



Title VI  
Equity Analysis  
Means Based Fare  
Taxi Subsidy Pilot Program Update  
November 2020

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**SamTrans**  
**Title VI Equity Analysis: Means Based Fare**  
**Pilot and Taxi Subsidy Pilot**

■ **SUMMARY**

In August 2020, the Metropolitan Transit Commission (MTC) opened its Means Based Fare Pilot Program, known as Clipper START, to a second round of agency applicants. By participating in the program, the San Mateo County Transit District (SamTrans) will provide an approximately 50% discount on One Way Adult Fares and One Way Express Adult Fares for eligible low-income riders. Eligible riders will receive a free Clipper START card to be use on designated Bay Area public transit systems. In order for SamTrans to participate in the in the regional Means-Based Fare Pilot Program, SamTrans must make several changes to its Fare Structure.<sup>1</sup>

In the same month, SamTrans launched its Taxi Pilot Subsidy program. SamTrans submitted a preliminary Title VI Service Equity Analysis of the program in August 2019. Previously, each taxi ride fare had a \$20.00 maximum subsidy. If a rider travelled over \$20.00, the rider would be responsible for the remaining amount. SamTrans is amending the subsidy to shift the burden to the agency by requiring the rider only pay a \$5.00 flat rate without a capped fare. This updated definition must also be reflected in the Fare Structure.

These changes to the Fare Structure are being considered as part of a single board action that will be heard in November 2020. Both of these pilot programs align with the SamTrans Fare Policy to encourage ridership growth for low-income passengers as they reduce barriers to public transportation service.

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

As a federal grant recipient, SamTrans is required to maintain and provide to the FTA information on SamTrans's compliance with the FTA's Title VI regulations. At a minimum, SamTrans must conduct periodic compliance assessments to determine whether its services are provided in a nondiscriminatory manner consistent with the law. Additionally, SamTrans must ensure compliance by evaluating service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including disparate impacts on minority populations and/or disproportionate burdens on low-income populations. The indices of discrimination that could be monitored for disparate impacts include fare structures that could consistently cause minority-group riders to bear a higher fare burden than the overall riding public.

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<sup>1</sup> The Fare Structure is the legal document that outlines the specific fares for the SamTrans bus system.

The Means Based Fare Program consists of a new fare product that will be implemented in January 2021. This assessment analyzes the proposed product and any potential impacts on minority and low-income passengers. It includes public outreach including materials provided for Limited English proficient populations and public comments. The Taxi Pilot Subsidy Program section contains updated language and updated Census data to the previous August 2019 Title VI Equity Analysis.

## ■ BACKGROUND

### SAMTRANS OVERVIEW

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

## ■ FARE PROPOSAL

### CURRENT FARES

SamTrans fares are based on one-way trips regardless of the distance. A matrix of SamTrans’s existing fare chart is included as **Attachment 4**. SamTrans customers pay fares with cash, a mobile app (SamTrans Mobile App), a Clipper® card, tickets, a monthly pass, or a day pass. SamTrans fixed-route service includes discounted fares for seniors, customers with disabilities, and Medicare cardholders; these are categorized as “Eligible Discount.” Youth riders (those between the ages of 5 and 18) also receive the same discounted fares. None of the proposed adjustments relate to paratransit fares.

## PROPOSED FARES

This Fare Equity Analysis analyzes the following proposed fare changes:

1. **Add the Means Based Fare discount at a 50% for eligible low-income riders on Adult One Way Fares and Adult One Way Express Fares.** Upon MTC and SamTrans Board approval, SamTrans will participate in the Means Based Fare Pilot Program beginning in January 2021. The product will be added to the Fare Structure upon Pilot implementation. Staff proposes the following language under Section II (B) of the Fare Structure:

**“Means-Based Fare Pilot Program**

*The Regional Means-Based Fare Pilot Program (Clipper START Pilot Program), administered by the Metropolitan Transportation Commission, will run for 12 months beginning January 2021.*

*The Means-Based Fare is available only to participants who apply, are accepted and enroll in the Pilot Program. Participation is limited to adults aged 19 through 64, who are current residents in one of the nine San Francisco Bay Area counties, and who have an annual household income level at or below 200 percent of the Federal Poverty Level. Once the Pilot Program launches, information about the application process will be posted on SamTrans’ website at [www.samtrans.com](http://www.samtrans.com).”*

2. **Updated service definition and subsidy amount Taxi Subsidy Pilot Program to the Fare Structure.** This program was added to the fare structure in August 2019, with customer pricing determined based on a maximum fare subsidy of \$20. However, due to stipulations of documentation related to the grant funding for the program, the pricing must be adjusted so that the rider's fare, instead, is capped at \$5.

In **Table 1** below, an updated Fare Table reflects the changes of the addition of the Means Based Fare and the change of the Taxi Pilot Subsidy program. These programs allow for increased equitable access to public transportation within San Mateo County. Each of these programs provide an overall benefit to the community, with only costs to SamTrans. As there are no additional costs to riders, alternatives were not considered in this analysis. Given the pilot period for both fare products, any “drawbacks” will be evaluated before permanently implementing the discount where alternatives may be present.

Table 1: Current and Proposed Fare Table Change

Fixed-route Service

Product	Payment Options	Category	Current	Eff. 8/18/19	Eff. 1/1/2020	Current Eff. 7/1/2020
Local One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app, Ticket/Token	Adult	\$2.25			
		Youth/Eligible Discount	\$1.10			
	Clipper	Adult	\$2.05			
		Youth/Eligible Discount/ Adult Means-based	\$1.00			
	Transfers from Other Agencies (Clipper)^	Adult/Youth/ Eligible Discount/ Adult Means-based	One free transfer			
Local Day Pass	Cash, Mobile app	Adult	<del>\$5.50</del>		\$4.50	
		Youth/Eligible Discount	<del>\$2.75</del>		\$2.00	
Local Monthly Pass	Clipper, Limited Paper Ticket	Adult	\$65.60			
		Youth/Eligible Discount	\$27.00			
<del>Out of San Francisco/ Express One-way</del>	<del>Cash, Mobile app</del>	<del>Adult</del>	<del>\$4.00</del>		Discontinued	
		<del>Youth/Eligible Discount</del>	<del>\$1.10</del>			
	<del>Clipper</del>	<del>Adult</del>	<del>\$3.60</del>			
		<del>Youth/Eligible Discount</del>	<del>\$1.00</del>			
	<del>Transfer upgrade from Day Pass</del>	<del>Adult</del>	<del>\$1.75</del>			
		<del>Youth/Eligible Discount</del>	<del>\$0.00</del>			
	<del>Transfer upgrade from Local Monthly Pass and from Other Agencies (Clipper)^</del>	<del>Adult</del>	<del>\$1.55</del>			
		<del>Youth/Eligible Discount</del>	<del>\$0.00</del>			
<del>Out of San Francisco/ Express Monthly Pass</del>	<del>Clipper</del>	<del>Adult</del>	<del>\$96.00</del>			
		<del>Youth/Eligible Discount</del>				
Express One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app	Adult			\$4.50	
		Youth/Eligible Discount			\$2.25	
	Clipper	Adult			\$4.00	
		Youth/Eligible Discount/ Adult Means-based			\$2.00	
	Transfer upgrade from One-way Local (Mobile), Day Pass (Paper/Mobile), Ticket/Token	Adult			\$2.25	
		Youth/Eligible Discount			\$1.00	
	Transfer upgrade from Local Monthly Pass (Clipper), Summer Youth Pass, One-way Local transfer (Clipper)	Adult			\$1.95	
		Youth/Eligible Discount/ Adult Means-based			\$1.00	
	Transfers from Other Agencies (Clipper)^	Adult			\$1.95	
		Youth/Eligible Discount/ Adult Means-based			\$1.00	
Express Monthly Pass	Clipper	Adult			\$130.00	
		Youth/Eligible Discount*				

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

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

**Demand Response Services**

Paratransit Redi-Wheels/RediCoast One-way (ADA)	Cash, Mobile app	Regular	\$4.25	
		Lifeline	\$1.75	
	10-Ticket Book available at SamTrans Administrative Office	Regular	\$42.50	
		Lifeline	\$17.50	
	Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular	\$5.00 per rider	
		Lifeline	\$2.25 per rider	
Paratransit 5311 Coastsides On-demand One-way (non-ADA)	Cash, Mobile app	Regular	\$4.25	
		Lifeline	\$1.75	
	Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular	\$4.50 per rider	
		Lifeline	\$1.75 per rider	
Taxi Voucher Subsidy Pilot Program	<del>Taxi bills SamTrans for agency subsidy; Customer pays remaining fare to Taxi</del> Customer pays taxi company using credit card or cash	Eligible Discount		<del>Up to \$20 agency subsidy \$5.00</del>
Microtransit Pilot Program	Same as Local fixed-route	Adult/Youth/ Eligible Discount	Local fixed-route Fare Structure applies	

## ■ SAMTRANS TITLE VI POLICIES

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

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

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

### MAJOR SERVICE CHANGE POLICY

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

### DISPARATE IMPACT POLICY

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

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

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

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

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

## **DISPROPORTIONATE BURDEN POLICY**

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

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

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

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

## **PUBLIC ENGAGEMENT FOR POLICY DEVELOPMENT**

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

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

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

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



## ■ EQUITY EVALUATION OF PROPOSED CHANGES - MEANS BASED FARE

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

In performing this analysis, SamTrans staff concluded that participating in MTC's Means Based Fare Program **would not have a disparate impact on minority customers, or impose a disproportionate burden on low-income customers based on the SamTran's Policies.**

### FARE EQUITY METHODOLOGY OVERVIEW

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

The analysis and methodology for this analysis use data from SamTrans' Comprehensive Operational Analysis (Reimagine SamTrans), and the SamTrans 2018 Triennial Survey. While the SamTrans 2018 Triennial Survey has a larger sample size, the Reimagine SamTrans survey provides data on the number of people in each household and income to provide a more accurate picture of low-income ridership.

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

1. Analyzing the percentage of the proposed fare discount on one-way Clipper fares compared with the breakdown of the system-wide fare payment method.
2. Approximating the threshold for low-income status as those with an annual household income at or below 200 percent of the U.S. Department of Health and Human Services (HHS) poverty guidelines in 2019.
3. Defining the term "minority" to mean those who self-identified as any ethnicity other

than “white” alone in the SamTrans 2018 Triennial Survey and Reimagine SamTrans Survey.

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

## **COVID 19**

In March 2020, the COVID-19 pandemic caused many counties to issue Shelter In Place (SIP) orders to prevent the spread of the COVID-19, and many riders to cease their use of public transportation. These changes reduced the ridership on SamTrans by over 75% percent. At the time of writing this analysis, ridership has yet to return to pre-COVID levels. As a result, the data used for this analysis may not reflect ridership changes caused by COVID-19.

## **POTENTIAL ADVERSE EFFECTS**

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

## **DATA USE AND ANALYSIS**

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

- The Reimagine SamTrans Survey contains ridership demographics that include ethnicity, race, income, and household size. This cross section of income and household data provides a more accurate profile of low-income SamTrans riders. The Reimagine SamTrans Survey has a sample size of 2,998, including weekday peak, off-peak, and weekend riders. Fieldwork for the Reimagine SamTrans Survey was conducted during Fall 2019.
- The SamTrans 2018 Triennial Survey contains information on customers’ riding behavior including fare usage, ethnicity, income, and other fare related information. While this is the most comprehensive information on demographics and fare payment characteristics of SamTrans riders, it does not collect data on household income and the number of individuals in each household. The fieldwork for the 2018 Customer Survey was conducted in October and November 2018. A total of 4,229 surveys were completed by SamTrans riders. Given the size and scope of the 2018 SamTrans system- wide onboard customer survey (4,229 total respondents with a margin of error of +/- 1.34 percent at a confidence level of 95 percent), the data generally can be used to develop cross-tabulations to conduct in-depth analysis regarding the potential impact of the proposal

on minority and low-income populations.

- For both the SamTrans Triennial Survey and the Reimagine SamTrans Survey, minority includes riders who are Asian, Pacific Islander, Middle Eastern, Hispanic (any race), Black/African American, American Indian/Alaskan Native, and Other (including multi-racial). Non-minority is defined as white. Both surveys break down Asian into Filipino, Chinese, Vietnamese and Indian/Pakistani. This question is not mandatory. However, multiple answers were accepted for this question.
- For the analysis using Reimagine SamTrans Survey, a rider is defined as low-income if the rider's household income is 200% of the federal poverty level. This is used to account for the region's higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income combinations that comprise "low-income" are as follows:

HHS 2019 Poverty Guidelines	
LOW INCOME	
Household Size	Household Income
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

For example, a household of two or more persons with an income of \$33,000 would be considered low-income and meet the income requirements of the Clipper START program. Using Reimagine Data allows a more accurate estimation of potential eligible riders for the Clipper START program as compared to the Triennial Data which only defines low-income as an individual that reports an income of less than 25K.

#### **Data Assumptions:**

- Even though the Reimagine SamTrans data is a robust set, some passengers preferred not to reveal either their ethnicity, income, or household size. Based on the unavailable data, the useable data set includes those who responded to all three questions.
- Similarly, the 2018 Triennial Survey analysis the useable data includes those who responded to both the income question and ethnicity question.
- Ridership for FCX, a fare product comparison among minority and non-minority ridership, was not included in the fare equity analysis due to lack of data.

## ANALYSIS METHODOLOGY

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

## FARE EQUITY ANALYSIS FINDINGS

### Disproportionate Burden Analysis

This analysis examines the impacts of the fare change on low-income riders using both Reimagine SamTrans data.

*Table 2: Low-Income Ridership*

	Low-Income	Non Low-Income	Total	Sample Size
All Riders	23.7%	76.3%	100%	1546
Clipper START Riders	100%	0%	100%	1546
<b><i>Difference from all Riders</i></b>	-76.3%	76.3%	--	--

Every low-income rider is eligible to get the free Clipper card and receive the new benefit of the discount on each SamTrans trip. The dataset indicates that low-income riders will receive 100% of the benefit from the Clipper START fare product. This exceeds the share of low-income riders in the SamTrans system as a whole. **As a result, the introduction of this new benefit would not place a disproportionate burden on SamTrans low-income riders.**

### Disparate Impact Analysis

This analysis examines the impacts of the fare change on minority riders using both Reimagine SamTrans data and 2018 Triennial Survey data.

**Table 3** shows the Reimagine SamTrans Survey data for potential Clipper START riders who identify as minority:

Table 3: Minority Clipper START Users vs. Non-Minority Clipper START Users – Reimagine SamTrans

	Minority	Non-Minority		Sample Size
All Riders	47.5%	52.5%	100%	1956
Clipper START Riders	67.8%	32.2%	100%	361
<b><i>Difference from all Riders</i></b>	<b>-20.3%</b>	<b>20.3%</b>	--	--

Using the Reimagine dataset, minority riders will experience more of the benefits of the Clipper START program. **As minority low-income riders would more likely to benefit of the discount on each trip, the discounted fare would not result in a disparate impact on minority riders.**

## ALTERNATIVE TRANSIT MODE FARE TYPES

This section analyzes alternative transit modes and fare payment media available for riders who could be affected by the implementation of the Clipper START program and a demographic profile of SamTrans fare payment type from the 2018 Triennial Survey. The 2018 Triennial Survey defines a rider as low-income if the respondent reported a household income below \$25,000. The survey did not collect information on household size. The 2018 Triennial Survey was done before the Express Fare was implemented and therefore, is not included in the product comparison.

The following tables provide comparisons of fare media usage by ridership characteristics. **Table 4** compares Minority vs. Non-Minority ridership and **Table 5** compares Low-Income with Non-Low-Income ridership.

Table 4

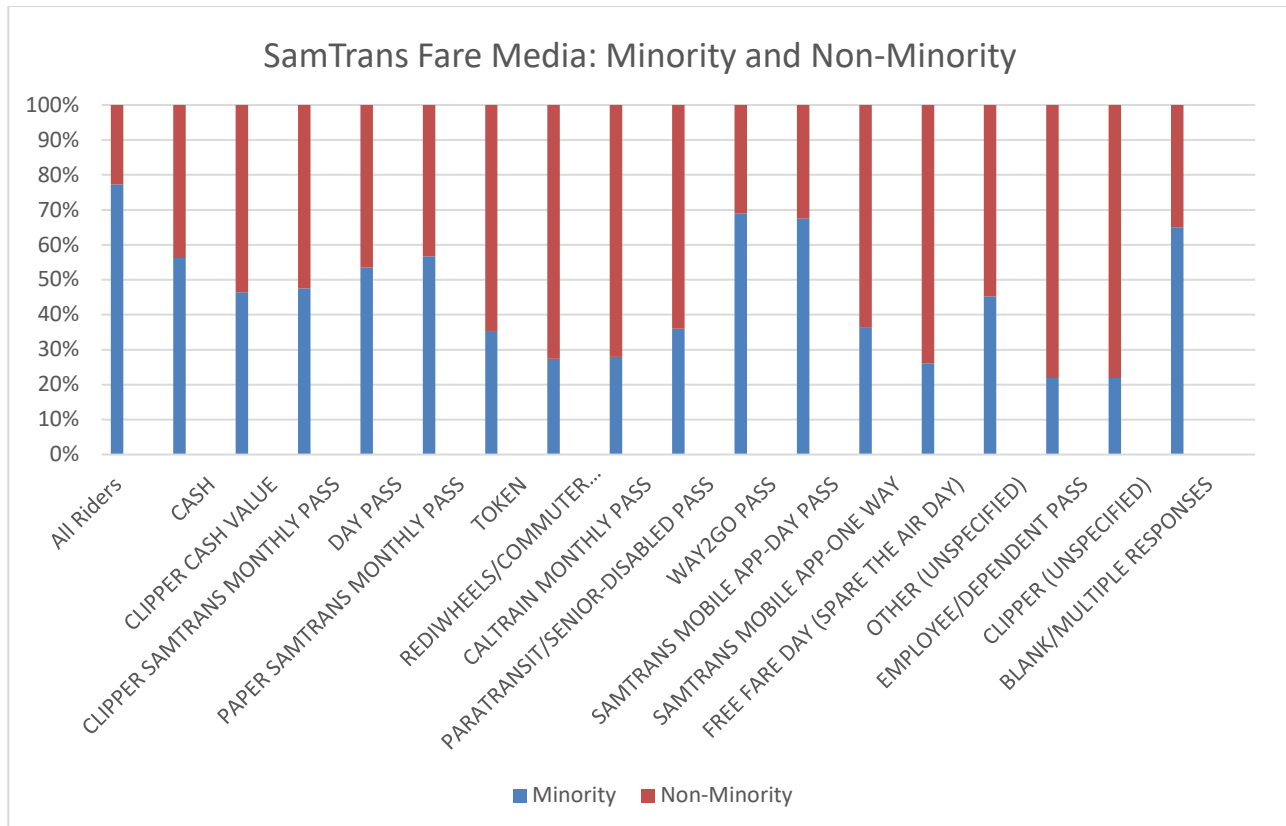
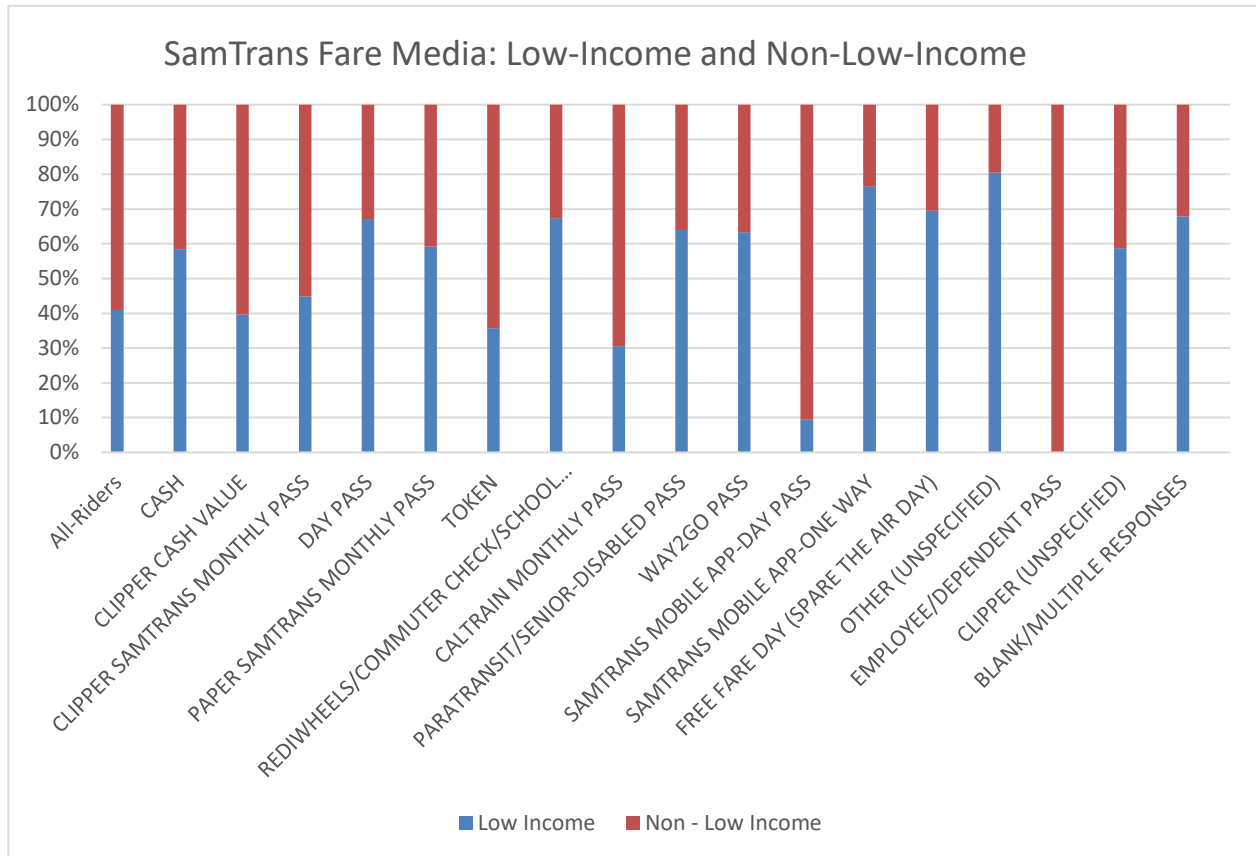


Table 5



SamTrans operates a bus system and paratransit service that serves San Mateo County and parts of San Francisco. There are two major operators in the SamTrans service area that provide parallel service to some parts of the SamTrans system. Currently, both of these providers are also part of the MTC Means Based Pilot Clipper START Program.

- Caltrain: Commuter rail with Service from Gilroy in the South Bay to downtown San Francisco (50% discount)
- San Francisco Muni: Bus and light rail operator serving the City and County of San Francisco (50% discount)

**Table 6** below compares SamTrans fares and fares of other transit operators providing service in parts of the SamTrans service area. An agency has a choice to participate in the Means Based Fare Pilot at either a 20% discount or 50% discount. When comparing discount benefits to SamTrans riders, a 50% discount would provide a greater benefit to the overall ridership than a 20% discount. In October 2020, the SamTrans Board directed staff to participate in the Means Based Pilot at the 50% discount to improve access to transit to low-income transit dependent riders.

In comparing the other operators' fares to SamTrans, Adult One Way Fares of the other operators are higher than SamTrans' Minimum Fare. Applying the same 50% discount as Caltrain and San Francisco Muni, SamTrans would be the lowest.

*Table 6: Agency Comparison of Means Based Fare Program*

Agency	Current Local Minimum Clipper Fare	Monthly Pass	Proposed Low Income Clipper Fare	Low Income Discount
SamTrans	\$2.05	\$65.60	\$1.00	50%
Express SamTrans	\$4.00	\$130.00	\$2.00	50%
Caltrain	\$3.75	\$96.00	\$1.87	50%
San Francisco Muni	\$2.50	\$81.00	\$1.25	50%



## ■ PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

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

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

Samtrans's public information campaign to announce the public meeting and solicit input began on August 31, 2020 with the creation of websites in English, Chinese, and Spanish. This campaign focused receiving input on whether SamTrans should join the MTC Clipper START Program prior to the November Board Hearing.

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

Comprehensive measures employed by the SamTrans included placing public notices for the Virtual Town Hall on the SamTrans website (**Attachment 5**), in SamTrans news releases (**Attachment 6**), as social media posts on Facebook and Twitter (**Attachment 7**), as repetitive messages on the bus scroll that ran every 15 minutes from September 14, 2020 to October 5, 2020 and in presentations to and discussions at Public Meetings. Information, including the public notices, recording of the virtual public meeting and presentation were posted to a dedicated SamTrans website.

It is important to note that should SamTrans join the MTC Clipper START program, additional communication materials on how to join the program will be provided by MTC. Another outreach strategy will be developed that aligns with the MTC Clipper START communication strategy. This includes measures taken to overcome linguistic, institutional, and cultural barriers that may prevent minority and low-income populations from participating in the program.

Staff also established multiple ways for customers and the public to provide their input: at the community meetings by directing participants to an online comment form in English with Translations in Spanish and Chinese (see **Attachment 8**), through the postal service (by mail), by telephone call to the Customer Service Center's general number or one for those with hearing impairments, through the unique e-mail address [changes@SamTrans.com](mailto:changes@SamTrans.com) and via an online comment form on the dedicated webpage.

## **PUBLIC OUTREACH**

As part of the SamTrans staff's efforts to disseminate and collect feedback, e-mails were sent directly to community-based organizations. Due to the COVID-19 pandemic, in person outreach and public meetings were not convened. A total of 111 community-based organizations were reached. The list can be found in **Attachment 9**.

A Virtual Town Hall was held on Tuesday, September 29, 2020 at 5:30 pm via Zoom and Facebook Live. Staff presented information about the Means Based Fare Pilot and SamTrans anticipated participation. There were seven total attendees. A copy of the presentation can be found in **Attachment 10**. The presentation was reposted on SamTrans Facebook page and the designated SamTrans Means Based Fare Pilot Program website.

Translation and Interpretation services were offered in advance of the Town Hall. No requests were received.

## **PUBLIC COMMENTS**

### **Summary of Comments**

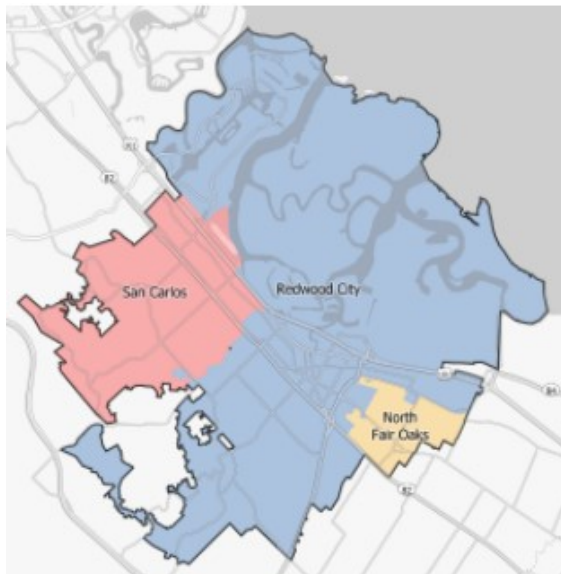
As of October 16, 2020, SamTrans received a total of nine comments from the various forms of outreach. Many of the comments were provided in person through the virtual Public Meeting (**Attachment 11**) or during the October SamTrans Board meeting (**Attachment 12**). One comment was received via the online comment form (**Attachment 13**). All comments received are in support of SamTrans participating in the Means Based Fare program. Two comments received at the October SamTrans Board Hearing stressed the importance of offering a 50% discount to eligible individuals.

Web page online comment forms were removed on 10/16/2020 in preparation for the November Board Meeting.

## ■ RIDE NOW TAXI CAB PILOT PRELIMINARY SERVICE TITLE VI ANALYSIS UPDATE

### OVERVIEW

SamTrans received a grant from the FTA to initiate subsidized same-day taxi services for seniors and persons with disabilities in a geo-fenced pilot area. The pilot service launched in August 2020. The Ride Now Taxi Cab Pilot Program offers same-day, curb-to-curb, taxi and accessible taxi service at a reduced rate in the program area, which is currently defined as Redwood City, San Carlos, and the unincorporated community of North Fair Oaks. It is available to adults age 65 or older and persons with a disability, including existing SamTrans Redi-Wheels customers. Originally scheduled for April 2020, the launch was delayed due to the COVID-19 pandemic. The FTA 5310 grant is administered by Caltrans through April 2021. Evaluation of the pilot program will begin at the end of January 2021. Per the FTA Circular 4702.18, a Title VI Equity Analysis is not required until the promotional fare reduction exceeds six months. After completion of the evaluation in February, should staff propose to make the program permanent beyond the grant expiration, a comprehensive Title VI Analysis will be completed.



Each applicant is allowed eight one-way trips or four round-trips per month after their application is approved. Applications are available in English, Spanish and Chinese. As of October, there have been 14 rides with the average trip at 2.4 miles. Currently, ridership data reflecting minority or non-minority status is unavailable. A dedicated website can be found at [https://www.samtrans.com/Planning/Planning\\_and\\_Research/ridenow.html](https://www.samtrans.com/Planning/Planning_and_Research/ridenow.html).

## PROPOSED CHANGE

In the preliminary Title VI Analysis submitted in August 2019 (**Attachment 14**), an analysis was approved that provided for a subsidy of up to \$20.00 from SamTrans for taxi voucher program rides. The customer was responsible for any remaining amounts over \$20.00. Given the grant restriction, this update proposes the following:

1. Changing the product name from the “Taxi Voucher Pilot Program” to the “Taxi Subsidy Pilot Program. This title change will be reflected in the Fare Structure under the Eligible Discount Category.
2. The customer will now pay a flat rate of \$5.00. SamTrans will no longer provide the subsidy, but will cover the remaining cost of the taxi trip in accordance with the cost agreement with the taxi company.

Under these new changes, the customer will pay either a lesser fare or the same amount, dependent on trip length. Due to the small sample size of trips taken, and the variable effect of the change based on the length of the trip, there is insufficient data to determine whether this change is a net benefit or burden for riders. By providing customers a low flat fee up front, this better supports low-income passengers who may be unable to cover additional costs. To better support populations that are most reliant on public transportation, this change aligns with SamTrans plan to improved equitable options for its ridership. The changes does not change a person’s eligibility for the program and the program service area.

## ■ UPDATED PRELIMINARY ANALYSIS OF TAXI SUBSIDY PILOT PROGRAM

While ridership data is typically the appropriate dataset for fare change analyses, this preliminary analysis relies on population data due to the fact that this is a new service and ridership data is unavailable. Using Remix, 2018 American Community Survey data was analyzed to create an updated demographic profile for the service area.<sup>2</sup> Table 7 below shows that there are still slightly more minorities than non-minorities. However, compared to the 2017 data, there has been an increase of Low-Income populations by 11%. Overall, San Mateo County has a minority population of 60% and a low-income population of 18%. At this time, no conclusion can be drawn on the impacts of low-income or minority communities due to lack of ridership data demographics. Should the Taxi Cab Pilot be added as a permanent

<sup>2</sup> The same definitions used for Minority and Low-Income as the Means Based Fare Program Analysis were used in this analysis.

service, ridership demographics will be analyzed to assess whether there are any disparate or disproportionate impacts.

**Table 7: Taxi Voucher Pilot Program Demographic Profile: Ethnicity and Minority**

Population			Households		
		Pct.			Pct.
Total	128,000		Total	44,500	
Minority	69,120	54%	Low-Income	10,235	23%
Non-Minority	58,880	46%	Non-Low-Income	34,265	77%

In terms of persons with disabilities and persons over the age of 65, the numbers are nearly identical to last year's analysis. For context, San Mateo County, 9% of the population has a disability and 15% of the population is over the age of 65%.

**Table 8: Taxi Voucher Pilot Program Demographic Profile - Disabilities and Age**

Disability Status			Age		
		Pct.			Pct.
Total	128,000		Total	128,000	
With Disabilities	8,960	7%	Over 65	16,640	13%
No Disabilities	119,040	93%	Under 65	111,378	87%

## **ATTACHMENT 1 – SAMTRANS SYSTEM MAP**

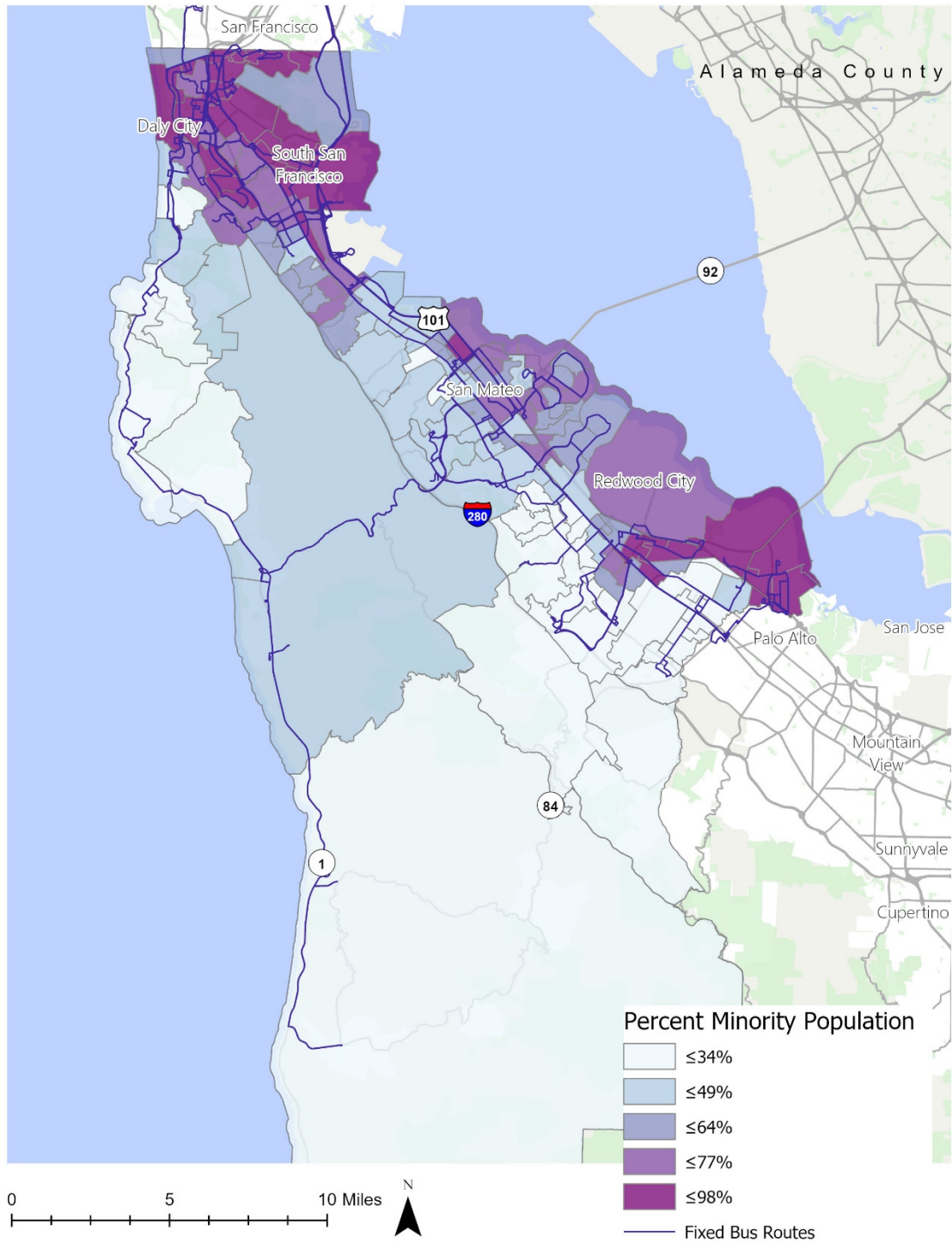
## SamTrans System Map



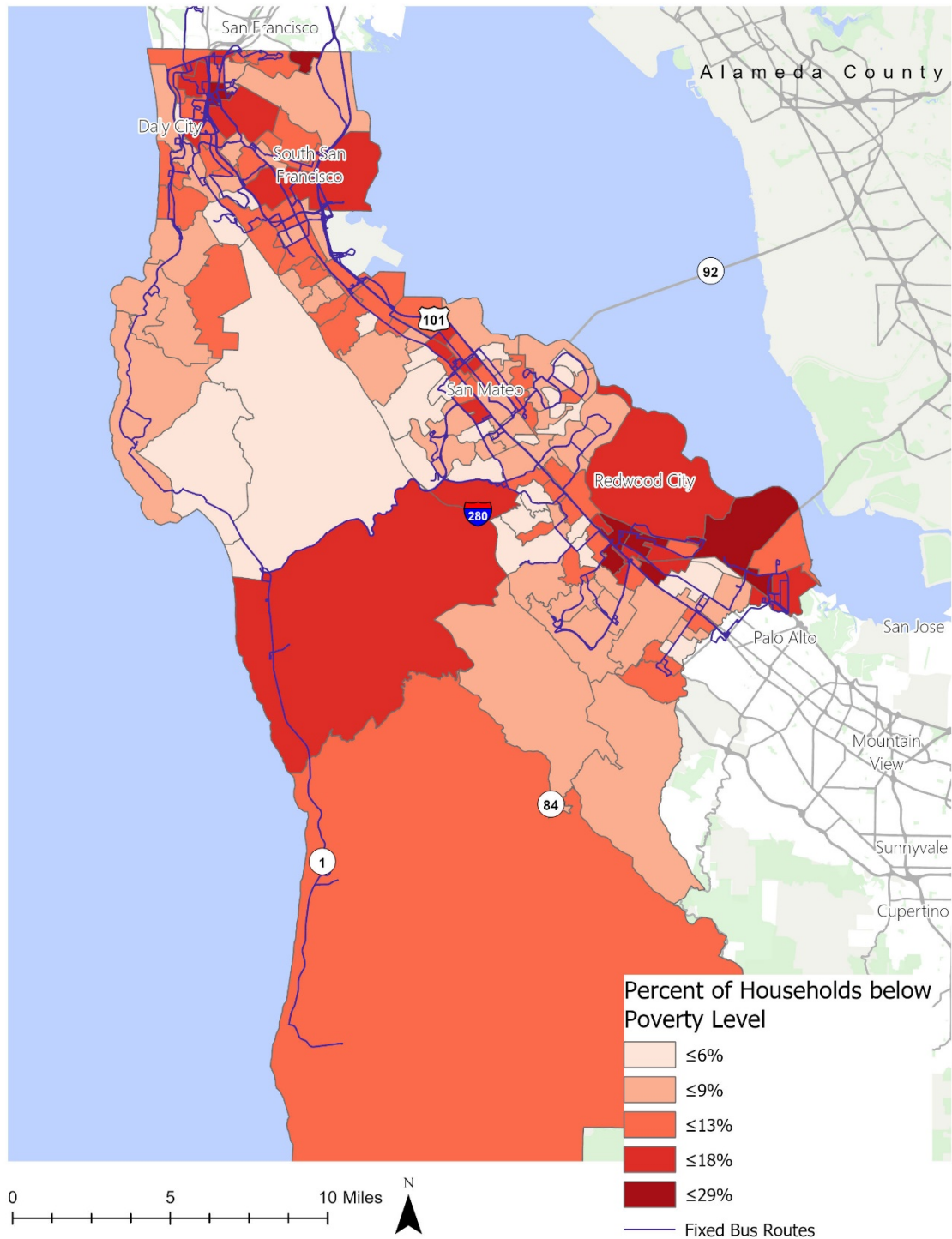


## **ATTACHMENT 2 – SERVICE AREA DEMOGRAPHICS: MAPS BY COUNTY**

## Minority Populations by Census Tract



## Households below Poverty Level by Census Tract



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

RESOLUTION NO. 2013 –09

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

\* \* \*

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

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

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

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

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

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

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

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

Regularly passed and adopted this 13<sup>th</sup> day of March, 2013 by the following vote:

AYES: DEAL, GEE, GUILBAULT, HARRIS, KERSTEEN-TUCKER,  
LLOYD, MATSUMOTO, TISSIER, GROOM

NOES: NONE

ABSENT: NONE

Carole Groom  
Chair, San Mateo County Transit District

ATTEST:

Shantel Martinez  
District Secretary

## **STAFF REPORT ATTACHMENT**

### **SAMTRANS TITLE VI STANDARDS AND POLICIES**

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

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

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

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

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

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

## **PART 1**

### **MAJOR SERVICE CHANGE POLICY**

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

A major service change is defined as:

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

The following service changes are exempted:

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



## PART 2

### DISPARATE IMPACT POLICY

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

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

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

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

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

## PART 3

### DISPROPORTIONATE BURDEN POLICY

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

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

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

## PART 4

### SYSTEMWIDE SERVICE STANDARDS

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

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

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

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

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

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

**Exhibit 1: Routes by Category**

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

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

## A. VEHICLE LOAD

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

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

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

**Exhibit 2: Vehicle Load Factor Standards**

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

## B. VEHICLE HEADWAY

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

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

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

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

**Exhibit 3: Vehicle Headway Standards**

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

## C. ON-TIME PERFORMANCE

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

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

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

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

**Exhibit 4: On-Time Performance Standards**

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

## **D. SERVICE AVAILABILITY**

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

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

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

## PART 5

### SYSTEMWIDE SERVICE POLICIES

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

- A. Vehicle Assignment
- B. Transit Amenities

#### A. VEHICLE ASSIGNMENT

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

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

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

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

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



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

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

## **B. TRANSIT AMENITIES**

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

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

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

### **Bus Shelters**

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

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

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

### **Bus Stop Benches**

Benches are considered for installation based on the following criteria:

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

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

### **Trash Receptacles**

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

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

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

### **Next Bus Arrival Signage**

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

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

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



## **ATTACHMENT 4 – EXISTING FARE CHART AND FARE STRUCTURE**

# Existing Fare Chart

	Local Fare				Express Fare		
	Cash or Mobile#	Clipper#	Day Pass (Cash or Mobile)	Monthly Pass (Clipper)	Cash or Mobile#	Clipper#	Monthly Pass (Clipper)
<b>Adult</b> (Age 19 through 64)	\$2.25	\$2.05	\$4.50	\$65.60	\$4.50	\$4.00	\$130.00
<b>Youth*</b> (Age 18 & younger)							
<b>Eligible Discount**</b> (Senior / Disabled / Medicare cardholder)	\$1.10	\$1.00	\$2.00	\$27.00	\$2.25	\$2.00	N/A

Local fares are paid on all routes that are not mentioned in the above fare chart.

# FY2020 FARE STRUCTURE

Adopted – May 26, 1976  
Revised – August 7, 2019  
Effective – August 18, 2019

## SAN MATEO COUNTY TRANSIT DISTRICT STATE OF CALIFORNIA

\* \* \*

### FARE STRUCTURE

#### I. FARE PRICES

##### Fixed-route Service

Product	Payment Options	Category	Current	Eff. 8/18/19	Eff. 1/1/2020	Eff. 7/1/2020
Local One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app, Ticket/Token	Adult	\$2.25			
		Youth/Eligible Discount	\$1.10			
	Clipper	Adult	\$2.05			
		Youth/Eligible Discount	\$1.00			
	Transfers from Other Agencies (Clipper)*		Adult/Youth/Eligible Discount	One free transfer		
Local Day Pass	Cash, Mobile app	Adult	\$5.50			\$4.50
		Youth/Eligible Discount	\$2.75			\$2.00
Local Monthly Pass	Clipper, Limited Paper Ticket	Adult	\$65.60			
		Youth/Eligible Discount	\$27.00			
Out of San Francisco/ Express One-way	Cash, Mobile app	Adult	\$4.00	Discontinued		
		Youth/Eligible Discount	\$1.10			
	Clipper	Adult	\$3.60			
		Youth/Eligible Discount	\$1.00			
	Transfer upgrade from Day Pass	Adult	\$1.75			
		Youth/Eligible Discount	\$0.00			
	Transfer upgrade from Local Monthly Pass and from Other Agencies (Clipper)*	Adult	\$1.55			
		Youth/Eligible Discount	\$0.00			
Out of San Francisco/ Express Monthly Pass	Clipper	Adult	\$96.00			
		Youth/Eligible Discount				
Express One-way (2-hour transfer on Clipper and Mobile app)	Cash, Mobile app	Adult				\$4.50
		Youth/Eligible Discount				\$2.25
	Clipper	Adult				\$4.00
		Youth/Eligible Discount				\$2.00
	Transfer upgrade from One-way Local (Mobile), Day Pass (Paper/Mobile), Ticket/Token	Adult				\$2.25
		Youth/Eligible Discount				\$1.00
	Transfer upgrade from Local Monthly Pass (Clipper), Summer Youth Pass, One-way Local transfer (Clipper)	Adult				\$1.95
		Youth/Eligible Discount				\$1.00
	Transfers from Other Agencies (Clipper)*	Adult				\$1.95
		Youth/Eligible Discount				\$1.00
Express Monthly Pass	Clipper	Adult				\$130.00
		Youth/Eligible Discount*				

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

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

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#### Other Products

Product	Payment Options	Category	Current	Eff. 8/18/19	Eff. 1/1/2020	Eff. 7/1/2020
Local One-way 10 Tokens <sup>a</sup>	SamTrans Sales Outlets	Adult	\$18.00		\$22.50	Discontinued
		Youth	\$10.00		\$11.00	
Local One-way 10-Ticket Book <sup>a</sup>	SamTrans Sales Outlets	Adult				\$22.50
		Youth				\$11.00
		Eligible Discount	\$10.00		\$11.00	
Local One-way 50-Ticket Book	SamTrans Administrative Office	Adult	\$112.50		Discontinued	
Discounted Youth Local Monthly Pass	Limited Paper Pass thru School Lunch Program	Youth		\$22.00		
Summer Youth Pass	Mobile app, www.samtrans.com, SamTrans Administrative Office	Youth		\$40.00		
Way2Go Pass	SamTrans Administrative Office	Minimum of 100 passes		\$125 per rider (\$12,500 minimum)		
Group Travel: minimum of 25 riders	SamTrans Administrative Office	Adult/Youth/ Eligible Discount	20% discount		Discontinued	

#### Demand Response Services

Paratransit Redi-Wheels/RediCoast One-way (ADA)	Cash, Mobile app	Regular	\$4.25	
		Lifeline	\$1.75	
	10-Ticket Book available at SamTrans Administrative Office	Regular	\$42.50	
		Lifeline	\$17.50	
	Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular	\$5.00 per rider	
		Lifeline	\$2.25 per rider	
Paratransit 5311 Coastside On-demand One-way (non-ADA)	Cash, Mobile app	Regular	\$4.25	
		Lifeline	\$1.75	
	Agency-sponsored Group Trips thru SamTrans Administrative Office	Regular	\$4.50 per rider	
		Lifeline	\$1.75 per rider	
Taxi Voucher Pilot Program	Taxi bills SamTrans for agency subsidy; Customer pays remaining fare to Taxi	Eligible Discount		Up to \$20 agency subsidy
Microtransit Pilot Program	Same as Local fixed-route	Adult/Youth/ Eligible Discount	Local fixed-route Fare Structure applies	

#### Parking

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

<sup>a</sup> Tokens will be replaced with Tickets by July 1, 2020

## 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. Through December 31, 2019: Youth and Eligible Discount Local Day Passes also can be used for Out of San Francisco and Express services for no additional charge.

3. **Local Monthly Pass.** Available through Clipper and limited paper passes distributed through Social Services agencies and schools. Valid on Local service from 12:01 a.m. on the first day of the month for which issued until 2:00 a.m. on the first day of the following month. Through December 31, 2019: Youth and Eligible Discount Local Monthly Passes also can be used for Out of San Francisco and Express services for no additional charge.
4. **Out of San Francisco One-way.** Available through Clipper, SamTrans mobile app or cash. Effective January 1, 2020, Out of San Francisco fare types will be discontinued.
5. **Out of San Francisco Monthly Pass.** Available through Clipper for Adult fare category. Through December 31, 2019: Youth and Eligible Discount Local Monthly Passes can be used for Out of San Francisco services at no additional charge. Effective January 1, 2020, Out of San Francisco fare types will be discontinued.
6. **Out of San Francisco One-way Upgrade.** Available through Clipper or cash for Adult upgrading fares with Local Monthly Pass. Effective January 1, 2020, Out of San Francisco fare types will be discontinued.
7. **Summer Youth Pass.** Available through the SamTrans mobile app or advance purchase at SamTrans Administrative Office. Valid for Local and Out of San Francisco service during June, July and August. Effective January 1, 2020, Youth will pay upgrade when riding Express service.
8. **Discount Youth Local Monthly Pass.** Available through public school districts to qualified low-income students as identified through the school lunch program. Valid on Local and Out of San Francisco service. Effective January 1, 2020, Youth will pay an upgrade when riding Express service.
9. **Express One-way.** Through December 31, 2019, Out of San Francisco rules apply. Effective January 1, 2020, available through Clipper, SamTrans mobile app or cash. Customers using Clipper or SamTrans mobile app: includes free transfers for 120 minutes valid on Express and Local SamTrans services.
10. **Express Monthly Pass.** Through December 31, 2019, Out of San Francisco rules apply. Effective January 1, 2020, available through Clipper only for Adult. Youth and Eligible Discount may use a Local Day Pass, Local Monthly Pass or Summer Youth Pass for Express service with payment of an Express Service Upgrade. Youth and Eligible Discount also may choose to purchase an Express Monthly Pass on an Adult Clipper card.
11. **Express Service Upgrade.** Effective January 1, 2020, to pay for the difference between Local and Express fares. For use with: (i) 120-minute Local service transfers (Clipper and SamTrans mobile app); (ii) Tokens and Tickets; (iii) Local Day Passes; (iv) Local Monthly Passes; (v) Summer Youth Passes.



12. **Way2Go Pass.** Annual pass sold to (i) housing complexes for distribution to and use by all residents aged 5 years and older, and (ii) businesses for employees working more than 20 hours per week. Valid within the calendar year for which issued on Local, Out of San Francisco and Express service. Minimum participation cost based on 100 participants.

**B. Fare Categories:**

1. **Adult.** Applies to passengers aged nineteen (19) through sixty-four (64).
2. **Eligible Discount.** Available to passengers aged sixty-five (65) or older, or who possess a Regional Transit Connection (RTC) Discount Card, a Medicare Card, a current Disabled Person Placard Identification Card issued by the Department of Motor Vehicles, or a valid transit discount card issued by another California transit agency which is equivalent to the RTC Discount Card. Passengers carrying an RTC Discount Card marked with an attendant symbol may have a personal care attendant travel with them at the Eligible Discount fare.
3. **Youth.** Available to passengers who are eighteen (18) years old or younger. Up to two children aged four (4) years or younger may travel free with each Adult or Eligible Discount fare-paying passenger. Additional children are subject to the Youth fare.
4. **Waived Fares.** Local, Out of San Francisco and Express Bus fares are waived for the following categories of passengers with proper identification or fare media:
  - a. **Peace Officers.** Uniformed and non-uniformed, sworn peace officers showing proper identification.
  - b. **Military Personnel.** Active military personnel in uniform showing proper identification.
  - c. **Employees/Retirees.** San Mateo County Transit District employees, qualified retirees, spouses, domestic partners and dependent children under the age of eighteen (18) showing their employee identification or family transportation pass.
  - d. **Board of Directors and Citizens Advisory Committee Members.** Board of Directors and Citizens Advisory Committee members showing their District identification.
  - e. **ADA Paratransit-eligible Passengers.** Passengers certified for Redi-Wheels and RediCoast (ADA) paratransit, and their personal care attendants, showing valid Redi-Wheels or RediCoast identification cards.

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

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

**A. ADA Paratransit: Redi-Wheels and RediCoast**

1. **Regular Redi-Wheels and RediCoast.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, and (ii) possess a

valid Redi-Wheels or RediCoast card. Available through the SamTrans mobile app, cash or ticket. Tickets are sold in booklets with 10 rides at SamTrans Administrative Office and via mail.

2. **Lifeline Redi-Wheels and RediCoast.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, (ii) possess a valid Redi-Wheels or RediCoast card, and (iii) receive Supplemental Security Income, San Mateo County General Assistance, or Medi-Cal. Available through the SamTrans mobile app, cash or ticket. Tickets are sold in booklets with 10 rides at SamTrans Administrative Office or via mail.
3. **Service Agency-sponsored Group Trips.** For passengers with disabilities who (i) are certified by the District as eligible for paratransit under the ADA, (ii) possess a valid Redi-Wheels or RediCoast card, and (iii) are participating in group trips sponsored by eligible agencies. Lifeline fares apply to such passengers who also receive Supplemental Security Income, San Mateo County General Assistance, or Medi-Cal. Eligible agencies are: Poplar Recare, Rosener House, San Carlos Adult Day Care, Senior Focus, Senior Day Care, South San Francisco Adult Day Care and Coastside Adult Day Health Care. Sponsor is billed by the District after the trip.

**B. Non-ADA Paratransit: 5311 Coastside Demand Response**

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

**IV. FARE PAYMENT**

- A. **Cash Payment.** Cash payments are made by feeding bills or coins into the farebox. Bills up to \$20 (twenty dollars) and coins of one cent, five cents, 10 cents and 25 cents are accepted. No cash change is provided in case of overpayment. Through June 30, 2020, change may be provided in the form of Change Cards issued through the farebox.
- B. **Change Cards.** Change Cards may be used toward the cost of future fixed-route bus rides. Change Cards expire one year from date of issue and no later than March 31, 2021. Effective April 1, 2020, Change Cards will no longer be issued.
- C. **Local One-way Token or Ticket.** Currently available to Adult and Youth as Tokens. Tickets will be issued instead of Tokens no later than July 1, 2020. Available to Eligible Discount as Tickets. Sold only in packages of 10. Each Token or Ticket is

valid for one Local ride. Multiple Tokens or Tickets may be combined for Out of San Francisco or Express service (but no Change Card is provided). Tokens will be accepted on SamTrans buses through June 30, 2021 (after which point only Tickets will be accepted).

- D. Clipper®.** Use of Clipper requires customers to "tag" the card at the Card Interface Device on-board buses. The Clipper card is a transit fare payment card issued and administered by the Metropolitan Transportation Commission (MTC) that is valid for use on all major public transit services throughout the San Francisco Bay Area. There may be fees associated with the use of a Clipper card. Such fees, if any, will be set by the MTC. Clipper customers will have an approximate 10 percent discount over One-way cash fares.

- E. Mobile Ticketing Application Pilot Program.** Customers may purchase via the SamTrans Mobile App: (i) Local, Out of San Francisco and Express One-way; (ii) Local Day Pass; (iii) Express Upgrade; (iv) Paratransit Redi-Wheels/RediCoast One-way (ADA); and (v) Paratransit 5311 Coastside Demand Responsive One-way (non-ADA). Credit and debit cards are accepted.

**F. Inter-agency Transfers**

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

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

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

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

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

The individual ride value of a Pass shall be valid for any route that has a fare for the specified ride value or less. The single-ride value of a Pass may be applied to the fare for any route with a higher individual ride value by paying the difference in cash, Tokens, Tickets or Change Cards. Fixed-route fare media are not valid on Paratransit service.

District staff is empowered to add means of fare media distribution (e.g. website) without amendment of this document.

**V. SERVICE CLASSIFICATIONS**

**A. Local Service**

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

**B. Out of San Francisco Service**

Out of San Francisco service includes Routes 292, 397 and 398 starting at the Transbay Terminal area. Local fare applies to southbound Routes 292 and 397 for boardings south of Sunnydale Avenue/Bayshore Boulevard, and Local fare also applies to southbound Route 398 for boardings south of San Francisco. Effective January 1, 2020, Out of San Francisco fares will be eliminated and Routes 292, 397 and 398 will be considered Local service.

**C. Express Service**

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

**D. ADA and non-ADA Paratransit Service**

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

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

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

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

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

E. **Microtransit On-demand Pilot Program Service**

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

F. **Taxi Voucher Pilot Program**

The on-demand taxi subsidy pilot program offers same-day, curb-to-curb taxi and accessible taxi service at a reduced rate in the program area. The service is provided for adults aged 65 or older, and people with disabilities as defined in the program policies. The pilot program is scheduled to launch in 2020.

VI. **PARKING**

A. **Fees**

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

B. **Restrictions**

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

## **ATTACHMENT 5 – SAMTRANS DEDICATED WEBPAGE**

<http://www.SamTrans.com/Fares/SamTransFareChanges.html>

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Peninsula Moves

> samtrans.com > Fares > Means Based Fare Pilot Program

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# Means Based Fare Pilot Program

SamTrans is exploring the feasibility of joining [Clipper START](#), the Metropolitan Transportation Commission's (MTC) means-based fares pilot program. The agency is analyzing the program's benefits and impacts in terms of ridership, farebox recovery and customer experience.

Clipper START uses the [Clipper](#) transit fare payment system to discount the cost of one-way rides for adults (ages 19-64) whose household incomes are no more than twice the federal poverty level (for example, \$52,400 for a family of four). Clipper START participants will receive discounted fares on participating transit services around the Bay Area.

If approved by the SamTrans Board of Directors, the Clipper START pilot program would allow adult SamTrans riders who are lower-income to receive fare discounts of 20-50% off the adult single ride fare. The program would be evaluated for possible continuation throughout the 12-month pilot period.

For most Bay Area households, transportation is the third-biggest monthly expense — trailing only the cost of housing and food. Clipper START could be a critical program for many families, particularly in the current economic climate.

Visit [www.clipperstartcard.com](http://www.clipperstartcard.com) for information on program eligibility and how to apply.

GET INVOLVED/LEARN MORE

As SamTrans explores joining the Clipper START pilot program, we're looking for your feedback!

- Virtual Town Hall:** On Tuesday, September 29, SamTrans staff hosted a Virtual Town hall to get public feedback about a potential means-based fare discount for SamTrans rides. If you missed the Town Hall, you can watch a [video here](#). You can also [click here to view a PDF copy of the Town Hall presentation](#).
- Board of Directors Meeting:** Staff will present findings and recommendations to the SamTrans Board of Directors at their October 7, 2020 meeting, held virtually via Zoom. The public may view the presentation and provide public comment at that meeting.

JOIN THE CONVERSATION

We also welcome your feedback and thoughts via our Electronic Comment Form. Join the conversation and make your voice heard!

Comments may also be submitted by calling SamTrans Customer Service at 1-800-660-4287 or by emailing [changes@samtrans.com](mailto:changes@samtrans.com).

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SamTrans Title VI Fare Equity Analysis- November 2020

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> samtrans.com > Fares > Means Based Fare Pilot Program > 基于经济状况的票价试点计划

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## 基于经济状况的票价试点计划

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SamTrans正在探索加入Clipper START的可行性。Clipper START是大都会运输委员会（MTC）基于经济状况的票价试点计划。该机构正在从载客量、票价成本回收和客户体验等方面分析该计划的优点和影响。

Clipper START通过Clipper公交票价支付系统，为家庭收入不超过联邦贫困水平两倍（例如四口之家的收入为52400美元）的成人（19-64岁）降低单程票价。Clipper START参与者在使用湾区参与该计划的公交服务时将获得折扣票价。

如果获得SamTrans董事会的批准，Clipper START试点计划将为SamTrans的低收入成人乘客提供20%-50%的成人单程票折扣。在持续12个月的试点期内，该计划将会受到评估，以明确其继续执行的可能性。

对于大多数湾区家庭而言，交通是每月第三大支出，仅次于住房和食物开支。Clipper START计划可能对于许多家庭都极为重要，尤其是在当前的经济形势下。

访问[www.clipperstartcard.com](http://www.clipperstartcard.com)了解有关计划资格的信息。

现在参与/了解详情

SamTrans正在探索加入Clipper START试点计划，我们期待您的反馈！

- 虚拟全员大会：**9月29日（周二）下午5:30，我们将举行虚拟全员大会，让您有机会就可能执行的基于经济状况的票价折扣分享您的想法。公众可以通过点击Zoom (<https://samtrans.zoom.us/j/94699047126>) 或拨打877-853-5257（免费电话）远程参会，会议ID：946 99047126，我们将按需提供翻译服务。如果您需要翻译，请提前72小时通知我们。
- 董事会会议：**2020年10月7日，员工将在Zoom召开SamTrans董事会上介绍调查结果和建议。公众可在该会议上查看演示文稿并发表意见。

参与对话

我们也欢迎您通过“电子意见表”给予您的反馈和想法。请参与对话，让我们听到您的声音！

您也可以通过拨打1-800-660-4287致电SamTrans客服或通过发送电子邮件至[changes@samtrans.com](mailto:changes@samtrans.com)来提交意见。

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Submit

您的家庭邮政编码是什么？

您或您家庭中的某人是否有资格获得Clipper START吗？

☐ 是
 ☐ 否
 ☐ 不确定

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SamTrans Title VI Fare Equity Analysis- November 2020

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**ATTACHMENT 6 –  
NOTICE OF VIRTUAL TOWN HALL:  
SAMTRANS NEWS RELEASE**

## SamTrans Explores Clipper START Feasibility

September 16, 2020

In the coming months, SamTrans will consider the agency's potential participation in [Clipper START](#), the Metropolitan Transportation Commission's (MTC) means-based fares pilot program. A taskforce is analyzing the program's benefits and impacts in terms of ridership, farebox recovery, customer experience, and regional coordination.

Staff is scheduled to present findings and recommendations to the SamTrans Board of Directors at their October 7 meeting. If approved, Clipper START would allow qualifying SamTrans riders who are lower-income to receive fare discounts of 20% to 50% off the adult single ride fare. Staff will monitor the program's performance metrics throughout the 12-month pilot period to determine its long-term feasibility.

SamTrans invites the public to provide input through a web-based [comment form](#) and an upcoming [virtual town hall](#):

### **SamTrans Clipper START Virtual Town Hall**

Tuesday, September 29, at 5:30PM

Join by Zoom: <https://samtrans.zoom.us/j/94699047126>

Join by phone: +1 877-853-5257, Webinar ID: 946 9904 7126

Members of the public may also comment on the proposed means-based fares discount program by calling SamTrans Customer Service at 1-800-660-4287.

Clipper START uses the [Clipper](#) transit fare payment system to discount the cost of one-way rides for adults (ages 19-64) whose household incomes are no more than twice the federal poverty level (for example, \$52,400 for a family of four). Clipper START participants receive discounted fares on participating transit services.

For most Bay Area households, transportation is the third-biggest monthly expense — trailing only the cost of housing and food. Clipper START could be a critical program for many families, particularly in the current economic climate.

Visit [www.clipperstartcard.com](http://www.clipperstartcard.com) for information on program eligibility and how to apply.

###

*About SamTrans: SamTrans operates 70 routes throughout San Mateo County. Funded in part by a half-cent sales tax, the San Mateo County Transit District also provides administrative support for Caltrain and the San Mateo County Transportation Authority. SamTrans has provided bus service to San Mateo County customers since 1976.*

Follow SamTrans on [Facebook](#) and [Twitter](#).

Free translation assistance is available. Para traducción llama al 1.800.660.4287; 如需翻譯, 請電 1.800.660.4287.

## **ATTACHMENT 7 – NOTICE OF VIRTUAL TOWN HALL: SOCIAL MEDIA**



# TWITTER POSTS

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**SamTrans**
6,130 Tweets
Follow

Do you think [#SamTrans](#) should join Clipper Start? Leave us a comment with your opinion.

Clipper START is a program that would allow qualifying SamTrans riders to receive fare discounts up to 20%-50% off the adult single ride fare.

Learn more here: [bit.ly/3mGmbE7](https://bit.ly/3mGmbE7)

1
 2

**SamTrans**
@SamTrans · Sep 23

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Tweet

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**SamTrans**
@SamTrans · Sep 28

As SamTrans explores joining the Clipper START pilot program, we're looking for your feedback!

There will be a Virtual Town Hall tomorrow at 5:30PM to learn more.

Zoom: [samtrans.zoom.us/j/94699047126](https://samtrans.zoom.us/j/94699047126) or call 877 853 5257 ID: 946 9904 7126.

2
 7
 5

**SamTrans**
@SamTrans · Sep 29

Thank you for everyone who attended, please feel free to leave your opinions about the program or any other questions you may have your input is important.

- [#SamTrans](#)

UCSF Benioff SF  
@UCSFChildrens  
Promoted

David Burruto  
@SMCPolitical

Emily Beach  
@EmilyBeach650

Show more

**What's happening**

US elections · 1 hour ago  
**Dr. Fauci says his words were taken 'out of context' in a new Trump ad touting COVID-19 response**  
Trending with [Fauci](#)

**#JamieMovie**  
See the film in theaters 2/26!  
Promoted by Everybody's Talking About Jamie

Arts & culture · Trending  
**KACEY**  
9,008 Tweets



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Profile



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Tweet



Thread



**SamTrans** ✓  
@SamTrans

Don't forget to stay tuned! TODAY at 5:30 PM 



**SamTrans** ✓ @SamTrans · Sep 28

As SamTrans explores joining the Clipper START pilot program, we're looking for your feedback!

There will be a Virtual Town Hall tomorrow at 5:30PM to learn more.

Zoom: [samtrans.zoom.us/j/94699047126](https://samtrans.zoom.us/j/94699047126) or call 877 853 5257 ID: 946 9904 7126.

[Show this thread](#)



4:06 PM · Sep 29, 2020 · Twitter for iPhone



**Caltrain** ✓ @Caltrain · Sep 29

Replying to @SamTrans

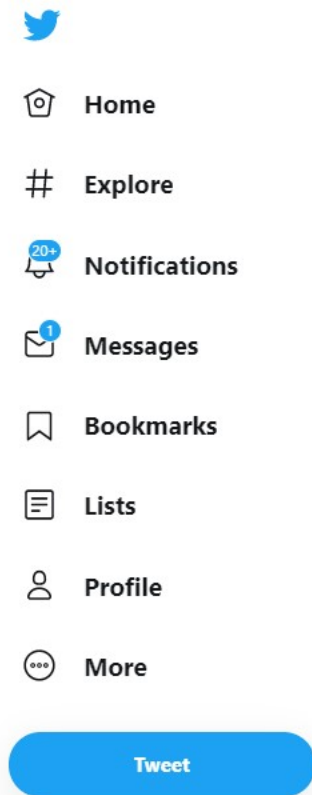
The town hall has begun 🚦



♥ 1



# TWITTER POSTS: SPANISH



# FACEBOOK POSTS

6:00 AM - 3:00 PM

Transportation Service

Suggest Edits

Is this category correct?

Rideshare Service

Yes Unsure No

Photos

See All

Videos

See All

SamTrans

September 25 at 12:52 PM · 🌐

Do you think [#SamTrans](#) should join Clipper Start? Leave us a comment with your opinion.

Clipper START is a program that would allow qualifying SamTrans riders to receive fare discounts up to 20%-50% off the adult single ride fare.

Learn more here: <http://bit.ly/3mGmb7>

3 1 Comment 1 Share

Like Comment Share

Most Relevant

Write a comment...

Chris Fung

Yes, implement it!!

Like · Reply · 2w



SamTrans
Call Now
Like
Message

### Photos

### Videos

SamTrans Means-Based Fares / Clipper START Pilot Program

Virtual Public Meeting  
September 29, 2020

As SamTrans explores joining the Clippe...

7  
214 Views · a week ago

### Page Transparency

Facebook is showing information to help you better understand the purpose of a Page. See actions taken by the people who manage and post content.

- Page created - September 22, 2011
- Page manager location: United States

### Related Pages

Caltrain

**Clipper Start and SamTrans**

Other

3

Like Comment Share

Write a comment...

**SamTrans** · September 29 at 4:12 PM ·

Don't forget to stay tuned today! As SamTrans explores joining the Clipper START pilot program, we're looking for your feedback!

The Virtual Town Hall will start at 5:30PM to learn more.

Zoom: [samtrans.zoom.us/j/94699047126](https://samtrans.zoom.us/j/94699047126) or call 877 853 5257 ID: 946 9904 7126.

4

Like Comment Share

Write a comment...

## **ATTACHMENT 8 – COMMENT FORMS (ENGLISH, SPANISH, and CHINESE)**

Page 1 of 1 Submit

What is your home zip code?

Do you or someone in your household qualify for Clipper Start? ☐ Yes ☐ No ☐ I'm not sure

Would you agree or disagree with SamTrans joining the Clipper START program? ☐ Agree ☐ Disagree

Do you have any other comments on SamTrans joining the Clipper START program?

If you would like be contacted for further information about Clipper START sign up here:

Is there anything else you would like to tell us?

Submit

Select Language ▼

Powered by Google Translate

Translation Info

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#### CHINESE COMMENT FORM

您是否赞同SamTrans加入Clipper START 计划? ☐ 赞同 ☐ 不赞同

对于SamTrans 加入Clipper START 的问题, 您有其他意见吗?

如果您希望我们就Clipper START 的更多信息与您取得联系, 请在此注册:

您还有什么想告诉我们的吗?

Submit

Select Language ▼

Powered by Google Translate

## SPANISH COMMENT FORM

\*Text matches previous format on web page. Comment pages were removed on 10/16/20 before the capture of the Spanish Comment Form.

¿Cuál es su código postal?

¿Usted o alguna persona de su hogar reúnen los requisitos para utilizar Clipper START? Sí / No / No estoy seguro/a

¿Estaría de acuerdo o No estaría de acuerdo en que SamTrans participe en el programa Clipper START?  
Estoy de acuerdo / No estoy de acuerdo

¿Tiene usted algún otro comentario acerca de SamTrans uniéndose al programa de Clipper Start?

Si quisiera que nos comuniquemos con usted con información adicional sobre Clipper START, regístrese aquí:

¿Hay alguna otra información que quisiera compartir con nosotros?

## **ATTACHMENT 9 – OUTREACH: COMMUNITY BASED ORGANIZATIONS**

ACCEL San Mateo County	Ravenswood Family Health Center
Ayundando Latinos A Sonar (ALAS)	Renaissance Center Mid-Peninsula
Bay Area Community Health Advisory Council, San Mateo	Safe Harbor Shelter
Bay Area Forward	Samaritan House, San Mateo
Belle Haven Action	SAMCEDA; Peninsula Mobility Group
Chicana Latina Foundation	San Mateo Building and Construction Trades
Chicana Latina Foundation	San Mateo County Central Labor Council
Citizens Environmental Council of Burlingame	San Mateo County Central Labor Council
Clean Coalition	San Mateo County Hispanic Chamber of Commerce
Coastside Clinic	San Mateo County Home For All
Coastside Hope	San Mateo County Immigrant Services Forum
College of San Mateo	San Mateo County Parks Foundation
College Track	San Mateo County Pride Center
College Track East Palo Alto	San Mateo County Union Community Alliance
Commission on Aging	San Mateo County Youth Commission
Commission on Aging Paratransit Coordinating Council	San Mateo Labor Council
Daly City Community Service Center	Senior Coastsiders
Daly City Friendship Center (North County Mental Health)	Seton Medical Center
Daly City Partnership	Shared Housing Program/Human Investment Project 264
Daly City Youth Health Center	Sierra Club, Loma Prieta Chapter
Fair Oaks Community Center	Silicon Valley Community Foundation
Family Crossroads/Shelter Network of San Mateo County	Sitike Counseling Center
Family Health Services	Skyline College
Filipino Bayanihan Resource Center	Skyline College Language and Arts Division
Filipino-American Chamber of Commerce	SMC Health
Friends of Caltrain	SMC Health System - Health Policy & Planning Program
Gatepath	Society of St. Vincent de Paul, San Mateo
Home and Hope	Somos Mayfair
Housing Leadership Council	South San Francisco Community Learning Center
Imagine Menlo	SparkPoint Center at Skyline College
Immigration Institute of the Bay Area	StarVista
Language Pacifica	Sustainable San Mateo County
Latino Collaborative, San Mateo County	Transportation Equity Allied Movement Coalition, San Mateo County (TEAMC)
League of Women Voters - North and Central San Mateo County	Yaseen Foundation
League of Women Voters - South San Mateo County	Youth Leadership Institute
Lesley Senior Communities, San Mateo	Youth United for Community Action (YUCA)

LifeMoves, San Mateo County	Zawayaya
Liwanag Kultural Center (Community Center)	Child Care Coord Council
Menlo Oaks District Association	East Palo Alto Senior Center
Menlo SPARK	Ecumenical Hunger Program
Mid Peninsula Boys and Girls Club	Edgewood Center for Children and Families - San Mateo
Midcoast Community Council	El Concilio of San Mateo County
MidPen Housing Corporation	EPA CAN DO
Moon Ridge Apartments	Free At Last
NAACP San Mateo County Chapter	Nuestra Casa
Nuestra Casa	Job Train
Non-Profit Housing Association of Northern California	Peninsula Volunteers (Meals on Wheels)
Northern Peninsula Food Pantry and Dining Center	Next Step Veterans Resource Center
Northern Peninsula Mandarin School	
One East Palo Alto, East Palo Alto	
Organization of Chinese Americans (Peninsula Chapter of San Mateo)	
Our Second Home	
Pacifica Climate Committee	
Pacifica Resource Center	
Paratransit Coordinating Council	
Parents for Safe Routes	
PARS Equality Center	
Peninsula Conflict Resolution Center	
Peninsula Family Service	
Pillar Ridge Manufactured Housing Community	
Project WeHope	
Puerta (Clinic)	
Puente De La Costa Sur	

## **ATTACHMENT 10 – VIRTUAL TOWN HALL: PRESENTATION**



# SamTrans Means-Based Fares / Clipper START Pilot Program

Virtual Public Meeting  
September 29, 2020



## Meeting Logistics

- All attendees are muted
- Questions/Comments:
  - Type using Q&A Option (at any point)
  - Raise hand
  - On Phone: Press \*9
  - Q&A at the End of Presentation



- Recording of the presentation will be available after the webinar
- Email option for questions/comments: [Changes@samtrans.com](mailto:Changes@samtrans.com)



## Testing...

---

Raise your hand if:

- You live in San Mateo County
- You've ridden SamTrans



3

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## Clipper START Background

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- Clipper START program, administered by the MTC, offers discount on single-ride fares to eligible low-income adults
- Eligibility based on 200% of the federal poverty household income level and household size
- Pilot program would last 12 months

4

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# Clipper START Program Objectives

- Make transit more affordable for low-income residents
- Move towards a more consistent regional standard for fare discounts
- Develop implementation options that are financial viable and administratively feasible

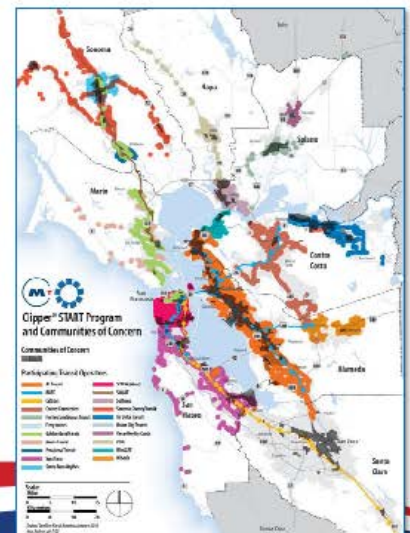


5

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# Regional Participation and Timeline

- Four agencies launched July 2020:
  - BART: 20% discount
  - Caltrain, GG Transit/Ferry, SFMTA: 50% discount
- SamTrans would join January 2021
  - Program ends January 2022 (12-month pilot program)



6

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# MTC Application Process



7

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## MTC Eligibility Requirements

### Proof of Identity (need one):

- Driver's license
- Passport
- City ID Card
- State ID Card
- Permanent Resident Card
- US Military Card
- Matricula Consular Card

### Proof of Income (need one):

- EBT or Medi-Cal card
- SFMTA Lifeline Pass
- County Benefits Eligibility Letter
- Tax Form



8

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# Program Evaluation

- Evaluation occurs at mid-point and end of pilot program

Awareness & Marketing	Customer Experience	Financial Viability	Administrative Feasibility	Affordability	Access + Mobility
How effective was the program's outreach?	How easy was it to enroll in Clipper START?	How did the program change transit agency revenues?	What were the successes and challenges in delivering the Clipper START program?	Did participants' transportation costs decrease due to Clipper START?	Do participants have more access to opportunity because of the discount?
How did people learn about Clipper START?	Was managing and using the card straightforward and effective?	And ridership?	What does it take to manage and deliver the program?	How did lower fares impact other aspects of people's lives?	How did people's travel patterns change after enrolling in Clipper START?
How many people applied and enrolled, and what do we know about them?		What were agency costs?	Where does the program fit in the organization?		What were the top travel destinations for participants?
		How was the MTC subsidy spent to cover program participation?			What transit or transportation service did people use?

9



## Ways to Provide Input

- Tonight's virtual meeting
- **Visit our dedicated webpage with comment form**  
– [samtrans.com/clipperstart](https://samtrans.com/clipperstart)
- Give public comment at the October 7, Board of Directors meeting (via Zoom)
- Email: [changes@samtrans.com](mailto:changes@samtrans.com)
- Call Us: 1-800-660-4287

10



## Learn More...

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Best source of program info is: [ClipperStartCard.com](https://ClipperStartCard.com)



## Questions/Comments

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### Questions/Comments:

- Type using Q&A Option
- Raise hand
- On Phone: Press \*9



### More comment options:

- Online: [samtrans.com/clipperstart](https://samtrans.com/clipperstart)
- Email: [Changes@samtrans.com](mailto:Changes@samtrans.com)

12



## Feedback and Questions

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Should SamTrans join Clipper START?

Do you have any other feedback on Clipper START or other fare programs?

13



## **ATTACHMENT 11 – PUBLIC COMMENTS: VIRTUAL TOWN HALL**



**Virtual Town Hall - Comment Tracking Sheet**  
**SamTrans Clipper Start**  
**September 29, 2020**

Question or Comment	Public Commenter	Comment	Issue Area	Responder	Response needed during this meeting? IE is it relevant to this meeting?
Question	Mary Berry	Will this affect Student prices?	Fares	Christiane	No; unless they are an over 18 student and qualify for the program
Comment	Paul Hollywood	I think SamTrans joining the program is a great idea!	Joining	Ryan	Thanks for the feedback!
Comment	Benjamin McMullan	Don't live but work in San Mateo County. I take SamTrans often during non-Covid times	N/A	Ryan	Awesome, thanks for joining us!
Question	Jonathan Blakeslee	are there any fare programs focused on non-profit companies in San Mateo COunty?	Fares	Millie	We do have a Way2Go pass for companies and nonprofits to buy passes for employees. Learn more, here <a href="https://www.samtrans.com/fares/faretypes/Way2Go_Program.html">https://www.samtrans.com/fares/faretypes/Way2Go_Program.html</a>
Question	Moto G Power	In regards to the Clipper, can you do more of a description how it will affect the community? Ex: can I use it for bus and a train?	Clipper	Millie	For Clipper start, can use for all the agencies that are participating. Check out <a href="https://clipperstart.com">Clipperstart.com</a>
Question	Moto G Power	Will they figure out a way for people to apply if they don't have computers? Do they have to an agency? Online?	Clipper	Millie	They do have ways if you don't have a computer, call Clipper Start customer service number to find out ways
Comment	Moto G Power	Response to support: I'm interested and do a lot of work with the community if they can't afford the Clipper card. Bus passes are so expensive.	Joining	Millie	
Comment	Ben McMullan	First time hearing about the program. Sounds like a terrific program and will behoove (sp) people that work in San Mateo and commuting. I look forward about reading more about the program and taking it from there. Initially it sound terrific and well needed.	Joining	Millie	Thanks Ben

## **ATTACHMENT 12 – PUBLIC COMMENTS: OCTOBER BOARD MEETING**

Adina Levin, Friends of Caltrain – Transit Justice Coalition (in San Mateo County) and Seamless Bay Area

Encourage the board to support the Clipper Start Mean Based Program at the 50% level. As staff mentioned, 20% does not give riders that affordability benefit and that is the goal of the program. In terms of the financial commitment, while this is pilot and the agency can assess effectiveness, improving the affordability for people with those need is one of the things we work really hard to pass Measure W for. That money was what we were striving was for - improve affordability of the system and frequency and reliability of transit. Please support the goals that we got Measure W for... and looking into the evaluation and beyond, the issue of the Monthly pass how and looking at a monthly accumulator fare or cap fare.

Eduardo “Lalo” Gonzalez of Youth Leadership also Team C

Here to support SamTrans participation in Means Base Fare Program at 50% level. I think this will be extremely helpful for transit riders. We know that transit patterns may be low due to schools being in person and some people working from home . But as we are connecting with young people and families, there are those who rely on public transportation to get around, run their errands, and get to their essential job duties. In addition, I also hope there is intentional outreach to residents to make sure people are able to take advantage of this opportunity and that outreach is done in different languages to support in the enrolling of this program.

Sandra Lang

Work with Team C and really support and urge the Directors to support and join at a 50% discount. Although more has been said before to warrant on why we should do this, there is an increasing impact on disadvantaged populations in this county. I think we’re going to unfortunately probably see that as times goes on. I see an advantage as I listen to the presentation which was very informative, we will probably see a usage increase that could offset financial considerations at going at 50%. The benefit will outweigh everything. Probably more than anything else. Thank you...

Stuart Highland

Organizing Director with Housing Leadership Council. Our goal is to make sure that everyone that lives and works in San Mate has an affordable and comfortable home. We feel that to really help folks that are living in affordable homes, it’s important to have a robust public transportation service, and this goal, the Clipper Start Program, could not have come for a more crucial time for a lot of our essential workers who are living in affordable homes. As they return to work, it’s going to be a long way back before they are economically solvent and strong. This plan is helpful at a critical time. Our board has endorsed measure RR and we realize sales tax is an easy way to pass a great big public benefit, but weighs heavily on those with lower incomes.

Clipper START equalizes and mitigate that effect as we encourage people to vote on RR.

Support at 50% rate as staff suggested

## **ATTACHMENT 13 – PUBLIC COMMENTS: EMAILS**

# Means Based Fare Pilot Program (response)

## Survey Information

Site:	SamTrans
Page Title:	Means Based Fare Pilot Program
URL:	<a href="https://www.samtrans.com/fares/clipperstart.html">https://www.samtrans.com/fares/clipperstart.html</a>
Submission Time/Date:	10/2/2020 10:21:19 AM

## Survey Response

What is your home zip code?	94015
Do you or someone in your household qualify for Clipper Start?	<input type="text" value="Yes"/>
Would you agree or disagree with SamTrans joining the Clipper START program?	<input type="text" value="Agree"/>
Do you have any other comments on SamTrans joining the Clipper START program?	
If you would like be contacted for further information about Clipper START sign up here:	650 676 0721
Is there anything else you would like to tell us?	

## **ATTACHMENT 14 – PRELIMINARY 2019 TITLE VI ANALYSIS OF TAXI CAB SUBSIDY PROGRAM**

## Taxi Voucher Pilot Preliminary Service Equity Analysis

SamTrans received a grant from the FTA to initiate subsidized same-day taxi services for seniors and persons with disabilities in a geo-fenced pilot area. The pilot service will launch in 2020.

As this pilot has not yet started operating, staff used the current planned service area to determine the demographic profile of potential riders. Ethnicity and household income data were drawn from the 2017 American Community Survey 5-year Estimates, which is the most current available.

### Summary and Preliminary Analysis of Taxi-Voucher Pilot Program

The On-Demand Taxi Voucher Program would offer same-day, curb-to-curb taxi and accessible taxi service at a reduced rate in the program area, which is currently defined as Redwood City, San Carlos, and the unincorporated community of North Fair Oaks. It would be available to adults age 65 or older, and people with disabilities. The pilot has not yet launched but would be in effect for one year. At the end of the pilot period, staff would evaluate the program and determine whether to implement it on a permanent basis and/or to implement it in a different geographic area. If such a decision is contemplated, a service equity analysis would be conducted within 12 months of launch of the pilot program.

**Table 1: Taxi Voucher Pilot Program Demographic Profile - Disabilities and Age**

Disability Status			Age		
		Pct.			Pct.
Total	128,690		Total	128,690	
With Disabilities	9,416	7%	Over 65	15,523	12%
No Disabilities	119,274	93%	Under 65	113,167	88%

Source: SamTrans, 2017 American Community Survey 5-Year Estimates

Within the Taxi Voucher Pilot Program service area, approximately seven percent of the population has a disability, and 12% of the population is over the age of 65 (**Table 14**). This represents the number of people who would be eligible for the service. For context, in San Mateo County, eight percent of the population has a disability, and 14% of the population is over the age of 65.

**Table 2: Taxi Voucher Pilot Program Demographic Profile: Ethnicity and Minority**

Population			Households		
		Pct.			Pct.
Total	128,690		Total	44,132	
Minority	68,206	53%	Low Income	5,146	12%
Non-Minority	57,882	47%	Non-Low Income	38,986	88%

Source: SamTrans, 2017 American Community Survey 5-Year Estimates

**Table 15**, above, shows that while there are slightly more minorities than non-minorities in the service area, there are substantially more people without low-incomes (88%) than with low-incomes (12%). The service area for this pilot is based on historical use of taxis to supplement some ADA trips. As stated above, should staff propose to make the program permanent, the District will use data collected during the pilot to conduct a complete Service Equity Analysis and consider potential mitigations to improve equity moving forward.