlier/later	14	21	8	7	31
More frequency	9	11	8	3	23
Transit in general	9	11	8	13	
Increased safety/security at stops/onboard	7	11	4	3	15
Needs to be fast/faster than alternatives	7	11	4	7	8
Coordinate with other transit systems	5	-	8	7	-
Courteous, helpful, professional drivers	5	5	4	3	8
Special event runs (Giants games, Chase Center. etc.)	2	-	4	3	-
List EPX on online mapping services (Google Maps, Apple Maps, etc.)	2	5	-	3	-
Cleaner buses	2	5	-	-	8

Demographics

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
	%	%	%	%	%
HOME CITY*					
San Mateo	23	33	18	22	24
Daly City	15	3	21	11	21
Pacifica	12	8	14	15	7
South San Francisco	12	11	13	15	7
Burlingame	8	6	9	3	17
Redwood City	6	8	5	8	2
San Bruno	5	6	5	6	5
OWN OR HAVE ACCESS TO A CAR					
Yes	62	56	65	100	-
No	38	44	35	-	100
AGE					
18 - 24 Years [21]	11	11	11	14	7
25 - 34 Years [29.5]	14	11	15	11	18
35 - 44 Years [39.5]	24	22	25	22	27
45 - 54 Years [49.5]	16	17	16	18	14
55 - 64 Years [59.5]	10	14	9	10	11
65 Years and Older [70]	24	25	24	25	23
Mean Age (in Years)	**47.12**	**48.40**	**46.54**	**47.19**	**46.99**
ETHNICITY^					
White	39	37	40	52	18
Hispanic / Latino	28	34	26	23	36
Chinese	13	11	14	13	14
Filipino	11	3	14	4	20
Black / African American	7	11	5	3	14

*Responses shown from 5% or more from respondents overall, see crosstabulated tables for complete list.
^Responses shown from 7% or more from respondents overall, see crosstabulated tables for complete list.

		Aware of EPX		Have Access to Car	
	Total	Yes	No	Yes	No
Base (All Respondents)	116	36	80	72	44
	%	%	%	%	%
INCOME					
Less than $25,000/year [$12,500]	-	-	-	-	-
$25,000-$29,999 [$27,499.5]	9%	11%	8%	4%	16%
$30,000-$39,999 [$34,999.5]	-	-	-	-	-
$40,000-$49,999 [$44,999.5]	9%	11%	9%	4%	18%
$50,000 - $59,999 [$54,999.5]	6%	3%	8%	3%	11%
$60,000 - $69,999 [$64,999.5]	3%	8%		3%	2%
$70,000 - $79,999 [$74,999.5]	4%	8%	3%	6%	2%
$80,000 - $89,999 [$84,999.5]	-	-	-	-	-
$90,000 - $99,999 [$94,999.5]	7%	3%	9%	11%	-
$100,000 to $124,999 [$112,499.5]	5%	6%	5%	7%	2%
$125,000 to $149,999 $[137,499.5]	6%	6%	6%	10%	-
$150,000 or more [$200,000]	18%	17%	19%	28%	2%
Mean Income (in $1000)	**98.0**	**89.8**	**102.2**	**121.0**	**61.6**
Household Size					
1 (Just Yourself)	19%	19%	19%	14%	27%
2 - 3 people	33%	28%	35%	38%	25%
3 - 4 people	38%	28%	43%	43%	30%
5 or more people	27%	28%	26%	26%	27%
Mean Household Size (# of people)	**3.58**	**3.81**	**3.48**	**3.47**	**3.75**
Interview Language					
English	87%	81%	90%	99%	68%
Spanish	12%	19%	9%	1%	30%
Chinese	1%	-	1%	-	2%

VERBATIM COMMENTS

COMMENTS FROM ONBOARD SURVEY

COMMENTS IN RESPONSE TO Q8 (THE EPX IS CONSIDERING WHETHER ITS SCHEDULE MEETS RIDER'S NEEDS. PLEASE SELECT ALL THAT APPLY:)

THERE SHOULD BE MORE ROUTES TO THE AIRPORT!

PLEASE, WEEKENDS.

MAYBE COULD USE STOP IN BURLINGAME BEFORE SFO.

EXCELLENT SERVICE, THANKS.

MORE SAN FRANCISCO TRIPS, TERMINALS INSTEAD OF AIR TRAIN.

ONE OR TWO ADDITIONAL SCHEDULE TO AND FROM SAN FRANCISCO IN THE AM AND PM.

7:30 AM IF IT WERE SCHEDULED WOULD BE HELPFUL TO GO EARLY TO WORK.

PLEASE: IF EPX RAN LATER. YES! IF EPX STARTED EARLIER AND RAN WEEKENDS. EPX ON WEEKENDS WOULD BE IMPORTANT FOR ME. IT'S THE ONLY ROUTE THAT HELPS ME GO MY JOB.

EPX HAS BEEN A HELP TO ME TO GET TO MY JOB EARLIER, THANKS.

LOVE THIS ROUTE.

COMMENTS FROM RESPONDENTS EXPLAINING WHY THEY PLAN TO USE EPX MORE IN THE NEXT SIX MONTHS

I HAVE A WORK SCHEDULE TO KEEP UP WITH.

CONVENIENT TO GET TO SFO.

I LIKE GOING TO SAN FRANCISCO ON THE WEEKENDS.

SCHOOL.

I WORK A LOT AND EPX IS FAST.

SCHOOL AND WORK.

CONVENIENT

I RECENTLY CHANGED MY JOB AND THE OFFICE IS IN MENLO PARK.

I LOVE RAPID STOPS. GET WHERE I NEED IN A GOOD TIMING.

WORK.

IT GETS ME TO WORK IN SOUTH SAN FRANCISCO IN A TIMELY MANNER.

I WORK IN REDWOOD CITY. IT SAVES ME A TON OF TIME THAN OTHER ROUTES VIA CALTRAIN OR SAMTRANS' ECR.

BETTER WAY TO WHERE I GO.

WORK.

CHANGES IN WORK SCHEDULE.

REASONABLE PRICE AND ROUTE.

GET TO FRIEND'S AND FAMILY'S HOMES AND TO GO TO SCHOOL.

BECAUSE OF MY JOB.

WORK

IT'S THE PERFECT ROUTE FOR ME, JUST WISH IT RAN ON WEEKENDS, IT'LL SAVE MONEY WITH A FASTER COMMUTE.

SHOP CLOSE TO MY HOUSE AND OFFICE.

FOR WORK

I DON’T HAVE A CAR.

MORE CONVENIENT WAY TO TRAVEL.

MORE CONVENIENT TRAVEL.

BECAUSE IT'S THE ONLY BUS THAT TAKES ME TO WORK.

BECAUSE MY JOB THIS SUMMER IS IN SAN BRUNO.

I STUDY IN ANOTHER SCHOOL, AND I NEED TO TAKE THIS BUS.

NICE BUS ROUTE.

I PLAN TO WORK MORE.

GOT A NEW JOB IN EAST PALO ALTO.

COMMENTS FROM RESPONDENTS EXPLAINING WHY THEY PLAN TO USE EPX LESS IN THE NEXT SIX MONTHS

I LIVE IN SAN FRANCISCO AND I'M ONLY TAKING THIS BUS BECAUSE I WAS IN SAN MATEO COUNTY JAIL

TEMPORARY WORK.

I LIVE IN DALY CITY AND AM ONLY USING THE BUS TO TAKE TO JURY DUTY.

I WON'T BE IN THE BAY AREA AS OFTEN.

BECAUSE MY INTERNSHIP ENDS IN AUGUST.

COMMENTS FROM RESPONDENTS EXPLAINING WHY THEY PLAN TO USE EPX ABOUT THE SAME IN THE NEXT SIX MONTHS

DUE TO WORK SCHEDULE AND THE BUS LEAVING BEFORE SCHEDULED TIME (PERIODICALLY).

NOT FROM CALIFORNIA.

DON'T USE IT AS MUCH.

I ONLY NEED IT SOMETIMES.

TO GET TO SCHOOL.

MY USES FOR THE EPX FULFILL MY TRAVEL NEEDS FOR GOING TO THE STORE FOR GROCERIES, ETC.

IT MEETS MY NEEDS AT THE MOMENT.

WORK IN THE AREA FOR THE REMAINDER OF THE SUMMER AND THE ROUTE IS REALLY HELPFUL AND RELIABLE.

WILL ONLY USE FOR THE SUMMER.

JUST TRAVELED TO THE BAY AREA FOR A FEW DAYS AND WILL GET BACK TO SEATTLE.

EARLY FLIGHTS.

I FEEL THAT IT IS PERFECT FOR MY WORK COMMUTE.

SAME WORK SCHEDULE.

JUST VISITING.

I HAVE TO GO TO THE OFFICE TWICE PER WEEK, SO I'M GOING TO CONTINUE USING IT THE SAME DAYS.

GREAT ROUTE. IF IT RAN ON THE WEEKENDS I'D USE IT EVEN MORE.

I DON'T LIVE IN SAN FRANCISCO.

THERE ISN'T A BETTER ALTERNATIVE.

I ONLY NEED TO BE IN THE OFFICE THREE DAYS A WEEK.

NO CHANGE IN MY SCHEDULE.

COMMENTS ABOUT EPX SERVICE

GOT PASSED BY, SO I'M GOING TO BE LATE TO WORK.

GOOD CUSTOMER SERVICE.

THIS ROUTE IS VERY CONVENIENT! THERE SHOULD BE MORE BUS ROUTES TO SFO.

I REALLY ENJOY RIDING EPX AND WOULD LOVE IT IF I COULD TAKE IT ON THE WEEKENDS!

I WOULD LIKE MORE FREQUENT BUSES BETWEEN SAN FRANCISCO AND EAST PALO ALTO. SAN BRUNO IS NOT CONVENIENT.

I JUST WANT TO APPRECIATE SAMTRANS FOR EPX.

EXCELLENT

I WOULD LIKE TO SEE THIS BUS RUN EARLIER AND LATER WITH A FEW LESS STOPS.

IF THERE COULD BE A THIRTY MINUTE INTERVAL INSTEAD OF ONE HOUR. SOMETIMES I BARELY MAKE IT RIDING FROM THE ECR DALY CITY TO SAN BRUNO STATION.

A VERY NICE DRIVER AND GUY HANDING OUT SURVEYS WAS VERY PLEASANT AS WELL. BUS WAS SUPER CLEAN/NEW SMELLED GREAT.

GOOD SERVICE

VERY PUNCTUAL, DRIVERS ARE HELPFUL WITH DIRECTIONS. SHOULD BE COMING MORE OFTEN-- EVERY 25 MINUTES INSTEAD OF EVERY 45 MINUTES.

COULD USE STOP BETWEEN REDWOOD CITY AND SFO. MAYBE LESS STOPS BETWEEN EAST PALO ALTO AND REDWOOD CITY. REDWOOD CITY HAS A TON OF TRANSIT OPTIONS.

I REALLY LIKE IT BECAUSE I GET TO HOME AND WORK FAST.

HELPED ME FIND A BETTER WAY TO GET TO EAST PALO ALTO FROM REDWOOD CITY AND BACK. HELPED SAVE A LOT OF TIME.

WE APPRECIATE THE BUS DRIVERS!

EPX IS THE BEST SERVICE SAMTRANS HAS OFFERED SO FAR! LOVE THE RIDE AND SERVICE.

EXCELLENT

GOOD SERVICE

OVERALL, THE EPX SERVICE GETS ME TO MY DESTINATION. I JUST WISH THAT IT WOULD COME OFTEN, EVERY 15 TO 25 MINUTES INSTEAD OF EVERY 45 MINUTES.

ALWAYS ON TIME WHICH MAKES PLANNING EASY. I WISH THERE IS A 4 PM SAN FRANCISCO TO EAST PALO ALTO SCHEDULE OR A MORE DIRECT ROUTE TO SAN FRANCISCO.

EPX IS GOOD. I EXPECT MORE FREQUENCY AND MORE FROM REDWOOD TO SAN FRANCISCO.

MISSED TRAIN BECAUSE EPX BUS WAS LATE OVER TEN MINUTES.

THANK YOU FOR THE TRANSPORTATION.

VERY GOOD SERVICE

IT'S VERY GOOD. THANK YOU FOR THE SERVICE.

I LOVE EPX!

EXCELLENT SERVICE!

SINCE THIS LINE APPEARED, IT HAS BEEN A HELP TO ME A LOT TO REACH MY JOB. I DON'T HAVE TO GET OUT IN REDWOOD CITY. I JUST CONTINUE MY WAY UNTIL SAN BRUNO. THANKS.

COMMENTS ABOUT EPX SERVICE

THANK YOU FOR PROVIDING A PUNCTUAL AND FAST SERVICE!

INCREDIBLY THANKFUL. THIS BUS HAS BEEN ON TIME 99.9% OF THE TIME, EVEN WITH TRAFFIC.

I USED TO TAKE BUS 398 TO WORK FROM SAN CARLOS BUT THE ROUTE GOT CUT. IT WOULD BE GREAT IF SAMTRANS COULD CONSIDER INCLUDING SAN CARLOS ON THIS ROUTE.

I THINK IT'S GREAT! I LOVE VIEWING THE CITY, COMING INTO WORK AT A LOW COST.

EPX SHOULD RUN MORE OFTEN AND LATE IN THE DAY OUT OF SAN FRANCISCO TO FIT THE OFFICE SCHEDULE.

IT IS A GOOD SERVICE.

EASY ACCESS, NICE STOPS.

WIFI DOES NOT WORK MOST OF THE TIME.

COMMENTS FROM TELEPHONE SURVEY

COMMENTS FROM RESPONDENTS WHO ARE VERY LIKELY TO RIDE EPX SOMETIME IN THE FUTURE

TO GET TO WORK FASTER

I WOULD USE IT TO GET TO SFO.

I MIGHT IF IT GOES TO PLACES THAT I GO TO. I'D NEED TO FIND OUT MORE.

THE SERVICE WOULD BE PERFECT FOR ME ON WEEKENDS TO GO TO MY WEEKEND JOB IN EAST PALO ALTO.

I CAN TAKE IT TO THE BART THAT WOULD SAVE ME A LOT OF TIME IF IT'S EXPRESS

I WOULD TAKE IT TO DOWNTOWN SAN FRANCISCO IF IT REALLY IS EXPRESS

I WORK NEAR THE AIRPORT BUT DIDN'T KNOW THIS SERVICE WAS AVAILABLE.

I CURRENTLY USE THAT LINE

ITS AN EXPRESS BUS, AND I COULD USE IT TO GET TO PALO ALTO.

IT'LL GET ME WHERE I NEED TO GO FASTER.

DONT HAVE TIME TO WAIT ON A BUS

THIS WOULD BE CHEAPER TO SF THAN BART.

I TOOK IT ONCE TO REDWOOD CITY; I DIDN'T REALIZE THE SERVICE WAS A REGULAR EXPRESS SERVICE. I WILL TAKE IT MORE TO GO TO MY JOB IN REDWOOD CITY.

I TAKE IT TO REDWOOD CITY NOW 3X A WEEK TO WORK

I ALREADY TAKE THE EPX EVERYDAY TO MY JOB IN REDWOOD CITY.

I WAS PLANNING TO START USING IT FOR AN UPCOMING TRIP DOWNTOWN THIS WEEK.

BECAUSE IT WOULD PROBABLY BE EASIER TO GET HOME, MORE TIMELY, ALTHOUGH I MIGHT HAVE TO WALK A LITTLE OR TRANSFER. THE OPTION IS NICE. RIGHT NOW, I TAKE THE ECR TO PALO ALTO AND THEN THE 280 OR 281 TO GET HOME.

I WILL BE GETTING A JOB WITH CALTRAIN ONCE THE ELECTRIC SERVICE STARTS AND WILL TAKE THE BUS. IT WILL BE CHEAPER THAN DRIVING.

BECAUSE I CAN GO THERE EASILY WITH MY FRIENDS. THAT IS THE ONLY WAY WE CAN GO.

IT'S CHEAPER THAN TAKING AN UBER DOWNTOWN, THAT'S PERFECT

I WILL TAKE IT DOWNTOWN TO SF WHEN I GO SHOPPING

I WOULD TAKE IT INTO THE CITY, BECAUSE I DONT LIKE DRIVING THERE OR PARKING THERE.

IT REACHES THE DESTINATIONS I NEED. THERES ROOM FOR IMPROVEMENT, THOUGH.IT DOESN'T GO FAST ENOUGH OR OFTEN ENOUGH.

I WOULD TAKE IT WHEN MY CARS IN THE SHOP.

I LIKE EXPRESS BUSES.

I MIGHT USE IT IF I NEED TO GO TO THE AIRPORT

ITS AN EXPRESS BUS.

I LIKE ANY BUS THATS AN EXPRESS.

SOUNDS LIKE A GOOD MEANS OF TRANSPORTATION

THE EASE OF GETTING TO KEY DESTINATIONS POINTS IS GOOD

ITS NEW, AND I WANT TO CHECK IT OUT!

COMMENTS FROM RESPONDENTS WHO ARE SOMEWHAT LIKELY TO RIDE EPX SOMETIME IN THE FUTURE

I WOULD USE IT TO TEACH MY KIDS HOW TO USE IT.

ILL USE IT IF IT GOES NEAR SOMEPLACE I WANT TO GO TO.

I DONT KNOW ENOUGH ABOUT THE EXACT STOPS YET.

ID LIKE TO RIDE IT JUST TO SEE THE ROUTE AND TO SEE IF ITS FASTER THAN CALTRAIN.

I WOULD USE IT TO GO TO SAN BRUNO BART.

SOME OF THE PLACES IT STOPS COULD BE ATTRACTIVE TO ME.

I LIVE NEAR THE AIRPORT, SO I COULD TAKE IT THE OPPOSITE DIRECTION TO GET TO REDWOOD CITY.

WHEN I GO TO REDWOOD CITY NEXT TIME, I WILL TRY IT OUT

I WILL TRY IT TO GO DOWNTOWN...

IT DEPENDS ON THE TIME, BECAUSE I TAKE BUSES VERY EARLY IN THE MORNING

IF I WANTED TO GO TO ANY OF THOSE DESTINATIONS

I USE THE SAMTRANS JUST A FEW STOPS AWAY SO EXPRESS DOESN'T MAKE A CHANGE FOR ME BUT I CAN PROBABLY USE IT TO GO OUT TO THE MALLS

I LOVE TO VISIT REDWOOD CITY

I MIGHT TAKE IT IF MY CAR IS IN THE SHOP.

I WOULD HAVE TO CHECK IT OUT.

IT WOULD BE CHEAPER THAN THE TRAIN.

I PROBABLY MIGHT SOMETIMES FOR SITUATIONS WHEN I DON'T HAVE A CAR. FOR MY AGE GROUP, IT DOES GO TO CONVENIENT PLACES WHERE I MIGHT LIKE TO HANG OUT. I USED TO TAKE THE BUS BEFORE I COULD DRIVE.

ID LIKE TO SEE EXACTLY WHERE IT GOES.

BECAUSE I GO TO SAN FRANCISCO FROM TIME TO TIME, AND IF I COULD GET THERE QUICKER THAN TAKING THE 292, I WOULD USE IT TO GO TO SAN FRANCISCO.

I WAS THINKING IF THEY HAD AN EXPRESS TO SAN FRANCISCO I COULD TAKE IT INSTEAD OF DRIVING. ALSO, IF IT GOES TO PALO ALTO, I COULD TAKE IT IF THERE IS A CONNECTION TO SAN JOSE.

MAYBE IF IT RAN ON WEEKENDS AND HAD MORE FREQUENCY

ONE DAY I MIGHT NOT BE ABLE TO GET A RIDE, AND I MAY NEED IT.

I LIKE ANY EXPRESS BUS!

I AM CURIOUS TO SEE EXACTLY WHERE THE STOPS ARE.

I LIKE THAT ITS AN EXPRESS, AND I'D LIKE TO SEE EXACTLY THE ROUTE IT FOLLOWS.

I MIGHT WANT TO USE IT TO SHOP, IF IT RAN ON WEEKENDS.

I WILL HAVE TO TAKE IT TO FIND OUT IF IT STOPS WHERE I NEED IT TO.

I PREFER COLMA OR DALY CITY BART. BUT I MIGHT GIVE IT A TRY.

ITS APPEALING THAT IT GOES INTO THE CITY. I WOULD USE IT.

I AM CURIOUS, I DON'T KNOW ENOUGH ABOUT IT.

SOMETIMES MY WORK HOURS CHANGE, AND THIS BUS DOESN’T COINCIDE WITH MY SCHEDULE. PLUS, I'M OUT IN PACIFICA, IT'S KIND OF A HASSLE TO GET ANYWHERE BY BUS.

MAYBE I COULD TAKE IT JUST TO SEE EXACTLY WHERE IT STOPS.

COMMENTS FROM RESPONDENTS WHO ARE SOMEWHAT LIKELY TO RIDE EPX SOMETIME IN THE FUTURE

JUST TO CHECK IT OUT...SEE WHERE IT STOPS

IT DEPENDS ON THE AVAILABILITY, AND I WOULD WANT TO KNOW WHERE ALL THE STOPS ARE.

IT WOULD BE GREAT TO GET IT TO SFO.

IT DEPENDS ON HOW FAR THE LOCATIONS ARE FROM ME.

I DO LIKE TO RIDE THE TRAIN INTO SF, BUT THIS WOULD BE CHEAPER AND MAYBE FASTER.

COMMENTS FROM RESPONDENTS WHO ARE SOMEWHAT UNLIKELY TO RIDE EPX SOMETIME IN THE FUTURE

THIS WOULD BE AN ALTERNATE TO GO TO SFO ONLY. AND THATS RARE.

IT DOESN'T GO WHERE I WORK AND DRIVING IS STILL FASTER

DON'T REALLY HAVE ANYTHING TO GO TO ON THAT ROUTE

IF IT RAN LATE AT NIGHT SO I COULD COME INTO THE CITY AND HAVE SOME DRINKS AND NOT HAVE TO GET BEHIND THE WHEEL

IT DEPENDS ON WHERE I CAN PARK MY CAR.

ITS TOO FAR FROM WHERE I LIVE.

IT DOESN'T COME ANYWHERE NEAR ME AND DOESN'T GO ANYWHERE I GO.

IT DOESN'T GO TO DALY CITY BART.

IM 75 AND DISABLED AND I DO NOT LIKE TRANSFERRING, WHICH IS WHAT ID HAVE TO DO IF I WANTED TO TRY THIS BUS.

IT DOESN'T GO WHERE I NEED TO GO

IF IT HAS STOPS IN MY NEIGHBORHOOD ILL RIDE IT

I LIVE IN PACIFICA, SO IT REALLY DOESN'T COME ANYWHERE NEAR ME.

IT DOESN'T GO WHERE I NEED TO GO.

I LIVE RIGHT NEAR THE TRAIN, SO THATS USUALLY WHAT I TAKE.

I DONT COMMUTE, SO I'D TAKE IT TO BART IF I WERE GOING INTO THE CITY.

I DONT REALLY GO TO ANY OF THOSE PLACES.

I LIKE THE FREEDOM OF DRIVING

I WOULD HAVE TO DRIVE TO GET TO ANY OF THOSE STOPS.

I DON'T LIVE ON THAT ROUTE. I LIVE IN PACIFICA.

BECAUSE I DON'T KNOW WHERE TO GO OR WHERE TO RIDE IT AND I DON'T KNOW WHERE TO CATCH IT.

HONESTLY, I HAVEN'T TAKEN BUS IN SO LONG, I DON'T KNOW WHERE TO CATCH IT.

IT'S POSSIBLE I MIGHT RIDE IT SOMETIMES IF I AM HEADING INTO SOUTH SAN FRANCISCO OR SAN FRANCISCO, BUT PROBABLY NOT TOO OFTEN. IF I AM GOING TO SAN FRANCISCO, IT'S NICE TO HAVE SOMEONE DRIVE ME. IT WOULD ONLY BE IF PARKING WAS GOING TO BE A PROBLEM OR IF I WAS GOING BY MYSELF.

IT'S JUST NOT MY ROUTE. I DON'T GO TO THOSE PLACES.

I DON'T LIVE DOWN IN THAT AREA OF THE COUNTY. I LIVE MORE NORTH.

BECAUSE OF WHERE I LIVE. IT DOESN'T STOP NEAR THERE.

I ONLY TAKE THE 120 BECAUSE ITS CLOSE TO MY HOUSE.

IT SOUNDS LIKE I'D HAVE TO DO A LITTLE RESEARCH. I REALLY LIKE THE TRAIN, AND I LIKE RIDING MY BIKE.

IT'S JOURNEY IS NOT MY JOURNEY.

IT'S EASIER, FASTER, AND CHEAPER TO DRIVE.

COMMENTS FROM RESPONDENTS WHO ARE SOMEWHAT UNLIKELY TO RIDE EPX SOMETIME IN THE FUTURE

I'M ON THE COAST. IT'S FASTER AND LESS COMPLICATED TO DRIVE.

IT DOESN'T GO WHERE I NEED TO GO.

TIME CONSTRAINTS...ID HAVE TO TAKE A BUS TO GET TO THAT BUS.

COMMENTS FROM RESPONDENTS WHO ARE VERY UNLIKELY TO RIDE EPX SOMETIME IN THE FUTURE

IM 72. IM RETIRED.

I LIVE IN PACIFICA, SO IT'S NOWHERE NEAR ME.

I LIVE IN DALY CITY, SO NO.

I DONT LIVE IN ANY OF THOSE AREAS.

I WOULD HAVE TO DRIVE TO GET TO ANY OF THOSE STOPS.

DOESN'T SERVICE THE COASTAL AREA

I CARRY A BUNCH OF TOOLS. I NEED TO DRIVE.

ITS NOT ON MY GENERAL ROUTE

I THINK I'M MORE COMFORTABLE DRIVING MY CAR. I'M NOT A TRANSIT PERSON. I LIKE THE FREEDOM OF HAVING THE CAR AS OPPOSED TO BEING ON A FIXED ROUTE. UNLESS YOUR FINAL DESTINATION IS RIGHT THERE, YOU NEED A WAY TO GO THAT LAST MILE.

DOESN'T STOP WHERE I LIVE

REALISTICALLY, UNLESS THERE WAS A STOP QUITE CLOSE BY, I WOULDN'T RIDE IT. I DON'T NEED IT FOR COMMUTING BECAUSE I WORK FROM HOME, AND FOR ERRANDS I WOULD HAVE THINGS TO CARRY AND IT WOULD HAVE TO BE QUICK AND SUPER CLOSE BY.

I'M RETIRED AND I CAN'T SEE ANY REASON WHY I WOULD NEED IT.

IT'S NOT CONVENIENT. IT TAKES A LOT MORE TIME THAN DRIVING.

IT DOESN'T COME NEAR MY HOME.

NOWHERE CLOSE TO WHERE I AM OR WHERE I WANT TO GO

I HAVE NO REASON TO TAKE IT. I'M RETIRED.

SUGGESTIONS ABOUT THE NEW EPX SERVICE

IT'S NOT CONVENIENT. IT TAKES A LOT MORE TIME THAN DRIVING.

IT DOESN'T COME NEAR MY HOME.

NOWHERE CLOSE TO WHERE I AM OR WHERE I WANT TO GO

I HAVE NO REASON TO TAKE IT. I'M RETIRED.

CONSIDER A COASTAL HUB OR MORE FREQUENT SERVICE TO US NEAR THE COAST!

I HOPE IT RUNS FREQUENTLY.

ADVERTISE IT

BE ON TIME. HAVE GOOD DRIVERS. I HAD TO QUIT TAKING SAMTRANS BECAUSE THREE TIMES THE BUS WENT RIGHT PAST ME WITHOUT STOPPING! IT WASN'T BECAUSE THE BUS WAS FULL, IT WAS BECAUSE THE DRIVERS AREN'T PAYING ATTENTION. I DON'T WANT TO RIDE A BUS WHERE THE DRIVER IS NOT PAYING ATTENTION.

BETTER ADVERTISEMENT, I HAD NO IDEA IT WAS AVAILABLE.

BRING IT TO THE COAST

COORDINATE IT WITH OTHER MAJOR TRANSPORTATION NETWORKS

COULD MILLBRAE BART WORK IN THERE SOMEHOW?

ELIMINATE OR ALTERNATE STOPS FOR FASTER EXPRESS SERVICE FOR PEOPLE WHO NEED TO TAKE THE BUS.

EXPANDED SERVICE TO SF, BEYOND JUST COMMUTE HOURS

FOR SOMEONE WHO NEEDS A FAST BUS TRANSIT, BECAUSE A LOT OF THE BUSES ARE RIDING EMPTY, I THINK IT WOULD BE GREAT IF THE BUS WAS LIKE AN UBER. THEY USED TO HAVE IT WHEN THE BUS CAME AROUND AND PICKED YOU UP. IF THEY HAD A SYSTEM LIKE THAT AND IF THE PRICE WAS RIGHT.

FREQUENCY MIGHT BE A LITTLE IFFY. THEY NEED LATER SERVICE GOING SOUTH. I GET OFF WORK AT 10:30PM.

GET RID OF THE LONG BUSES. LARGE VANS WOULD BE MORE SUITABLE. ESPECIALLY IN THE COASTAL AREA. 70 PERCENT OF THE TIME THEY ARE NOT FILLED TO CAPACITY AND THEY SLOW UP TRAFFIC ON HWY 92.

GET THE WORD OUT! GET IT ON GOOGLE MAPS. IF YOU TRY TO FIND EPX ON GOOGLE...YOU WONT. ADVERTISE AT THE AIRPORT INFO COUNTERS. I APPRECIATE THAT THE BUS FARE IS AFFORDABLE AND I DONT HAVE TO PAY FOR PARKING, ESPECIALLY AT SFO. THE LONGER YOU'RE GONE, THE MORE IT COSTS. IT SHOULD BE THE OTHER WAY AROUND. ALSO, KIDS THAT WANT TO COME INTO THE CITY ON WEEKENDS CAN DO SO WITHOUT GETTING A DUI. THERE SHOULD BE AN EXPRESS ROUTE TO REPLACE THE 398, STARTING AT SAN MATEO AND RUNNING LATE. CALL ME FOR ANYTHING SAMTRANS. I RODE THE 1ST EPX, AND AM A SOLID SAMTRANS CLIENT WITH A LOT OF HELPFUL INPUT. THANKS FOR DOING THIS!

HAVE A STOP AT SOUTH CITY BART. ONE THING I HOPE THEY REALLY BRING BACK IS THE ECR EXPRESS BUS.

I DON'T KNOW MUCH ABOUT IT, IT'S NOT MY ROUTE.

I HOPE THAT I WOULDN'T HAVE TO TRANSFER IF I WAS GOING TO SFO.

I THINK IF THEY WOULD HAVE GOOD FREQUENCY, I WOULD BE MORE LIKELY TO TAKE IT.

SUGGESTIONS ABOUT THE NEW EPX SERVICE

I THINK IT'S A GOOD IDEA IF IT LINKS THE SOUTHERN PART OF THE COUNTY TO SAN FRANCISCO WITHOUT TAKING OVER TWO HOURS TO GET THERE.

I THINK ITS GOOD. LOOKING FORWARD TO RIDING IT AND SEE HOW MUCH TIME I SAVE!

I WOULD ENJOY WEEKEND SERVICE.

IF IT RAN LATE AT NIGHT, I WOULD USE IT

IF THE SCHEDULE RUNS MORE OFTEN, MORE FREQUENTLY, AND ON THE WEEKENDS, I WOULD TAKE IT. I'M HAPPY WITH THE ECR ON THE WEEKENDS. IT'S GOOD.

IT SHOULD GO TO DALY CITY BART, TOO.

IT SOUNDS INHUMANE, BUT DONT LET THE HOMELESS TAKE UP THE SEATS. ESPECIALLY EARLY IN THE MORNING

IT WOULD BE GREAT IF IT SERVED DALY CITY.

JUST TO MAKE PEOPLE AWARE OF IT. WHEN I WAS A KID, I USED TO TAKE THE BUS AND THERE WERE SCHEDULES EVERYWHERE. NOW, IT'S PROBABLY ON THE INTERNET.

MAKE IT AVAILABLE ON THE WEEKENDS SOON.

MAYBE IF THERE WAS ANOTHER STOP BETWEEN REDWOOD CITY AND SFO

MAYBE MORE ADVERTISEMENT ABOUT IT

MORE STOPS IN SAN BRUNO

NO, BUT IM CURIOUS. YOU SHOULD ADVERTISE IT.

NOT ABOUT THE EPX, BUT IF YOU WANT TO CALL ME ABOUT SCHOOL ROUTES BECAUSE EVERY YEAR IT ENDS UP BEING A WEIRD DYNAMIC. THEY HAVE TO RENEGOTIATE FOR THE SCHOOL LINES AND IT'S A MESS UNTIL THEY GET IT STRAIGHTENED OUT. I HAVE THREE KIDS WHO TAKE THE BUS. IF IT DOES NOT RUN, THEY CAN'T GET TO SCHOOL. IT'S A BIG POSITIVE TO FOCUS ON SCHOOLS BECAUSE THERE ARE MORE HIGH SCHOOLERS WHO ARE NOT DRIVING. THEY ARE TURNING 16 AND NOT GETTING LICENSES, YOU SHOULD MAKE SURE SAMTRANS IS TARGETING THEM.

NOT JUST ABOUT THE EPX BUT FOR SAMTRANS IN GENERAL: 1 IN 5 PEOPLE IN SAN MATEO COUNTY ARE OVER 60, THERE NEEDS TO BE ATTENTION DRAWN TO THIS AND WAYS TO TRANSPORT PEOPLE LIKE ME FROM HALF MOON BAY TO THE SAN MATEO HEALTH CENTER. IT TAKES 3 HOURS! THERE NEEDS TO BE A COASTAL HUB (WITH PARKING!) AND THERE NEEDS TO BE MORE FREQUENT SERVICE. I HAVE VERY LITTLE TIME LEFT, SO EVERY MINUTE COUNTS. 3 HOURS ON A BUS IS WASTING MY TIME.

PERHAPS MAKING SURE PEOPLE ARE FULLY AWARE OF IT, BECAUSE I WASN'T. I'M NOT IN THE TARGET DEMOGRAPHIC BUT HAVING INFORMATION ABOUT IT AVAILABLE.

PUT THE WORD OUT ABOUT IT! I RIDE THIS BUS, AND THE PRICE SURE BEATS TAKING THE TRAIN!

SERVE THE COASTAL REGION.

SOMETIMES I DO NOT FEEL SAFE ON THE BUS COMING BACK AT NIGHTS, SO THE SERVICE COULD BE SAFER.

THE DRIVERS GO TOO FAST SOMETIMES AND CAN BE RUDE AND MISS THE BUS STOP AND NOT PICK US UP EARLY IN THE MORNINGS. THEY SHOULD BE MONITORED BETTER TO NOT LET THAT HAPPEN.

THEY NEED TO MAKE IT SAFER TO TAKE THE BUS, SOME OF THE BUS STOPS ARE VERY DANGEROUS.

THEY SHOULD MAKE THE BUSES CLEANER, TOO MANY HOMELESS PEOPLE.

SUGGESTIONS ABOUT THE NEW EPX SERVICE

YES. HAVE SPECIAL ROUTES THAT GO TO SOMA, PARTICULARLY THE GIANTS GAMES AND EVENTS AT CHASE CENTER.

YES. STOP AT HILLSDALE MALL.

ATTACHMENT 13 – MATRIX OF PUBLIC COMMENTS FROM SAMTRANS SOCIAL MEDIA OUTLETS AND REIMAGINE SAMTRANS PHASE 3 PUBLIC OUTREACH

Comment #	Date	Social Media Outlet	Full Comment
1	1/16/2024	Facebook	Will this stop at San Bruno Bart and stuff?
2	1/16/2024	Facebook	This makes me so happy!!!
3	1/26/2024	Facebook	Will this route only served by the New Flyer XE40 Battery-Electric buses?
4	2/2/2024	Facebook	It's about time! It's 2024!
5	2/2/2024	Facebook	Take the line to the peninsula to kill time and add ridership
6	2/2/2024	Facebook	Good but would have been better had there been a better train route. Ideally BART across the Bay..
7	2/2/2024	Facebook	No Belmont shesss
8	2/2/2024	LinkedIn	Awesome!
9	2/13/2024	Instagram	I took EPX on the first day! Using carpool lane is the best! I hope this route will last, not like REX from before.
10	2/27/2024	Instagram	*Excited Hands Emoji*

Comment #	Type of Comment	Full Comment
1	Form	You had a bus route similar to this years ago. It was East Palo Alto to Millbrae BART. It failed. This route looks to be a “milk run” route.
2	Form	What will be the demand? It looks the as REX back then
3	Form	What happened to the express bus from San mateo to San Francisco. Isn't it supposed to be the second express line added? Lots of people working in the city. I do understand that most of them are working from home till end of this year. Please consider.
4	Form	I'm not sure what is the purpose of this route. Here's why: 1. This is not for commuters, because East Palo Alto is not the community with a lot of commuters. 2. I don't see any need for the route to visit Redwood Shores. With the argument to connect Redwood Shores residents to SFO/Bart - well, please consider Foster City which has 3x higher population compared to Redwood Shores, and Foster City has the same problem with the transportation to SFO/Bart. Who will solve that problem? 3. Consider route starting from Palo Alto Caltrain and go via East Palo Alto.
5	Form	It's funny, when I read about you eliminating the 398 bus I thought, “Well that's what I get for keeping it a secret.” For years I've been not telling anyone about the bus so that it wouldn't get too full. I mean...a bus that takes me to the airport for travel, and in only 30 minutes and cost $2.50. Best deal on the peninsula. Wish I had told everyone now. Argh!! yes
6	Form	East Palo Alto is not the right place to start the route. Much better place would be Palo Alto Caltrain, and then visit EPA and go 101. Now, instead of visiting Redwood Shores- make Bus Stops on 101 exits to Redwood Shores and Foster City (similar to the stop at San Mateo 3rd/101). And the express will go from Palo Alto straight to San Bruno without leaving 101. Commuter will walk to 101 to take the bus. That will be real EXPRESS bus. Walkways partially present- saw them at some exits. That will be the best solution ever. Thanks
7	Form	Not many people will ride this bus. Many people do not work in San Mateo Cnty. The 280 bus is a better

		option for people we have to walk but not much. We need service on 280 lots of people had to move because of the housing project on East Bayshore . Think about them. I do not even see them. I have been riding the bus for 30yrs but think of those who can not comment. Be respectful! We need service hands down!! People will be back once the proj is over.
8	Form	Suggest to make Redwood Shores stop(s) on demand as well.
9	Form	Good route, but I would love to see it being extended to San Francisco, as it can be an alternative option to Caltrain. Also, it should run seven days a week so that it will be a support to the 1-hour Caltrain frequency.
10	Form	Likes the idea of getting to the airport for flights on a bus from East Palo Alto that uses 101.
11	Form	It's absolutely fantastic to have a direct bus connection to both SFO and BART from Belle Haven and EPA! I can finally get to the airport on public transit without walking several miles! Please make sure the EPX route has a stop at or near Chilco @ Ivy in Menlo Park
12	Form	I like the express bus option for getting to/from SFO . This 398 replacement sounds great
13	Form	Greatly needed
14	Email	As an East Palo Alto resident, I would like to express my delight at reading of the new EPX route to support us and other east-county areas! It will be wonderful to get to bayfront parks, car and garden businesses, east-side neighborhoods, and even the airport - to say nothing of connecting to BART, as shown on the proposal at https://www.reimaginesamtrans.com/wp-content/uploads/2021/09/01-Recommended-Network-v3.png Making the EPX an express route is a further enticement. Along with the potential for on-demand connections... Thank you for fulfilling your/our wishes for enhanced direct routes, service to areas which need it, and shorter headways on through routes. I await more news on frequency for late-evening and weekend changes.
15	Email	EPX – This seems like an exciting regional connection, but it stops just short of Westside EPA. Would it be possible to

		extend and have a stop on the other side of Highway 101, to connect to the entirety of East Palo Alto?
16	Email	Route EPX - Should consider expanding service hours to include midday as traditional commute service isn't sufficient for "essential" worker market (this route would cover medical offices and SFO). It would also serve as a better replacement for loss of 398 that provide useful connection between San Bruno BART & SFO, despite hourly headway. Perhaps route 276 frequency can be reduced since this would operate along 276 alignment in Redwood City
17	Public Hearing Comment	We urge you to incorporate an on-demand FLEX service, along with the shortened 260 and EPX bus service for the entire Redwood Shores community, this will help the large residential community and encourage us to become mass transit users of the future, thank you.

Redwood Shores Community Association
274 Redwood Shores Parkway, PMB #603
Redwood Shores, CA 94065

October 26, 2021

SamTrans Community Advisory Committee
1250 San Carlos Avenue
San Carlos, CA 94070
cacsecretary@samtrans.com
reimagine@samtrans.com

Sent Via E-Mail

RE: Changes to the Redwood Shores SamTrans bus route

Dear Committee Members,

The Redwood Shores Community Association ("RSCA") is a volunteer Association representing all of Redwood Shores. We are writing to express our opposition to the changes to the 260 SamTrans bus route that is currently without a feasible alternative.

With the exception of the addition of Sunday service to the 260 route, which is very much welcomed by residents, the proposed SamTrans changes for Redwood Shores do not improve overall frequency or routes and negatively affects many residents, as the shortened 260 and new EPX routes will only go as far as Bridge Parkway and not service the outer residential areas of the Shores. The addition of the EPX service to the airport and BART is also of little benefit to residents as it is far from residential areas and there is no public parking nearby.

The shortened 260 route would significantly negatively impact all residents, especially seniors and those who do rely on the current service and do not qualify for Redi-Wheels service. Redi-Wheels is an option if you have an appointment where you can schedule the ride at least 3 days in advance; for daily/more spontaneous outings it is not an option, thus negatively affecting the quality of life for many residents, specifically those who most depend on bus service.

One of the reasons SamTrans officials cited for the shortened 260 route is historically low ridership numbers. Hourly midday and evening service is not conducive for residents to take the bus, as there are long delays with connections, so that may be a primary reason for the low ridership numbers. Distances to the bus stops from within the neighborhoods and from the farther reaches of the Shores may be another reason for low ridership. Yet another reason for low ridership may be that there is no 260 return route in the opposite direction.

SamTrans officials cited another reason for the shortened 260 route - that the Shores is long, it takes a lot of time for the bus to travel the current route and is costly. With the shortened route it is likely that even fewer residents will use the bus as the Shores IS long and the walk to Bridge Parkway from the furthest areas of the shores could take 45 minutes. It is also for this reason that residents would not utilize the EPX service, especially if they have luggage in tow.

The proposed route change and continued infrequent midday and evening service would be acceptable if Redwood Shores had an on-demand/FLEX service like that being instituted in Half Moon Bay and East Palo Alto.

On-demand/FLEX service in Redwood Shores for travel anywhere within the Shores and to the Belmont and San Carlos train station transit hubs, along with the new proposed routes for the 260 and Express buses, would be an ideal transit service for the Shores:

- It would get residents, not just workers from outside the Shores, out of their cars for commuting, as well as provide access to shopping and services in nearby towns and CalTrain to downtown Redwood City.

- It would provide much needed first and last mile transportation to other Sam Trans routes and CalTrain. Given the need to reduce our carbon footprints and traffic impacts from the commercial office developments along the 101 corridor between Redwood City through Foster City, access to mass transportation is going to be increasingly important!

- It would allow for car free trips throughout the Shores to the Marketplace, Library, and Community Center – especially helpful for those younger and older, for essential workers, for those with more limited finances, or for anyone who is without regular access to a car.

- On-demand/FLEX service would be used with more frequency by residents than shuttle buses which would travel the same route as the current 260 bus and fall victim to many of the same issues as the current bus service, namely long walks to the shuttle stops, slow rides from point A to point B, long waits between shuttles and cumbersome utilization of the EPX service with luggage in town.

Without a suitable alternative such as on-demand/FLEX service, the route change of the 260 bus will significantly negatively impact Redwood Shores residents. On-demand service would be more heavily utilized, more cost effective than the current bus route or shuttles, and be a tremendous benefit to Shores residents of all ages.

We are urging you to incorporate on-demand/FLEX service along with the shortened 260 and EPX bus service changes for the Redwood Shores community.

Sincerely,
Redwood Shores Community Association's Board of Directors

cc: SamTrans Board of Directors board@samtrans.com
San Mateo County Transportation Authority board@smcta.com
SMCTA Citizens Advisory Committee cacsecretary@smcta.com

ATTACHMENT 14 – SAMTRANS BOARD APPROVAL OF TITLE VI ANALYSIS

Resolution No. 2025-2

Board of Directors, San Mateo County Transit District
State of California

*** * ***

Approving the Title VI Equity Analysis for 2024 Route EPX Service Changes

Whereas, in March 2022, the San Mateo County Transit District (District) Board of Directors (Board) adopted the *Reimagine SamTrans* service plan, consisting of a series of changes to the SamTrans bus network, including the creation of the new express Route EPX to serve key points between East Palo Alto, Redwood City, SFO International Airport, and San Bruno BART, with additional limited service to downtown San Francisco; and

Whereas, the District completed a comprehensive Title VI service equity analysis for *Reimagine SamTrans* in February 2022, which determined that the service plan would result in no disparate impacts on minority populations and no impose no disproportionate burdens on low- income populations; and

Whereas, the final recommended service of Route EPX analyzed in the 2022 *Reimagine SamTrans* Title VI service equity analysis would have hourly peak service with half of the trips serving San Bruno BART and the other half serving downtown San Francisco; and

Whereas, prior to the launch of Route EPX on February 12, 2024, the District made route adjustments deviating from *Reimagine SamTrans'* final recommendation – including adding hourly midday service to San Bruno BART and reducing the number of stops in East Palo Alto, Menlo Park, and Redwood City, and adding stops in downtown San Francisco – which meet the District's definition of a major service change, thus requiring an additional Title VI service equity analysis; and

Whereas, the District also made minor bus stop adjustments to Route EPX in August 2024 to replace all bus stops in downtown San Francisco with one terminal bus stop at Salesforce Transit Center; and

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

Whereas, the District Board of Directors adopted Title VI Policies in March 13, 2013, by Resolution No. 2013-09, including a Major Service Change Policy, which sets the thresholds for when a service equity analysis and public engagement process are required for a proposed SamTrans service change; and

Whereas, also by Resolution No. 2013-09, the Board adopted Disparate Impact and Disproportionate Burden Policies to set thresholds for when major service changes are deemed to have disparate or disproportionate effects on minority or low-income populations; and

Whereas, under the District's Title VI policies, the changes to Route EPX after completion of the equity analysis and adoption of *Reimagine SamTrans* qualify as "Major Service Changes," thereby requiring a Title VI Service Equity Analysis before the service can operate for more than 12 months; and

Whereas, the Title VI Service Equity Analysis must be prepared in conformity with Chapter IV of the FTA Circular 4702.1B to assess whether the change will result in disparate impacts on minority populations or disproportionate burdens on low-income populations; and

Whereas, staff has prepared a Title VI Service Equity Analysis that evaluates changes to Route EPX prior to its launch on February 12, 2024 and again in August 2024; and

Whereas, the Title VI Service Equity Analysis summarizes all public outreach conducted about the service plans, including press releases, public comments from four different social media outlets between January and February 2024, and two rounds of customer surveys in January 2024 and Summer 2024; and

Whereas, the Title VI Service Equity Analysis concludes that the changes made to Route EPX when it was launched on February 12, 2024 and revised effective August 24, 2024 do not have a disparate impact on minority populations nor impose a disproportionate burden on low- income populations; and

Whereas, the General Manager recommends the Board approve the attached Title VI Service Equity Analysis as required under FTA Circular 4702.1B.

Now, Therefore, Be It Resolved that the Board of Directors of the San Mateo County Transit District hereby:

1. Finds pursuant to Title VI of the Civil Rights Act of 1964 that the service changes made to Route EPX when it was launched on February 12, 2024 and revised effective August 24, 2024 do not have a disparate impact on minority populations nor impose a disproportionate burden on low-income populations; and

2. Approves the Title VI Service Equity Analysis attached to this resolution.

Regularly passed and adopted this 8th day of January, 2025 by the following vote:

Ayes: Canepa, Esser, Fraser, Medina, Mueller, Powell, Ratto, Chuang, Gee

Noes: None

Absent: None

Chair, San Mateo County Transit District

Attest:

Acting District Secretary