

RESOLUTION NO. 2023-05-039

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

May 8, 2023

APPROVING SACRAMENTO REGIONAL TRANSIT DISTRICT'S 2023 TITLE VI PROGRAM UPDATE

WHEREAS, the Sacramento Regional Transit District (SacRT) is required by the Federal Transit Administration (FTA) as a condition of Federal assistance to update its program for compliance with Title VI of the Civil Rights Act of 1964; and

WHEREAS, SacRT's existing Title VI Program will expire on July 31, 2023; and

WHEREAS, the draft Title VI Program update was publicized on SacRT's web site, in SacRT's passenger newsletter, in SacRT's bus and light rail vehicles, and via social media platforms and email announcements; and

WHEREAS, comments were solicited from members of the public for a period exceeding 30 calendar days; and

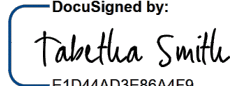
NOW, THEREFORE, BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the Board of Directors has reviewed, is aware of, and approves the Service Monitoring report set forth in Appendix G of Exhibit A; and

THAT, the Board of Directors hereby approves the overall Title VI Program update as set forth in Exhibit A.

DocuSigned by:
PATRICK KENNEDY
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PATRICK KENNEDY, Chair

A T T E S T:
HENRY LI, Secretary

By: 
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Tabettha Smith, Assistant Secretary



Title VI Program Update

May 8, 2023

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Chapter 1: Introduction

1.1 SacRT Profile

In 1971, California legislation allocated sales tax money for local and statewide transit service and created the organizational framework for SacRT pursuant to the Sacramento Regional Transit District Act. The Sacramento Regional Transit District (SacRT) began operation on April 1, 1973, with the acquisition of the Sacramento Transit Authority.

An 11-member Board of Directors governs SacRT. The Board is comprised of four members of the Sacramento City Council, three members of the Sacramento County Board of Supervisors, one member each of the Rancho Cordova, Citrus Heights, Folsom, and Elk Grove city councils. Board responsibilities include approving contracts, planning service and capital projects, passing ordinances, adopting budgets, appointing committees, and hiring both SacRT's General Manager/Chief Executive Officer (GM/CEO) and Chief Counsel. SacRT's GM/CEO carries out the policies and ordinances of the Board, oversees SacRT's day-to-day operations, and appoints the executive management staff positions.

SacRT provides bus and light rail service 365 days a year. Before the COVID-19 pandemic, annual ridership steadily increased on both the bus and light rail systems from 14 million passengers in 1987, when light rail operations began, to 21 million passengers in the fiscal year ended June 30, 2019. Fiscal Year (FY) 2022 ridership was just over 11 million annual boardings, a 37% increase over FY 2021 ridership (FY2022 ridership includes Elk Grove service). SacRT's entire bus and light rail system is accessible to the disabled community. Additionally, SacRT provides origin-to-destination transportation service (in accordance with the Americans with Disabilities Act of 1990) for people that are unable to use fixed-route service, called SacRT GO. In addition to SacRT GO service, SacRT partners with an Adaptive Transportation Network company called UZURV to supplement ADA-paratransit service as needed.

1.2 Requirements and Guidance

As a condition of SacRT's grant agreement with the Federal Transit Administration (FTA) and SacRT's annual certifications and assurances made to the FTA, SacRT is required to submit evidence to the FTA on a triennial basis documenting SacRT's compliance with requirements set forth in FTA Circular 4702.1B on Title VI of the Civil Rights Act of 1964, which states, in Section 601:

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

There are two Presidential Executive Orders that place further emphasis upon the Title VI protections of race and national origin.

Executive Order #12898 ("*Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations*") directs federal agencies to develop strategies to address disproportionately high and adverse human health or environmental effects of their programs on minority and low-income populations.

Executive Order # 13166 (*Improving Access to Services For Persons With Limited English Proficiency*) directs federal agencies to evaluate services provided and implement a system that ensures that persons with Limited English Proficiency are able to meaningfully access the services provided consistent with and without unduly burdening the fundamental mission of each federal agency. Additionally, each federal agency shall ensure that recipients of federal financial assistance provide meaningful access to their Limited-English-Proficiency applicants and beneficiaries.

Circular 4703.1 went into effect on August 15, 2012, to provide recipients of FTA financial assistance with guidance to incorporate environmental justice principles into plans, projects, and activities that receive funding from FTA.

Circular 4702.1B went into effect on October 1, 2012, to assist grantees in complying with Title VI of the Civil Rights Act of 1964. The purpose of this Circular is to provide recipients of FTA financial assistance with instructions and guidance necessary to carry out the U.S. Department of Transportation's Title VI regulations (49 CFR part 21).

1.3 Checklist of Requirements

SacRT is required to submit the following information to FTA as part of the Title VI Program. SacRT subrecipients shall submit the information below to SacRT on a schedule to be determined by SacRT.

- ☐ Title VI Notice to the Public
- ☐ Title VI Complaint Procedure
- ☐ Title VI Complaint Form
- ☐ List of Transit-Related Title VI Investigations, complaints, and lawsuits
- ☐ Public Participation Plan
- ☐ Language Assistance Plan
- ☐ Table of Non-Elected Committees and Councils
- ☐ Subrecipient Monitoring
- ☐ Title VI Equity Analyses (Facilities, Service, and/or Fare)
- ☐ Board Resolution – Approving Title VI Program
- ☐ Service Standards
- ☐ Service Policies
- ☐ Demographic and Service Profile Maps/Charts
- ☐ Demographic Ridership & Travel Patterns (collected by surveys)
- ☐ Service Monitoring (including Board Approval)

Chapter 2: General Requirements

2.1 Notice to the Public

Requirement: All recipients must provide a copy of the recipient's Title VI notice to the public that indicates the recipient complies with Title VI and informing members of the

public of the protections against discrimination afforded to them by Title VI, as well as a list of locations where the notice is posted.

Response: SacRT publicizes its Title VI notice in all buses and trains and online at www.sacrt.com. A copy of the Title VI notice has been provided in Appendix A. The notices are translated as outlined in the Language Assistance Plan in Appendix D.

2.2 Complaint Procedures and Form

Requirement: All recipients must provide a copy of instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form.

Response: A procedure for filing a formal Title VI discrimination complaint can be found online at www.sacrt.com/aboutrt/rttitlevi.aspx and may also be obtained by contacting SacRT's Customer Advocacy Department. All complaints of a Title VI nature made through SacRT's ordinary complaints process (through SacRT's Customer Advocacy Department by phone, mail, email, or web form) are also flagged as Title VI complaints.

Once a complaint is submitted, SacRT will acknowledge receipt of the complaint within seven days. A final, written determination of the outcome of the complaint will occur no later than 30 working days of receipt. If the complaint is not substantiated, the complainant is also advised of his or her right to appeal.

The complaint form and procedure are included in Appendix A. The complaint form and procedure are translated as outlined in the Language Assistance Plan in Appendix D.

2.3 Investigations, Complaints, and Lawsuits

Requirement: All recipients must provide a list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of the last submission.

Response: SacRT flags any complaints submitted to the Customer Advocacy Department that may be related to Title VI, regardless of whether the complainant mentioned Title VI. At the time of preparation of this report, SacRT reviewed complaints filed during the past three-year period (01/01/2020-12/31/2022) and identified six Title VI-related complaints. All complaints were investigated and resolved, as shown in Appendix B. No Title VI lawsuits were filed during the same period.

2.4 Public Participation Plan

Requirement: All recipients must provide a Public Participation Plan that includes an outreach strategy for public engagement, such as a description of activities requiring outreach, methods of communication, strategies for in-person engagement, and identification of fully accessible venues, as well as a summary of outreach efforts made since the last Title VI program submission.

Response: SacRT's Public Participation Plan (PPP) has been included as Appendix C.

2.5 Language Assistance Plan

Requirement: All recipients are required to provide a Language Assistance Plan, which specifies policies and procedures for providing language assistance to Limited

English Proficiency (LEP) populations, in accordance with U.S. Department of Transportation LEP Guidance.

Response: SacRT’s Language Assistance Plan (LAP) has been included as Appendix D.

2.6 Committee and Council Composition

Requirement: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees and a description of efforts made to encourage the participation of minorities on such committees or councils.

Response: SacRT has one applicable body, the Mobility Advisory Council (MAC), which was established in 2005. The MAC is made up of seventeen seats. Nine seats are designated for affiliates or representatives of agencies or organizations providing services or advocacy for persons with disabilities and/or older adults; these members are nominated to MAC by the designated agency or organization and confirmed by the SacRT General Manager/CEO. Eight seats are designated for at-large members, of which four are designated for representatives of older adults and four are designated for representatives of persons with disabilities; these members are selected by an interview panel and confirmed by the SacRT GM/CEO. The MAC is currently staffed with 10 members: five representing agency organizations, and five at-large members representing the senior and disabled communities.

Table 1: Mobility Advisory Council Composition

	White/ Caucasian	Hispanic/ Latino	Black/African American	Asian American/ Pacific Islander	Native American/ Alaska Native
SacRT Service Area	43.3%	23.0%	9.5%	17.9%	0.3%
MAC Members	90%	10%	0%	0%	0%

SacRT does its best to ensure a diverse MAC, reflecting representation between seniors and those with varying types of disabilities, as well as minority representation. The MAC’s 2023 Work Plan makes this recruitment effort a priority, and interest has been cultivated recently with several agencies and individuals to assist the MAC with this goal.

2.7 Subrecipient Monitoring

Requirement: Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions. When a subrecipient is also a direct recipient of FTA funds, then that entity reports directly to FTA and the primary recipient is not responsible for monitoring compliance of that subrecipient.

Response: SacRT passes through federal funds from FTA to eight subrecipient agencies; four of which are also direct FTA recipients. In accordance with SacRT's annual certifications and assurances, SacRT monitors subrecipient compliance with applicable federal rules and regulations, including Title VI for all non-direct FTA recipients.

Subrecipient Title VI program status is as follows:

Table 2: Subrecipient Monitoring Status

Agency	Status	Comments
City of Sacramento	Expired	Submission was determined incomplete. Awaiting program revisions.
City of Citrus Heights	Approved	Expires 2024
City of Placerville	Approved	Expires 2025
El Dorado Transit	Approved	Expires 2025

To ensure that SacRT and its subrecipients are following the Title VI requirements, SacRT has developed a Subrecipient Monitoring Plan to manage and direct proper monitoring efforts. The monitoring plan contains elements including, but not limited to:

- Monitoring Purpose
- Process of Analysis
- Communication
- Forms and Checklists, and
- Tracking Records.

2.8 Construction Projects

Requirement: If the recipient has chosen the location for a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage regarding the location of the facility.

Response: There have been no construction projects requiring a Title VI equity analysis during the three-year period of this analysis.

2.9 Board Approval

Requirement: A copy of board meeting minutes, resolution, or other appropriate documentation showing the Board of Directors reviewed and approved the Title VI program must be included.

Response: This Title VI Program update document will be made available for 30-day public review on March 1, 2023 and will be presented to the SacRT Board of Directors for review and approval on April 24, 2023. A copy of the resolution approving this document will be furnished to FTA, as required.

Chapter 3: Requirements of Transit Providers

SacRT operates 50 or more fixed-route vehicles in peak service and in an Urbanized Zone Area (UZA) of 200,000 or more in population, therefore SacRT is subject to the requirements in FTA Circular 4702.1B, Chapter IV, as summarized below.

3.1 System-wide Service Standards and Service Policies

Requirement: All fixed-route providers must submit system-wide service standards and system-wide service policies. FTA requires quantitative standards for all fixed-route modes of operation for each of six categories:

- Passenger loading
- Vehicle headways
- On-time performance
- Service availability (coverage)
- Vehicle assignment; and
- Stop/station amenities.

Response: SacRT's Service Standards were adopted by the SacRT Board on August 26, 2013, as Resolution 13-08-0124 after a public review process that began in February 2013. A complete copy of these Service Standards is included as Appendix I. Service Change Policies are not currently required by FTA for non-fixed route service; however, if the SmART Ride microtransit pilot project is made permanent, or if FTA guidance is revised, SacRT may need to update its policies.

3.2 Demographic Maps and Charts

Requirement: Transit providers that operate 50 or more fixed-route vehicles in peak service and are in a UZA of 200,000 or more in population shall include a demographic analysis of the transit provider's service area. This shall include demographic maps and charts completed since submission of the last Title VI program that contains demographic information and service profiles.

Response: Demographic maps and charts meeting FTA specifications are incorporated into SacRT's Service Monitoring Report and are included in Appendix G.

3.3 Demographic Ridership Data

Requirement: Transit providers that operate 50 or more fixed-route vehicles in peak service and are in a UZA of 200,000 or more in population shall include data regarding customer demographics and travel patterns collected from passenger surveys.

Response: SacRT began surveying its customers on bus routes to provide the required information for the Title VI Program Update, as well as other planning and analysis processes which require rider information. The survey began in March 2020; however, it was interrupted by COVID-19 before sufficient data could be collected on all modes. Surveys on bus mode concluded with 1,749 responses received – 18% of weekday trips were sampled and about 8% of weekend trips were sampled. In Fall 2022, SacRT resumed surveying its customers on light rail mode, with 1,969 responses received, sampling 9% of weekday riders, and about 6% of weekend

riders. The survey report and statistics are included in Customer Demographics (Appendix (F)).

3.4 Service Monitoring Report

Requirement: Transit providers that operate 50 or more fixed-route vehicles in peak service and are in a UZA of 200,000 or more in population shall include results of their program to monitor the performance of their transit system relative to their system-wide service standards and service policies not less than every three years, including evidence that the Board was aware of the results and approved the analysis.

Response: A Title VI Service Monitoring report, prepared in accordance with FTA Circular 4702.1B, is included in this report as Appendix G for review and approval by the SacRT Board.

3.5 Major Service Change Policy

Requirement: Transit providers that operate 50 or more fixed-route vehicles in peak service and are in a UZA of 200,000 or more in population shall include a description of the public engagement process for setting the major service change policy, disparate impact policy, and disproportionate burden policy, as well as a copy of Board meeting minutes or a resolution demonstrating the Board's consideration, awareness, and approval of the major service change policy and disparate impact policy.

Response: SacRT's Service and Fare Change Policies were revised and restated in 2013 to bring SacRT into full compliance with the guidance set forth in FTA Circular 4702.1B. SacRT's Service and Fare Change Policies were developed in conjunction with SacRT's Service Standards, so that public engagement efforts could be combined.

In 2015, SacRT updated and restated its Fare Change Policy as a standalone document, and, accordingly, restated its Service Change Policy as a standalone document; however, there were no changes to SacRT's Major Service Change, Disparate Impact, or Disproportionate Burden definitions, and there have been no changes since the last Title VI Program.

The Service Change Policy, which includes the Major Service Change, Disparate Impact, and Disproportionate Burden Policies, is included as Appendix J, and the Fare Change Policy is Appendix K.

3.6 Service and Fare Equity Analyses

Requirements: Transit providers that operate 50 or more fixed-route vehicles in peak service and are in a UZA of 200,000 or more in population shall include results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission, as well as a copy of Board meeting minutes or a resolution demonstrating the Board's consideration, awareness, and approval of the equity analysis for any service or fare changes.

Response: Since the 2020 program update, SacRT has undertaken four equity analyses – two for fare changes and two for service changes (see Appendix H).

Table 3: Service and Fare Equity Analyses

Project	Type
University of California, Davis Identification Card for the Causeway Connection (October 2020)	Fare
On-Board Single Ride Fare, On-Board Discount Single Ride Fare, and Elk Grove only fares (December 2021)	Fare
September 2022 Service Changes (May 2022)	Service
April 2023 Service Changes (January 2023)	Service

Chapter 4: Definitions

Table 4 below shows key terms presented in FTA Circular 4702.1B and how those terms are defined by SacRT policies and in this Program Update.

Table 4: Key Terms and Definitions

Term	FTA Circular 4702.1B Guidance	SacRT Definition
Disparate Impact	<i>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.</i>	A statistically significant disparate impact is determined if a deficiency exceeds 15 percentage points, as defined in the SacRT Service Change Policy.
Disproportionate Burden	<i>Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.</i>	A statistically significant disproportionate burden is determined if a deficiency exceeds 15 percentage points, as defined in the SacRT Service Change Policy.
Limited English Proficient Persons	<i>Limited English Proficient (LEP) persons refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. It includes people who reported to the U.S. Census that they speak English</i>	Consistent with FTA description of Limited English Proficiency as having a limited ability to read, write, speak, or understand English.

Term	FTA Circular 4702.1B Guidance	SacRT Definition
	<i>less than very well, not well, or not at all.</i>	
Low-Income Person	<i>Low-income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. Low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy, or activity.</i>	2022, U.S. Department of Health and Human Services (HHS) poverty guidelines ranged from \$13,590 for a single-person household to \$46,630 for a household of eight. The poverty guideline for a household of four was \$27,750. FTA encourages transit agencies to use a locally developed threshold for low-income status, provided that the threshold is at least as inclusive as the HHS poverty guidelines. SacRT defines low-income status according to the poverty guideline for a household of four, rounded up to the nearest bracket boundary. SacRT will consider household income less than \$30,000 to be low-income for this update.
Low Income Transit Route	<i>None</i>	A route where 1/3 or more of the route's miles go through or alongside a low-income area.
Major Service Change	<i>Major Service Change Policy. As described under the Service Equity Analysis for Minority Populations, the transit provider must first identify what constitutes a "major service change" for its system, as only "major service changes" are subject to a service equity analysis. The transit provider's major service change policy will apply to both analyses.</i>	A major service change is defined as follows: <ul style="list-style-type: none"> • Creation of any new bus route exceeding 150 daily revenue miles; or • Creation of any new light rail route or extension of any existing light rail routes; or Any change to an existing bus or light rail route that affects more than 15 percent of daily revenue miles
Minority Persons	<i>Minority persons include the following:(1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who</i>	Anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or

Term	FTA Circular 4702.1B Guidance	SacRT Definition
	<p><i>maintain tribal affiliation or community attachment. (2) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam. (3) Black or African American, which refers to people having origins in any of the Black racial groups of Africa. (4) Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. (5) Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.</i></p>	<p>Latino, or Native Hawaiian or other Pacific Islander.</p>
Minority Transit Route	<p><i>Minority transit route means a route that has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area.</i></p>	<p>A route where 1/3 or more of the route's miles go through or alongside a minority area.</p>
On-Time Performance	<p><i>On-time performance is a measure of runs completed as scheduled. This criterion first must define what is considered to be "on time." 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.</i></p>	<p>On-time performance for SacRT's bus system is measured at time points. A bus is considered on-time if it leaves its time point between 0 and 5 minutes late. For the last time point on each trip, the arrival time is used instead of the leave time. Trains are considered on-time if they depart 0 to 5 minutes late.</p>

Appendix A: Notice the Public, Complaint Procedures, and Form

HOW WILL THE COMPLAINANT BE NOTIFIED OF THE OUTCOME OF THE COMPLAINT?

SacRT will send a final written determination letter to the complainant. In a letter notifying complainant that the complaint is not substantiated, the complainant will also be advised of his or her right to appeal and the appeal process within seven calendar days of receipt. Every effort will be made to respond to the Title VI complaints within 30 working days of receipt, if not sooner.

If you need more information on SacRT's Title VI policy or assistance in filing a Title VI complaint, please call RT's Customer Advocacy Department at 916-557-4545.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following office:

Federal Transit Administration, Region IX
Office of Civil Rights
201 Mission Street, Suite 1650
San Francisco, CA 94105-1839

If you need more information in the SacRT Title VI policy, help with the classification of a Title VI complaint, or a document translated into a language other than English, please call 916-557-4545.

Si necesita más información sobre la política del Título VI de SacRT, ayuda con la clasificación de la queja del Título VI o traducir un documento en un idioma distinto del inglés, llame al 916-557-4545.

Для получения дополнительной информации о политике SacRT в отношении раздела VI, помощи в классификации жалобы на основании раздела VI или переводе документа с английского на другой язык обращайтесь по номеру 916-557-4545.

如果您需要更多有關 SacRT 第六條款政策的資料，需要協助就第六條款申訴分類，或需要將文件翻譯成英文以外的語言，請撥打916-557-4545

Yog tias koj xav tau cov ntaub ntawv ntshiv nyob rau hauv tsab cai SacRT Title VI, xav tau kev pab txheeb xyuas qhov kev tsis txaus siab Title VI, lossis kom muab cov ntaub ntawv txhais ua lwm hom lus uas tsis yog lus Askiv, thov hu rau 916-557-4545.

Nếu bạn cần thêm thông tin về chính sách Tựa đề VI SacRT, trợ giúp phân loại khiếu nại theo Tựa đề VI, hoặc tài liệu được dịch ra ngôn ngữ khác ngoài tiếng Anh, hãy gọi 916-557-4545.

Sacramento Regional Transit District Title VI Policy and Program Update

TITLE VI - PUBLIC REVIEW

TITLE VI INFORMATION

WHERE TO FILE A WRITTEN COMPLAINT?

By Mail

Sacramento Regional Transit District
P.O.Box 2110
Sacramento, CA 95812

In Person

Sacramento Regional Transit District
1221 R Street
Sacramento, CA 95811

HOW WILL THE COMPLAINANT BE NOTIFIED OF THE OUTCOME OF THE COMPLAINT?

SacRT will send a final written determination letter to the complainant. In a letter notifying complainant that the complaint is not substantiated, the complainant will also be advised of his or her right to appeal and the appeal process within seven calendar days of receipt. Every effort will be made to respond to the Title VI complaints within 30 working days of receipt, if not sooner.

If you need more information on SacRT's Title VI policy or assistance in filing a Title VI complaint, please call RT's Customer Advocacy Department at 916-557-4545.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following office:

Federal Transit Administration, Region IX

Office of Civil Rights

201 Mission Street, Suite 1650

San Francisco, CA 94105-1839

Sacramento



Regional
Transit

Title VI Complaint Form

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

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form to the Customer Advocacy Department, P.O. Box 2110, Sacramento, CA 95812 or in person 1221 R Street, Sacramento, CA 95811.

1. Complainant's Name: _____

2. Address: _____

3. City: _____ State: _____ Zip Code: _____

4. Contact Number: _____ Cell: ☐ Home: ☐ Work: ☐

5. Person discriminated against (if someone other than the complainant):

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

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

a. Race: ☐

b. Color: ☐

c. National Origin: ☐

7. What date did the alleged discrimination take place? _____

8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

9. Have you filed this complaint with any federal, state, or local agency; or with any federal or state court?

Yes ☐ No ☐

If yes, check each that applies:

Federal Agency ☐

Federal Court ☐

State Agency ☐

State Court ☐

Local Agency ☐

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Contact Number: _____ Cell: ☐ Home: ☐ Work: ☐

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature

Date

Appendix B: List of Complaints

Title VI Complaints: 01/01/2020-12/31/2022

Date Received	Date Closed	Summary	Actions Taken	Findings
1/21/2020	01/24/2020	Route 72 does not connect well with other routes following service change.	Comments shared with Planning. Email acknowledgement sent.	Cleared
3/3/2020	04/01/2020	Crowded trains are uncomfortable and hot in the summer, wet during rainy times, and often there is a shortage of seats	Comments shared with Light Rail Division. Response letter sent (with explanation about crowded trains).	Cleared
7/6/2021	08/09/2021	Customer asked Operator about route number change. Customer stated that the Operator's response was incomplete.	Reviewed video. Operator could have provided a clearer answer.	Cleared
11/02/2021	11/17/2021	Customer boarded bus with transfer that had expired by 15 mins. Customer reports that Operator was rude and that customer needed to pay. Customer paid and sat down. Subsequently a Caucasian customer boarded with a transfer and Operator said ticket expired two days ago but let other customer board.	Operations staff spoke to Operator to make sure Operator follows fare policy and procedures.	Cleared
08/25/2022	09/16/2022	Caller stated Caucasian passengers on SacRT GO paratransit are dropped off before her causing her to be late to appointments. Customer requested Title VI complaint form be emailed to her.	Emailed complaint form to customer. No further contact from customer and no claim form received. SacRT GO paratransit pick-ups/drop-offs are scheduled by a computer routing algorithm.	Cleared
11/08/2022	11/13/2022	Complaint that SmaRT Ride service areas/zones exclude poor areas such as parts of North Sacramento and Oak Park. Requests expanded coverage.	Sent response letter. SmaRT Ride is a pilot program for areas with no or limited fixed routes and includes several disadvantaged communities. Cannot be expanded in the near-term because grant funding will expire soon.	Cleared

Appendix C: Public Participation Plan

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Public Participation Plan

Updated February 2023

1 PURPOSE AND NEED FOR PUBLIC PARTICIPATION PLAN

As a public agency, the Sacramento Regional Transit District (SacRT) is obligated to proactively communicate information about its services, fares, and projects to its riders, member communities, and the general public. SacRT must also provide convenient ways for the public to participate in transit planning processes. The purpose of this Public Participation Plan is to explain how SacRT will do that. This section describes SacRT's services and communities served; explains the purpose and need for this plan; and describes the process of developing and adopting it.

1.1 Purpose and Need for this Plan

The purpose of this plan is to describe the information and public participation processes involved in the planning and delivery of SacRT's services and projects.

The need for this plan stems from SacRT's role as a public agency and recipient of federal transportation funds. SacRT must ensure that the benefits of its services are available as fairly as possible to all residents of member communities—and in a manner that reflects the values of these communities. In addition, SacRT needs to make sure its services are available equitably to all persons who are members of classes of individuals protected by federal and state laws.

To assure the stability and maximization of federal and institutional funding, SacRT must fulfill all relevant legal obligations for public participation for transit agencies that receive federal transportation funds, which require that there be locally developed processes to solicit and consider public comments before making any changes in fares, major changes in service, and/or capital project development.

1.2 Federal Protections

To fulfill the purpose and needs described above, SacRT has prepared this plan consistent with the requirements of Title VI of the Civil Rights Act of 1964 and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." The key objectives of Title VI that are relevant to this plan are to:

1. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner.
2. Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin.

3. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

Related federal nondiscrimination laws administered by the Federal Highway Administration, the Federal Transit Administration, or both prohibit discrimination on the basis of age, sex, and ability. Additionally, SacRT provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with US Department of Transportation policy and guidance on federal Executive Order 13166.

2 ACTIVITIES THAT INVOLVE PUBLIC PARTICIPATION

One of the key foundational pillars of the Title VI program is the assurance of community input into the transit decision-making process. The purpose of public participation is to offer early, continuous, and meaningful opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. The Sacramento Regional Transit District (SacRT) recognizes there are many different types of activities that require public participation and strives to use the strategies and procedures that are best-suited to each situation and type of information that need to be communicated to customers and the public.

Activities that require public participation fall into three broad categories:

1. Activities that require formal public hearings.
2. Activities that involve the SacRT Advisory Board and Subcommittees.
3. Activities that involve public processes of other agencies.

These outreach efforts are tailored to the specific needs of the audiences and the goals of the feedback activity, as outlined in Section 3.

2.1 Activities that Require Formal Public Hearings

There are eleven types of activities for which SacRT is required to conduct formal public participation, which is outlined in Section 2 of the SacRT Service Change Policy (Appendix J). Minor service changes can be authorized by SacRT's General Manager/CEO and major service changes require a public hearing, a Title VI equity analysis and approval by the SacRT Board.

2.2 Activities that Involve the SacRT Board of Directors and Subcommittees

It is the policy of the Board of Directors of the Sacramento Regional Transit District to encourage participation in the meetings of the Board of Directors. At each open meeting, members of the public are provided with an opportunity to directly address the Board on items of interest to the public that are within the subject matter jurisdiction of the Board of Directors.

The SacRT Board of Directors Meeting is videotaped. A replay of this meeting can be seen on Metro Cable 14, the local government affairs channel on Comcast,

Consolidated Communications and AT&T U-Verse cable systems. The meetings are closed captioned and webcast at metro14live.saccounty.gov. Any person(s) requiring accessible formats of the agenda or assisted listening devices/sign language interpreters should contact the Clerk of the Board at 279-234-8382 or TDD 916-557-4686 at least 72 business hours in advance of the Board Meeting.

Copies of staff reports or other written documentation relating to each item of business referred to on the agenda are on SacRT's website, on file with the Clerk to the Board of Directors of the Sacramento Regional Transit District, and are available for public inspection at 1400 29th Street, Sacramento, California. Transit access is available via the 29th Street light rail station, and local bus routes 30, 38, 67, and 68. Any person who has any questions concerning any agenda item may call SacRT's Clerk to the Board.

The meetings of SacRT's Board and/or Subcommittees are regular venues for public participation. There are generally 24 regularly scheduled meetings each year, but this number may vary from year to year based on the Board and the District's varying need. Time for public comment is reserved at each meeting to ensure public participation in the Board's deliberative process. For participation in capital, financial, and service planning, SacRT encourages public attendance at these meetings. The dates, times and locations for all these meetings are posted on www.sacrt.com/services/sacrtcalendar.aspx.

SacRT Board members function as liaisons to their respective communities, sharing information with residents, local officials, and municipal agencies; board members also share comments from the SacRT customers, officials, businesses, and other constituents of their communities.

2.3 Activities that Involve Public Processes of Other Agencies

SacRT also participates in the public participation processes held by other agencies that pertain to plans and projects of the SacRT, thereby offering additional opportunities for public participation of people who wish to learn about and comment on SacRT services and projects.

2.3.1 Mobility Advisory Council

The SacRT Mobility Advisory Council (MAC) meets virtually the first Thursday of every month at 2:30 p.m. Meeting agendas are presented as live-text screen readable PDF documents (Note: Agenda PDFs are generally available approximately one week before meeting date). Persons may contact SacRT's Accessible Services Department at (916) 557-4685 or TYY (916) 557-4686 to find more information about the Mobility Advisory Council.

2.3.2 Unmet Transit Needs

In accordance with the California Transportation Development Act (TDA), SacRT participates in official Unmet Transit Needs hearings for the portions of Sacramento County served by SacRT, which are coordinated by and the responsibility of the Sacramento Area Council of Governments (SACOG). The purpose of the hearings is to officially solicit, assess, and document unmet transit needs, as a condition of certain state funding programs under the TDA.

Notices for Unmet Transit Needs hearings are prepared by SACOG in Spanish and English and distributed by SacRT in all buses and light rail vehicles. Hearings are held in public at 1400 29th Street, Sacramento and presided over by one member of the SACOG board of directors. SacRT's role is to field technical questions about existing and upcoming service from members of the public and to furnish a staff member to serve on the Social Service Technical Advisory Committee, which is charged with officially assessing the reported unmet needs. (Note: To arrange with SACOG for non-English language or sign language interpreters, please call (916) 321-9000 or TDD access (916) 321-9550 at least 72 hours prior to the meeting). Paratransit service is also available for riders with qualifying disabilities, and meetings are accessible to people with disabilities. Transit access is provided by local bus routes 30, 38, 67, 68 and Gold Line.

3 PUBLIC PARTICIPATION STRATEGIES AND METHODS

SacRT is committed to monitoring and tracking its public participation activities and sharing results in a transparent way. SacRT continues to modify its public participation activities over time, based on feedback and direction provided by community members and by setting and evaluating performance measurements for public participation. Along with providing information, SacRT lets participants know how they can stay informed about SacRT activities, including web-based information, public hearings and workshops, project information, and surveys. Low-income and minority communities within SacRT's service area are identified geographically using the most recent data available from the U.S. Census Bureau.

This section describes the public participation strategies and methods that are available to SacRT. These are selected and implemented on the best judgment of SacRT staff and Board members with respect to the criteria above. SacRT utilizes strategies recommended by community members for a specific neighborhood or population group. SacRT also recognizes that public participation can be a fluid process, and that outreach measures may be added or altered depending on the scale of a proposal's impact and changes in the level of public interest.

3.1 SacRT Customer Service and Marketing

SacRT's Marketing and Communications division is responsible for ensuring project information is conveyed to the public, including major projects, service changes, fare changes, new service implementation, service headway changes, and route detours and service disruptions. Responsibilities of the division include the following:

1. Developing and maintaining positive and effective communication with the community and various levels of government that interface with or impact the development of programs and operations at SacRT;
2. Paid advertising with local media outlets, including minority-focused media, to air public service announcements and messages to make customers aware of SacRT services and ways to contact the authority;

3. Public events to coordinate with individuals, institutions, and organizations to introduce new services, support existing services, vehicles, facilities, customer conveniences, and organizational milestones;
4. Providing opportunities for public participation through alternative means other than written communication;
5. Using locations, facilities, and meeting times that are convenient and accessible to low- income and minority communities; and
6. Developing comprehensive communication plans that ensure the delivery of information on SacRT's programs and activities through alternative means. This includes, but is not limited to, translation of vital information into other languages, alternative formats for individuals with disabilities, and the use of communication strategies outside of advertising in the largest circulation newspaper.

3.2 Notices on Vehicles

Postings of special printed participation activities are produced by SacRT and are available in multiple languages to ensure compliance with the Language Assistance Plan. Public notices include brochures, flyers, and posters. Brochures are used to provide more content and serve as an information source, whereas posters are designed to publicize activities and highlight key information such as date, time and location of the activity. These materials are distributed system- wide and/or in targeted areas. There are also kiosk posters available at all light rail stations and transit centers. They are also available at SacRT light rail stations, as passenger bulletins and notices placed on train seats. In addition, SacRT has Title VI public notice information available in all safe harbor languages on every bus, shuttle and light rail train, as it is considered a vital document (described in the Language Assistance Plan - Appendix D).

A general statement on how to obtain telephone information in multiple languages is listed on individual pocket timetables, which is listed as, "For route, schedule and fare information, call 916-321-BUSS (2877) or visit www.sacrt.com." Printed pocket timetables are also available on buses and light rail trains, at the SacRT Customer Service and Sales Center, and are distributed to libraries, schools, colleges, major employment centers, and other high-traffic destinations.

SacRT utilizes international symbols (pictograms) in its signage to communicate with non-English-speaking customers, as well as customers who are unable to read written language. Pictograms were incorporated into signage beginning in 2013.



¡OBTENGA SU CONNECT CARD Hoy Mismo!

- Recargue la Connect Card en línea o en puntos de venta minorista.
- Registre la tarjeta para protegerla de forma gratuita en caso de pérdida o robo.
- Transferencia gratuita en 90 minutos con un único boleto.
- No pague más que la tarifa 11 diaria!
- Use la tarjeta para viajar en los proveedores participantes de transporte público.

Inscríbese en ConnectTransitCard.com

Figure 1: Local Bus and Train Advertisement on Foreign Language Assistance

3.3 Electronic Communication

The SacRT website (www.sacrt.com) is the agency's primary channel for public information and participation. All relevant news and information about bus schedules, paratransit services, planning projects, agency governance, compliance with regulations, employment opportunities, vital documents related to service benefits, and many other topics are posted on the website. Importantly, the monthly "Next Stop Newsletter" page (found at <http://www.sacrt.com/apps/next-stop-news/>) is available on the agency's web page and includes ticket fare information, rider discounts for special events, and current and/or upcoming service changes, and other community information.

SacRT also uses these social media services to communicate with riders and the public:

- Facebook (facebook.com/SacramentoRT)
- Twitter (twitter.com/RideSacRT)
- Instagram (Instagram.com/RideSacRT)
- LinkedIn; and
- YouTube.

The information above is also available online at SacRT's website through a series of links at the bottom of the page, one for each language.

3.4 Media

SacRT has multiple partnerships across cultural and linguistic groups in its service area. In addition, SacRT provides public notices in local schools, public libraries, and community centers in areas where service changes and/or other vital SacRT activity is occurring, including route-level outreach. Media relations involves various levels of outreach methods, which include:

- Press releases
- Community calendar listings in newspapers, community newsletters, email lists, websites, and other media

- Reciprocal sponsorships with radio, TV, and internet media outlets
- Making public information available in easy-to-understand formats
- Public media (including local minority and non-English newspapers, radio stations, and television stations)
- Posters, display boards and flyers
- Fact sheets
- Brochures
- Public service announcements
- Digital toolkits for partners
- Mailing and email lists
- Information stands at local events, and
- Social media (many local media reporters follow SacRT on social media).



Figure 2: Social Media Public Outreach

3.5 Public Meetings

Public meetings are critical to public participation. SacRT holds many types of public meetings, including:

- Formal meetings with specific agendas
- Informal workshops
- Open houses where members of the public may speak individually or in groups with SacRT staff
- Media events that provide a setting for SacRT representatives to speak directly with members of the public
- Public hearings that are required by the SacRT Public Hearing Policy; and
- Public comment periods at all SacRT Board of Directors meetings.

SacRT holds all its public gatherings in facilities that are accessible for people with disabilities and, wherever possible, near a SacRT bus route. SacRT typically reviews demographic information about the area where the meeting is to be held to decide when notices should be translated into languages other than English.

3.6 Accessibility and Public Engagement

When choosing the location for a community event, SacRT staff consider several factors to ensure that the location is easy to get to and accessible for those who wish to attend and participate. All community events should be located within a project's affected community or study area and be accessible by public transit when available. The location must also be accessible to participants with disabilities and compliant with State and Federal accessibility regulations. To achieve this, SacRT considers several factors before choosing a meeting location. Some of these requirements include, but are not limited to:

- Accessible parking
- Accessible entrances
- Accessible restrooms
- Accessible meeting room
- Space and signage for foreign language interpreters; and
- Adjustable microphones and podiums.

Beyond ensuring that a public meeting is physically accessible, other accommodations are also considered. When the public has an accessibility or language accommodation request, they can make their request through a designated SacRT contact person, which should always be listed on any community event notice or flyer. Examples of specific accommodations that can be provided to individuals to allow them to meaningfully participate in a community event include the following:

- Documents in alternative formats (large print, electronic, braille or audible);
- Translated documents
- Assistive listening devices
- Closed captioning

- American Sign Language (ASL) interpreters; and
- Foreign language interpreters.

3.7 Surveys

SacRT actively solicits public participation through reoccurring surveys of customers and the regional travel market throughout the year. These include:

- Transit rider customer satisfaction surveys
- Bus rider route-specific surveys
- Paratransit rider satisfaction surveys
- Paratransit rider service-specific surveys, and
- Non-transit rider market surveys.

3.8 Participating in Meetings Held by Other Community Groups

SacRT has partnered with community groups to extend its reach regarding service and fare change and help partner with organizations to provide information that is of interest to groups they represent. Participation activities are publicized in local community newsletters, flyers, and other publications. SacRT provides text and, as appropriate, photos or maps that an organization can adopt for inclusion in its own publication. If needed, SacRT has provided translated text. In addition, SacRT maintains communications with community partners, so it is aware of publication schedules and key communication activities.

3.8.1 Bus Stop Improvement Campaign

In early 2022, SacRT partnered with Civic Thread, a local non-profit planning and advocacy organization, to better understand the conditions and accessibility of SacRT bus stops around the Sacramento region through bus stop audits, a series of in person and virtual workshops, outreach events and pop-ups at stations and transit centers. SacRT and Civic Thread are working on a Bus Stop Improvement Plan, which identifies which bus stops in the SacRT service area need improvement.

SacRT and Civic Thread released the draft Bus Stop Improvement Plan for public review and comment. The plan includes bus stops in the cities of Citrus Heights, Elk Grove, Folsom, Rancho Cordova and Sacramento and Sacramento County.



Figure 3: Civic Thread Bus Stop Improvement Plan Flyer

3.8.2 Community Outreach Partnership – City Year Sacramento

City Year helps students and schools succeed, while preparing the next generation of civically engaged leaders who can work across lines of difference. SacRT provides transit passes for corps members in exchange for the promotion of SacRT services and programs.

City Year volunteers are committed to serving as tutors, mentors, and role models in schools, cultivating learning environments where all students can build on their strengths, fully engage in their learning, and experience success—helping them progress on their journey towards bright futures. City Year enlists the help of full-

time volunteers (age 17 through 25) that are committed to the program for 10 months (during the traditional school year) to serve as positive role models in the community and schools. Many volunteers are from outside the Sacramento area and utilize public transit during their 10- month stay.

City Year AmeriCorps volunteers serve as transit ambassadors and raise awareness of transit-related programs and projects to elementary and middle school students at six Sacramento City Unified School District schools with significant populations of English Learner students.

Earl Warren Elementary

Languages Spoken: Spanish, Vietnamese, Cantonese

Father Keith B. Kenny Elementary

Languages Spoken: Spanish, Pashto

Fern Bacon Middle School

Languages Spoken: Spanish, Hmong, Pashto

Leataata Floyd Elementary

Languages Spoken: Marshallese, Hmong, Spanish

Oak Ridge Elementary

Languages Spoken: Spanish, Hmong, Marshallese, Pashto

Rosa Parks K-8 School

Languages Spoken: Spanish, Hmong, Tagalog, Cantonese

3.8.3 Community Outreach Partnership – Russian American Media Group and Afisha, Inc.

In 2015, SacRT established a partnership with the Russian American Media Group to assist with outreach to the Slavic communities. The partnership extended to community events, such as the International Kids Day celebration, as well as print publications distributed throughout the Sacramento region. In 2021, SacRT added Afisha, Inc. to its outreach partnership list. SacRT also partners with the Spanish language magazine D'Primeramano for special events throughout the year and Asian Resources.

3.8.4 SacRT Leadership in Minority Organizations

Members of SacRT's Executive Management Team hold positions on the Board of Directors for several major ethnic organizations. The CEO/General Manager is an incoming Chair of the Sacramento Asian Pacific Chamber of Commerce, and Treasurer of the California Asian Pacific Chamber of Commerce. SacRT's Chief of Staff is a member of the Sacramento Black Chamber of Commerce.

Through involvement and sponsorship of these organizations, SacRT is better able to communicate and network with these minority communities regarding SacRT's services and initiatives, as well as the rights of their members under Title VI.

4 SUMMARY OF OUTREACH EFFORTS

Since the 2019 Public Participation Plan, outreach activities have included:

- Community events/sponsorships
- MLK march and expo
- Tet festival
- Chinese New Year celebration
- Black expo
- Cesar Chavez march
- Laurel Ruff Transition School
- Healthy Kids Day
- Family safety and health expo
- Earth Day
- Rancho Cordova July Fourth
- Greater Urban League
- Elk Grove multi-cultural festival
- Festival Latino
- Black Heritage Month
- Marketing/outreach campaigns
- Connect Card
- SmaRT Ride (on-demand microtransit service)
- ZipPass mobile app
- Contactless fare payment on Light Rail
- Rolling library train
- RydeFreeRT (fare-free transit for students)
- Light Rail modernization
- Get on Board Day
- Causeway Connection (UC Davis service expansion)
- Holiday bus fundraiser
- Stakeholder meetings at SacRT offices
- Unmet transit needs rider meetings
- Transit Center customer outreach
- On-board rider outreach and
- SacRT in the Community blog.

In addition to community events, SacRT participates in hundreds of pop-up events each year throughout its service area to share vital information with customers and the public. In 2019, SacRT hired a group of temporary employees, creating a “street team” to ride buses and light rail trains to share service information. In 2022, SacRT hired part-time employees as part of the Street Team to share information with riders and participate in outreach events and festivals.

Appendix D: Language Assistance Plan

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Language Assistance Plan

Updated February 1, 2023

Pursuant to Title VI of the Civil Rights Act of 1964, Department of Transportation's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), Federal Transit Administration (FTA) funding recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who have Limited-English Proficiency (LEP).

SacRT provides essential mobility for LEP persons. SacRT takes steps to ensure access to the benefits, services, information, and other important portions of SacRT programs and activities for LEP populations. This Language Assistance Plan (LAP) includes a Four Factor analysis, which is used to determine the language assistance needs from the public and to ensure access for LEP persons to SacRT's programs, activities, and services. This plan works in concert with the SacRT Public Participation Plan (PPP), which allows all persons to effectively participate in SacRT's decision-making process. Combined with this LAP, these plans constitute SacRT's policy and evidence of compliance with FTA directives on language assistance and public participation.

Four Factor Analysis

To ensure meaningful access to SacRT programs, services, and activities for LEP populations, SacRT conducted a Four Factor Analysis as suggested in federal guidance to assist with LAP program development. This report updates the April 1, 2020 report. The updated analysis includes research and data collection from multiple sources, telephone, and staff interviews, as well as passenger surveys conducted on bus service in March 2020 and on light rail service during October, November, and December 2022. The following four factors were used in developing the Language Assistance Plan:

- **Factor 1** - Estimate the number or proportion of LEP persons served or encountered in the eligible service population.
- **Factor 2** - Assess the frequency with which LEP persons come in contact with SacRT programs, activities, or services.
- **Factor 3** - Assess the importance to LEP Persons of SacRT's programs, activities and services.
- **Factor 4** - Evaluate the resources available to SacRT and overall cost to provide LEP assistance.

FACTOR 1:

Estimate the number or proportion of LEP persons served or encountered in the eligible service population.

The guidance states: “the greater the number or proportion of LEP persons from a particular language group served or encountered in the eligible service population, the more likely language services are needed.” SacRT utilized the following data sources to obtain information in determining the most common languages spoken in the SacRT service area by LEP persons:

- US Census Bureau’s 2021 American Community Survey (ACS) One-Year Estimate Table B16001¹; and
- California Department of Education English Learner Data 2020-2021.

FTA describes limited English proficiency as having a limited ability to read, write, speak, or understand English. Data from the 2021 ACS one -year estimate were used to analyze the number of LEP persons living in Sacramento County. The US Census Table B16001, “Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over” was used to estimate the number of LEP people for all census tracts within the county. To calculate the number of people with limited English proficiency, the counts of people who self-reported to speak English less than “very well” were summed.

The total LEP population in Sacramento County is 197,478 people, or approximately 13.2% percent of the total population above the age of five. The largest single group of LEP persons is comprised of Spanish speakers, which represent 30.6% of the LEP population of Sacramento County; approximately 60,443 people in Sacramento County area are limited-English Spanish speakers. The top five language groups (Table 5) of LEP persons within Sacramento County make up 62.3% percent of the total LEP population.

Table 5: Top Five Language Groups in Sacramento County Who Speak English Less than "Very Well" at Home

Language Spoken at Home	Persons	Percent of Total Population	Percent of LEP Population
Spanish	60,443	4.1%	30.6%
Chinese (incl. Mandarin, Cantonese)	20,878	1.4%	10.6%
Vietnamese	17,011	1.1%	8.6%
Russian	13,150	0.9%	6.7%
Tagalog (incl. Filipino)	11,465	0.8%	5.8%
Total	122,947	8.3%	62.3%

Source: U.S. Census Bureau, 2021 American Community Survey One-Year estimate Table B16001

¹ One-year ACS data were used instead of five-year ACS data because the 2022 five-year data did not provide a comprehensive list of languages and language groups

USDOT “safe harbor” guidance from FTA C 4702.1B states that a recipient of FTA funds should provide “written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.” The total population age 5 years and older estimated by the 2021 ACS for Sacramento County area is 1,493,148. Table 6 shows 20 languages or language groups with more than 1,000 estimated LEP persons.

Table 6: Safe Harbor Languages

	Language	LEP Population Estimate	Percent of Sacramento County Population
1	Spanish	60,443	4.1%
2	Chinese (incl. Mandarin, Cantonese)	20,878	1.4%
3	Vietnamese	17,011	1.1%
4	Russian	13,150	0.9%
5	Tagalog (incl. Filipino)	11,465	0.8%
6	Persian (incl. Farsi, Dari)	10,184	0.7%
7	Punjabi	8,915	0.6%
8	Hmong	8,799	0.6%
9	Ukrainian or other Slavic languages	8,459	0.6%
10	Other Indo-European languages	5,546	0.4%
11	Hindi	4,602	0.3%
12	Ilocano, Samoan, Hawaiian, or other Austronesian languages	4,287	0.3%
13	Arabic	3,756	0.3%
14	Korean	2,631	0.2%
15	Nepali, Marathi, or other Indic languages	2,149	0.1%
16	Other languages of Asia	2,145	0.1%
17	Thai, Lao, or other Tai-Kadai languages	2,086	0.1%
18	Urdu	1,418	0.1%
19	Amharic, Somali, or other Afro-Asiatic languages	1,348	0.1%
20	Armenian	1,214	0.1%
	Total	190,486	12.8%

Overall, the ACS one-year data reported 39 different languages or language groups spoken in the service area. Figure 4 shows the percentage of LEP persons based on the ACS data.

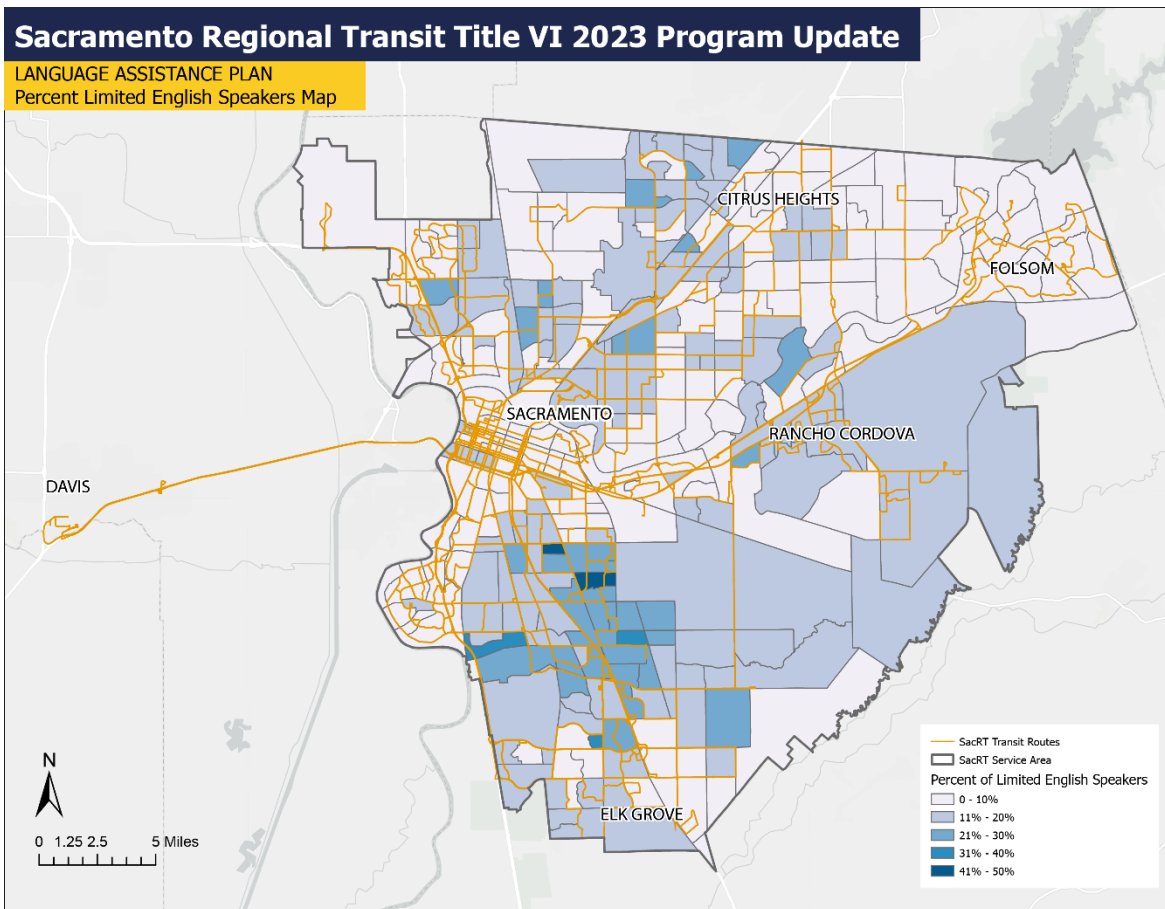


Figure 4: Limited English Speakers Map

Figure 5 through Figure 9 are maps of each of the top five language groups based on ACS data: Spanish, Chinese (incl. Mandarin, Cantonese), Vietnamese, Russian and Tagalog (incl. Filipino). Spanish-speaking populations reside in many Sacramento area neighborhoods, including South Sacramento centered on Franklin Boulevard between 12th Avenue and Mack Road, Oak Park, Stockton Boulevard, North Highlands, Foothill Farms, Rancho Cordova, Natomas, Del Paso Heights and Northgate.

Chinese-speaking populations include both Mandarin and Cantonese languages. Many Chinese-speaking LEPs reside in and around South Sacramento, between Stockton Boulevard and Power Inn Road and the Greenhaven-Pocket area.

Sacramento's largest Vietnamese population is in South Sacramento. This community includes a two-mile stretch between Fruitridge Road and Florin Road on Stockton Boulevard.

Many Russian speaking neighborhoods are located near Greenback Lane, Auburn, Antelope Road, and North Highlands.

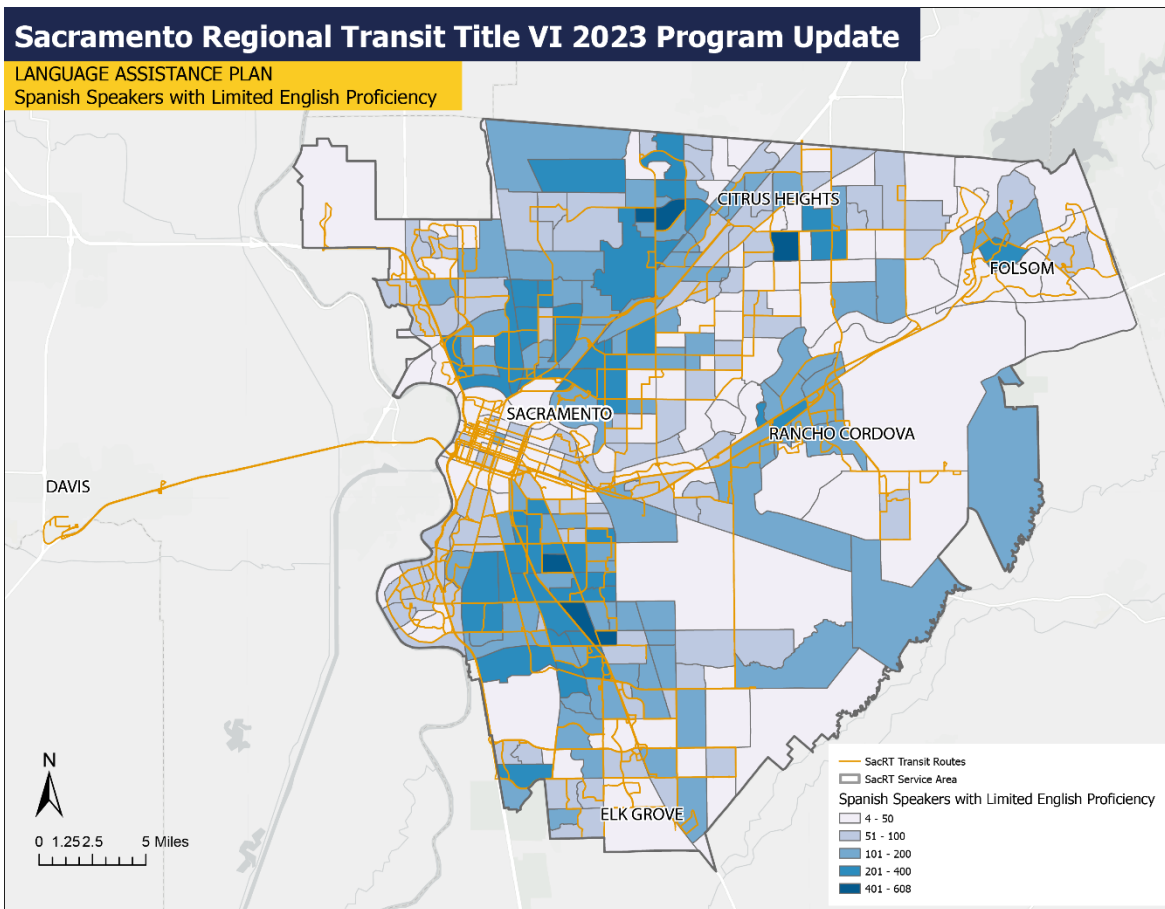


Figure 5: Spanish Speakers with Limited English Proficiency

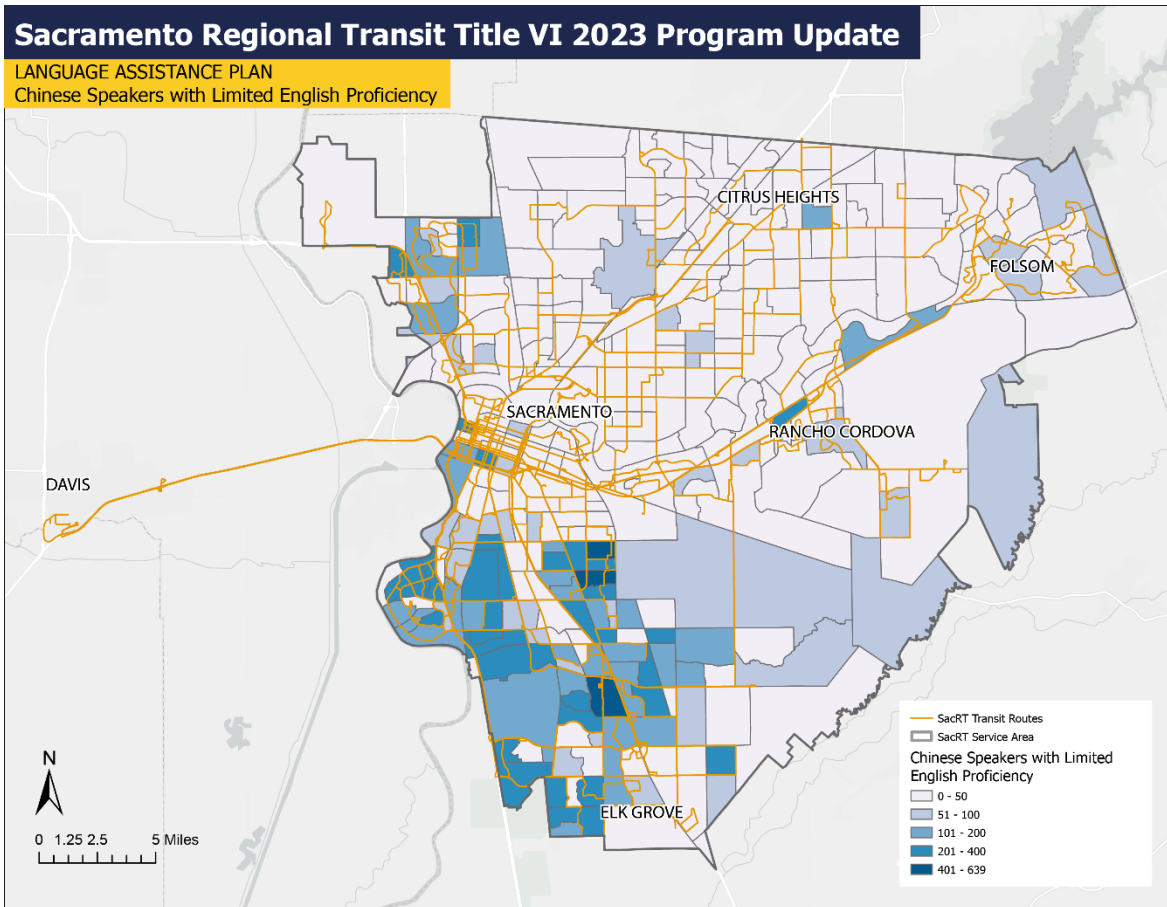


Figure 6: Chinese (Mandarin, Cantonese) Speakers with Limited English Proficiency

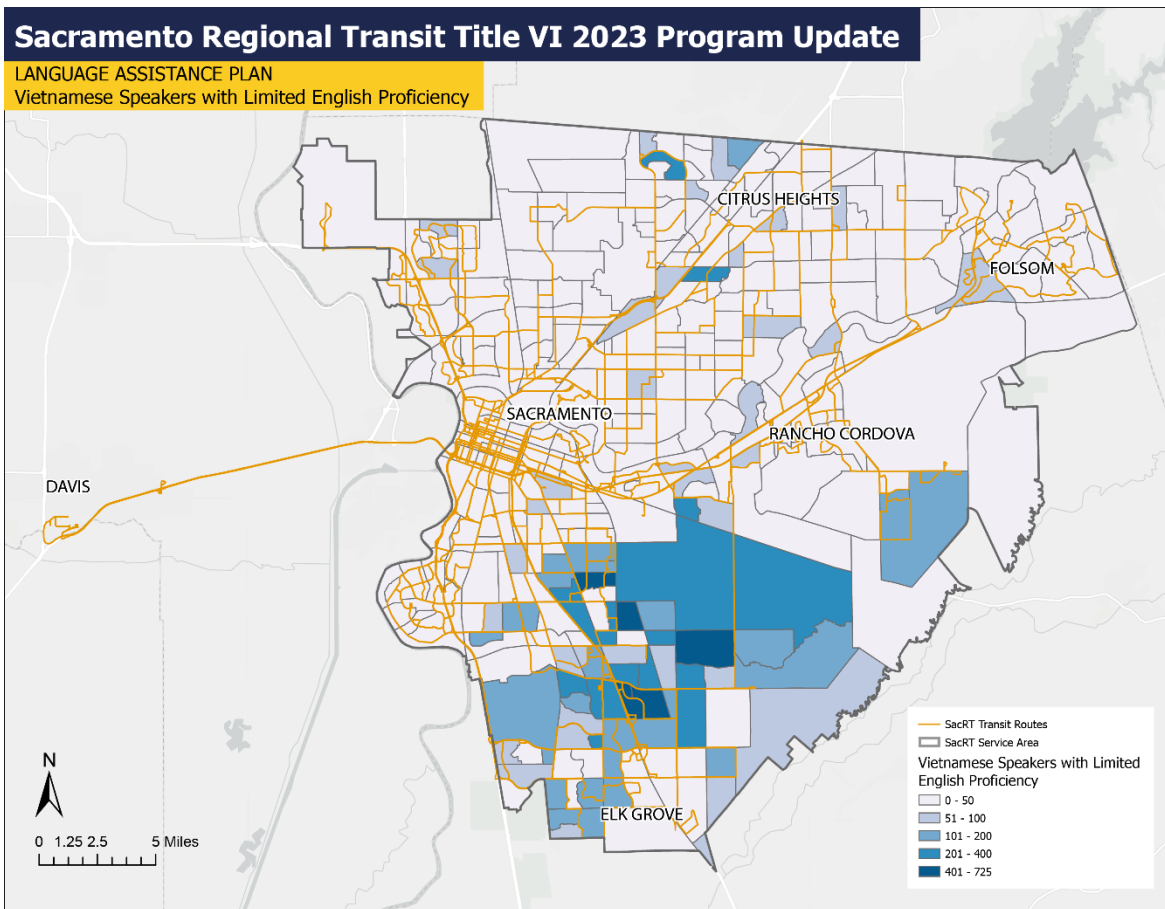


Figure 7: Vietnamese Speakers with Limited English Proficiency

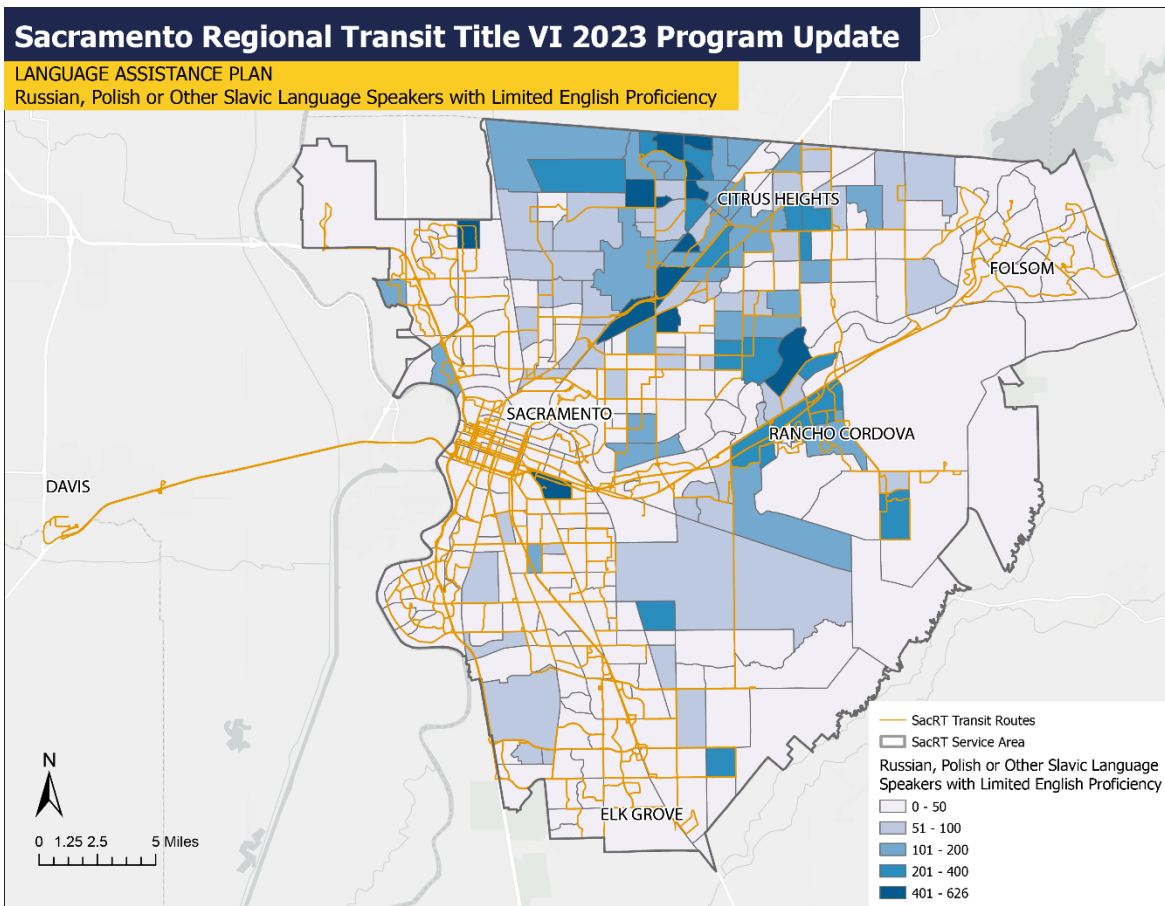


Figure 8: Russian, Polish or Other Slavic Language Speakers with Limited English Proficiency

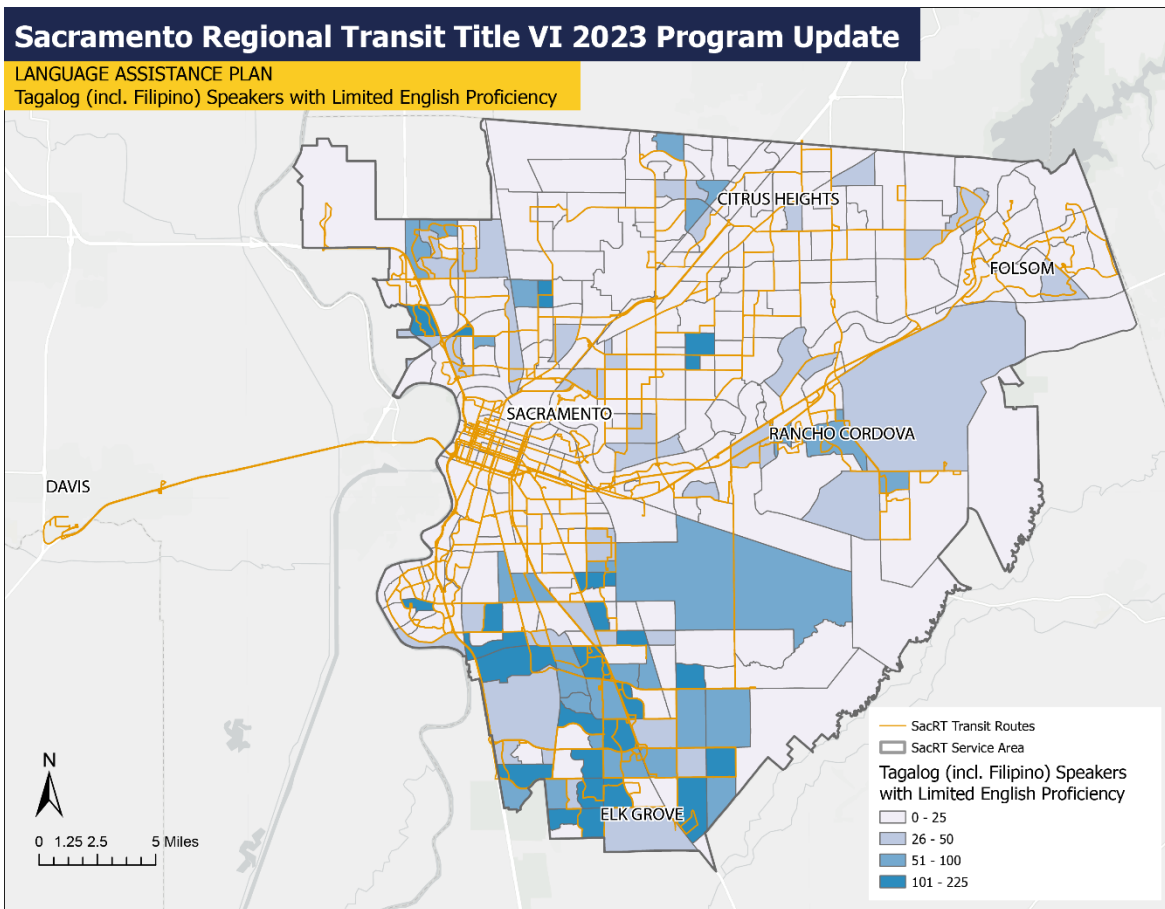


Figure 9: Tagalog (incl. Filipino) Speakers with Limited English Proficiency

In addition to the ACS 2021 One-year estimates, the Factor 1 analysis considered language data from the 2020-2021 school year from California Department of Education (CDE) English Language Learners Database (ELL). The state's ELL Database is another tool for identifying potential LEP populations based on recent public school enrollment data.

This data includes statistics on the language spoken at home by primary and secondary school students (kindergarten to high school) who are English learners. It is assumed that if children are identified as speaking a language other than English and are considered "English Learners," then their parents or adult guardians are likely to speak the same language at home.

Table 7 shows the breakdown for the languages with more than 1,000 English learners. The CDE language data reported 64 separate languages and language groups spoken by students in the service area. Like the 2021 One-year ACS data, Spanish, Russian, Chinese, Vietnamese, and Persian (Farsi) are prevalent in the ELL database. Pashto is evident in the ELL data but was not identified as an individual language in the ACS results.

Table 7: English Language Learners in Sacramento County K-12 Schools

Language	Total ELL Students	Percent of Total ELL Students
Spanish	18,731	58.3%
Other non-English languages	2,683	8.4%
Russian	2,598	8.1%
Hmong	2,486	7.7%
Chinese (Cantonese and Mandarin) *	1,680	5.2%
Pashto	1,415	4.4%
Vietnamese	1,341	4.2%
Farsi (Persian)	1,182	3.7%
Total	32,116	100%

* Mandarin and Cantonese have been combined into "Chinese" for comparability with U.S. Census Bureau data.

Source: Language Census Data - 2020-21 School Year, California Department of Education.

FACTOR 2

The frequency with which LEP persons encounter SacRT programs, activities, or services.

SacRT utilized the following data sources to obtain information to determine the frequency in which LEP persons encounter SacRT programs, activities and services, and the importance to LEP persons of SacRT's program, activities and services:

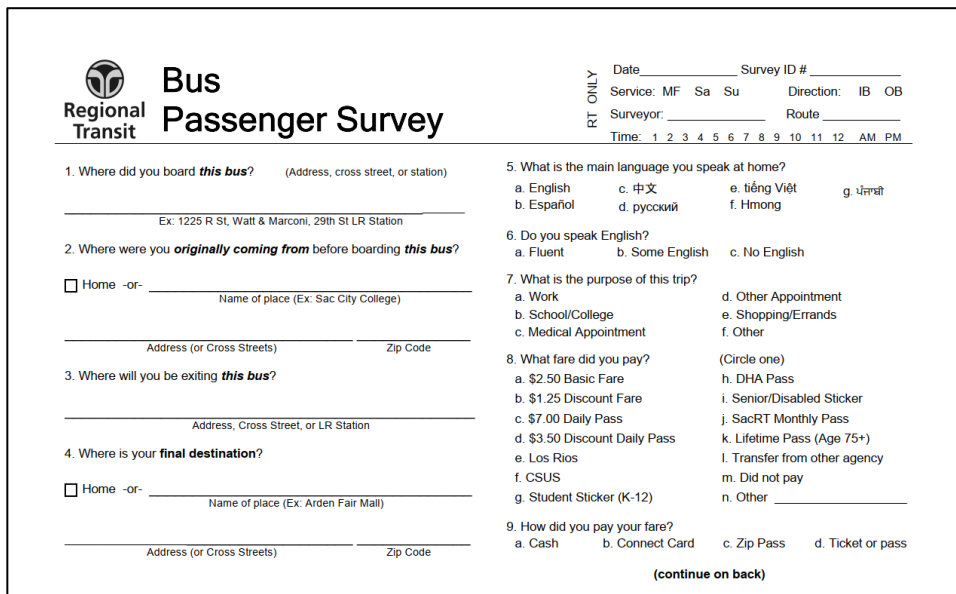
- SacRT On-Board Survey
- SacRT Operator Survey
- SacRT Customer Service Representative Survey
- Language Interpretation Service statistics and
- Community organizations serving LEP constituents.

SacRT On-Board Survey data

An on-board survey of bus passengers was conducted Saturday March 7, 2020, through Friday March 13, 2020, when it was ended due to COVID-19. About 18% of weekday bus trips and 8% of weekend trips were sampled, yielding a total of 1,749 responses.

The on-board survey was resumed in October 2022 to collect passenger data on light rail trains. Survey efforts continued through mid-December 2022, and yielded a total of 1,969 responses. 7.5% of weekday rider responses were captured and 6% of weekend ridership was captured as the total sample size on light rail.

Figures 10 and 11 show the front of the bus and light rail survey form, respectively. Questions 5 and 6 on both questionnaires were used to collect information on passengers' language and ability to speak English.



The image shows the front of a "Bus Passenger Survey" form from Regional Transit. The form is divided into two main columns of questions. On the left, questions 1 through 4 ask about boarding location, origin, exit location, and final destination, each with a checkbox for "Home" and a line for "Name of place". On the right, questions 5 through 9 ask about language spoken at home, English fluency, trip purpose, fare paid, and payment method. Question 5 lists languages in English, Chinese, Vietnamese, and Hmong. Question 6 lists fluency levels. Question 7 lists trip purposes. Question 8 lists fare types. Question 9 lists payment methods. The form includes a header with the Regional Transit logo and a date/survey ID section. A "continue on back" instruction is at the bottom.

Regional Transit **Bus Passenger Survey**

Date _____ Survey ID # _____
Service: MF Sa Su Direction: IB OB
Surveyor: _____ Route _____
Time: 1 2 3 4 5 6 7 8 9 10 11 12 AM PM

1. Where did you board **this bus**? (Address, cross street, or station)
Ex: 1225 R St, Watt & Marconi, 29th St LR Station

2. Where were you **originally coming from** before boarding **this bus**?
☐ Home -or- _____ Name of place (Ex: Sac City College)
Address (or Cross Streets) _____ Zip Code _____

3. Where will you be exiting **this bus**?
Address, Cross Street, or LR Station _____

4. Where is your **final destination**?
☐ Home -or- _____ Name of place (Ex: Arden Fair Mall)
Address (or Cross Streets) _____ Zip Code _____

5. What is the main language you speak at home?
a. English c. 中文 e. tiếng Việt g. हिन्दी
b. Español d. русский f. Hmong

6. Do you speak English?
a. Fluent b. Some English c. No English

7. What is the purpose of this trip?
a. Work d. Other Appointment
b. School/College e. Shopping/Errands
c. Medical Appointment f. Other

8. What fare did you pay? (Circle one)
a. \$2.50 Basic Fare h. DHA Pass
b. \$1.25 Discount Fare i. Senior/Disabled Sticker
c. \$7.00 Daily Pass j. SacRT Monthly Pass
d. \$3.50 Discount Daily Pass k. Lifetime Pass (Age 75+)
e. Los Rios l. Transfer from other agency
f. CSUS m. Did not pay
g. Student Sticker (K-12) n. Other _____

9. How did you pay your fare?
a. Cash b. Connect Card c. Zip Pass d. Ticket or pass

(continue on back)

Figure 10: Bus Passenger Survey Form

Sacramento Regional Transit

Blue Line Passenger Survey

RT ONLY

Date _____ Survey ID # _____

Service: MF Sa Su Direction: IB OB

Surveyor: _____ Route _____

Time: 1 2 3 4 5 6 7 8 9 10 11 12 AM PM

1. Where did you board **this train**? (circle one station)

Watt/I-80	Globe	Archives Plaza	47th Ave
Watt West	Alkali Flat	13th Street	Florin
Roseville Road	12th & I	16th Street	Meadowview
Marconi	Cathedral (13 th /K)	Broadway	Franklin
Swanston	St Rose (9th/K)	4th Ave	Center
Royal Oaks	7 th /8 th Capitol	City College	Cosumnes
Arden/Del Paso	8th & O	Fruitridge	

2. Where were you **originally coming from** before boarding **this train**?

☐ Home -or- _____ Name of place (Ex: Sac City College)

_____ Address (or Cross Streets) _____ Zip Code _____

3. Where will you be exiting **this train**? (circle one station)

Watt/I-80	Globe	Archives Plaza	47th Ave
Watt West	Alkali Flat	13th Street	Florin
Roseville Road	12th & I	16th Street	Meadowview
Marconi	Cathedral (13 th /K)	Broadway	Franklin
Swanston	St Rose (9th/K)	4th Ave	Center
Royal Oaks	7 th /8 th Capitol	City College	Cosumnes
Arden/Del Paso	8th & O	Fruitridge	

4. Where is your **final destination**?

☐ Home -or- _____ Name of place (Ex: Arden Fair Mall)

_____ Address (or Cross Streets) _____ Zip Code _____

5. What is the main language you speak at home?

a. English c. 中文 e. tiếng Việt g. ગુજરાતી

b. Español d. русский f. Hmong

6. Do you speak English?

a. Fluent b. Some English c. No English

7. What is the purpose of this trip?

a. Work d. Other Appointment

b. School/College e. Shopping/Errands

c. Medical Appointment f. Other

8. What fare did you pay? (Circle one)

a. \$2.50 Basic Fare i. Basic Monthly Pass

b. \$1.25 Discount Fare j. Senior/Disabled Monthly Pass

c. \$7.00 Daily Pass k. Super Senior (Age 75+)

d. \$3.50 Discount Daily Pass l. Lifetime Pass (Age 75+)

e. Los Rios m. Transfer from other agency

f. CSUS n. Did not pay

g. Ryde Free (K-12 Students) o. Other _____

h. DHA Pass

9. How did you pay your fare?

a. Ticket machine b. Connect Card c. Zip Pass d. Pass

(continue on back)

Figure 11: Light Rail Passenger Survey Form

Five percent of bus survey respondents indicated that they speak some English and one percent do not speak English. Spanish was the main non-English language spoken by survey respondents. All-day bus routes with more than five percent of respondents indicating Spanish as primary language are 11, 15, 19, 21, 30, 61, 62, and 87.

All-day routes with more than five percent of respondents indicating Chinese are 62 and 88. Two percent of respondents on Route 23 reported Russian as their primary language, three percent on Route 61 reported Vietnamese, and Hmong was reported on Routes 13, 26 and 81 reported at two, three and five percent, respectively.

A full report of the bus and light rail survey is included in Customer Demographics (Appendix F).

SacRT Operator Survey data

To obtain information about SacRT's LEP passengers, staff provided an optional survey for bus operators in November 2022, as shown in Figure 12. The survey collected information pertaining to SacRT's LEP passengers directly from a first point of contact.



Voluntary Operator Survey - Limited English Passengers

PL STAFF
ONLY

Survey ID # _____

1. Please indicate your frequency of contact with limited-English persons (LEP) passengers.

- | | |
|-------------------------|---------------------------------|
| a. Multiple times a day | d. Monthly |
| b. Once or twice a day | e. Less frequently than monthly |
| c. Weekly | f. I don't have contact |

2. On which routes have you most often had LEP passengers ask you for information? *(List all)*

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

3. On the route(s) mentioned above, are there any major destinations that LEP passengers may frequently travel to?

4. Generally speaking, how easy or difficult is it for you to communicate with LEP passengers?

- | | |
|-----------------------|------------------------|
| a. Very difficult | d. Very easy |
| b. Somewhat difficult | e. I don't communicate |
| c. Somewhat easy | |

5. Do you speak another language besides English?

No	Yes
0	1

6. If yes, what language?

_____ Are you:
Fluent ☐ Limited ☐

7. How long have you been driving for SacRT? _____

8. What type of question do you get asked the most from LEP passengers? *(Circle all that apply)*

- | | |
|------------------------------------|------------------------------|
| a. Fare | d. Don't get asked questions |
| b. Where their stop is | e. Other |
| c. How to get to their destination | |

9. When you need to speak to LEP passengers, how do you do it? *(Circle all that apply)*

- | | |
|-----------------------------|----------------------------------|
| a. Alert them to their stop | e. Ask other passengers for help |
| b. Use diagrams or maps | f. I do not communicate |
| c. Point to fare signage | g. Other |
| d. How-to-Ride Brochure | |

10. Are you aware of any materials that SacRT uses to communicate with LEP passengers?

No	Yes	Don't Know
0	1	2

11. If yes, what are those materials, services, or tools?

12. Is there something SacRT can do to help you communicate with LEP passengers?

No	Yes	Don't Know
0	1	2

13. If yes, what can SacRT do?

14. Have you had any training on how to communicate with LEP passengers?

No	Yes	Don't Remember
0	1	2

15. If yes, please describe the training:

16. Considering all the issues you face in your job, how difficult is communicating with LEP passengers compared to the rest of the issues? Please answer using a scale of 1 to 10, where 1 is not at all difficult, and 10 is very difficult.

Not at all difficult										Very difficult
1	2	3	4	5	6	7	8	9	10	

Figure 12: Operator Survey

One hundred percent of operators reported having contact with LEP individuals daily with the most common languages being Spanish, Russian, Arabic, Chinese, Ukrainian, Vietnamese, American Sign Language and languages from Pakistan and Afghanistan. Approximately 66% of the operators surveyed reported that it is somewhat or very difficult to communicate with LEP passengers, while the remaining operators indicated that it was somewhat or very easy or that they do not communicate with LEP passengers at all. On a scale of 1 to 10, with 1 being not difficult at all and 10 being very difficult, operators showed an average score of 4.95 in the difficulty of communicating with LEP passengers compared to other issues they face.

According to the survey, the most common questions asked by LEP individuals are regarding fares, which stop corresponds to their destination, and how to get to their destination. Operators communicate in various ways with these individuals depending on the question asked. For questions regarding fares, they point to the fare signage; maps, diagrams, and how-to-ride brochures are used to show them how to get to their location; and operators will alert LEP passengers when they arrive at their desired stop. Some operators also reported signing gestures, writing down their responses, and using Google Translate to communicate with LEP passengers. Thirty-three percent of operators indicated that they ask other passengers on board to help translate when possible.

The top routes reported by SacRT bus operators that serve many LEP passengers include:

- Route 51 – Stockton/Broadway;
- Route 25 – Marconi;
- Routes 67/68 – Franklin/44th Street/MLK;
- Route 81 – Florin/65th Street;
- Route 38 – Tahoe Park; and
- Route 23 – El Camino.

SacRT Customer Service Representative Survey data

In addition to SacRT operator feedback, the SacRT Customer Service Representatives (CSRs) were also provided with an optional survey about the importance of SacRT's programs, activities, and services to LEP persons, as shown in Figure 13.

Approximately 33% of the CSRs have at least daily contact with a LEP passenger via telephone. The remaining CSRs reported having weekly, monthly, or less frequently than monthly contact with LEP passengers. During these telephone contacts, the most common languages they encounter include Spanish, Chinese, and American Sign Language.



Voluntary CSR Survey - Limited English Passengers

PL STAFF
ONLY

Survey ID # _____

1. Please indicate your frequency of contact with limited-English persons (LEP) passengers.

- a. Multiple times a day
- b. Once or twice a day
- c. Weekly
- d. Monthly
- e. Less frequently than monthly
- f. I don't have contact

2. Which routes have you most often had LEP passengers ask you about for information? (*List all*)

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

Route: _____ Language (if known): _____

3. On the route(s) mentioned above, are there any major destinations that LEP passengers may frequently travel to?

4. Generally speaking, how easy or difficult is it for you to communicate with LEP passengers?

- a. Very difficult
- b. Somewhat difficult
- c. Somewhat easy
- d. Very easy
- e. I don't communicate

5. Do you speak another language besides English?

No 0 Yes 1

6. If yes, what language?

Are you:
Fluent ☐ Limited ☐

7. How long have you been working for SacRT's call center?

8. What type of question(s) do you get asked the most from LEP passengers? (*Circle all that apply*)

- a. Fares
- b. Schedules
- c. Trip Planning
- d. Don't get asked questions
- e. Other _____

9. When you need to speak to LEP passengers, how do you do it? (*Circle all that apply*)

- a. Interpretation services (Language Line)
- b. Web services (Google)
- c. I speak the language
- d. Ask co-worker for help
- e. Try my best
- f. I do not communicate
- g. Other _____

10. Are you aware of any materials that SacRT uses to communicate with LEP passengers?

No 0 Yes 1 Don't Know 2

11. If yes, what are those materials, services, or tools?

12. Is there something SacRT can do to help you communicate with LEP passengers?

No 0 Yes 1 Don't Know 2

13. If yes, what can SacRT do?

14. Have you had any training on how to communicate with LEP passengers?

No 0 Yes 1 Don't Remember 2

15. If yes, please describe the training:

16. Considering all the issues you face in your job, how difficult is communicating with LEP passengers compared to the rest of the issues? Please answer using a scale of 1 to 10, where 1 is not at all difficult, and 10 is very difficult.

Not at all difficult 1 2 3 4 5 6 7 8 9 10 Very difficult

Thank you for participating. Please return completed surveys to the **SacRT Service Planning** department.

Figure 13: Customer Service Representative Survey

Language Interpretation Service Statistics

When translation is requested through the call-center, SacRT's CSRs utilize a third-party telephone interpretation service called TeleLanguage. Through this service, the CSR's can provide route, fare, and schedule information to LEP callers. In addition to TeleLanguage, there are CSRs who are fluent in Spanish

During the ten-month period of January 1, 2020, and October 31, 2022, the CSRs took 1,198 calls that required the use of TeleLanguage service. Table 8 presents a breakdown of those calls by language. Seventy-nine percent of all requests are for Spanish, with eight other languages accounting for about 18%, and 21 languages making up the remaining 3% of requests.

Table 8: Language Line Use by Language (January 1, 2020 - October 31, 2022)

Language	Requests	Percent
Spanish	948	79%
Mandarin	51	4%
Arabic	45	4%
Cantonese	40	3%
Russian	27	2%
Farsi	19	2%
Japanese	17	1%
Vietnamese	15	1%
Korean	9	1%
Hindi	5	< 1%
Punjabi	5	< 1%
Dari	3	< 1%
Hmong	2	< 1%
Tagalog	2	< 1%
Ukrainian	2	< 1%
Chinese Toisanese	1	< 1%
Greek	1	< 1%
Igbo	1	< 1%
Ilocano (Filipino)	1	< 1%
Lithuanian	1	< 1%
Mien	1	< 1%
Pashtu	1	< 1%

Thai	1	< 1%
TOTAL	1,198	100%

SacRT utilizes third-party translators when translation is requested in advance of an in-person outreach event, including Hummble Translations, Cal Interpreting, and Language World.

FACTOR 3

The importance to LEP Persons of SacRT's program, activities, and services

To understand the importance of SacRT's programs, activities, and services, telephone interviews were conducted in December 2022 and January 2023 with members of community organizations that serve LEP constituents. The agencies that were contacted and/or participated provide services including, but not limited to, translation and interpretation services, immigration services, refugee resettlement, foreign-language media, English as a second language classes, job training, etc.

Interviewees and those filling out the questionnaire were asked about the LEP populations they serve, including languages spoken; trends in age, education, and economic status; areas of familiarity; popular destinations and neighborhoods; as well as where the demand for public transit services exists. Participating agencies include:

Opening Doors, Inc.

Opening Doors provides refugee resettlement, immigration legal services, support for survivors of human trafficking, English language development, and economic development services to the Spanish, Tagalog, Mandarin, Urdu, Pashto, and Dari-speaking communities of Sacramento.

Slavic Assistance Center

The Slavic Assistance Center serves the Russian and Ukrainian-speaking communities. They help with social services and communicate to their members via a newsletter, social media, online collaboration and productivity platforms, and networking events.

Slavic Community Center of Sacramento

Slavic social services and cultural orientation by providing Russian and Ukrainian individuals information on education options; immigration services; document preparation; financial and educational assistance and support; citizenship classes and applications; and translation and interpretation services.

La Familia Counseling Center (LFCC)

LFCC has served the Sacramento Spanish speaking community for over 47 years and has extensive experience connecting with unserved and underserved populations. They have established themselves as a trusted community partner by

providing free high-quality services in five key areas: Education and Youth development, Early Childhood Family Support, Behavioral Health, Health Navigation Services and Employment Services

Lu Mien Community Services

Lu Mien serves the Mien-speaking communities. They help with education and English learning, socialization services and group activities, and communicate to their members primarily through verbal communications and via limited social media and in-person activities.

California Hispanic Resource Council (CHRC)

CHRC provides consumer fraud awareness programs, immigration, and naturalization assistance, as well as referrals to other organizations or governmental agencies. CHRC mostly serves the Spanish-speaking community.

Crossings TV

Provides locally oriented, produced and marketed multi-cultural programming and content in Hmong, Mandarin, Cantonese, Vietnamese, Tagalog, Japanese, Hindi, Punjabi, and Russian efficiently linking its targeted audiences and commercial, non-commercial and governmental entities.

Asian Resources Inc. (ARI)

ARI services include ESL classes, financial literacy/education, career readiness workshops, youth programs, senior social programs, VITA tax, citizenship classes, expungement clinics, job placement, enrollment into CalFresh, Medical and Covered CA, and translation/interpretation services. ARI services a variety of language communities including Chinese, Vietnamese, Hmong, Mien, Laos, Thai, Tagalog, Spanish, Urdu, Hindi, Panjabi, Russian, Dari, Farsi, Pashto, Turkish, and Ukrainian.

Afisha Media Group

Afisha Media Group is the leading trusted source of information for the Russian and Ukrainian immigrant community. They publish Afisha Magazine, Diaspora Newspaper, and run the Radio Ethno.fm (87.7) 24hr. radio station that shares news and government announcements.

Hmong Youth and Parents United

Hmong Youth and Parents United provides from youth- and family-related services, internships, health and wellness services, and family friendly events. Its Health and Social Services Department addresses health disparities, health injustices and the elderly community. Its Health Equality Initiative program offers services for individuals affected by COVID-19 and hosts pop up clinics.

From these interviews and surveys, staff was able to identify specific communities of the service area and match them to bus routes and rail stations to provide more focused outreach when and where it is needed. The interview results demonstrate how SacRT can customize the assistance approach for each LEP group by having

identified the LEP groups and how frequently they encounter SacRT programs, activities, and/or services.

Table 9 through Table 18 provide a summary for each organization contacted, the languages they serve, LEP populations, transit usage and the best way to communicate with LEP populations. Table 19 is a summary by language group outlining where these population groups live and the best way to communicate.

Table 9: Outreach Summary - Afisha Media Group

Organization	Afisha Media Group
Languages Served	Ukrainian and Russian, more than 150 different dialects
English Proficiency	Estimate 40-50% but note there is “always somebody in the family who knows English.”
Services Provided	<ul style="list-style-type: none"> • Afisha magazine • 24-hour radio station including Armenian and Moldavian shows • Monthly events and two large community events annually • Community group meetings • Community newsletter (twice per month)
Where LEP Groups Live	All over the Sacramento region; Placer County; Yolo County; El Dorado County
SacRT Usage	Less than 20%
Best Ways to Communicate	Radio station, magazine, social media groups, website, attend monthly events to distribute materials
Ineffective Communications	Educational classes for people to attend
Transportation Trends in Past Three Years	More need for school-related transportation, daily errands like trips to the grocery store, park and ride services.
Transit Obstacles	Community not sure how to use the system, lack of education or don’t have enough English skills to figure it out.
Other Notes	<ul style="list-style-type: none"> • We don’t have translated materials, nor the budget to get the materials out • RT has not been proactive enough in the community, we don’t have the staff to get the materials out • Prefer insert materials for magazine/newspaper to stocking materials in office • Don’t have budget to distribute translated route and schedule information • Have been trying to connect SacRT to the community for the past five years • Connected to more than 120 churches • High need for outreach to students • If our community will start using buses, because it’s part of our culture, it will reduce homelessness and make things cleaner

Table 10: Outreach Summary - California Hispanic Resource Council

Organization	California Hispanic Resource Council
Languages Served	Spanish speaking is about 90%, and English and other languages are the other 10%
English Proficiency	Estimate 50%, but note “With family assistance, that percentage drops. Usually, older or younger children have English speaking skills.
Services Provided	<ul style="list-style-type: none"> • Immigration and naturalization assistance • Consumer fraud awareness
Where LEP Groups Live	50% in South Sacramento area; the rest are throughout Sacramento – up to North Highlands and West Sacramento. Other counties include Placer, Yolo, Butte, Sutter and San Joaquin.
SacRT Usage	Less than 10%
Best Ways to Communicate	Word of mouth including referring friends or colleagues, website, telephone
Ineffective Communications	Email
Transportation Trends in Past Three Years	Most of the clients have some sort of transportation, either via a car or a family member or a friend. Some have mentioned that they use Lyft or Uber.
Transit Obstacles	Transit schedule needs more flexibility. Lining up transit schedules with appointment schedules is difficult.
Other Notes	<ul style="list-style-type: none"> • Members do not tend to use translated materials SacRT provides, nor do they ask for translated materials • People are referred to SacRT website for route and schedule information

Table 11: Outreach Summary - Crossings TV

Organization	Crossings TV
Languages Served	Chinese, Vietnamese, Filipino, South Asian, Hmong, Korean and Japanese. Mandarin, Cantonese, Vietnamese, Filipino, Korean, Hmong, Japanese, Hindi and Punjabi
English Proficiency	Chinese 36%, Filipino 18%, Hmong 48%, Japanese 10%, Korean 36%, South Asian 37%, Vietnamese 47%
Services Provided	<ul style="list-style-type: none"> • Crossings TV is an Asian language television network which broadcasts programming in Mandarin, Cantonese, Vietnamese, Filipino, Korean, Hmong, Japanese, Hindi and Punjabi • Broadcast in the Central Valley, San Francisco Bay Area, Los Angeles, Seattle, New York City/NJ, Chicago and Minneapolis-St. Paul • Also use website and social media to communicate
Where LEP Groups Live	South Sacramento, Downtown, Elk Grove
SacRT Usage	Unsure
Best Ways to Communicate	Using a mix of in-language radio, print, television and also through community-based organizations that serve the specific Asian groups. Get involved with the community-based organizations. It is important that the messages are in-language- specific to the community you are serving.
Ineffective Communications	Phone calls, text messaging
Transportation Trends in Past Three Years	The pandemic impacted how these communities use public transportation and the hate crimes that are affecting the Asian communities are also impacting public transportation use.
Transit Obstacles	Safety may be a factor
Other Notes	<ul style="list-style-type: none"> • Members do not tend to use translated materials SacRT provides, nor do they ask for translated materials • People are referred to SacRT website for route and schedule information • Participate in community events that are specific to these communities with limited English language skills • No desire to directly received translated route and schedule information

Table 12: Outreach Summary - Lu Mien Community Services

Organization	Lu Mien Community Services
Languages Served	Lu Mien community: Mien is language.
English Proficiency	Work a lot with senior group (55 and up) and 95% don't speak English.
Services Provided	<ul style="list-style-type: none"> • Mental health services (not direct) • Socialization services, group activities, after-school programs for youth • Translation services (walk-in or via appointment) • Applying for citizenship or Medi-Cal
Where LEP Groups Live	Mainly in South Sacramento, ZIP codes 95824, 95823 and 95820
SacRT Usage	Unsure, but estimate ridership to be low
Best Ways to Communicate	In-language verbal communications, over the phone or in person. In-language social media on YouTube channel, Facebook and Instagram pages. Members listen to the Hmong news channel and share information with each other verbally.
Ineffective Communications	Written or printed materials, as well as websites (don't use the technology)
Transportation Trends in Past Three Years	Prior to COVID, we partnered with ACC to get bus transportation so members could attend our programs. That was eliminated because of COVID, and we haven't been able to re-start it. After COVID, many of our community members are hesitant to go out. Also, the Anti-Asian hate movement is a problem, so many of our community members just stay in.
Transit Obstacles	Fear of getting lost combined with inability to read signage and/or communicate with drivers to get directions. Fear of being victimized.
Other Notes	<ul style="list-style-type: none"> • No Mien-language materials available, but they would like to receive translated route and schedule information • Many members avoid SacRT and related materials due to fear

Table 13: Outreach Summary – La Familia Counseling Center

Organization	La Familia Counseling Center
Languages Served	Spanish, English, Dari, Farsi, and Hmong
English Proficiency	Approximately 25% have limited English skills
Services Provided	<ul style="list-style-type: none"> • Workshops • Classes • Counseling services • AA meetings • Vaccination clinics • Citizenship assistance • ESL/Language assistance • GED assistance
Where LEP Groups Live	South Sacramento, but programming goes all the way to the Delta and includes people that come from Walnut Grove, Isleton, Galt and Elk Grove.
SacRT Usage	Unknown. They are working to get buses scheduled to accommodate seniors. Some of the buses come from Rancho Cordova or Downtown, so the seniors have to transfer buses. This becomes an all-day event for the seniors.
Best Ways to Communicate	Website and social media, particularly Facebook and Instagram.
Ineffective Communications	Printed flyers and email
Transportation Trends in Past Three Years	Many things closed down/adapted due to the pandemic. They are holding hybrid meetings hosting workshops live on social media. Transportation has reduced because people learned how to get by with little to no travel.
Transit Obstacles	Seniors are having trouble with transit and having to deal with multiple transfers on public transit. They are looking for quality and cost-effectiveness.
Other Notes	<ul style="list-style-type: none"> • Members use translated materials, and ask about maps and routes, especially students • SacRT has been wonderful, but there are no buses on Franklin, only on Fruitridge. SacRT rides can be called, but there is no public transit service

Table 14: Outreach Summary - Slavic Assistance Center

Organization	Slavic Assistance Center
Languages Served	Ukrainian and Russian
English Proficiency	60%
Services Provided	<ul style="list-style-type: none"> • Immigration services; family reunions; refugee services; green card holders and citizenship • Radio program (1690 AM) • Suicide-prevention services funded by Sacramento County. • Public service work with Sacramento employment agency, assisting refugees with green card applications and job placement • Social adjustment and cultural orientation • Ukraine help line for help or information for refugees • Community events were organized, but went away during COVID-19 pandemic
Where LEP Groups Live	Spread out across Sacramento and West Sacramento, not including South Sacramento
SacRT Usage	Estimate 5%. Young people do not use transit, and most people use their own transportation.
Best Ways to Communicate	Radio program, newspaper, word of mouth and social media (Facebook and Instagram)
Ineffective Communications	For older people, high-tech tools are not effective
Transportation Trends in Past Three Years	More people have been moving to Antelope, Rancho Cordova, Fair Oaks and North Highlands.
Transit Obstacles	Compared to other regions, the transit systems are not well developed. They are afraid to use it because they don't know how the system functions and are not educated on the system. They don't know routes or how to get from one point to another. They don't know if they can use a single ticket to transfer from one bus to another.
Other Notes	<ul style="list-style-type: none"> • Members use translated materials, but unsure how many, and they seldom ask for translations of any SacRT materials • It would be helpful to have translated route and schedule information

Table 15: Outreach Summary - Slavic Community Center

Organization	Slavic Community Center
Languages Served	Slavic communities, Russian language mostly – some Ukrainian, Polish, Belarus
English Proficiency	Approximately 20%. Older population (Age 60 and older) has limited English and comes in for help with translation.
Services Provided	<ul style="list-style-type: none"> • Translation • Drug awareness • Some education and studies of the Slavic community's needs
Where LEP Groups Live	Sacramento (excluding downtown and midtown), Rancho Cordova and Citrus Heights
SacRT Usage	Estimate 3-5%
Best Ways to Communicate	For most people, social media and website works. For older population, in-language radio and newspapers are effective. Radio and newspapers are best for getting communications out quickly. Word of mouth through churches.
Ineffective Communications	Email. Older population does not use web or social media.
Transportation Trends in Past Three Years	The community settled by religion. The Baptist groups, first settlement was Freeport area and in West Sacramento. Pentecostals, much younger people live in Antelope, Roseville, Citrus Heights, and North Highlands.
Transit Obstacles	Language barrier is a challenge. A small percentage uses buses to see children/grandchildren, but very limited.
Other Notes	<ul style="list-style-type: none"> • No requests specifically for transit materials, but they have worked with City of Sacramento on garbage-collection materials; also worked with PG&E and SMUD to discuss materials that they distributed • Would be nice to have translated materials to distribute • Noted large recent influx of refugees from Ukraine that have recently moved to Sacramento • Can post translated materials to their website

Table 16: Outreach Summary - Asian Resources, Inc.

Organization	Asian Resources, Inc.
Languages Served	Asian communities, with languages including Chinese, Vietnamese, Mandarin, Cantonese, Hmong, Mien, Laos, Thai and Tagalog.
English Proficiency	Approximately 25%.
Services Provided	<ul style="list-style-type: none"> • Translation • Assistance with applying for benefit programs • Citizenship classes
Where LEP Groups Live	Sacramento, ZIP codes 95823, 95824 and 95828, Little Saigon, Freeport Blvd.
SacRT Usage	Estimate between 10% and 40%
Best Ways to Communicate	In-person meetings and telephone conversations
Ineffective Communications	Email or printed materials in English.
Transportation Trends in Past Three Years	More people driving individually.
Transit Obstacles	Language barrier is a challenge. Cost is also a barrier. Some consider transit to be unsafe, infected and violent.
Other Notes	<ul style="list-style-type: none"> • Would like to receive translated transit materials, especially schedules and maps

Table 17: Outreach Summary - Opening Doors, Inc.

Organization	Opening Doors, Inc.
Languages Served	Spanish, Dari, Farsi, Pashto and Ukrainian.
English Proficiency	Approximately 75%.
Services Provided	<ul style="list-style-type: none"> • Refugee services • Housing assistance • Wellness services • Education access
Where LEP Groups Live	All over Sacramento and tending toward rural areas.
SacRT Usage	Estimate between 10% and 40%
Best Ways to Communicate	In-person meetings and telephone conversations
Ineffective Communications	Materials in English. In-person meetings without an interpreter present.
Transportation Trends in Past Three Years	
Transit Obstacles	Cost is a barrier.
Other Notes	<ul style="list-style-type: none"> • Would like to receive translated transit materials, especially schedules and maps

Table 18: Outreach Summary - Hmong Youth and Parents United

Organization	Hmong Youth and Parents United
Languages Served	Hmong and English
English Proficiency	Approximately 25%.
Services Provided	<ul style="list-style-type: none"> • Youth- and family-related services • Internships • Health services
Where LEP Groups Live	Sacramento, District 2
SacRT Usage	Unsure
Best Ways to Communicate	Real-life visuals, translated materials and audio
Ineffective Communications	Communication tools that are solely words and content heavy
Transportation Trends in Past Three Years	Unsure
Transit Obstacles	Family member is available to take them to the store or do the grocery shopping for them.
Other Notes	<ul style="list-style-type: none"> • Would like to receive translated transit materials, especially schedules and maps

Table 19: LEP Summary by Language

Language	Where Individuals Reside	Best Way to Communicate
Spanish	Natomas, South Sacramento, North Sacramento, Citrus Heights, Oak Park, Galt, Elk Grove, Rancho Cordova, Carmichael, Arden-Arcade, and North Highlands	In-person (one-on-one), word-of-mouth (referrals from friends), flyers, videos/TV, radio,
Russian	West Sacramento, Rancho Cordova, Carmichael, Citrus Heights, Antelope, Fair Oaks, and North Highlands	Organization newsletters, social media, radio, in-person (one-on-one), TV, and community events -
Vietnamese	Little Saigon (i.e., Stockton Blvd., between Fruitridge and Florin)	In-person (one-on-one), TV, community events
Chinese	Citrus Heights, South Sacramento, Oak Park, Rancho Cordova, Carmichael, Arden-Arcade, Elk Grove	In-person (one-on-one), flyers, radio, TV, community events
Arabic	Fulton Ave, Myrtle Ave, Natomas	In-person (one-on-one), community events, flyers, social media, through the school system, texting
Dari, Farsi	South Sacramento, the Delta, Walnut Grove, Isleton, Galt, and Elk Grove	Website and social media, particularly Facebook and Instagram
Mien	South Sacramento	In-language verbal communications, over the phone or in person. In-language social media on YouTube channel, Facebook, and Instagram pages. Members listen to the Hmong news channel and share information with each other verbally.
Filipino	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations
Vietnamese	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations

Hmong	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations
Korean	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations
Hindi	South Sacramento, Downtown, Elk Grove	In-language radio, print, television, and community-based organizations

FACTOR 4

Evaluate the resources available to SacRT and overall cost to provide LEP assistance.

SacRT's operating budget includes the following language assistance aspects:

- Costs of translation into multiple languages
- Costs for live telephone interpretation services
- Costs for interpreters at Board meetings and hearings, when requested
- Additional printing costs for key documents
- Additional administrative and training costs and
- Additional costs for outreach labor and materials for potentially impactful construction projects in LEP areas.

Direct costs for the language assistance aspects listed above, including written translation, telephone interpretation, and in-person interpretation for public meetings total \$34,874.79 from January year 2020 through December 2022. Since 2020, SacRT staff has been providing key documents for customers in English and six additional languages:

- Spanish
- Chinese
- Vietnamese
- Russian
- Hmong and
- Arabic.

Implementation Plan for Language Assistance

This section describes SacRT's current methods and plans for providing language assistance to LEP persons.

Identifying LEP Persons Who Need Language Assistance

"Agencies would be well advised to ask LEP persons whether they are aware of the types of language assistance the agency provides, which of these forms are most beneficial, and what, if any, additional language assistance measures would be most beneficial." (DOT LEP Guidance Section V(4)).

The Four Factor analysis showed that there is frequent contact between LEP individuals and SacRT personnel. Language line calls, outreach interviews, the customer survey, and the employee survey all show a high degree of contact between persons with limited English proficiency and SacRT. Based on the feedback received throughout the extensive outreach and research effort conducted as part of this update, LEP customers can get information about SacRT services and programs and that language barriers are not strong inhibitors to accessing services.

To ensure that LEP customers can continue to get information on SacRT services and programs, SacRT will continue to undertake the current translation activities and begin using a tiered approach (commonly used by other large systems such as BART) to determine thresholds for language translation. At each Title VI Program Update, SacRT will reevaluate thresholds based on its LEP tracking data so that it corresponds to the language groups frequently encountered within the tiered approach. In addition to language translations, SacRT will continue to use pictograms on all wayfinding signage.

Providing Language Assistance

This section describes the current and future services that SacRT provides for enhancing the access of its system to LEP persons.

Existing LEP Programs and Services

The following is a summary of the language assistance, programs, and services currently provided in addition to the bilingual customer service staff and operators. Several of the documents have a statement on how to obtain information printed in each language stating, “For route, schedule and fare information, call 916-321-BUSS (2877).” SacRT customer service representatives can provide route, schedule, and fare information to callers in almost every language by connecting customers with a language interpreter.

Table 20: Existing Translation

Document/Program	Current Translation
TeleLanguage	Many
Public Hearing Notices	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
Title VI Notice on Bus, Light Rail, SmaRT Ride, and Paratransit Vehicles	Safe Harbor Languages
Title VI Notice on Web Site	Safe Harbor Languages
Title VI Complaint Form on Web Site	Safe Harbor Languages
Public Notices Regarding Fare Change Proposals	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
Public Notices Regarding Service Change Proposals	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic

Passenger Origin/Destination and Demographic Surveys	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
Public notice regarding upcoming service change	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
Potentially impactful construction project information	Varies based on LEP population in vicinity
Printed Pocket Timetables with statement on how to obtain information	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
How-to-Ride Guide with statement on how to obtain information	Spanish, Russian, Chinese, Hmong, Vietnamese, and Arabic
Station Wayfinding	Pictograms and Braille
Ticket Vending Machine Menus	Spanish
SacRT Web Site	Google Translation available in 133 languages
Document/Program	Current Translation
Connect Card Web Site	Google Translation available in 133 languages
Connect Card Brochure	Spanish
Safety Campaign	Varies based on LEP population in vicinity
Promotional Campaigns	Spanish and additional languages based on LEP population in vicinity service being promoted
Neighborhood Targeted TV Commercial	Varies based on LEP population in vicinity
Community Partnerships	City Year, Crossing TV, Russian American Media Group, Asian Resources, Latino Roundtable, Sacramento Asian Chamber, Sacramento Hispanic Chamber

To assist operators with LEP customers, “We Speak Your Language” stickers are on board each vehicle. Drivers are instructed to point to the sticker to communicate with LEP passengers on how to obtain route, schedule, and fare information. Public notices regarding pending major route closures (over 200 boardings per day) will be translated into the languages of LEP population groups in the vicinity of the closure.

SacRT uses the partnerships with LEP organizations as a network to send out toolkits with user information, and to disseminate information at the organizations’ locations and through social media. On occasion, SacRT works with Spanish language TV and radio broadcast organizations to create commercials promoting new routes and services.

To ensure access to language assistance for LEP customers, SacRT uses the following four-tier translation guidelines for materials that contains information that is either critical for obtaining services and/or benefits:

- **Tier 1:** essential information for accessing services and benefits and for safety. The narrow selection of languages in this tier recognizes limitations inherent in the communications media used, such as space constraints.
- **Tier 2:** documents that enhance access to services and programs or facilitate the customer experience. The translation criteria for this tier recognizes space and resource constraints for extensive translation.
- **Tier 3 Vital:** information concerning awareness of legal rights including the right to language assistance.
- **Tier 3 Targeted:** documents that enhance participation of LEP persons in decision-making. These documents can be long and technical so translation may be on a case-by-case basis; including whether a translated summary document is sufficient.
- **Tier 4 Technology-Dependent:** In many cases, technology has allowed for affordable, easy translation into multiple languages. In these instances, SacRT will continue to use these services for translation as allowed by the technology.

Language translations for each tier are determined as described below.

- **Tier 1** languages include those with more than 5% of the total population identified in the ACS as not speaking English well. The only Tier 1 Language is Spanish.
- **Tier 2** languages include Tier 1 languages *plus* additional languages that utilized the TeleLanguage service an average of at least once a month between 1/1/2020 and 10/31/2022 *plus* English Language Learners in Sacramento County K-12 Schools greater than 5% (Hmong). There are eight Tier 2 languages.
- **Tier 3 Vital** includes Tier 2 *plus* the remaining Safe Harbor Languages *plus* English Language Learners in Sacramento County K-12 Schools greater than 4% (Pashto). Pashto was also noted in the Operator/CSR survey results. There are 17 Tier 3 languages.
- **Tier 3 Targeted** translations are on a case-by-case basis for construction projects and route-specific changes. SacRT, at its discretion, will translate documents into additional languages if the nature of the document and the character of the document's target audience justify additional translation. Additional languages will be determined by the frequency of encounters with language groups. If SacRT lacks data on encounters, additional languages may be determined by demographic data.
- **Tier 4 Technology-Dependent** includes 133 languages in Google Translate, available on the SacRT homepage. Changes in the affordability,

ease, or availability of the technology could result in a change in translation activities.

Table 21: Language Tiers and Languages

Tier 1	Tier 2	Tier 3 Vital	Tier 3 Targeted	Tier 4 Tech	Communication Item
					Fare information decal on bus farebox
					Ticket vending machine
					Connect Card brochure
					Promotional campaigns
					Rider Alerts
					Public hearing notices
					Public notices for fare proposals
					Public notices for service proposals
					Passenger origin/destination and demographic surveys
					Neighborhood targeted TV commercial
					Title VI Notice on vehicles
					"We Speak Your Language" stickers
					Title VI Notice on website
					Title VI Complaint Form & Procedures
					Construction project information
					Safety campaigns
					Promotional campaigns
					Language Line
					SacRT website Google Translate
Languages into which Items are Translated					
Spanish	Spanish Arabic Chinese Farsi Hmong Japanese Russian Vietnamese	Spanish Arabic Chinese Farsi Hmong Japanese Russian Vietnamese Armenian Hindi Korean Lao Pashto Punjabi Tagalog Ukrainian Urdu	Varies	Many	

Staff Training

SacRT's existing staff training for better serving LEP transit customers includes the following elements.

For the Transit Ambassador (ticket inspectors) training, SacRT trains employees to assist passengers with hearing-impairments by using writing tools, i.e., pen and paper. For LEP passengers, SacRT communicates via a translation app on District-issued smartphones. All new Ambassadors have 40 hours of classroom training where they learn about managing difficult/uncooperative passengers and LEP passengers. They also have 80 hours of in-field training where they apply the techniques learned in the classroom.

New bus operators undergo 48 hours of classroom training and 20 hours of behind-the-wheel training, during which time, as part of their overall customer service curriculum, they are instructed on language assistance, customers with disabilities, sensitivity training, etc. If an operator encounters a customer with Limited English Proficiency (LEP) having trouble using the system, they are trained to use common-sense methods to assist the customer and to look for visual cues that might indicate the nature of the question, especially if it is regarding frequent topics of confusion. (Example: A customer gesturing toward his/her wallet is likely confused about the fare. Hesitancy to board the bus in the first place may indicate uncertainty regarding the bus's destination and/or stops.) Practical measures are encouraged, including enlisting the assistance of other passengers who may speak the same language, referring to printed information on the fare structure displayed on the farebox, stating some of the key streets or destinations that the bus will serve (e.g., "Arden Mall"), or giving the customer the number for Customer Service, which can render assistance in any language.

Current bus operators are instructed on an ongoing basis in "Passenger Assistance Trainings" with techniques that cover various communications strategies, such as hand signals. Many drivers are bilingual and able to communicate with LEP passengers. There are also multilingual staff available to assist drivers during business hours, and all drivers are instructed to call into dispatch if additional assistance is needed.

Newly hired Customer Service Representatives go through a minimum of two weeks of training in the Customer Service Center. Over the course of their training, they meet with Supervisors/Managers for an overview and basic training on systems, procedures, and customer service expectations. During this time, they learn where to locate the number for language interpretation service, how to access it, and which codes to use when prompted. Additionally, much of their training consists of observations and hands-on experience with existing SacRT staff at their desks in the Call Center or at the registers in the Sales Center. During this side-by-side training and mentoring, new hires can see how interpretation calls are handled first-hand before they try them on their own.

Newly hired van drivers go through "Passenger Assistance Training" where they are trained in techniques to communicate with individuals who do not speak English, as well as those with speech, hearing, visual, or cognitive impairments. Throughout the course, drivers receive hands-on training with passengers covering

a variety of scenarios. Correct visual leads or hand gestures (pointing for a direction, use of the stairs, use of the lift, how are you paying) are often used in training and many are universal for any language. All drivers are trained to call into dispatch if they need additional assistance.

Providing Notice to LEP Persons

USDOT LEP guidance states: “Once an agency has decided, based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons can understand.”

SacRT currently provides notification through the public using the methods outlined in the Public Participation Plan.

Monitoring and Updating the LEP Plan

SacRT has designated the Marketing Department to provide oversight and coordination of the implementation of this Language Assistance Plan. The Marketing Department fulfills most of the duties specified in the LAP, with the Customer Satisfaction Department and Operations also playing key roles. The Planning Department coordinates SacRT’s triennial program updates, including demographic analysis and stakeholder interviews. Every three years, SacRT will review the effectiveness of the LAP using strategies that may include, but are not limited to the following:

- Solicit direct feedback from community organizations by distributing a questionnaire or holding focus group sessions on communicating with LEP individuals
- Assess the demographic composition of Sacramento County using the most current census and California Department of Education data, and regularly update
- Conduct internal monitoring and random spot checks of LEP services; and
- Measure the actual frequency of contact by LEP persons by collecting information from TeleLanguage usage, CSR interviews, and operator surveys.

Appendix E: Construction Projects

There were no construction projects requiring a Title VI Equity Analysis during the three-year period of this Program Update.

Appendix F: Customer Demographics



Sacramento Regional Transit

Origin-Destination Survey Report

Final Draft - March 2023

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Executive Summary

The Sacramento Regional Transit District (SacRT) is the largest transit provider serving the heart of California's capital. SacRT operates 80 fixed-route bus routes and three light rail lines covering a 440 square-mile service area throughout Sacramento County, including services in the cities of Sacramento, Citrus Heights, Elk Grove, Folsom, and Rancho Cordova. SacRT also provides SmART Ride on-demand microtransit service, and complementary ADA paratransit service.

As a recipient of federal transportation funding, SacRT is required by the Federal Transit Administration (FTA) to complete an origin-destination survey every five years. In addition to compliance with federal requirements, the survey also provides system-wide information to the agency for use in analyses related to the services we provide.

SacRT began surveying efforts on the bus system in March 2020; however, data collection ended earlier than scheduled due to the COVID-19 pandemic. SacRT was able to resume surveying on the light rail system in October 2022.

SacRT's 2023 Origin-Destination Survey Report includes the following key findings that are representative of bus and light rail travel patterns and demographics:

- Trip purpose: Traveling to/from 'Work' is the most predominant trip purpose on both bus and light rail. The K-12 student ridership includes more non- 'School' trips than in prior surveys, with the implementation of the RydeFree student fares.
- Fare payment: 'Tickets/Passes' are the highest utilized fare payment method. Although SacRT has implemented several electronic forms of payment, (i.e., ConnectCard and ZipPass), 'Cash' is still utilized by many as a fare payment method.
- Origin-Destination, Bus: A wide variety of origin-destination pairs can be seen within the service area, with predominant activity in trips starting in Folsom, South Sacramento and Natomas traveling to Downtown/Central City.
- Origin-Destination, Light Rail: Origin-destination pairs are predominant in trips either beginning or ending at the 16th Street light rail station. This station is the busiest in the system and is a major transfer point that connects two light rail lines, providing both north-south and east-west crosstown travel.
- Transfer Rates: Long-distance routes and high ridership routes have the highest transfer rates, with close to 50 percent of trips including a connection on several routes.
- Demographics, Language: Survey results indicate a lower proportion of non-English speaking respondents compared to regional census data, which may be due to the difficulty in obtaining survey responses from non-English speaking passengers.
- Demographics, Minority: SacRT has a higher percentage of minority passengers (67.5 percent) compared to regional census data, specifically the City of Sacramento (59.1 percent) and Sacramento County (57.9 percent). SacRT's top three minority routes include Routes 56, 82 and 87; light rail routes fall within the middle of the results at approximately 50-55 percent minority.
- Demographics, Low-Income: SacRT has a higher percentage of low-income passengers (55.5 percent) compared to regional census data, specifically the City of Sacramento (17.9 percent) and Sacramento County (16.2 percent). The large difference may be due to passenger sensitivity with the income-related question.

SacRT's top three low-income routes include Routes 15, 82, and 68; light rail routes fall within the middle of the results at approximately 45-55 percent low-income.

After analyzing bus survey results, SacRT has recognized a need to repeat origin-destination surveying on the bus system to gain data in a similar timeframe as light rail. The benefits of refreshing data collection on bus routes will provide SacRT the opportunity to obtain post-pandemic results. In addition, SacRT will have the opportunity to update the survey to include Folsom and Elk Grove bus routes, as they were not included in the 2020 collection. The pause in bus surveying cut off the schedule for data collection on Folsom routes. Elk Grove bus surveys were not included because the City of Elk Grove had not yet annexed into the District, which took place in 2021.

In addition to the required origin-destination survey every five years, SacRT also conducts an annual fare survey on the entire bus and light rail system; however, the annual fare survey was also subject to a pandemic-related pause and has not been administered since 2019. The fare survey is a crucial component to fare policy and structure changes. The data is obtained to help determine and quantify fare payments by type and method, which is necessary for fare analyses, as well as determining average fares. The fare survey is also used in combination with origin-destination survey results to report fares by minority and low-income populations, which is a requirement for all Title VI fare equity analyses. SacRT plans to resume the annual fare survey in the Fall of 2023.

Reviving efforts for both the origin-destination bus survey, and the annual fare survey provides refreshed passenger data in considerations for future service and/or fare change proposals.

Introduction & Purpose

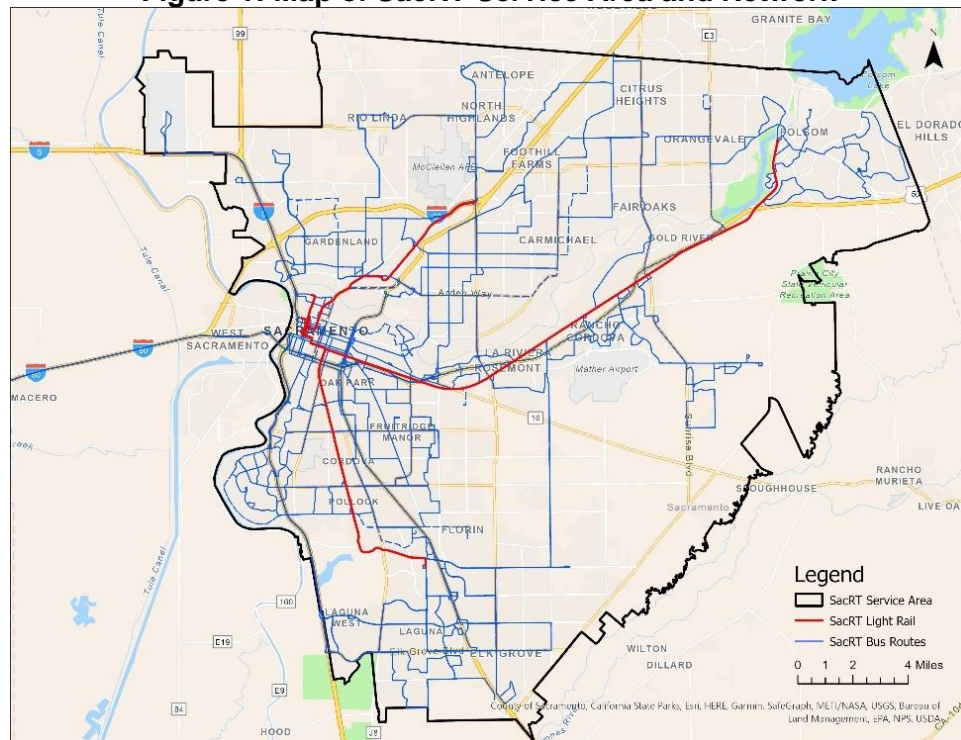
An origin-destination survey is a type of transportation survey that collects data on the travel patterns of individuals using public transit, typically between the starting point of a trip (origin) and the destination of the trip. The survey aims to identify the mode of public transit used, the purpose of the trip, the time of day, the duration of the trip, and demographic information pertaining to Sacramento Regional Transit (SacRT) riders.

The origin-destination survey is used by public transit agencies and government entities to understand the demand for public transit services, improve transit routes and services, and make informed decisions about future transit projects. By collecting origin-destination survey data on where people are traveling from and where they are going using public transit, transit planners can better understand transit ridership, identify areas where public transit infrastructure needs to be improved, and optimize public transit services.

The origin-destination survey is also a component of SacRT's triennial Title VI Program, which is a program required by the Federal Transit Administration (FTA). The Title VI Program is developed and updated every three years to ensure that no person based on race, color, or national origin is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination throughout any of SacRT's products, services, or activities. The Program includes the origin-destination survey as the primary data source that identifies SacRT's rider demographics, which are used in determining service and fare equity analyses.

The origin-destination survey is conducted on SacRT service throughout the entire service area, and results provide valuable information for transit planners and policymakers. Transit planners can use the survey data to identify areas where transit service needs to be improved, adjust bus or light rail schedules where needed, and ensure SacRT is compliant with Title VI requirements.

Figure 1: Map of SacRT Service Area and Network



Methodology

Between March 7 and March 13, 2020, an origin-destination passenger survey was conducted on SacRT's fixed-route bus system, excluding bus routes in the cities of Elk Grove and Folsom. The City of Elk Grove had not yet annexed their transit service into the District, and Folsom bus routes were not sampled due to the early conclusion of bus surveys. Surveying efforts were planned at that time to continue on the light rail system; however, in response to the COVID-19 pandemic, the State of California enforced stay-at-home orders effective March 20, 2020, which halted the continuation of passenger surveys on the light rail system. As a result, surveying efforts began a second phase to complete data collection on the light rail system in October 2022, continuing through mid-December 2022.

Both bus and light rail surveys utilized a self-administered questionnaire, distributed, and collected by trained surveyors. The core questionnaire for both modes had similar questions, ranging from trip-specific information, fare information, and rider demographics and characteristics. Questionnaires were also available in several translated versions, including Spanish, Russian, Vietnamese, Chinese, Hmong, and Punjabi.

Sampling Plan

The origin-destination survey conducted on the fixed-route bus system sampled about 18 percent of weekday trips, and about 8 percent of weekend trips, yielding a total of 1,749 responses. On a route-level basis, surveyors sampled approximately 12.5 percent of total trips for each route, on average. SacRT contracted a third-party agency to conduct the bus passenger survey, which included twenty surveyors working eight hours each day covering all times of day. This robust manpower allowed surveying efforts on the bus system to be completed in six days.

Table 1. Sample Rate Breakdown for Bus

Segment	Daily Boardings	Sample Size	Sampling Rate	Max Margin of Error	Confidence Level
Bus Weekday	21,500	1,295	6.02%	2.72%	95%
Bus Saturday	10,400	248	2.38%	6.22%	95%
Bus Sunday	7,400	206	2.78%	6.83%	95%

Note: This assumes all questions were answered on every useable survey. Questions that were skipped more often will have a larger actual margin-of-error.

The light rail passenger survey was conducted in-house and sampled approximately 8.7 percent of weekday light rail ridership, and 5.8 percent of weekend light rail ridership. Based on the sampling plan at 95 percent confidence interval, the margin-of-error is 3.5 percent on weekdays, and 5.6 percent on weekends. SacRT conducted the passenger survey on light rail with surveyors working four-to-eight-hour shifts, covering all times of day. Manpower was much more limited than it had been on bus; therefore, the surveying efforts on light rail took approximately two months to complete.

Table 2. Sample Rate Breakdown for Light Rail

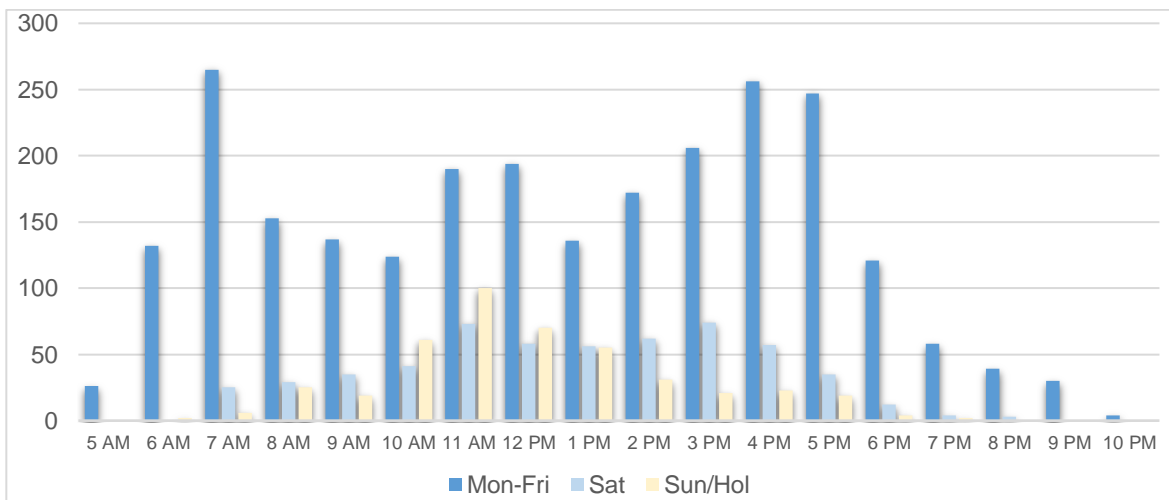
Segment	Daily Boardings	Sample Size	Sampling Rate	Max Margin of Error	Confidence Level
Gold Weekday	8,500	664	7.81%	3.80%	95%
Gold Saturday	5,500	152	2.76%	7.95%	95%
Gold Sunday	4,400	130	2.95%	8.60%	95%
Blue Weekday	8,200	727	8.87%	3.63%	95%
Blue Saturday	5,000	172	3.44%	7.47%	95%
Blue Sunday	3,400	124	3.18%	8.80%	95%

Note: This assumes all questions were answered on every useable survey. Questions that were skipped more often will have a larger actual margin-of-error.

The sampling rate was higher on the bus system because SacRT wanted to get reasonably large samples for each regular bus route. On light rail, there are only two major routes, the Blue Line and Gold Line, so not as many samples are needed to get reasonable line-by-line breakdowns. SacRT does not have a specific goal for sampling rate or margin-of-error by bus route, but generally seeks a higher sampling rate on the bus system, so route-level analyses have a reasonable margin-of-error. On the light rail system, breakdowns by line are the most common, but breakdowns by station are another common analysis, although the sampling plan was not designed to achieve a specific margin-of-error by light rail station.

Surveying was conducted seven days a week between 5 a.m. and 10 p.m. The collection of responses by time of day is shown in Figure 2.

Figure 2. Survey Responses by Time of Day




Questionnaire

Origin-destination survey questionnaires for both bus and light rail include 24 questions, and two rating sections. Images of the survey questionnaire for Bus and Light Rail are shown in Figures 3 and 4. Questionnaires were also available in six additional languages identified as “tier two” languages in the 2020 Title VI Program’s Language Assistance Plan (LAP). The LAP includes a tiered method that determines which SacRT documents are translated, and in which language.



Figure 3. Bus Survey Questionnaire



Bus Passenger Survey

RT ONLY Date: _____ Survey ID #: _____

Service: MF Sa Su Direction: IB OB

Surveyor: _____ Route: _____

Time: 1 2 3 4 5 6 7 8 9 10 11 12 AM PM

1. Where did you board **this bus**? (Address, cross street, or station)

Ex: 1225 R St, Watt & Marconi, 29th St LR Station

2. Where were you **originally coming from** before boarding **this bus**?

☐ Home -or- _____

Name of place (Ex: Sac City College)

Address (or Cross Streets) Zip Code

3. Where will you be exiting **this bus**?

Address, Cross Street, or LR Station

4. Where is your **final destination**?

☐ Home -or- _____

Name of place (Ex: Arden Fair Mall)

Address (or Cross Streets) Zip Code

10. What is your home zip code? _____

11. How did you get to the bus **you are on right now**?

a. Walked entire way	d. Dropped off	g. Another SacRT bus
b. Bicycle	e. Carpooled	h. Another non-SacRT bus or train
c. Drove car	f. Light rail	

12. If you transferred, from what route? _____

13. When you get off **this bus** what will you do next?

a. Walk to destination	d. Get picked up	g. Transfer to another SacRT bus
b. Bike to destination	e. Carpool	h. Transfer to a non-SacRT bus or train
c. Drive to destination	f. Transfer to light rail	

14. If you'll be transferring, to what route? _____

15. What is your race/ethnicity?

a. White/Caucasian	e. Alaskan/Native Amer.
b. Black/African American	f. Mixed
c. Hispanic/Latino	g. Other _____
d. Asian/Pacific Islander	

16. What is your household income?

a. Less than \$10,000	e. \$35,000 to \$49,999
b. \$10,000 to \$14,999	f. \$50,000 to \$74,999
c. \$15,000 to \$24,999	g. \$75,000 to \$99,999
d. \$25,000 to \$34,999	h. \$100,000 or more

17. How many days per week do you ride RT? 1 2 3 4 5 6 7

☐ Less than 1x per week

5. What is the main language you speak at home?

a. English	c. _____	e. ti ng Vi t	g. བོད་སྐད་
b. Español	d. _____	f. Hmong	

6. Do you speak English?

a. Fluent b. Some English c. No English

7. What is the purpose of this trip?

a. Work	d. Other Appointment
b. School/College	e. Shopping/Errands
c. Medical Appointment	f. Other

8. What fare did you pay? (Circle one)

a. \$2.50 Basic Fare	h. DHA Pass
b. \$1.25 Discount Fare	i. Senior/Disabled Sticker
c. \$7.00 Daily Pass	j. SacRT Monthly Pass
d. \$3.50 Discount Daily Pass	k. Lifetime Pass (Age 75+)
e. Los Rios	l. Transfer from other agency
f. CSUS	m. Did not pay
g. Student Sticker (K-12)	n. Other _____

9. How did you pay your fare?

a. Cash b. Connect Card c. Zip Pass d. Ticket or pass

18. What is your age? _____

19. In what year did you begin riding SacRT? _____

20. Do you have a disabled ID card from SacRT? Yes No

21. Have you heard of SacRT's Smart Ride? Yes No

22. Does your employer help pay for your SacRT pass? Yes No

23. Do you work? Full-Time Part-Time No

24. Do you have any of the following?

a. A car you can drive	Yes No	d. A smart phone	Yes No
b. A credit/debit card	Yes No	e. An email address	Yes No
c. A cell phone	Yes No	f. A checking account	Yes No

Please rate the route you are on:

	Poor	Good
25. Overall	1 2 3 4 5	
26. Reliability	1 2 3 4 5	

Please rate SacRT overall:

	Poor	Good
27. Overall	1 2 3 4 5	
28. Friendly drivers	1 2 3 4 5	
29. Clean buses	1 2 3 4 5	
30. Clean light rail trains	1 2 3 4 5	
31. Safe light rail trains and stations	1 2 3 4 5	
32. Bus stop safety and comfort	1 2 3 4 5	
33. Customer information	1 2 3 4 5	

THANK YOU!

Contact: James Drake
jdrake@sacrt.com

Figure 4. Light Rail Survey Questionnaire

Sacramento
Registered
Thruway

Gold Line Passenger Survey

Date _____ Survey ID # _____

Service: MF Sa Su Direction: IB OB

Surveyor: _____ Route _____

Time: 1 2 3 4 5 6 7 8 9 10 11 12 AM PM

RT ONLY

1. Where did you board **this train**? (circle one station)

Sac Valley	16th Street	Power Inn	Zinfandel
7th & I	23rd Street	College Greens	Cordova
8th & H	29th Street	Watt/Manlove	Sunrise
7th & Capitol	39th Street	Starfire	Hazel
8th & O	48th Street	Tiber	Iron Point
Archives Plaza	59th Street	Butterfield	Glenn
13th Street	65th Street	Mather	Historic Folsom

2. Where were you **originally coming from** before boarding **this train**?

☐ Home -or- _____
Name of place (Ex: Sac City College)

Address (or Cross Streets) _____ Zip Code _____

3. Where will you be exiting **this train**? (circle one station)

Sac Valley	16th Street	Power Inn	Zinfandel
7th & I	23rd Street	College Greens	Cordova
8th & H	29th Street	Watt/Manlove	Sunrise
7th & Capitol	39th Street	Starfire	Hazel
8th & O	48th Street	Tiber	Iron Point
Archives Plaza	59th Street	Butterfield	Glenn
13th Street	65th Street	Mather	Historic Folsom

4. Where is your **final destination**?

☐ Home -or- _____
Name of place (Ex: Arden Fair Mall)

Address (or Cross Streets) _____ Zip Code _____

5. What is the main language you speak at home?

a. English c. 中文 e. tiếng Việt g. ਪੰਜਾਬੀ
b. Español d. русский f. Hmong

6. Do you speak English?

a. Fluent b. Some English c. No English

7. What is the purpose of this trip?

a. Work d. Other Appointment
b. School/College e. Shopping/Errands
c. Medical Appointment f. Other

8. What fare did you pay? (Circle one)

a. \$2.50 Basic Fare i. Basic Monthly Pass
b. \$1.25 Discount Fare j. Senior/Disabled Monthly Pass
c. \$7.00 Daily Pass k. Super Senior (Age 75+)
d. \$3.50 Discount Daily Pass l. Lifetime Pass (Age 75+)
e. Los Rios m. Transfer from other agency
f. CSUS n. Did not pay
g. Ryde Free (K-12 Students) o. Other _____
h. DHA Pass

9. How did you pay your fare?

a. Ticket machine b. Connect Card c. Zip Pass d. Pass

(continue on back)

10. What is your home zip code? _____

11. How did you get to the train **you are on right now**?

a. Walked entire way d. Dropped off g. Another SacRT train
b. Bicycle e. Carpooled h. Another non-Sac
c. Drove car f. SacRT Bus RT bus or train

12. If you transferred, from what route? _____

13. When you get off **this train** what will you do next?

a. Walk to destination d. Get picked up g. Transfer to another
b. Bike to destination e. Carpool light rail train
c. Drive to destination f. Transfer to a non-
SacRT bus or train

14. If you'll be transferring, to what route? _____

15. What is your race/ethnicity?

a. White/Caucasian e. Alaskan/Native Amer.
b. Black/African American f. Mixed
c. Hispanic/Latino g. Other _____
d. Asian/Pacific Islander

16. What is your household income?

a. Less than \$10,000 e. \$35,000 to \$49,999
b. \$10,000 to \$14,999 f. \$50,000 to \$74,999
c. \$15,000 to \$24,999 g. \$75,000 to \$99,999
d. \$25,000 to \$34,999 h. \$100,000 or more

17. How many days per week do you ride SacRT? 1 2 3 4 5 6 7
☐ Less than 1x per week

18. What is your age? _____

19. In what year did you begin riding SacRT? _____

20. Do you have a disabled ID card from SacRT? Yes No

21. Have you heard of SacRT's Smart Ride? Yes No

22. Does your employer help pay for your SacRT pass? Yes No

23. Do you work? Full-Time Part-Time No

24. Do you have any of the following?

a. A car you can drive Yes No d. A smart phone Yes No
b. A credit/debit card Yes No e. An email address Yes No
c. A cell phone Yes No f. A checking account Yes No

Please rate the route you are on:

	Poor			Good
25. Overall	1	2	3	4 5
26. Reliability	1	2	3	4 5

Please rate SacRT overall:

	Poor			Good
27. Overall	1	2	3	4 5
28. Friendly drivers	1	2	3	4 5
29. Clean buses	1	2	3	4 5
30. Clean light rail trains	1	2	3	4 5
31. Safe light rail trains and stations	1	2	3	4 5
32. Bus stop safety and comfort	1	2	3	4 5
33. Customer information	1	2	3	4 5

THANK YOU!

Contact: Sarah Poe
SacRT Planning Department
2811 O Street
spoe@sacrt.com

Results

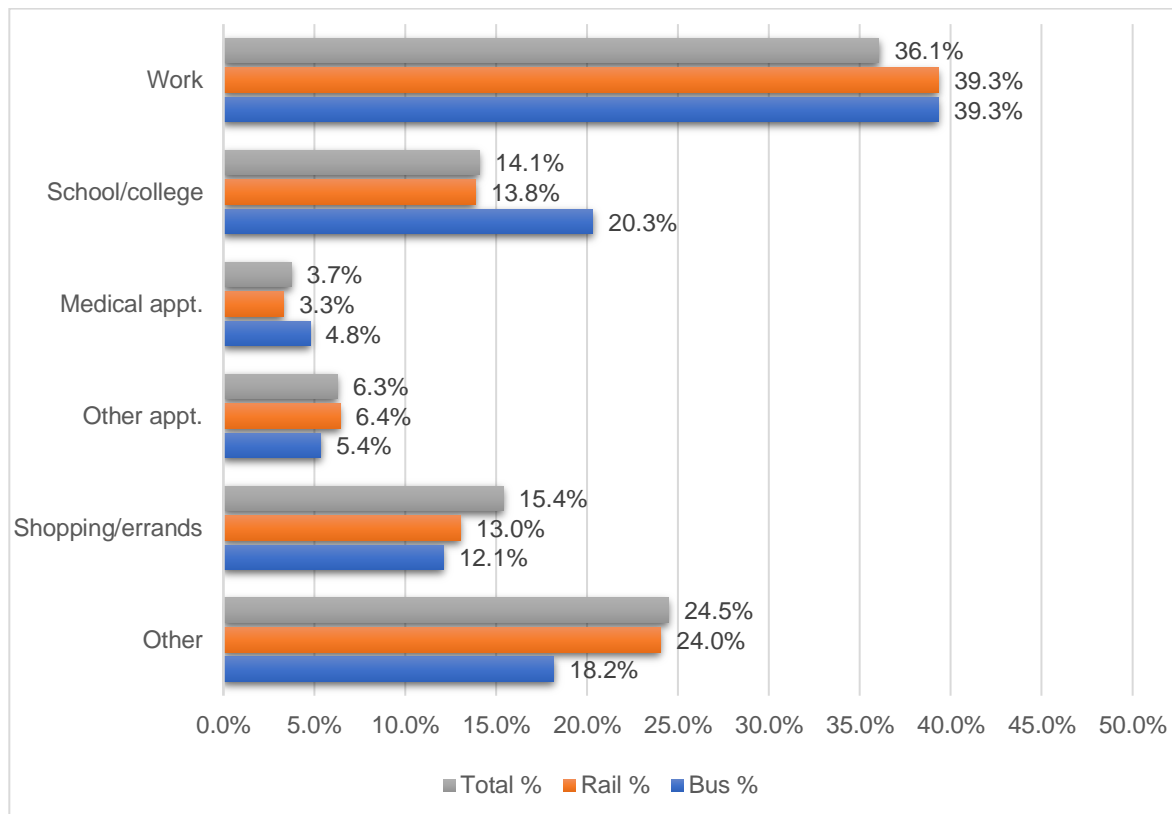
Trip Purpose:

As shown in Figure 5a, “Work” remained the most common trip purpose at 39 percent of SacRT trips, consistent with past surveys. Interestingly, this rate was the same on bus and light rail (although it should be noted that bus riders were surveyed immediately before the pandemic, while light rail riders were surveyed in late 2022). “School/college” trips were 14 percent of trips on SacRT and were more common on the bus system (20 percent) than the light rail system (14 percent).

SacRT introduced its RydeFreeRT program in October 2019, and has seen student pass ridership increase considerably; however, student pass ridership is not the same as school/college ridership, because a lot of students use their passes to make non-school trips.

Although this survey asks several questions about fare payment, due to the significant number of ways to pay a fare, the limited space on the questionnaire, limited time and attention of participants, etc., SacRT has historically conducted an additional annual survey of passenger payment to provide year-by-year precision, more breakdowns between fare types, and other details that are needed for applications such as fare changes and billing support (e.g., of transfer agreements and college pass programs). The annual fare survey was also suspended on account of the pandemic, but SacRT expects to resume surveying in Fall 2023.

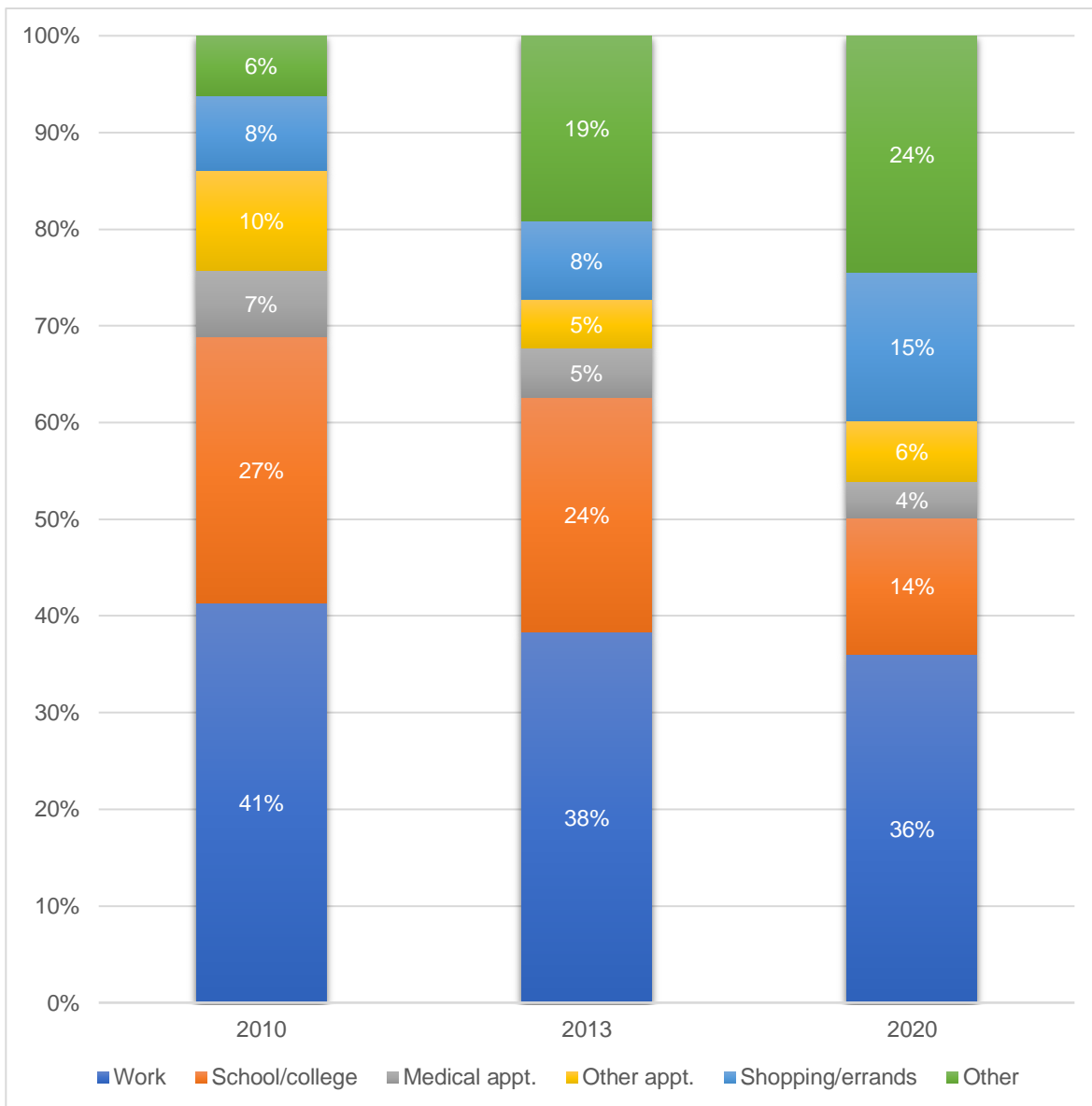
Figure 5a. Trip Purpose



Trip Purpose - Longitudinal:

In Figure 5b, the trip purpose result is compared to the results of past surveys. Work-oriented trips have stayed stable across time. The largest change over time is the percentage of riders who reported “Other” as the purpose of their transit trip. This could be indicative of people using transit for social purposes, such as meeting with their friends or relatives. In the 2013 SACOG survey, 9 percent of respondents responded with “Recreation/Friends/Family” as their trip purpose, combined here into “Other” for comparability. Future passenger surveys should include this important travel purpose.

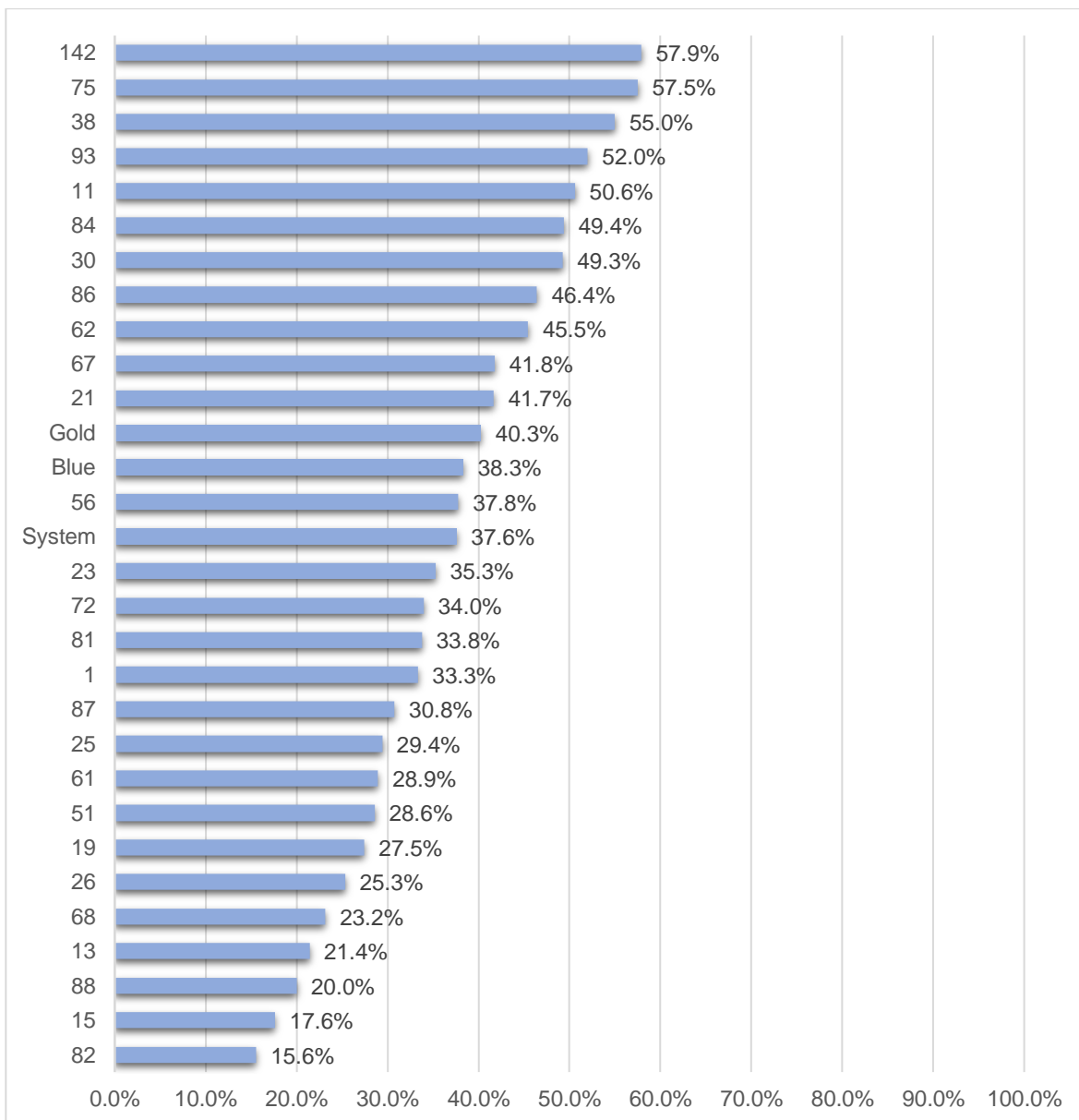
Figure 5b. Trip Purpose Over Time



Trip Purpose - by Route:

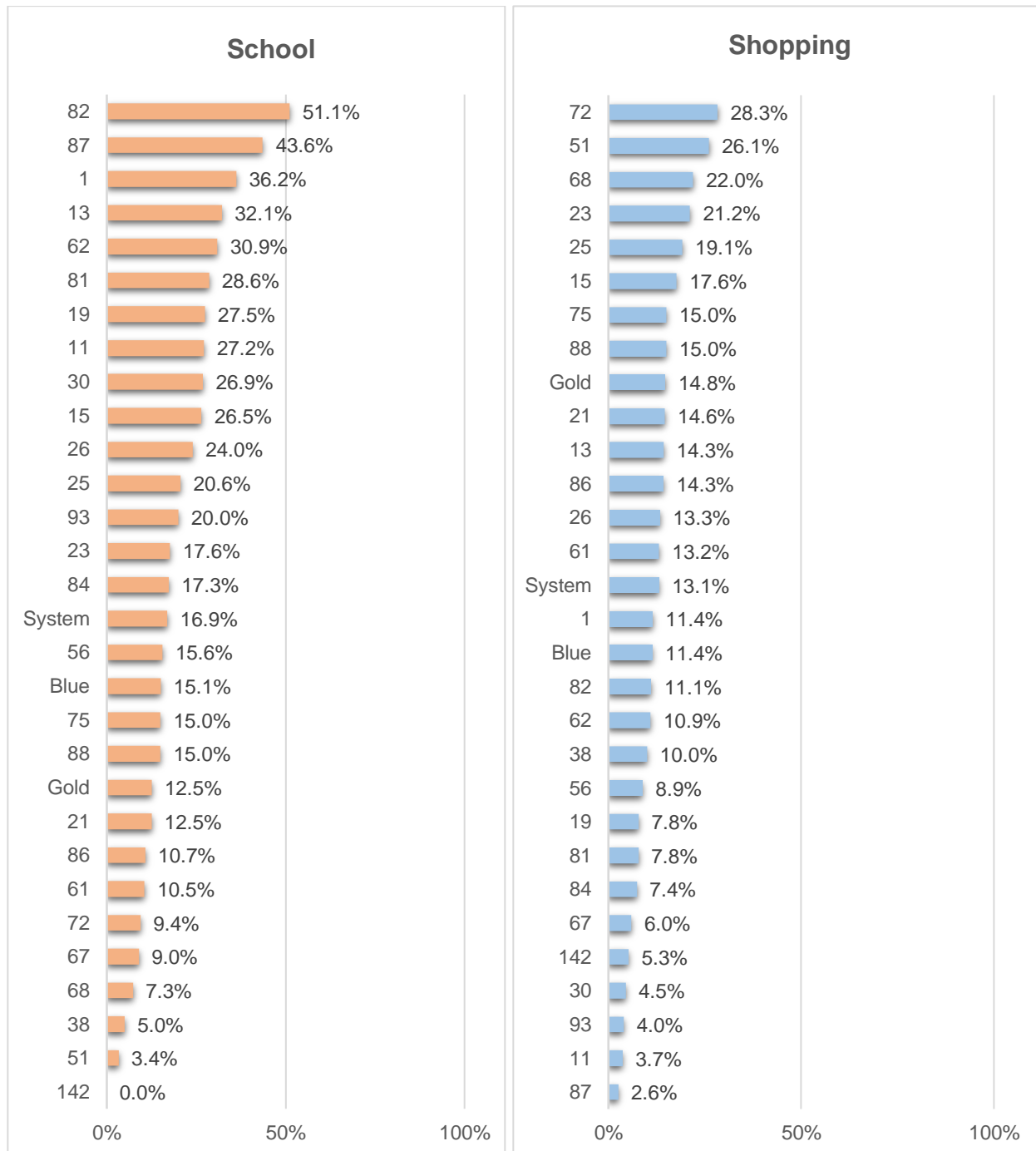
Route 142 (Airport) had the highest percentage of work trips at 57.9 percent. This might suggest that Route 142 users tend to be airport employees rather than travelers; however, it is possible that the data might be somewhat clouded, e.g., if a Route 142 rider is riding to the airport for a work trip, he or she might mark “work” on the survey. Also having a high percentage of “work” related trips, Route 75 (Mather) connects to the Veterans Affairs (VA) Medical Center, Volunteers of America Transitional Housing, and a Sacramento Works (SacWorks) jobs center. Respondents may have indicated “work” as their trip purpose to SacWorks, despite it being a destination that provides access to jobs and training, rather than a workplace itself.

Figure 5c. “Work” Trip Purpose by Route



Routes 82, 87 and 1 serve school destinations, including California State University Sacramento (CSUS), and/or American River College. Route 13 did not typically have a high number of “school” related trips; however, the route was redesigned after the SacRT Forward project in 2019, and began serving multiple schools, including Inderkum High School, Natomas Pacific Pathways High School, and the American River College Natomas Center.

Figure 5d. “School” and “Shopping” Trip Purpose by Route



Fare Payment:

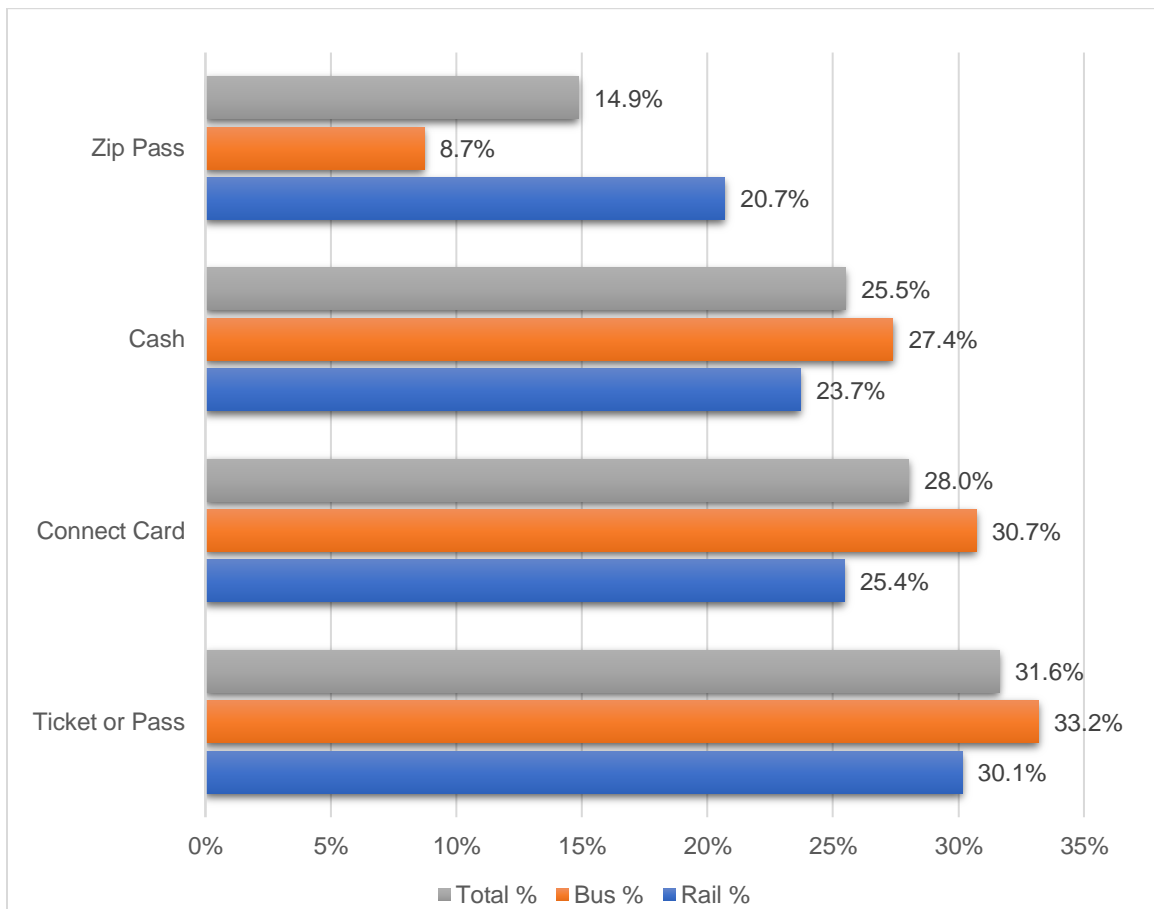
The origin-destination survey includes a question about fare payment type to capture passenger demographics by fare type, i.e., single ride fare, daily pass, monthly pass, etc.; however, utilization rates are better captured in SacRT's annual fare survey. The fare survey will be conducted in Fall 2023, and results will include passenger fare payment by type.

Fare Payment Method:

Figure 6 represents the fare payment methods used on bus and light rail. Prepaid tickets and passes are used on approximately one in three trips. These types include all "traditional" tickets and passes, i.e., those that are validated via visual inspection and that are paid for in advance. This includes standard monthly passes as well as semester-long college passes. It also includes K-12 students who ride for free with their student ID cards, under SacRT's Ryde Free RT program, which was introduced in October 2019.

Over the past ten years, SacRT has had two major initiatives to migrate to greater use of electronic fare payment. Connect Card was introduced in 2016 and mobile fare payment was introduced in 2018.

Figure 6. Fare Payment Method



Connect Card, like most smart cards, requires an advance purchase, from a limited number of sales outlets, which makes it less suited for new or occasional users; however, the computerized and largely automated reloading features make it attractive for regular users—from the standpoint of both the user and SacRT. Since its introduction, Connect Card use has grown to approximately 28 percent of trips. Connect Card is also accepted by regional partners, such as YoloBus, which contributes to its growth of use.

Zip Pass, as a smartphone-based mobile payment app, requires more steps for the user than Connect Card (e.g., loading an app, making a credit card payment, activating a fare) but because it does not require advance purchase (i.e., it can be downloaded to a phone while waiting for a bus) it is more attractive and better suited to new and occasional riders (e.g., someone attending a Sacramento Kings basketball game or a visitor from out of town). Zip Pass use has grown to 15 percent of trips. Zip Pass use is notably more common on light rail (21 percent) than on the bus system (9 percent). This may be because customers attempt to ride without paying a fare and then purchasing or activating a fare on Zip Pass only if they see a ticket inspector.



Cash boardings make up about one in four SacRT boardings, which is very similar to historical levels. Cash boardings include light rail tickets purchased with cash or credit card from light rail ticket machines immediately prior to riding, as opposed to paper tickets that are pre-purchased from a sales outlet. Despite significant adoption of electronic fares, cash boardings have not decreased significantly from historical levels. Many passengers may still be accustomed to using cash payments and view it as an easier way to pay rather than learn a new electronic method.

SacRT's ridership volumes by bus stop and by station are obtained from Automatic Passenger Counter (APC) devices that are mounted at all doors on buses and light rail vehicles; however, APCs cannot detect which passenger is boarding or disembarking at locations, so the data does not provide passenger origin-destination pairs. Connect Card data does provide boarding location for each unique cardholder; however, Connect Card is used for less than one in three passenger trips. For these reasons, a traditional origin-destination survey continues to be the best source of trip-pair data.

In general, the origin and destination pairs are disparate because of the dispersed land-use patterns in the Sacramento region. Figure 7 shows a map of the origin and destination zip code pairs of passengers originating in zip code 95670, located in the City of Rancho Cordova.

The map illustrates the percentage of water use by zip code in the Sacramento-San Joaquin River Delta. The legend indicates the following percentage ranges and corresponding colors:

- 1% (Lightest Yellow)
- 1.1% - 2.9% (Yellow)
- 3% - 5.8% (Orange)
- 5.9% - 7.7% (Red-Orange)
- 7.8% - 16.3% (Red)

Key zip codes and locations shown include: 95626, 95747, 95678, 95661, 95746, 95664, 95762, 95671, 95630, 95628, 95662, 95621, 95842, 95841, 95843, 95844, 95845, 95846, 95847, 95848, 95849, 95850, 95851, 95852, 95853, 95854, 95855, 95856, 95857, 95858, 95859, 95860, 95861, 95862, 95863, 95864, 95865, 95866, 95867, 95868, 95869, 95870, 95871, 95872, 95873, 95874, 95875, 95876, 95877, 95878, 95879, 95880, 95881, 95882, 95883, 95884, 95885, 95886, 95887, 95888, 95889, 95890, 95891, 95892, 95893, 95894, 95895, 95896, 95897, 95898, 95899, 95900, 95901, 95902, 95903, 95904, 95905, 95906, 95907, 95908, 95909, 95910, 95911, 95912, 95913, 95914, 95915, 95916, 95917, 95918, 95919, 95920, 95921, 95922, 95923, 95924, 95925, 95926, 95927, 95928, 95929, 95930, 95931, 95932, 95933, 95934, 95935, 95936, 95937, 95938, 95939, 95940, 95941, 95942, 95943, 95944, 95945, 95946, 95947, 95948, 95949, 95950, 95951, 95952, 95953, 95954, 95955, 95956, 95957, 95958, 95959, 95960, 95961, 95962, 95963, 95964, 95965, 95966, 95967, 95968, 95969, 95970, 95971, 95972, 95973, 95974, 95975, 95976, 95977, 95978, 95979, 95980, 95981, 95982, 95983, 95984, 95985, 95986, 95987, 95988, 95989, 95990, 95991, 95992, 95993, 95994, 95995, 95996, 95997, 95998, 95999.

The map shows varied travel patterns of passengers traveling on bus routes from Rancho Cordova, with a plurality of trips citing Downtown as the destination. Additionally, there is a noticeable lack of travel north to Folsom or Citrus Heights from Rancho Cordova; however, this does not suggest there is no demand for service to those locations, it is simply a measure of how current passengers use these routes. Additional origin-destination zip code pairs are included in the Appendix.



Origin-Destination - Light Rail:

The Blue line provides service between north Sacramento and south Sacramento. The northern terminus is located at the Watt/I-80 station, and the southern terminus is located at Cosumnes River College (CRC), which is nearby the City of Elk Grove.

Stations with frequent activities are due to their location and where they are in proximity to schools, employment, and other transit services. Many locations on the Blue line are transfer points in the system where riders can transfer to other routes.

The passenger survey results in Figure 8a indicate frequent origin-destination pairs, including trips beginning at CRC or at Meadowview station, traveling north to 16th Street station downtown. Additionally, frequent passenger trips beginning at Watt/I-80 station also travel to 16th Street station, and further south to CRC. Many passengers that disembark the Blue line train at 16th Street are most likely transferring to a Gold line train. Passengers that board at 16th Street are seen traveling south to CRC, and passengers that board at Alkali Flat downtown are seen traveling north to Watt/I-80.

Figure 8a. Blue Line Origin-Destination Matrix

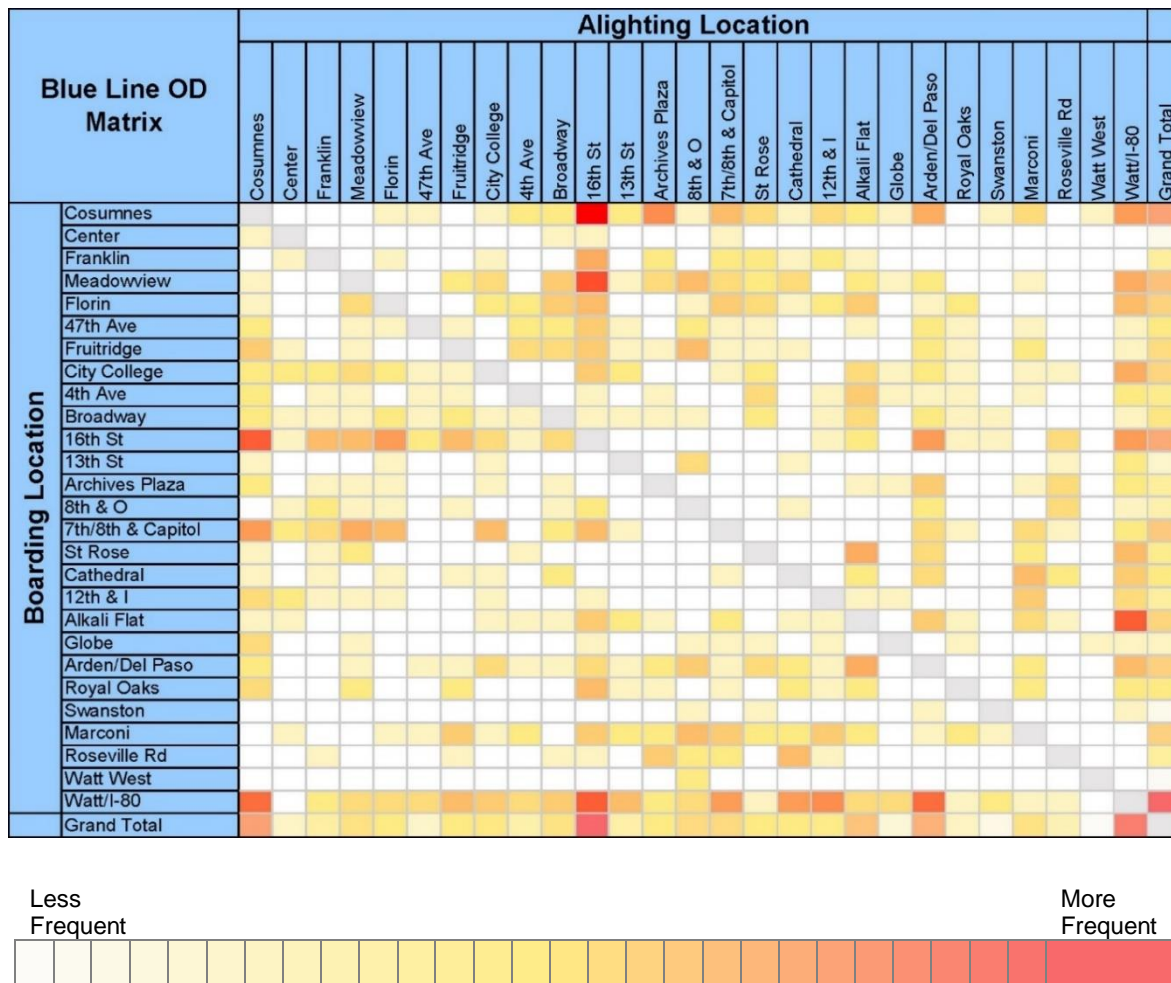
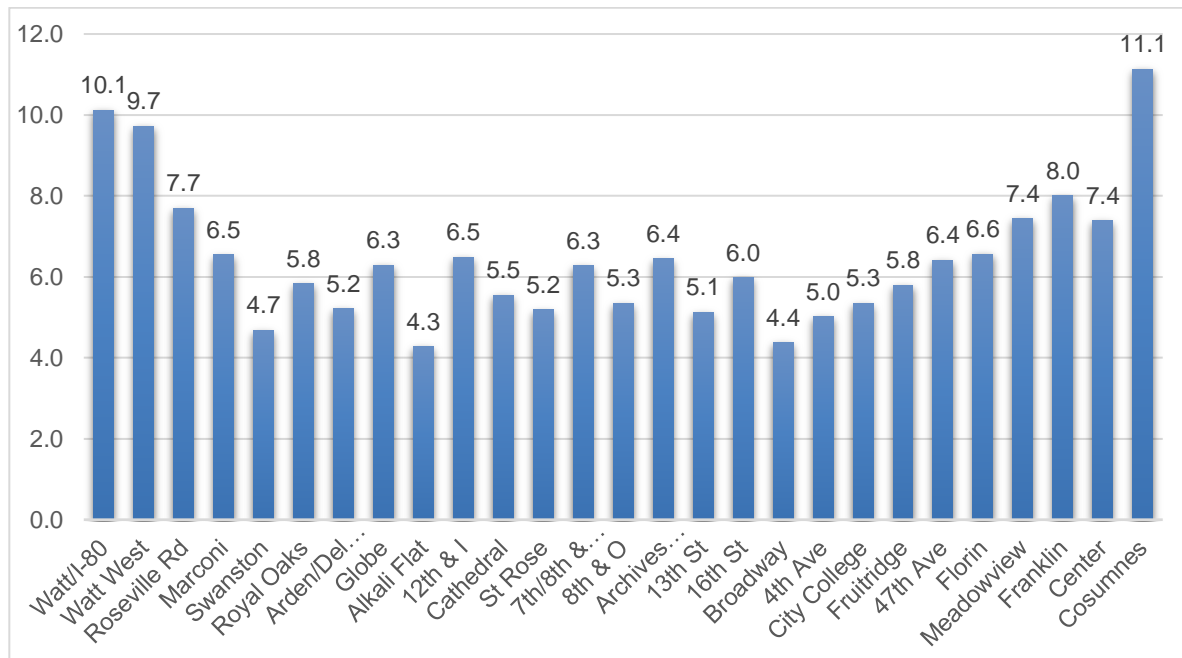


Figure 8b shows the average trip distance originating or ending at a Blue Line station. The average trip distance for a Blue line passenger is 6.8 miles. CRC and

Watt/I-80 stations stand out as stations with the highest average trip distances, both with higher than 10 miles. This illustrates how trips to/from downtown Sacramento dominate the trips from these far ends of the Blue line. These trips could be transferred to the Gold line or other buses, in addition to destinations in downtown Sacramento. The other South Sacramento stations such as Center Parkway, Meadowview, and Florin show much lower trip distances in comparison, demonstrating the variety of origins and destinations that riders travel to from these stations.

A caveat with trip distance information is that surveys typically took more than the time between adjacent stations, meaning trips that were only between adjacent or very close stations are typically not represented in this data. Surveyors reported that rail respondents would decline the survey if their trip was ending soon and felt they did not have enough time. This could skew respondent results to indicate longer average trip lengths; however, this would mostly impact stations close to downtown Sacramento, since distance between stations is very low in the area, only exasperating the pattern of outer stations having significantly higher average trip lengths.

Figure 8b. Blue Line Average Trip Distance by Station (mi)

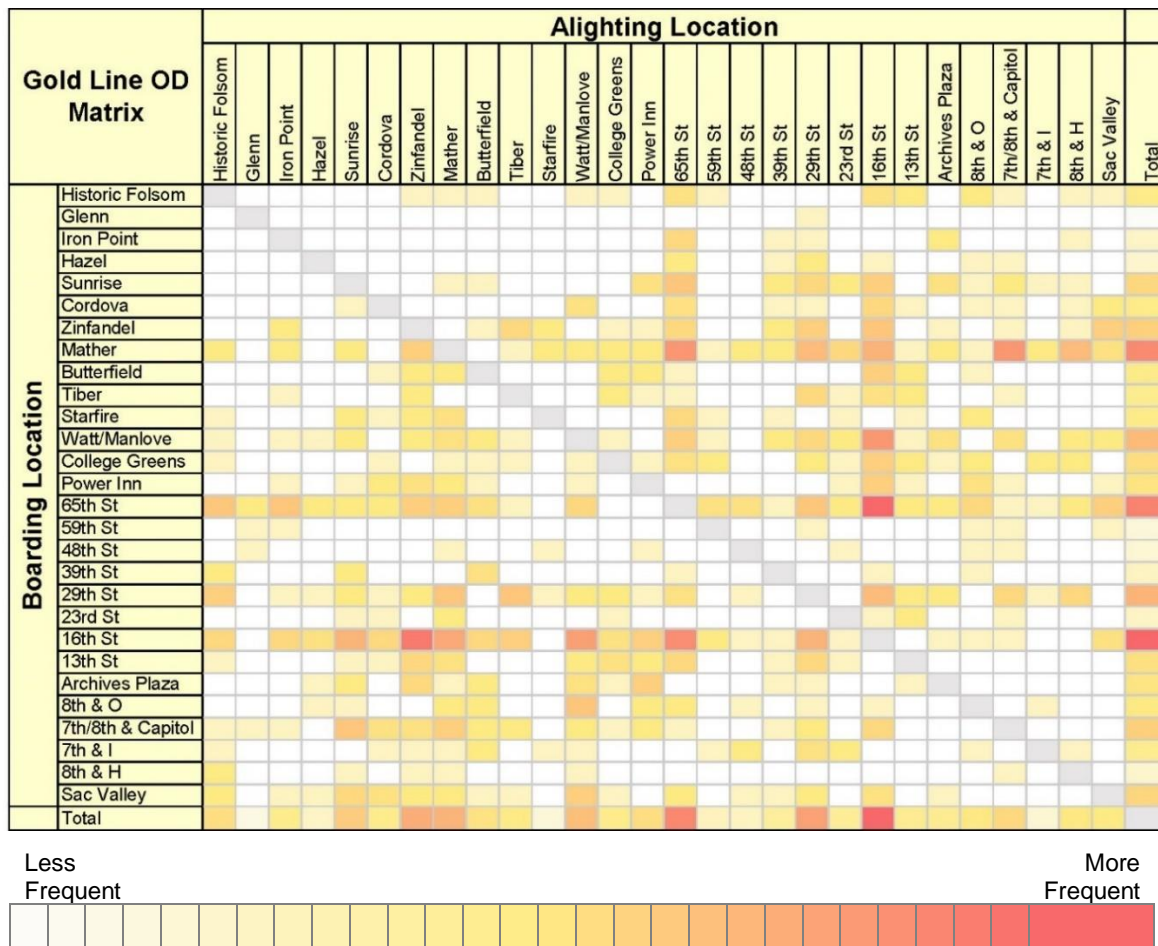


The Gold line provides east-west service between downtown Sacramento and the cities of Rancho Cordova and Folsom. The Gold line terminus downtown is located at the Sacramento Valley Station, and the terminus in the eastbound direction is located at the Historic Folsom station, in the City of Folsom.

The passenger survey results in Figure 9a show many boardings occurring at Mather, Watt/Manlove, 65th Street, 29th Street, and 16th Street stations. Many alightings are also seen at some of the same locations, including Zinfandel, Mather, Watt/Manlove, 65th Street, 29th Street, and 16th Street stations. Frequent activities at these stations are due to their location and where they are in proximity to schools, employment, and other transit services. Many of these locations are transfer points in the system where riders can transfer to other light rail trains and bus routes.

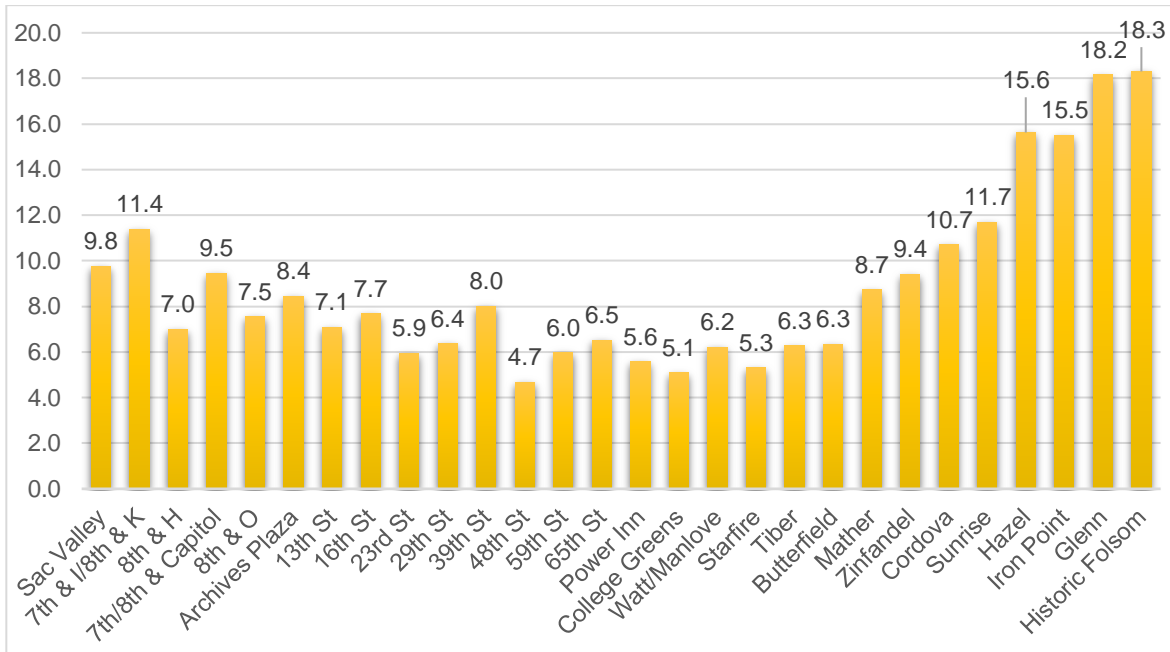
Frequent trip patterns on Gold line include trips that begin at 65th Street station and travel downtown to 16th Street station. Additionally, frequent Gold line trips that begin at Watt/Manlove station also travel downtown to 16th Street station. Many passengers that disembark the Gold line train at 16th Street are most likely transferring to a Blue line train. Passengers that board at 16th Street are seen traveling to Zinfandel, Watt/Manlove, and 65th Street stations.

Figure 9a. Gold Line Origin-Destination Matrix



Based on the origin and destination information, the average trip for a Gold line passenger is 8.1 miles. The average trip distance by station (Figure 9b) for the Gold line reinforces the significant distances the Folsom light rail extension (Hazel, Iron Point, Glenn, and Historic Folsom) covers in comparison to the rest of the system. The average distance traveled to/from the stations around 65th Street station are lower than average, indicating shorter trips dominate the trips taken starting or ending near CSUS.

Figure 9b. Gold Line Average Trip Distance by Station

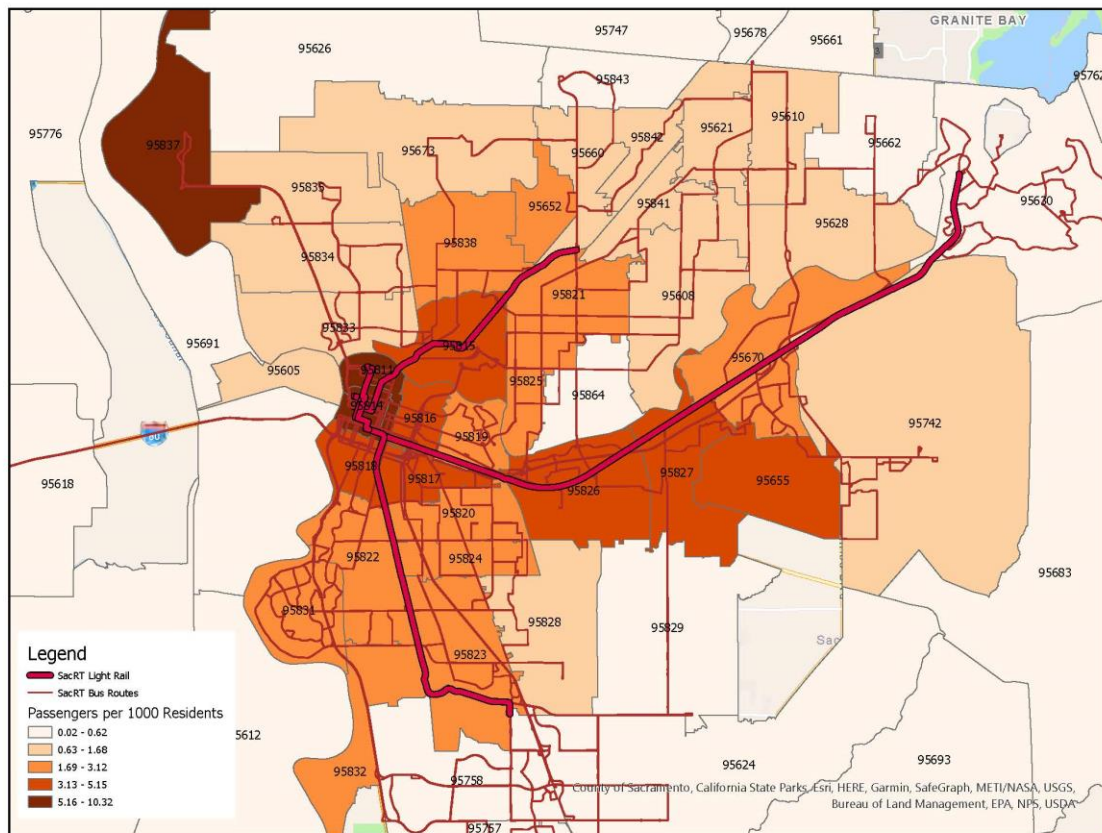


Mode Share:

In Figure 10, zip codes of lighter shades represent fewer riders per 1,000 residents, and zip codes of darker shades represent a higher number of riders per 1,000 residents. This does not indicate where most SacRT riders reside; it indicates in which zip codes SacRT is competing most successfully to capture the highest percentage of residents as customers.

As the chart shows, SacRT competes very well in Downtown Sacramento, Midtown Sacramento, Broadway, North Oak Park, North Sacramento, Rosemont, and Lincoln Village. The airport zip code of 95837 has nearly zero residents, so this passenger percentage is skewed higher as a result.

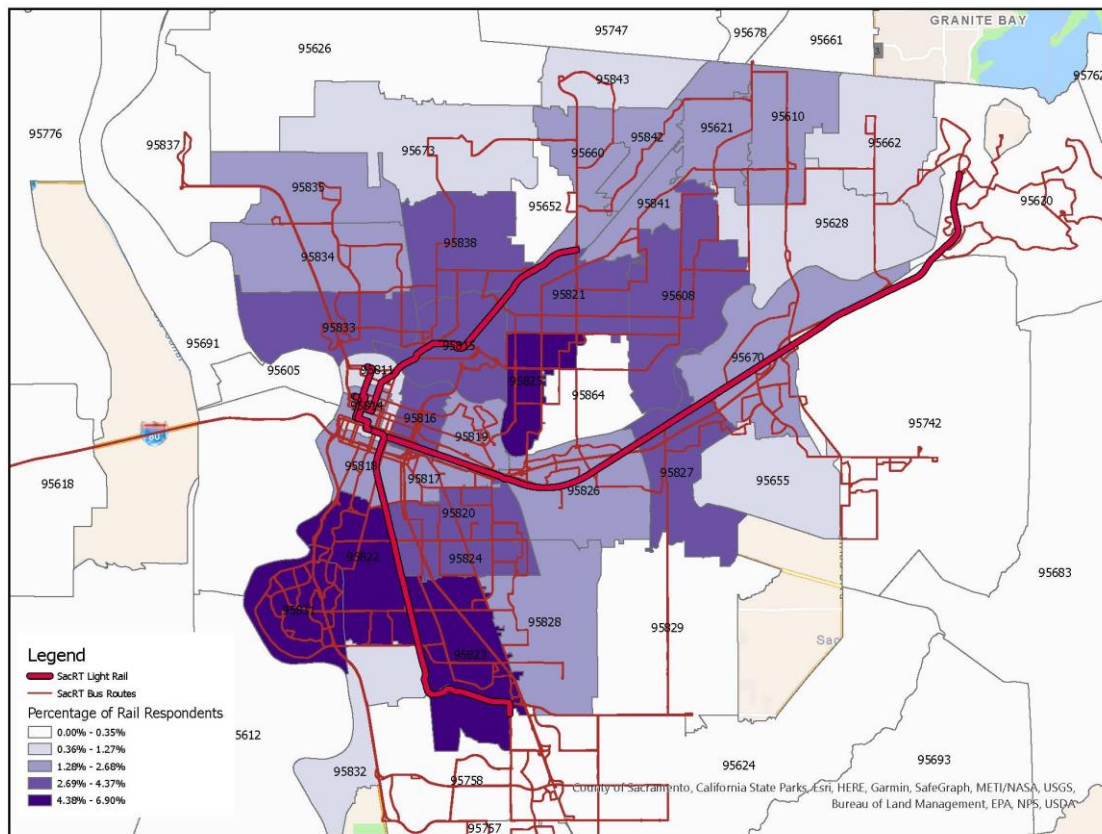
Figure 10. Home Zip Code Density



Home Zip Code - Light Rail:

Figure 11 depicts where light rail respondents reside, with darker shaded areas including a higher percentage of riders, and lighter shaded areas including a lower percentage of riders. Many rail respondents predominately reside in the South Sacramento region, including South Land Park, Florin, Meadowview, and Greenhaven-Pocket areas, and in the northern Sacramento region of Arden and Alta-Arden. Other areas that include a high number of respondents reside in Midtown, South Natomas, Del Paso Heights, Carmichael, Rosemont, Oak Park, and Fruitridge.

Figure 11. Home Zip Code, Light Rail



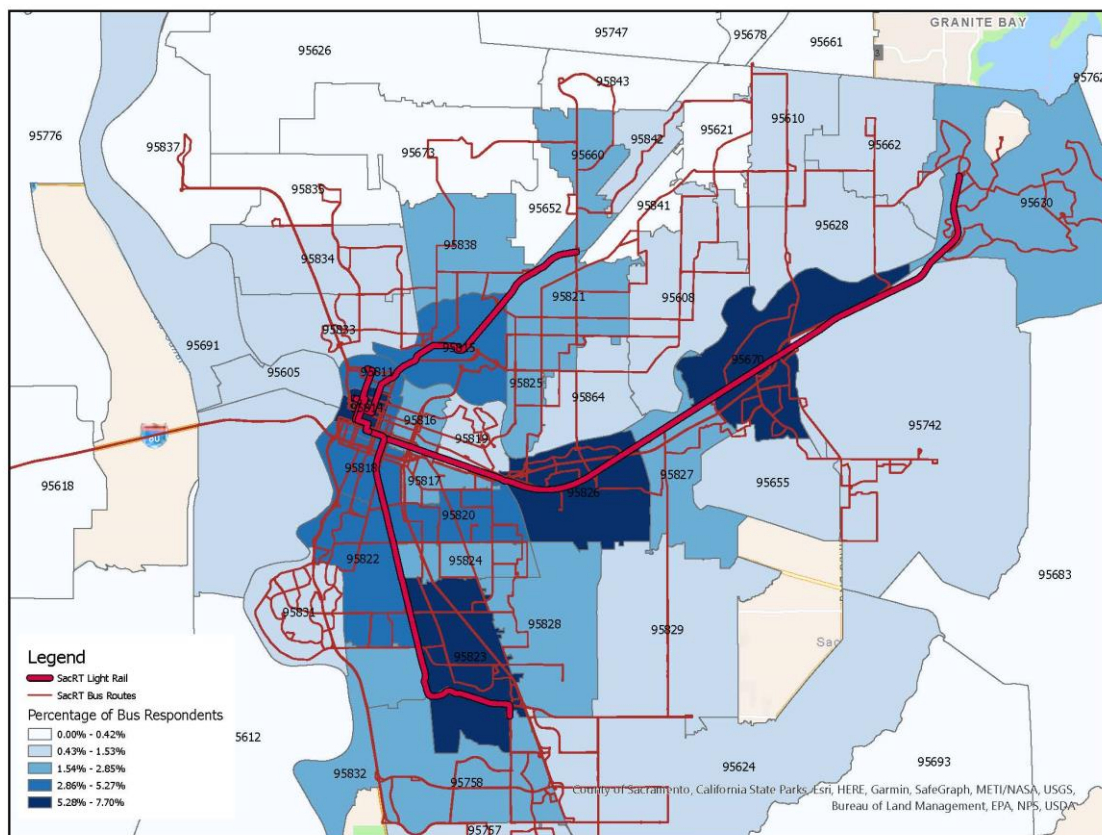
Home Zip Code - Bus:

Figure 12 depicts where bus respondents reside, with darker shaded areas including a higher percentage of riders, and lighter shaded areas including a lower percentage of riders. Many bus respondents predominately reside in Downtown and Central City, Rancho Cordova, College Town-Rosemont, and in the South Sacramento region of Florin Road, Mack Road and Valley Hi.

Other areas that include a high number of respondents reside in Arden-Arcade, Land Park, South Land Park, Florin, and Oak Park.

Note that Folsom bus routes were not surveyed due to an earlier-than-anticipated survey end date (pandemic-related). Also note that Elk Grove bus routes were not surveyed, as the bus surveying took place in 2020, before Elk Grove was annexed into SacRT.

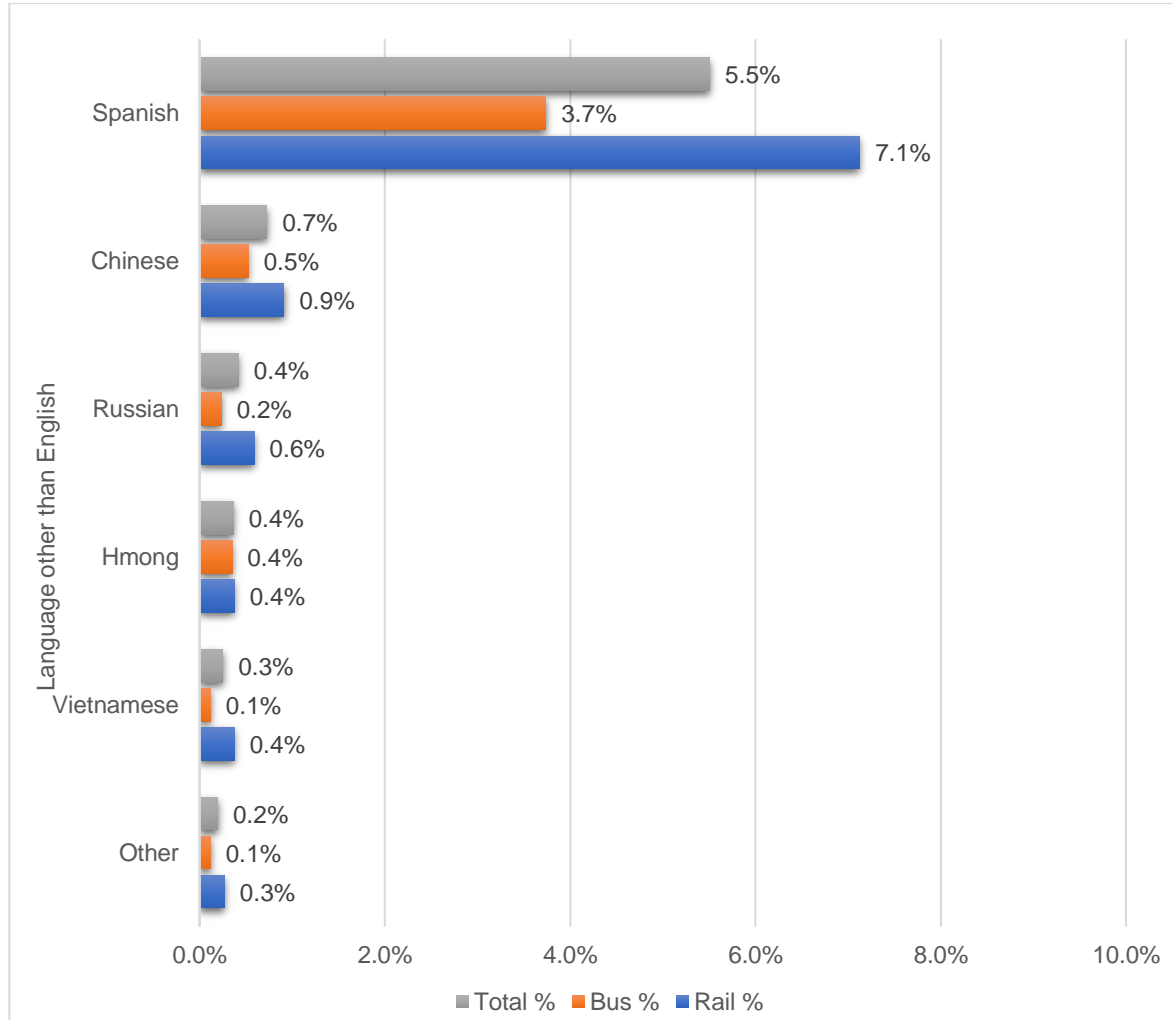
Figure 12. Home Zip Code, Bus



Demographics - Language:

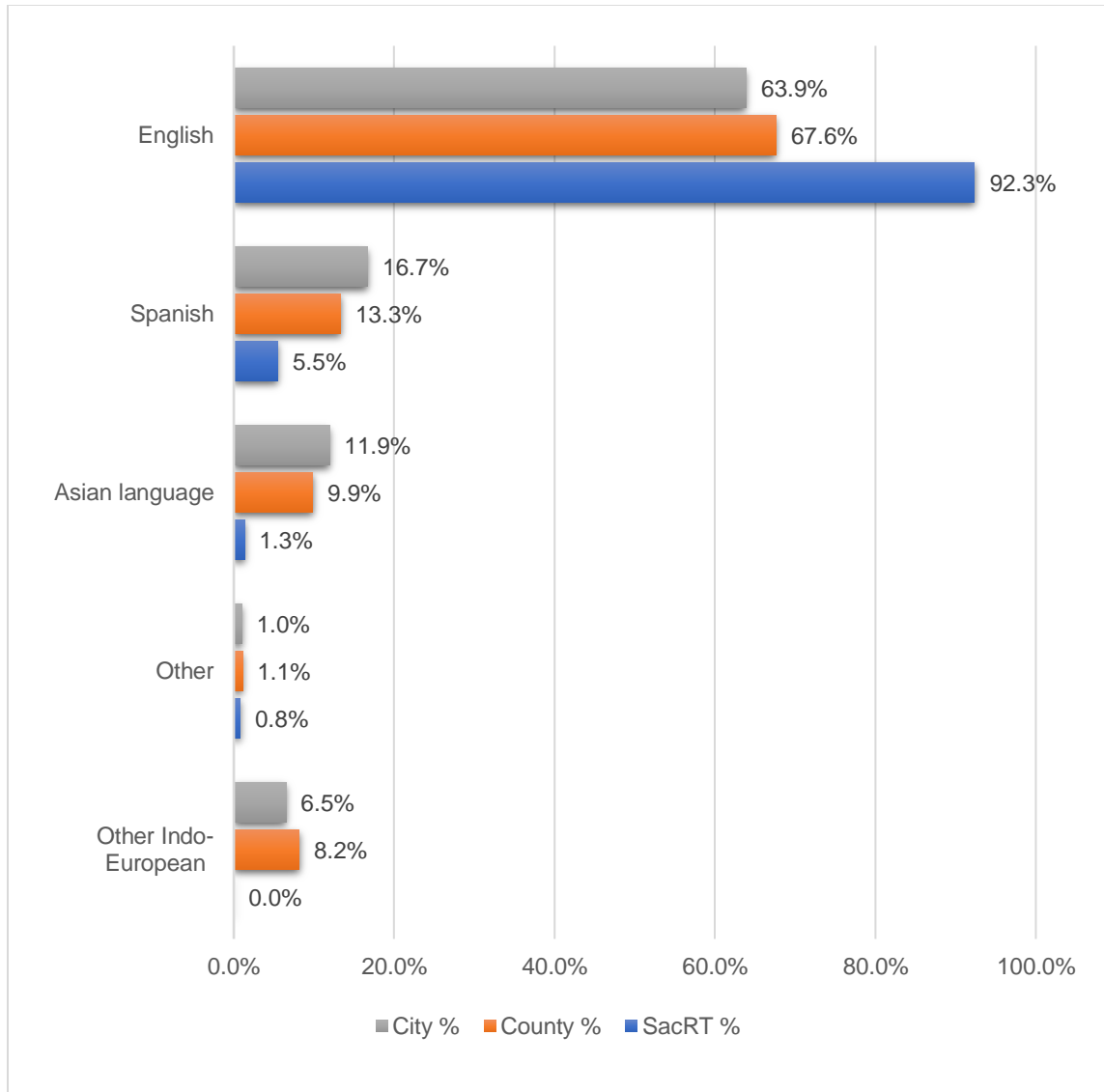
Survey responses to “main language spoken at home” reveals English for 94.8 percent of bus respondents and 90.1 percent of rail respondents. Other languages that are represented in the passenger survey (Figure 13) include Spanish, Chinese, Russian, Hmong and Vietnamese. Light rail survey respondents had a higher number of non-English speaking passengers than bus survey respondents.

Figure 13. Non-English Language Spoken at Home



Although the survey was provided in multiple languages, there were some observed difficulties in getting responses from passengers who spoke a language other than English. Surveyors reported that passengers did not expect to have a survey in their language; therefore, they did not request one. Surveyors typically did not offer a survey in a different language unless the passenger requested one as to not make assumptions about the passenger. This may explain the difference in language spoken at home between the region and SacRT survey respondents (Figure 14).

Figure 14. Language Spoken at Home – Compared to Region



Source: City and County data from U.S. Census Bureau.

Demographics - Age:

Survey respondents are represented by a wide range of ages, with an equitable number of survey responses among most age groups (shown in Figure 15a). The K-12 student (under 18) age group was more prevalent on bus, with about 10.7 percent of respondents. In October 2019, SacRT implemented the “RydeFreeRT” fare program, which provides free transit for K-12 students any day and time during regular SacRT service hours. Since implementation, school trips did not grow considerably; however, student ridership may increase for trips other than to/from school. Surveyors reported difficulty getting responses from younger riders, despite observing many high-school age riders around school closing times. This may explain the low percentage of under 18 respondents.

Figure 15a. Age of Respondents

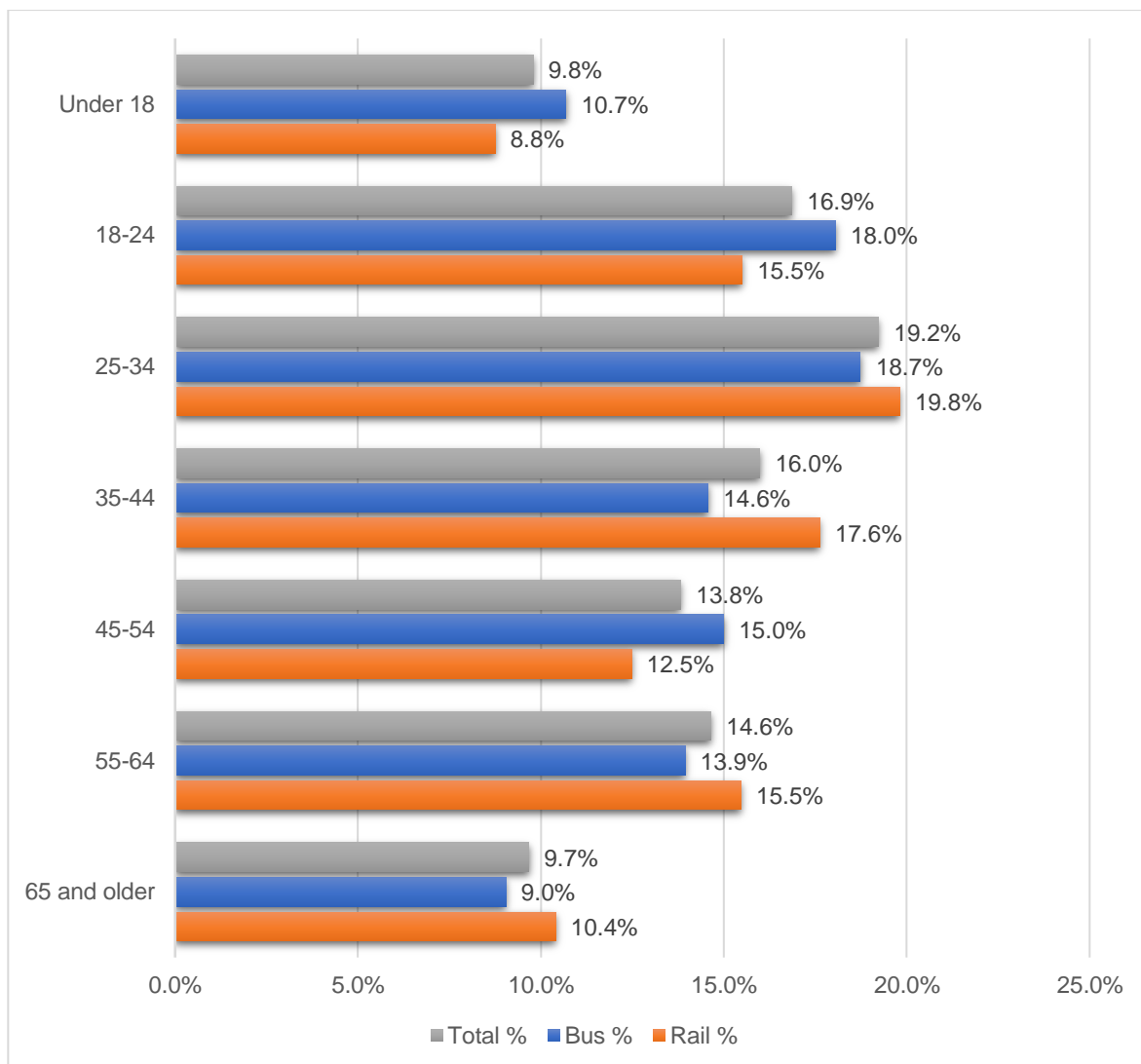
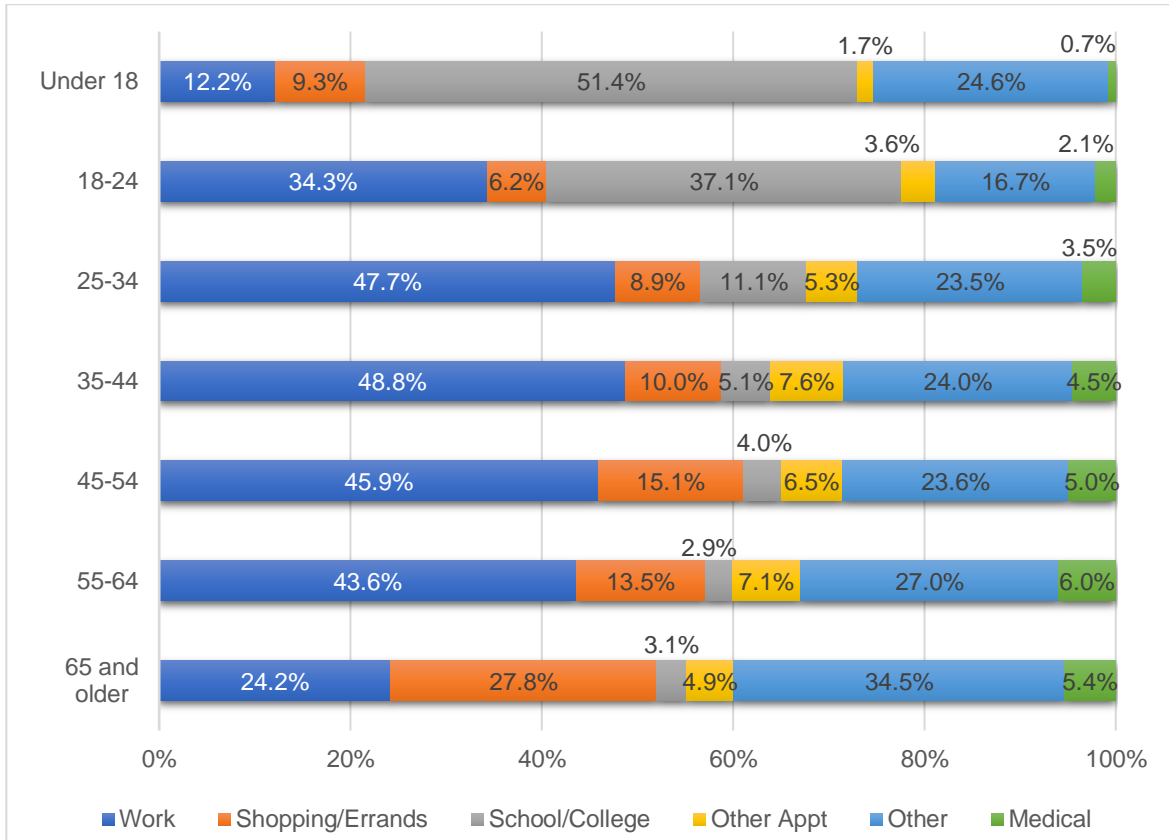


Figure 15b shows the reported trip purpose by age as expected; the trip purpose of respondents under the age of 24 is dominated by “School/College”. However, there is a significant percentage of riders of all ages riding SacRT for “Other” purposes, potentially indicating leisure or entertainment-related trips. A large proportion of 65 and older riders are using SacRT for “Shopping/Errands”, as well as “Other” trips.

Figure 15b. Trip Purpose by Age



Title VI Demographics:

SacRT's Title VI Program determines minority and low-income populations within the service area, which assists the agency in making equitable service and fare changes. Table 3 includes the breakdown of minority and low-income populations determined in the 2023 Program update.

Minority persons are defined as persons identifying as American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.

Low-income persons are defined by SacRT for this survey report as persons in households earning less than \$25,000 per year.

Table 3. Title VI Demographics

	SacRT Riders	SacRT Service Area
% Minority	67.5%	56.7%
% Low-Income	55.5%	20.0%

Demographics - Minority:

Survey respondents are 67.5 percent minority and 32.5 percent non-minority (Figure 16). Besides the “Non-Hispanic White” respondents, the “Black/African American” respondents are the next largest group, with 29.8 percent responses on bus, and 27.5 percent responses on light rail. “Hispanic/Latino” respondents include 17.9 percent responses on bus and 15.2 percent responses on light rail (Figure 17).

Figure 16. Minority

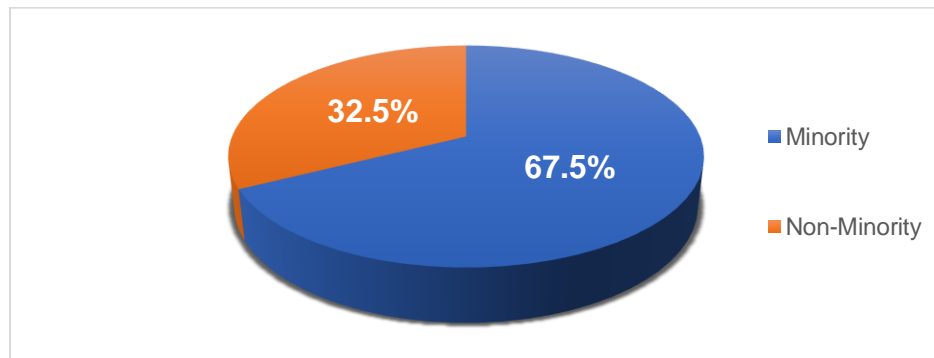
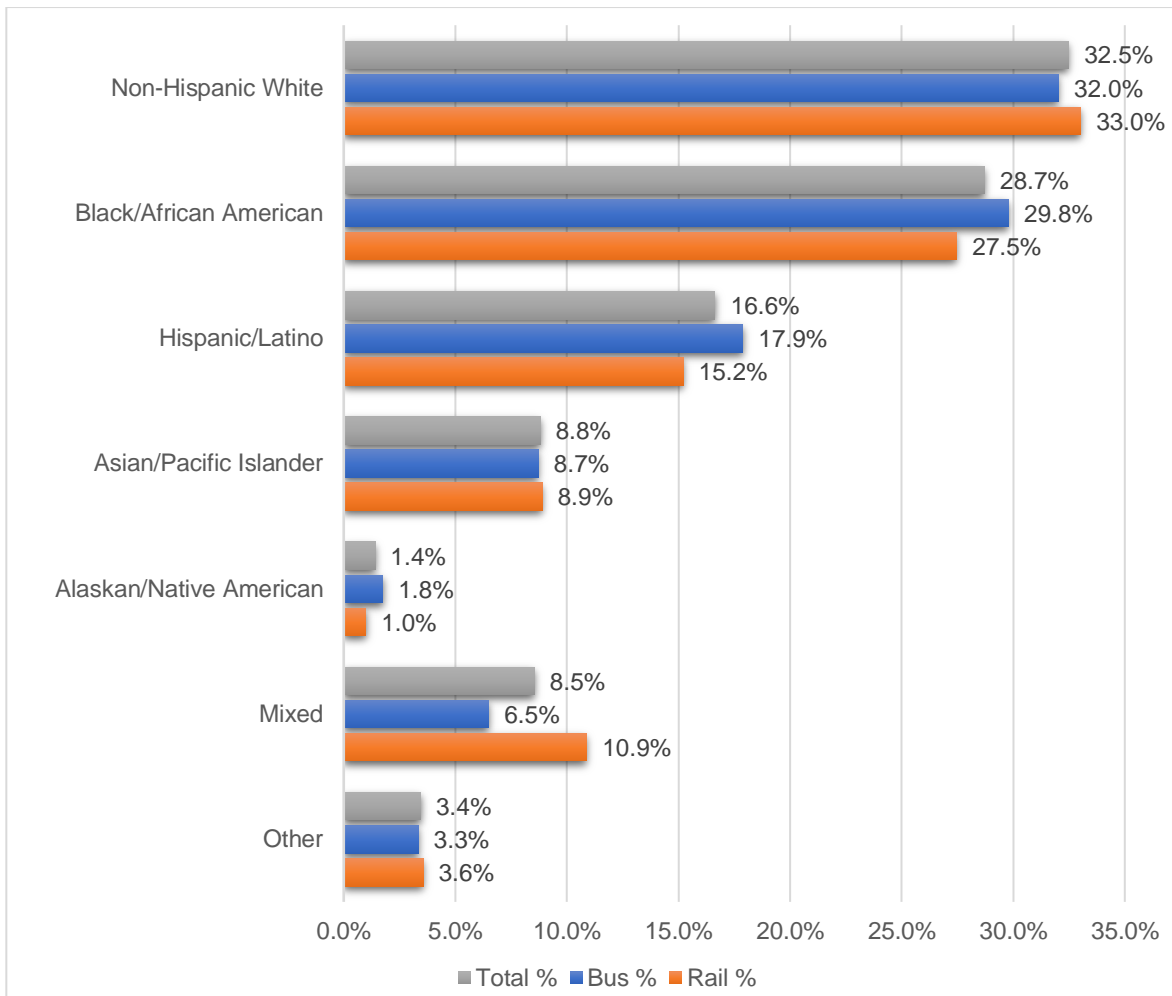
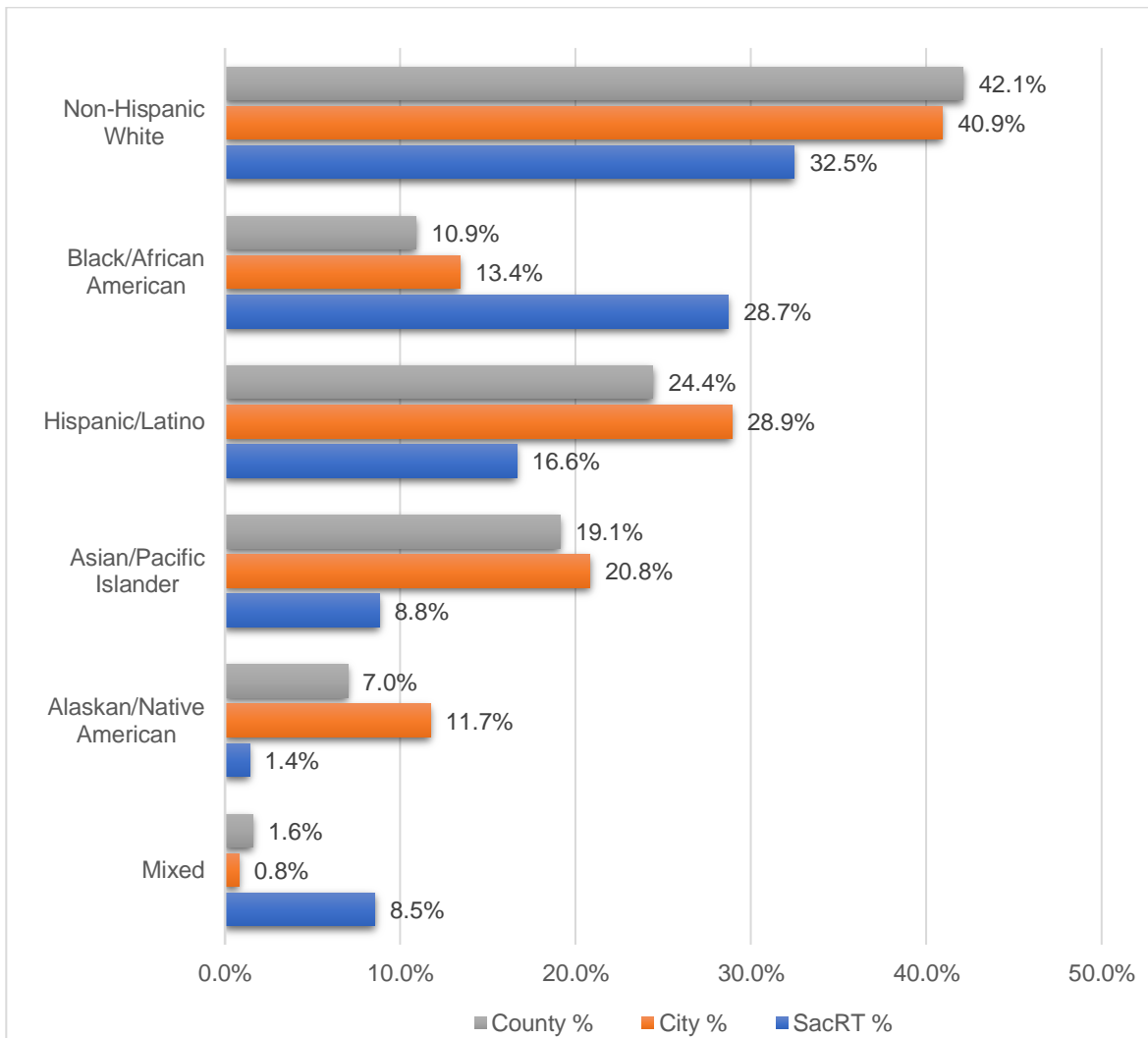


Figure 17. Race/Ethnicity



When systemwide results are compared with regional results, SacRT survey respondents are reportedly lower than the City of Sacramento and Sacramento County for “White”, and higher than the City of Sacramento and Sacramento County for “Black/African American” (Figure 18). SacRT survey respondents make up a lower percentage of total respondents than the region for Hispanic/Latino, Asian/Pacific Islander, or Alaskan/Native American. Given that there may be a higher percentage of non-English speakers among the Hispanic/Latino or Asian/Pacific Islander communities, the lower percentage on SacRT may be due to a limited number of non-English speaking survey respondents, as described in the Demographics – Language section.

Figure 18. Race/Ethnicity – Compared to Region



Source: 2020 US Census

Table 4 includes the minority percent comparisons among SacRT riders, the SacRT service area, and the City and County of Sacramento.

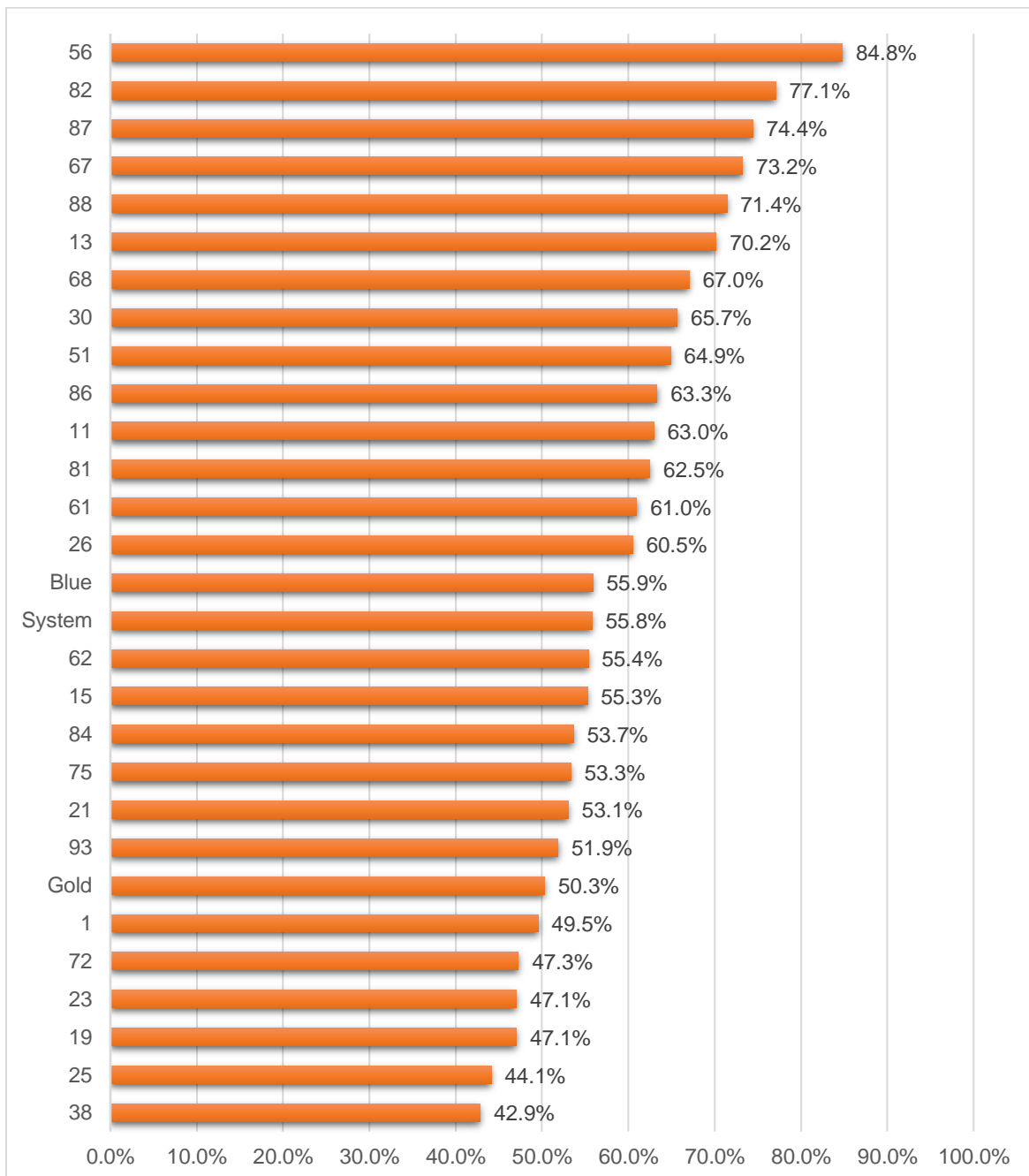
Table 4. Percent Minority Comparisons

% Minority	
SacRT Riders	67.5%
SacRT Bus Riders	68.0%
SacRT LRT Riders	67.0%
SacRT Service Area	57.0%
City of Sacramento	59.1%
Sacramento County	57.9%



Figure 19 shows the non-commuter/school routes with minority percentages. Route 56 reported the highest percent minority, at 84.8 percent of responses. Route 56 operates in South Sacramento, between Greenhaven/Pocket, to Cosumnes River College, via Meadowview Road and Mack Road. Route 38 reported the lowest percent minority, at 42.9 percent of responses. Route 38 operates in Downtown Sacramento and East Sacramento, between Sacramento Valley Station and the University/65th Street light rail station. The Blue line reported approximately 55.9 percent minority responses and the Gold line reported approximately 50.3 percent minority responses.

Figure 19. Percent Minority – By Route



Demographics - Income:

Survey respondents are 55.5 percent low-income and 44.5 percent non-low-income (Figure 20). As shown in Figure 21, the household income of most survey respondents falls within the lowest annual income range (under \$10,000), at 31.5 percent of bus responses, and 29.3 percent of rail responses. The highest annual income range (\$100,000 or more) saw a higher percentage of rail respondents with 10.1 percent of responses, than bus at 6.4 percent of responses.

Figure 20. Percentage of Respondents – Low Income

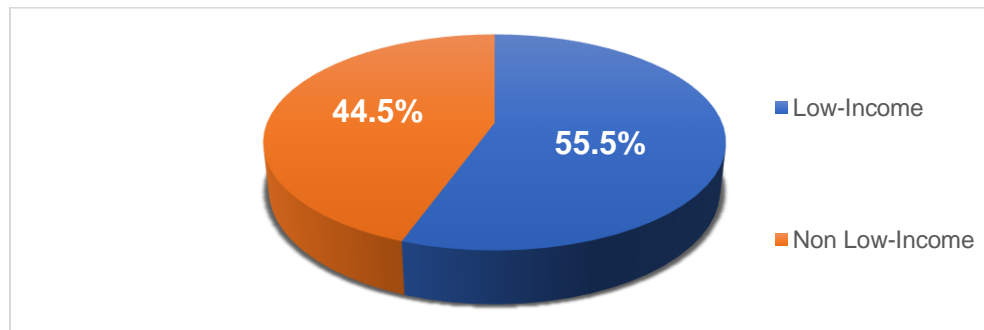
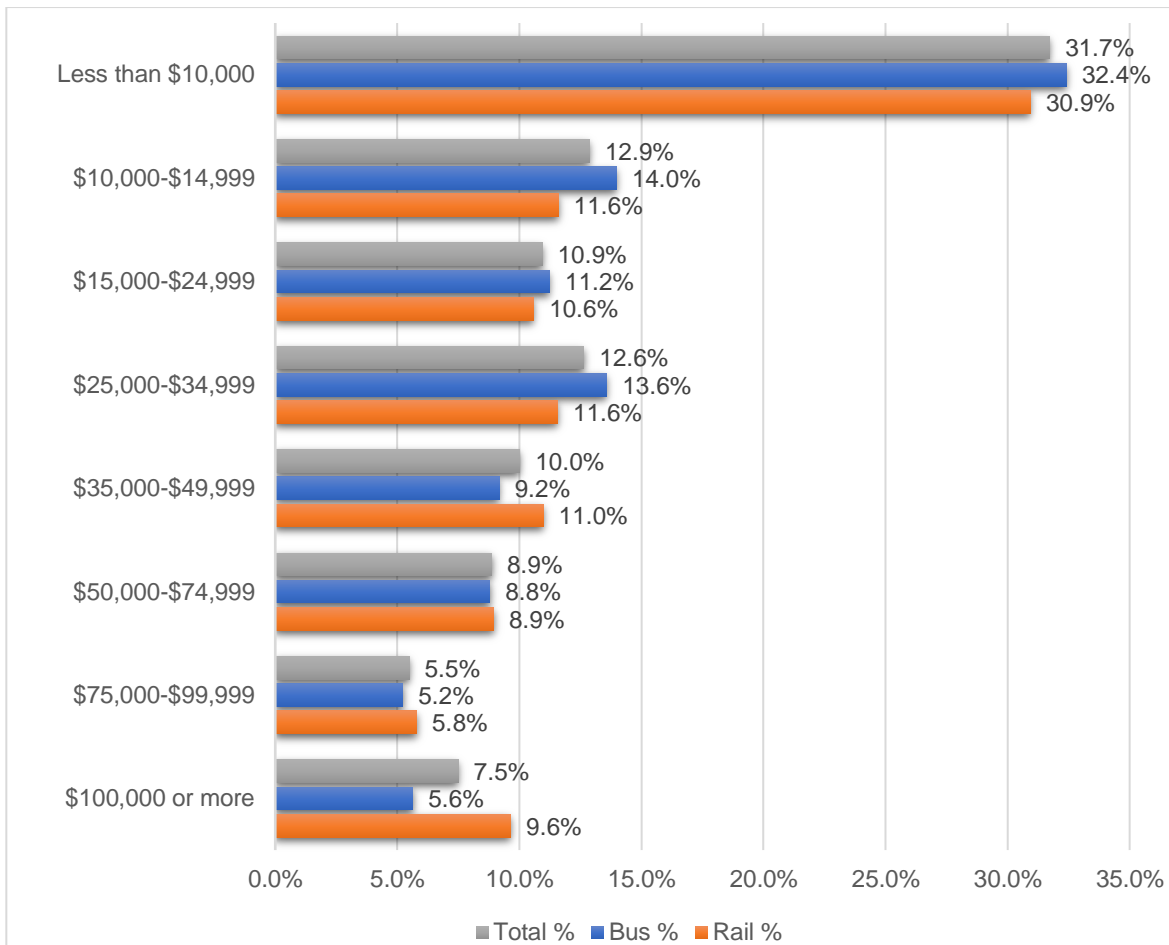
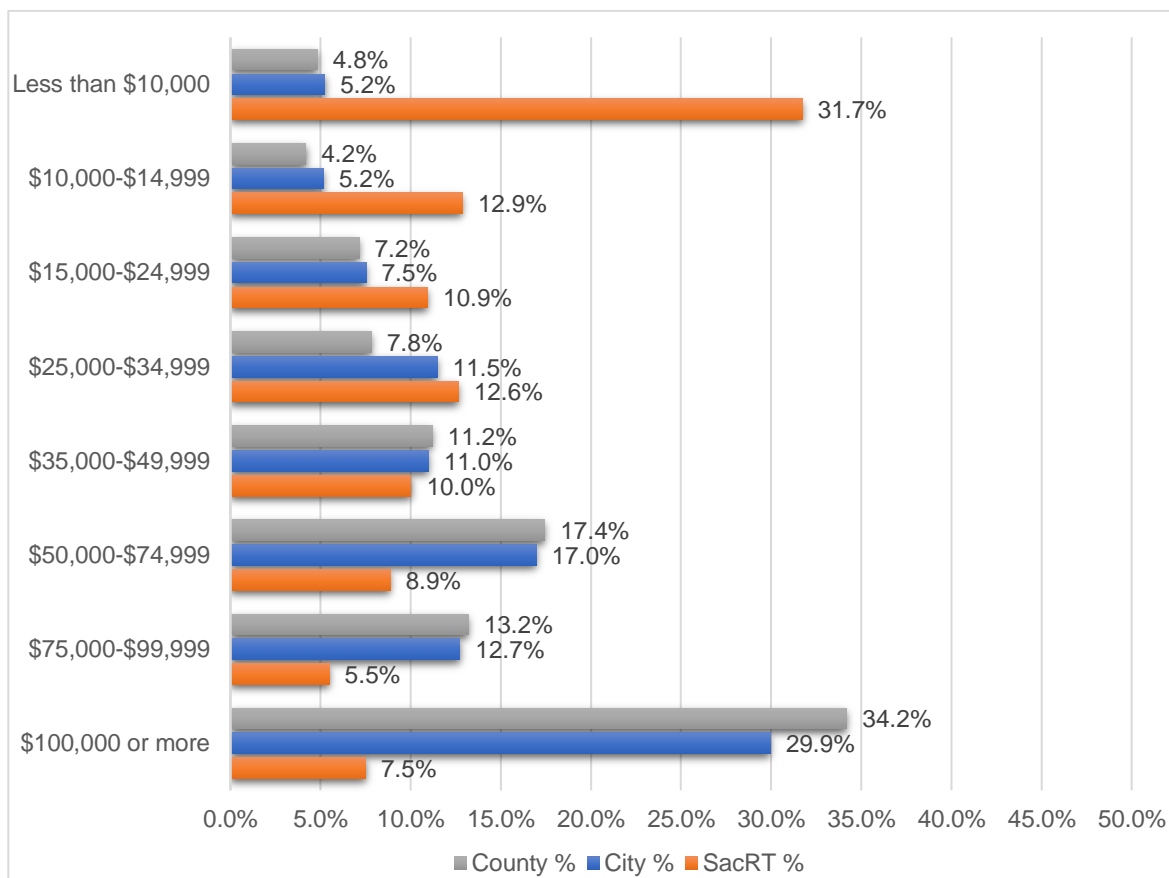


Figure 21. Household Income



Surveyors reported that passengers are typically sensitive to income-related questions; therefore, many choose not to provide an answer. This may explain the difference in income status between the region and SacRT surveyed passengers (Figure 22). When systemwide results are compared with regional results, SacRT survey respondents are reportedly higher than the City of Sacramento and Sacramento County for lower income ranges, and lower than the City of Sacramento and Sacramento County for higher income ranges. That data reflects that lower income households make up most of SacRT survey respondents.

Figure 22. Household Income – Compared to Region



Source: 2020 US Census

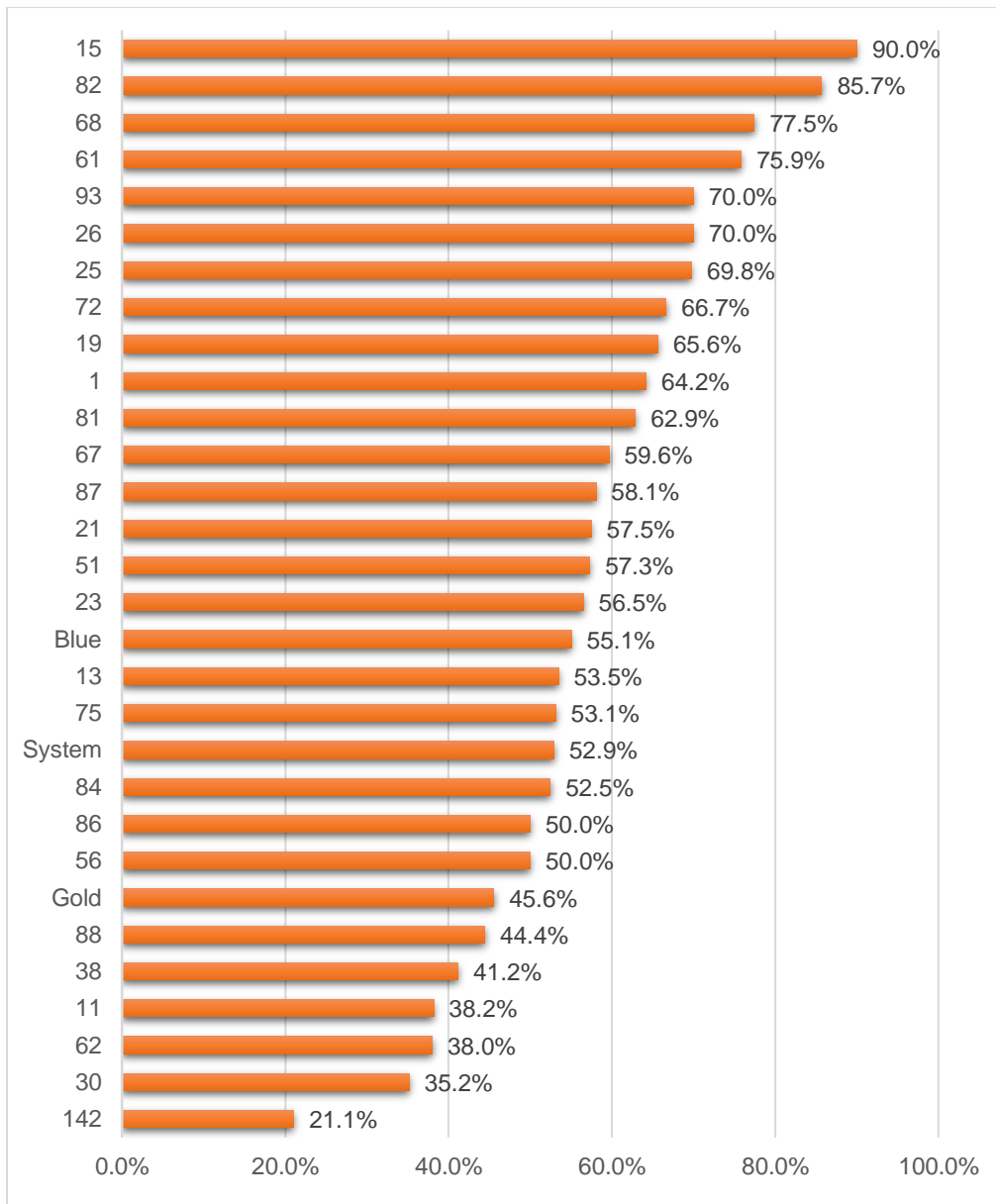
Low-income percent comparisons among SacRT riders, the SacRT service area, and the City and County are listed in Table 5.

Table 5. Percent Low-Income Comparisons

% Low-Income	
SacRT Riders	55.5%
SacRT Bus Riders	57.6%
SacRT LRT Riders	53.1%
SacRT Service Area	20.0%
City of Sacramento	17.9%
Sacramento County	16.2%

Figure 23 shows the percent low-income of survey respondents by route. Route 15 reported the highest percent low-income, at 90 percent responses. Route 15 operates in North Sacramento between the Watt/I-80 light rail station and the Arden Del Paso light rail station, through Del Paso Heights, which is a Disadvantaged Community according to CalEnviroScreen (SB535) 4.0. Route 142 reported the lowest percent low-income, at 21.1 percent responses. Route 142 operates in downtown Sacramento to the Sacramento International Airport, via Interstate 5. Ridership on the Airport route reflects mostly choice riders, rather than transit-dependent riders. The Blue Line reported approximately 55.1 percent low-income responses and the Gold line reported approximately 45.6 percent low-income responses.

Figure 23. Low-Income – By Route



Demographics - By Fare Type:

Demographic splits by fare type are obtained through the origin-destination survey questionnaire and are listed in Tables 6 and 7. This data is combined with data collected in SacRT's annual fare survey to calculate average fares by type, which is a necessary component in conducting equity analyses when fare changes are proposed.

Table 6. Minority and Low-Income by Fare Type

Fare Type	% Minority	% Low-Income
\$2.50 Single Ride	65.0%	44.6%
\$1.25 Senr/Disb Single Ride	62.8%	68.2%
\$7.00 Daily Pass	73.3%	65.3%
\$3.50 Senr/Disb Daily Pass	70.2%	75.0%
Los Rios	69.7%	60.3%
CSUS	77.4%	51.7%
Ryde Free (K-12)	76.8%	60.5%
DHA Pass	61.4%	73.5%
Basic Monthly Pass	63.0%	42.5%
Senior/Disabled Monthly Pass	51.6%	33.0%
Super Senior (Age 75+)	33.3%	55.6%
Lifetime Pass (Age 75+)	33.3%	33.3%
Transfer from other agency	72.7%	45.5%
Did not pay	68.8%	57.0%
Other	34.8%	29.2%
SacRT Average	67.5%	55.5%

Note: many fare types are available in multiple formats (e.g., cash, Connect Card, Zip Pass).

Table 7. Minority and Low-Income by Fare Method

Fare Method	% Minority	% Low Income
Ticket Machine/Cash	68.5%	65.4%
Connect Card	55.0%	34.4%
Zip Pass	70.2%	44.6%
Traditional Paper Ticket or Pass	67.1%	61.7%

Minority and low-income riders underutilize SacRT's electronic forms of payment (i.e., Connect Card and Zip Pass), especially Connect Card. Low-income populations are more likely than average to use cash or traditional paper forms of prepayment.

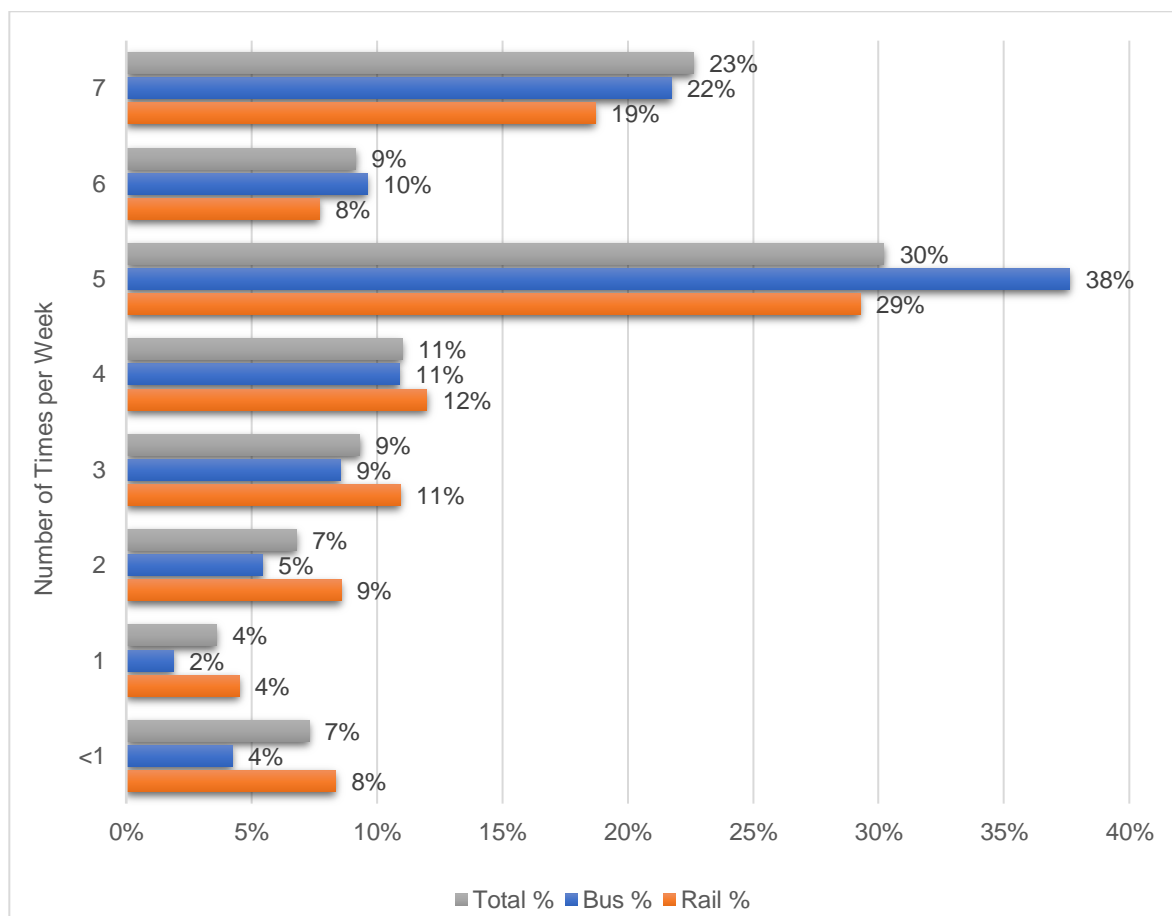
Minority and low-income average fares are determined by SacRT's annual fare survey, which provides ridership figures for each multi-use pass or fare type. The annual fare survey has not been updated since 2019 due to the pandemic but will be resumed in Fall 2023. The ridership figures by fare type determined by the fare survey will be combined with the

demographic splits by fare type from this origin-destination survey to find and update the average fare paid by minority and low-income populations systemwide.

Frequency of Use:

Passengers were surveyed about how many days per week they use SacRT services. Most passengers typically ride the bus or rail five times a week, which aligns with the typical workweek. Bus riders are more likely to ride more often than 5 times a week than rail riders, who are more likely than bus riders to ride less than 5 times a week. This suggests that improving service on weekends would generally benefit more bus riders; 22 percent of whom ride SacRT seven days a week.

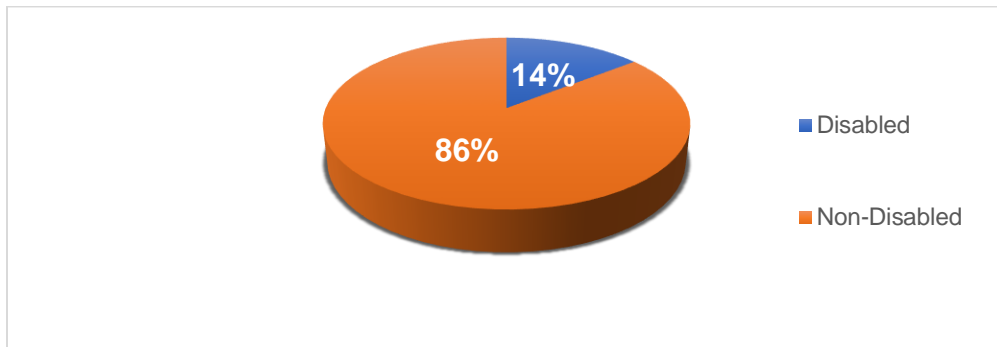
Figure 24: Frequency of Use by Mode



Disability:

As shown in Figure 25, 14 percent of survey respondents indicated that they have a disability and 86 percent of respondents indicated that they do not have a disability. Note that this is a survey conducted on fixed-route services only, i.e., SacRT Go ADA paratransit service was not included in this survey.

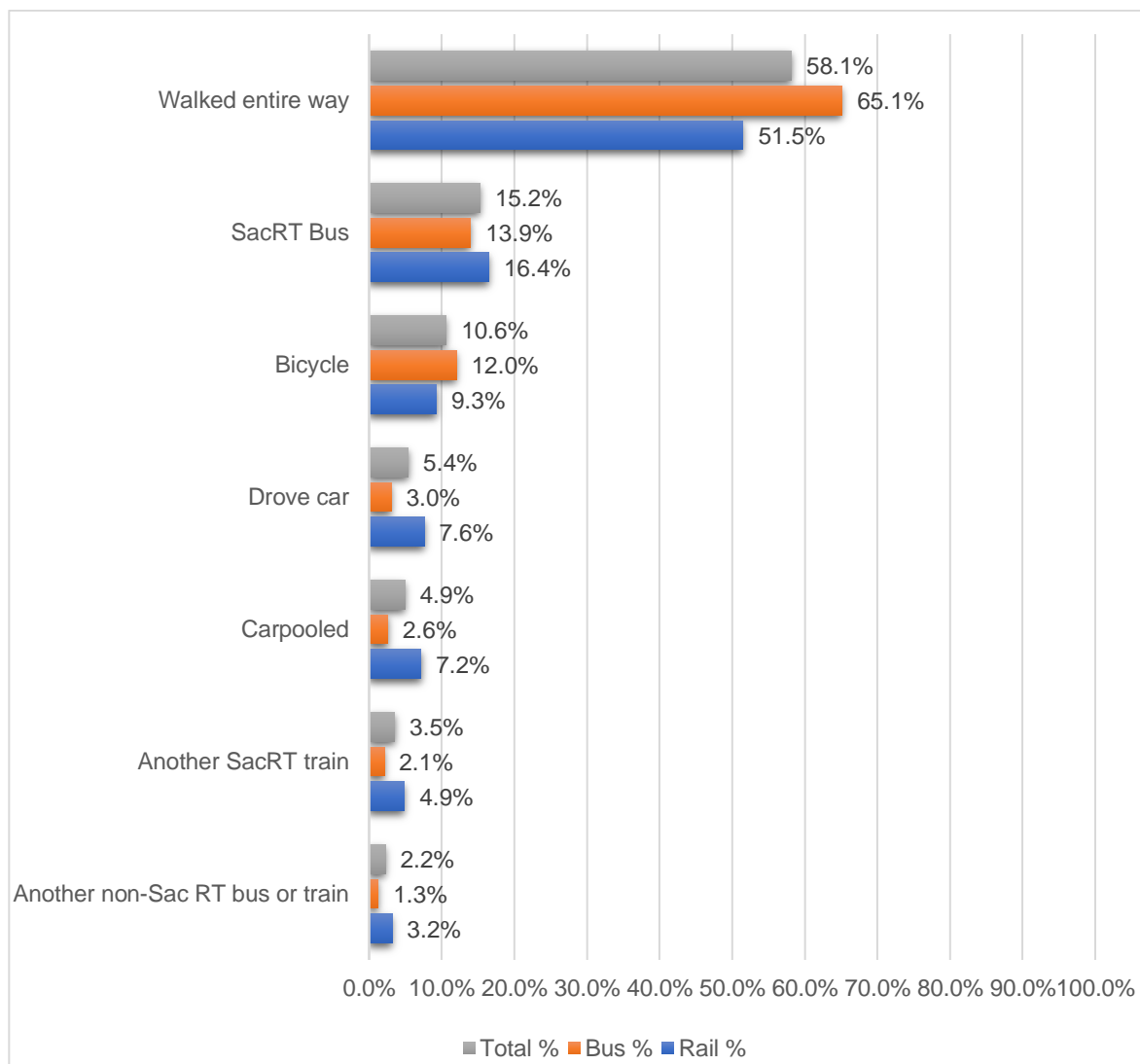
Figure 25. Disability



Access, Boarding and Alighting:

Respondents' mode of access to transit can be seen in Figure 26. Most survey respondents walk to or from their bus stop or station. 65.1 percent of bus responses include walking as their mode of access, and 51.5 percent of light rail responses include walking as their mode of access. In addition to walking, respondents are also seen accessing bus and light rail services via another SacRT mode of service, mostly from buses. The rate of passengers who ride their bike to and from SacRT services is higher than expected, with Park-and-ride accounting for 7.6 percent of light rail boardings and alightings and 3.0 percent of bus boardings and alightings, respectively. SacRT does not operate any park-and-ride lots for bus service, but some passengers may be driving to nearby a commuter bus stop and riding the bus.

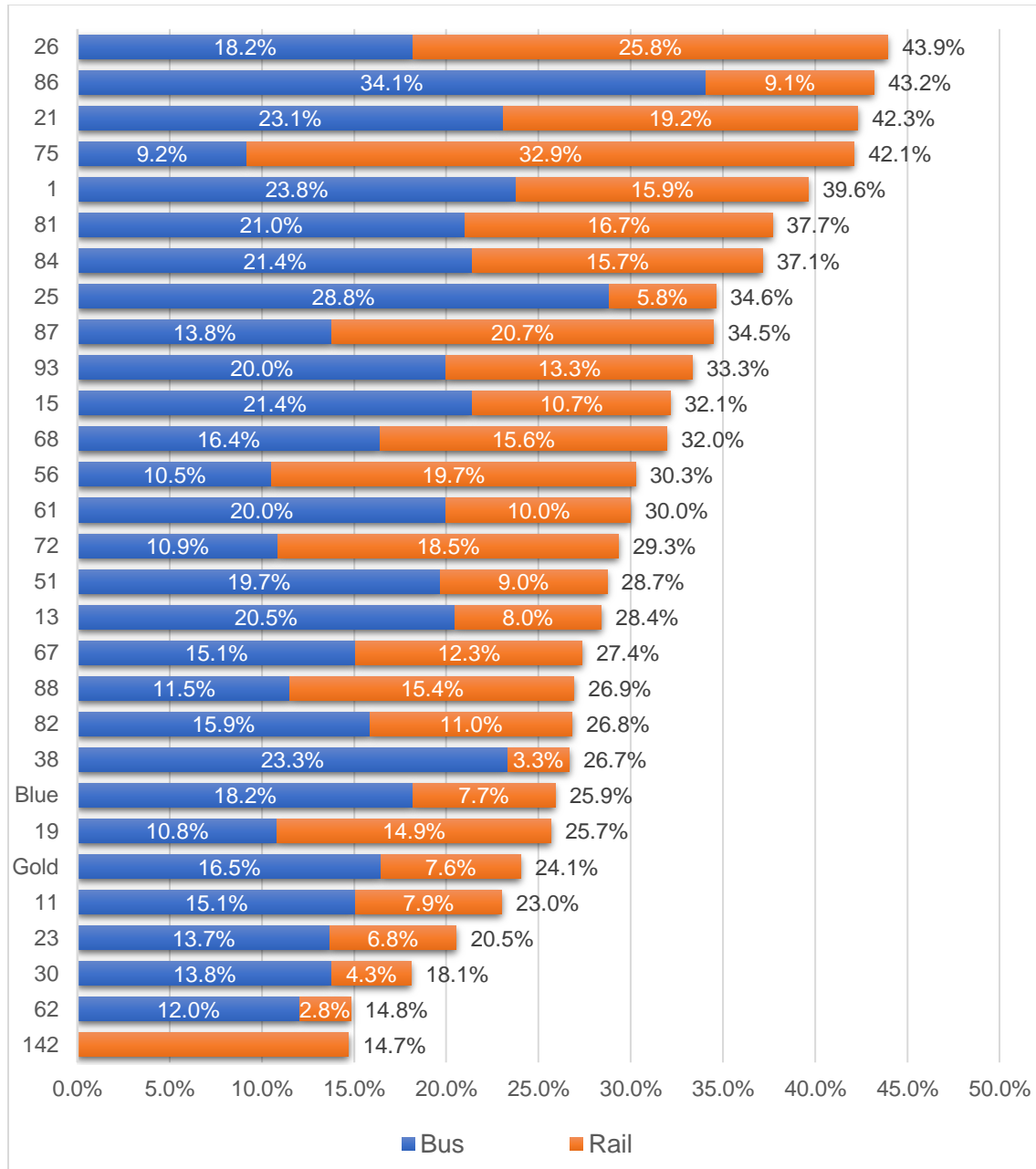
Figure 26. Mode of Access



Transfer Rates – SacRT:

Routes with high transfer rates feed other bus and light rail routes and make them more usable. Service improvements to routes such as these will have outsized benefits, by attracting riders not only to the route itself, but to connecting routes. This effect is more pronounced on longer routes and routes with high ridership. This is the logic behind the "high frequency grid" approach to network design, and similar concepts. In Figure 27, the access and egress connections of several routes are almost 50 percent from SacRT bus or rail.

Figure 27. Transfer Rate by Route



Note: Bus Transfers do not include other agencies. Because of the smaller route-level sample size, this chart is only meant for comparing the order of magnitude of transfer rates between routes.

Route 142 serves the Sacramento International Airport via downtown, and is notable for having very few transfers, despite being situated downtown at the central hub of the SacRT system. The data suggests that Route 142 is being used primarily by downtown residents walking to the bus, or persons dropped off downtown to catch the bus to the airport.

Route 26, 86, 81, and 21 all serve as circumferential routes that connect the various radius routes coming out of the central hub of the SacRT system. Their high transfer rates are to be expected, given the number of bus routes and rail lines they intersect.

Route 1 has a lower-than-expected transfer rate to/from light rail, despite the route serving as a bus feeder onto the Blue Line. Passengers may be transferring to/from it as it acts as a higher frequency trunk for local area residents to reach key destinations on the route, such as American River College and Sunrise Mall.

Routes 67 and 68 are parallel routes with the same terminals, but Route 68 has a higher transfer rate for both bus and light rail. The higher bus transfer rate may be a result of the bus connections at Florin Town Center, a major terminus for multiple bus routes, such as Routes 51 and 61. The higher light rail transfer rate may be due to the route serving areas that are less redundant with the Blue line.

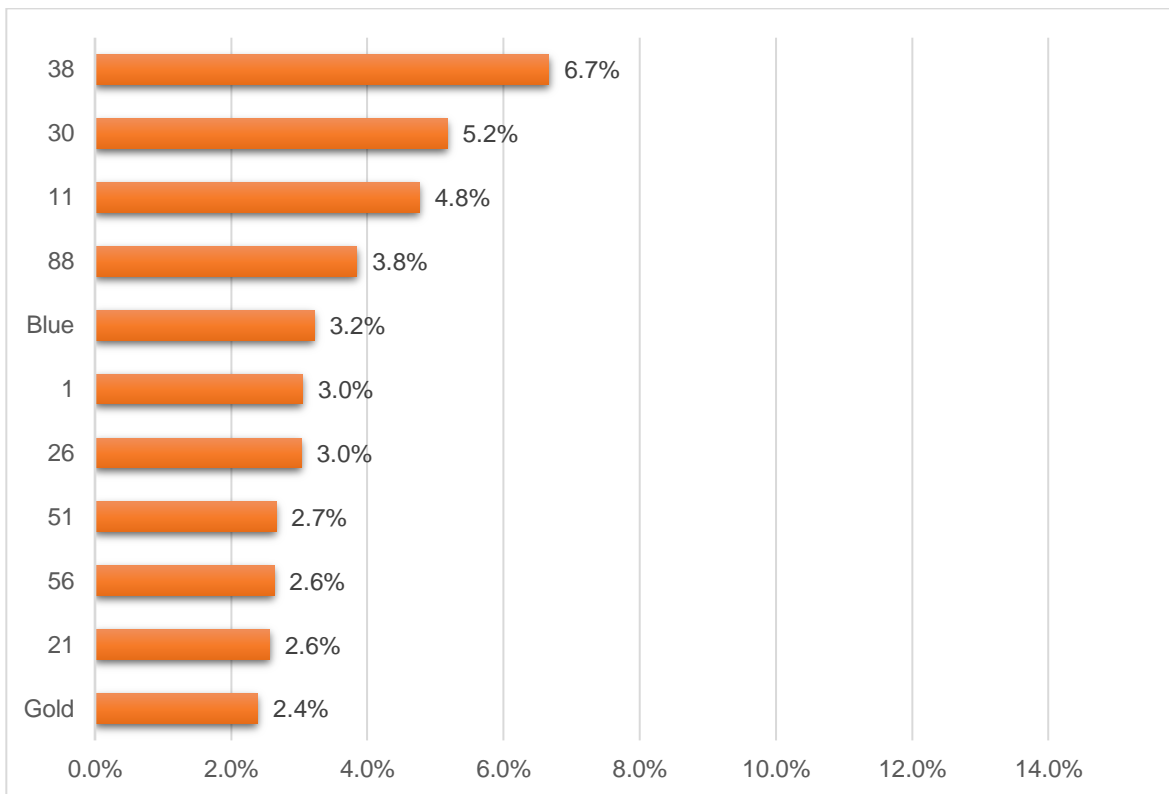
Radial routes such as Routes 62, 11, and 23 that generally travel long distances towards downtown Sacramento see relatively low transfer rates, suggesting that a majority of passengers are traveling locally along the route.



Transfer Rates - Non-SacRT:

A small but significant percentage of SacRT riders transfer to another transit agency. Figure 28 shows the routes that have the highest transfer rates to other agencies. Routes 38 and 30 connect CSUS and UC Davis Health center to downtown Sacramento, where they can make transfers to YoloBus or Capitol Corridor, which serves the larger Sacramento region. Several Route 30 passengers reported YoloBus as the agency they transfer to and from. Route 56 connects with many Elk Grove routes. Although SacRT now owns and manages transit service in Elk Grove, many passengers still perceive Elk Grove bus routes to be a “non-SacRT” agency.

Figure 28. Routes With High Transfer Rates To/From Non-SacRT Agencies



Note: All other routes have transfer rates less than 2% and are excluded from this chart. Because of the smaller route-level sample size, this chart is only meant for comparing the order of magnitude of transfer rates between routes.

Overall, the most common non-SacRT routes that riders are transferring to/from are:

1. YoloBus Intercity 42A/42B
2. YoloBus West Sac Routes (37, 40, 41)
3. Amtrak/Capitol Corridor

SmaRT Ride Knowledge:

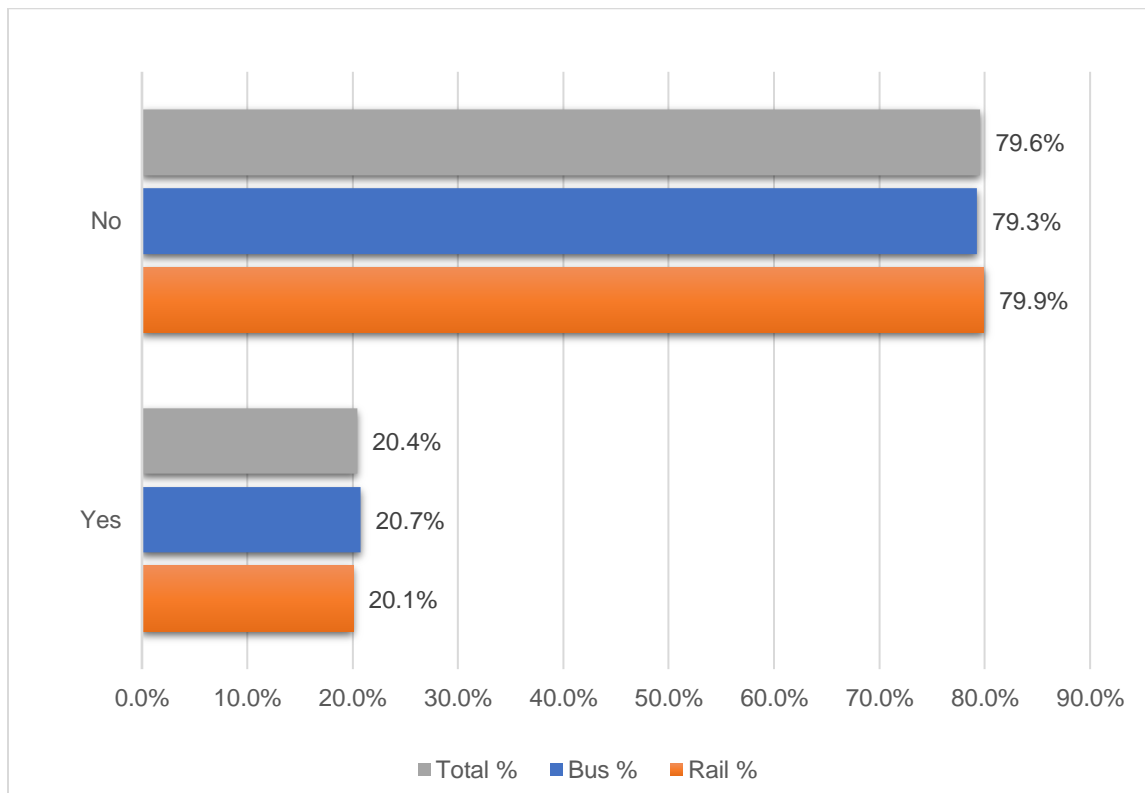
Approximately 50 percent of all survey respondents reported knowledge of SacRT’s SmaRT Ride service. The respondents represented an equitable representation across all transit modes, ethnicities, and income status. SmaRT Ride is SacRT’s microtransit service, which operates as an on-demand transportation mode where trips are requested via phone

reservationist or smartphone application. Given that the service began in 2018 and only half of survey respondents know about the service, more work could be done to raise awareness of SmaRT Ride service.

Employer Subsidy:

Many major employers, such as the State of California, and others help subsidize their employees' purchase of full price tickets and passes. SacRT is not involved in these decisions; however, subsidizing fares does make the system more affordable for many customers. Employer subsidies such as this do not factor into Title VI analyses because they are employer-implemented programs, but they can be important to consider. Survey respondents are asked whether their employer subsidizes their SacRT fares; 79.3 percent of responses on bus, and 79.9 percent of responses on light rail indicated that their employer does not.

Figure 29. Employer Subsidy

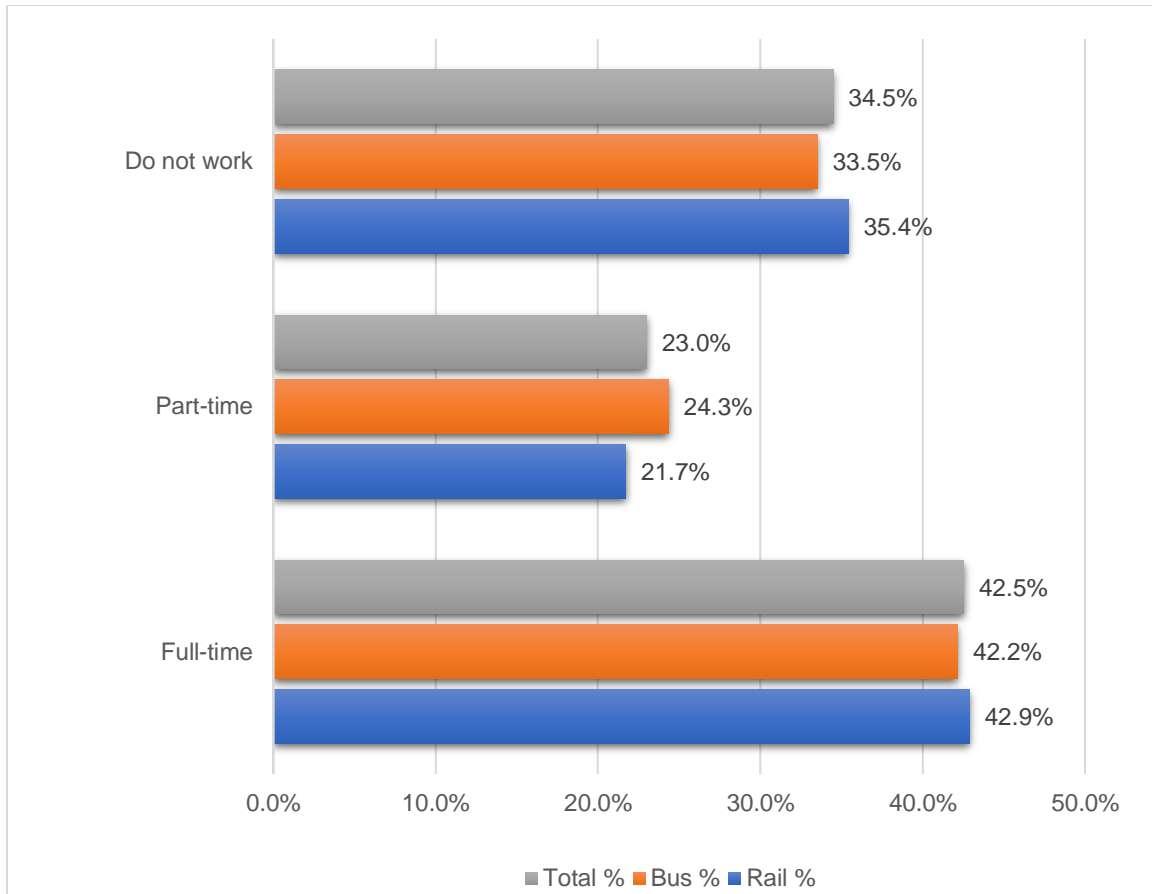


Employment:

Survey respondents are asked for their employment status, whether they work full-time, part-time, or not at all. 42.2 percent of bus respondents and 42.9 percent of light rail respondents indicated that they are employed full-time. Besides full-time employment, most other respondents replied no employment at all. Details are included in Figure 30. This is

a much higher rate of unemployment than the service area, but it may be attributed to the 55 percent of student ridership responding they “Do not work”, and only 6 percent responding as working “Full-time”.

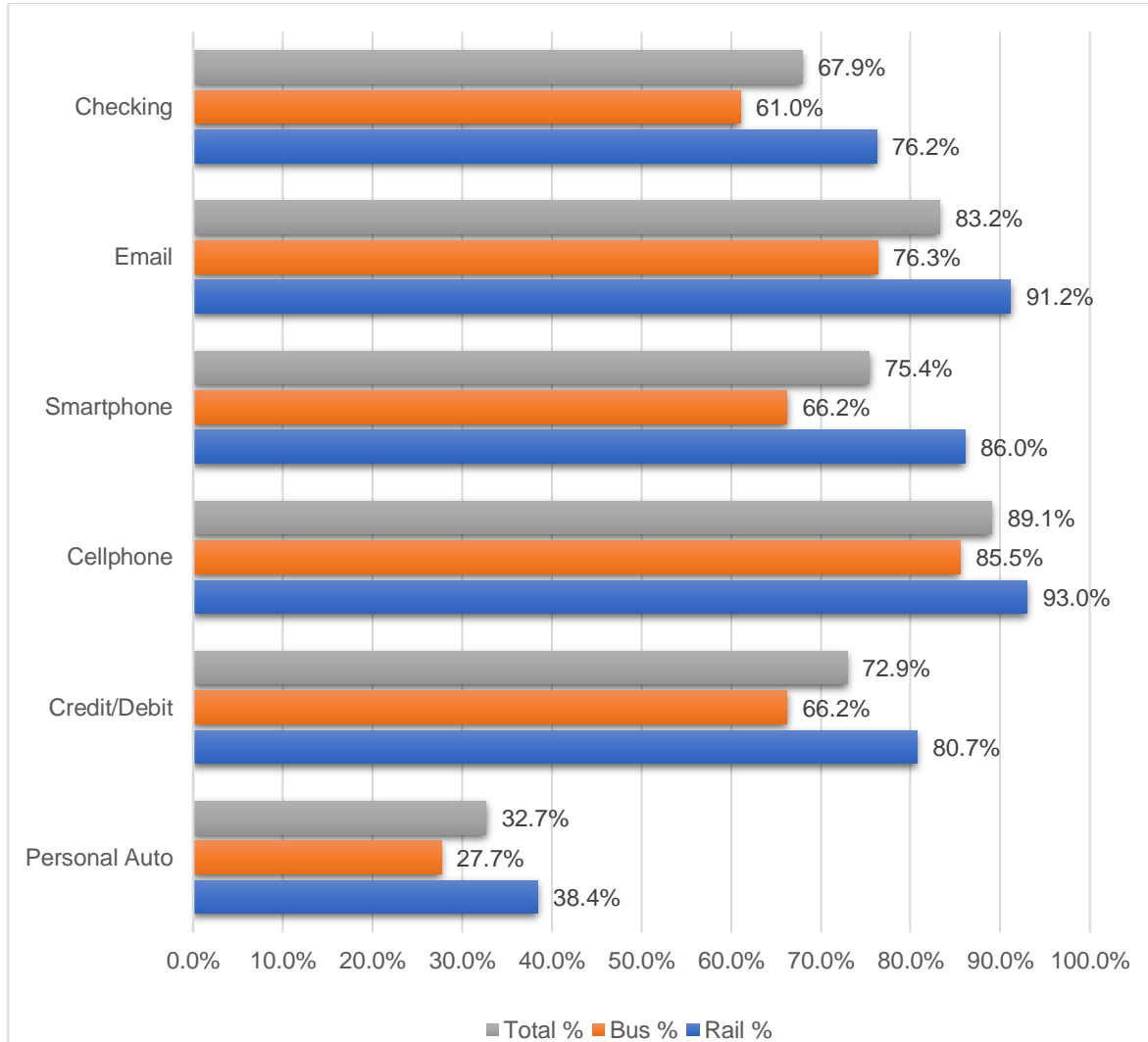
Figure 30. Employment Status



Personal Characteristics:

Origin-destination surveys included questions pertaining to respondents' ownership of the items listed in Figure 31. Cell phone and email ownership are the top two items most owned by respondents on both bus and light rail. Personal automobile was the item owned by the least number of survey respondents, with 27.7 percent owners on bus, and 38.4 percent owners on light rail.

Figure 31. Personal Characteristics



Automobile availability is often taken as a proxy for transit dependency. Approximately one in three SacRT passengers do not have access to an automobile. In the 2013 SACOG origin-destination survey, passengers were asked if they had a driver's license and owned a car. While this is not equivalent to asking if passengers had a personal automobile they could drive, this can be used to compare if automobile availability has changed. In 2013, 21 percent of SacRT passengers had a driver's license, while in 2023, 32.7 percent of passengers have access to a personal automobile.

When the last complete origin-destination survey was conducted on SacRT in 2010, smart phones had only been on the market for 1-2 years, and unavailability of a smart phone was widely perceived as a barrier to access the system for disadvantaged populations. Over the past 13 years, smartphone ownership has grown and surpassed availability of a checking account as well as a credit/debit card. Low-income persons are still 15 percent less likely to own a smart phone than non-low-income persons.

Table 8. Personal Characteristics – % of Minority and Low-Income

	Personal Auto	Credit/Debit	Smartphone	Checking
% of Low Income	15.6%	63.0%	72.8%	57.6%
% of Non-Low Income	51.7%	87.5%	88.2%	84.8%
% of Minority	30.0%	69.6%	77.7%	64.1%
% of Non-Minority	35.7%	78.2%	83.0%	75.2%

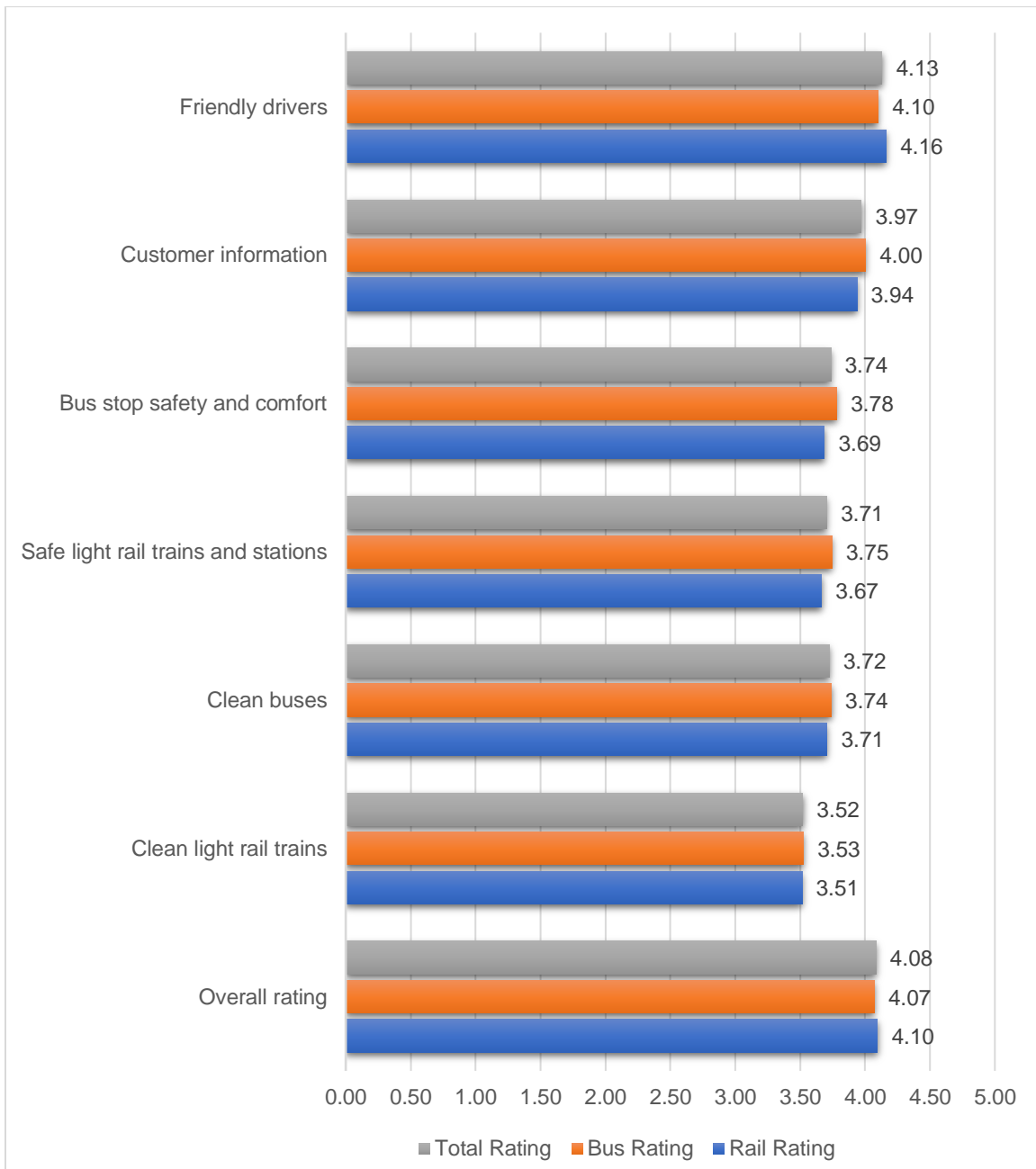
For marketing and customer information purposes, cell phone and smart phone ownership is now as common as email, so text messages, apps, and similar services are probably at least equally viable or relevant for reaching existing and potential customers.



Service Ratings:

Origin-destination surveys included a rating section, where respondents can rate the system on a variety of different topics. The rating system is assigning a number, one through five, with one being '*poor*' and five being '*good*' to each of the factors listed in Figure 32. Light rail cleanliness stands out as lowly rated, even more so than bus cleanliness. Out of all the ratings, the most consistent response was the friendliness of SacRT operators. There were no statistically significant differences between bus respondents and light rail respondents in any of the ratings.

Figure 32. Ratings by Mode



The route specific ratings in Table 9 have few outliers with particularly low ratings. Routes 13, 21, and 29 are rated the lowest for reliability, which corroborates with the low-average on-time performance of 67.8 percent, 78.7 percent, and 70.9 percent, respectively. Some routes have high on-time performance, with a low rating for reliability, such as Route 72. Routes 38, 56, 142, and commuter routes have high ratings, near or above 4.5. Overall, this information demonstrates that some passengers may not perceive a route to be unreliable regardless of on-time performance, and other passengers' perception may greatly improve with better on-time performance.

Table 9. Ratings by Route

Route	Route Overall Rating	Route Reliability Rating	On-Time Performance (Dec22)
1 Greenback	4.26	4.27	88.7%
11 Natomas/Land Park	4.30	4.12	76.2%
13 Natomas/Arden	4.13	3.96	67.8%
15 Del Paso Heights	4.41	4.43	90.3%
19 Rio Linda	4.22	4.24	75.1%
21 Sunrise	4.00	3.95	78.7%
23 El Camino	4.38	4.25	71.2%
25 Marconi	4.40	4.13	80.2%
26 Fulton	4.36	4.36	80.4%
30 J Street	4.37	4.27	87.0%
38 Tahoe Park	4.73	4.47	81.2%
51 Stockton/Broadway	4.26	4.15	85.9%
56 Meadowview	4.68	4.45	78.6%
61 Fruitridge	4.36	4.20	78.5%
62 Freeport	4.48	4.23	81.7%
67 Franklin	4.42	4.27	79.7%
68 Oak Park	4.24	4.14	87.1%
72 Rosemont	4.14	4.05	93.0%
75 Mather	4.43	4.36	93.4%
81 Butterfield	4.23	4.25	83.0%
82 Northrop/Morse	4.23	4.16	84.2%
84 Watt	4.26	4.19	81.2%
86 Grand	4.36	4.22	84.1%
87 Howe	4.53	4.44	83.9%
88 West El Camino	4.56	4.45	76.9%
93 Hillsdale	4.20	4.00	70.9%
142 Airport	4.68	4.61	95.9%
Commuter Average	4.99	4.75	71.5%
Blue	4.20	4.26	97.7%
Gold	4.23	4.11	96.9%
System Average	4.19	4.27	82.7%

Appendix: Origin and Destination by Select Zip Codes

Figure A1. Origin-Destination - Zip Code 95630

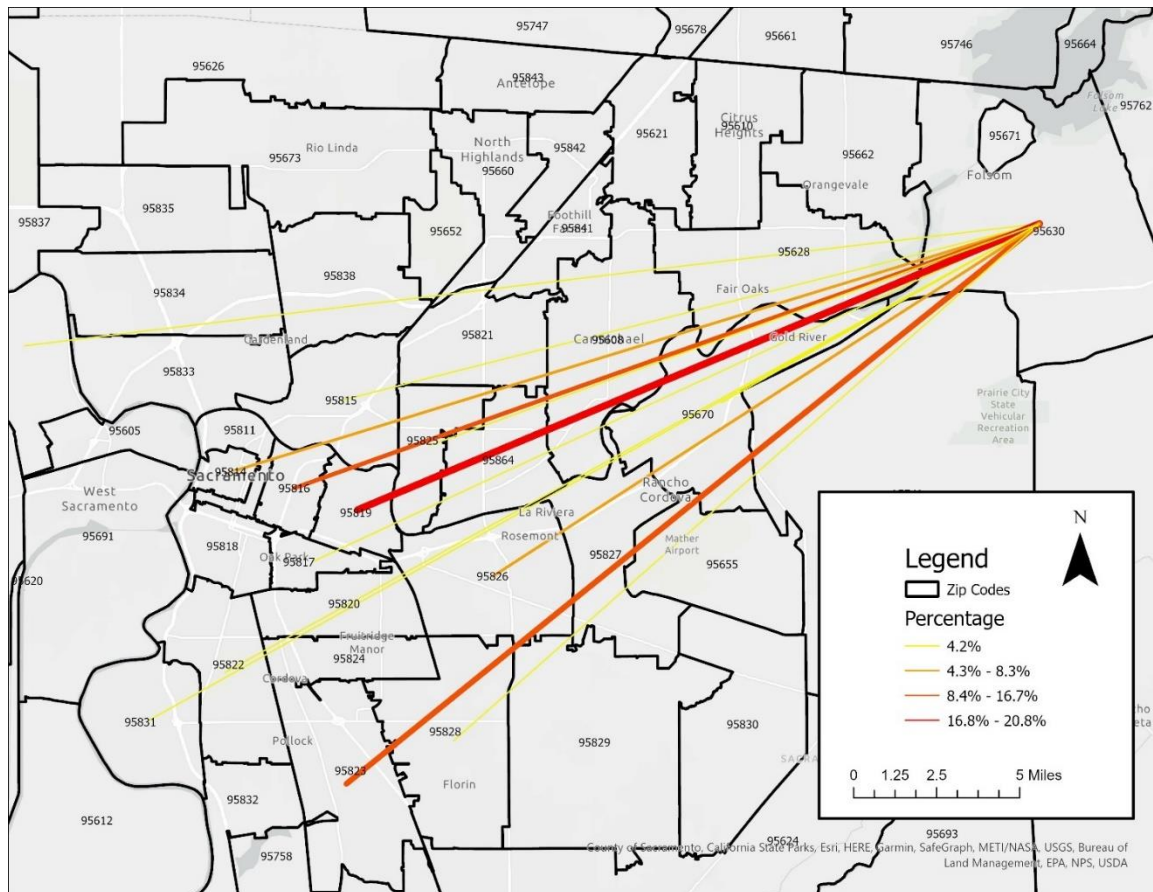


Figure A2. Origin-Destination - Zip Code 95814

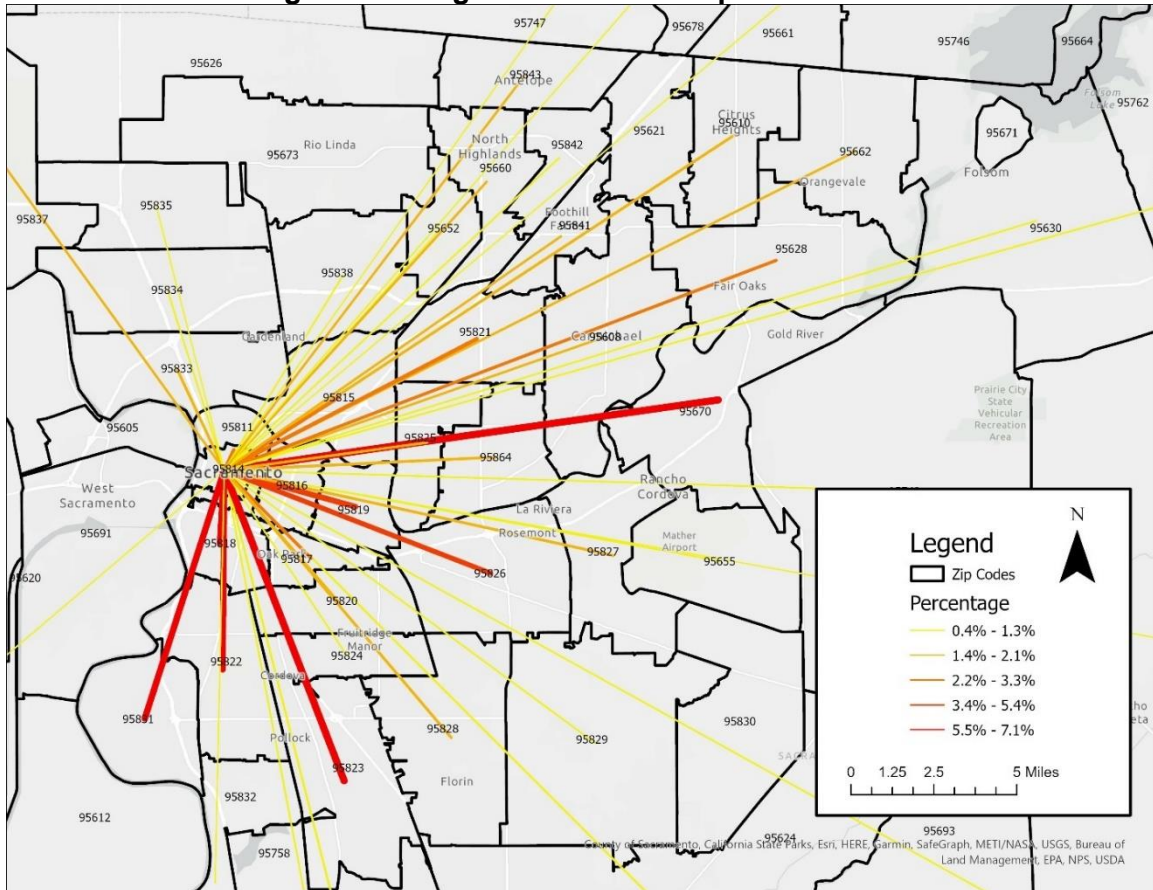


Figure A3. Origin-Destination - Zip Code 95823

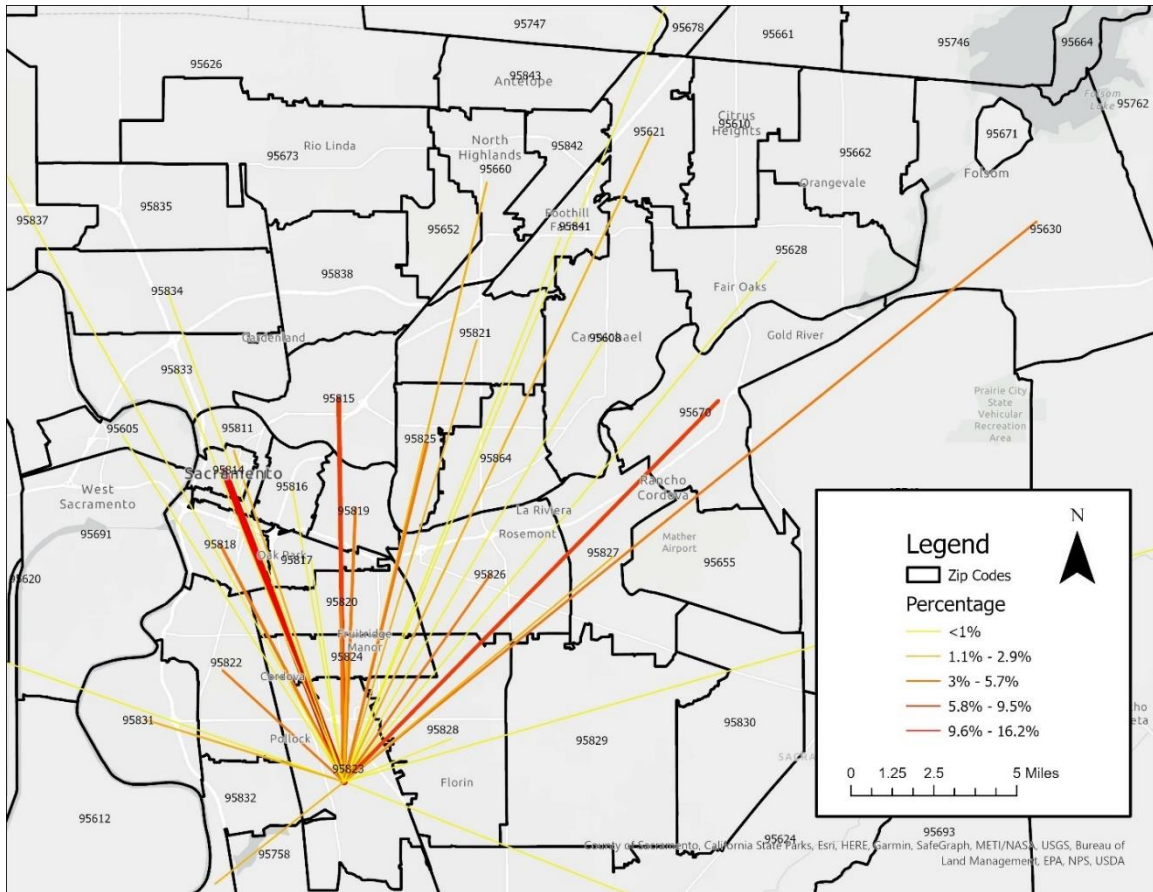


Figure A4. Origin-Destination - Zip Code 95825

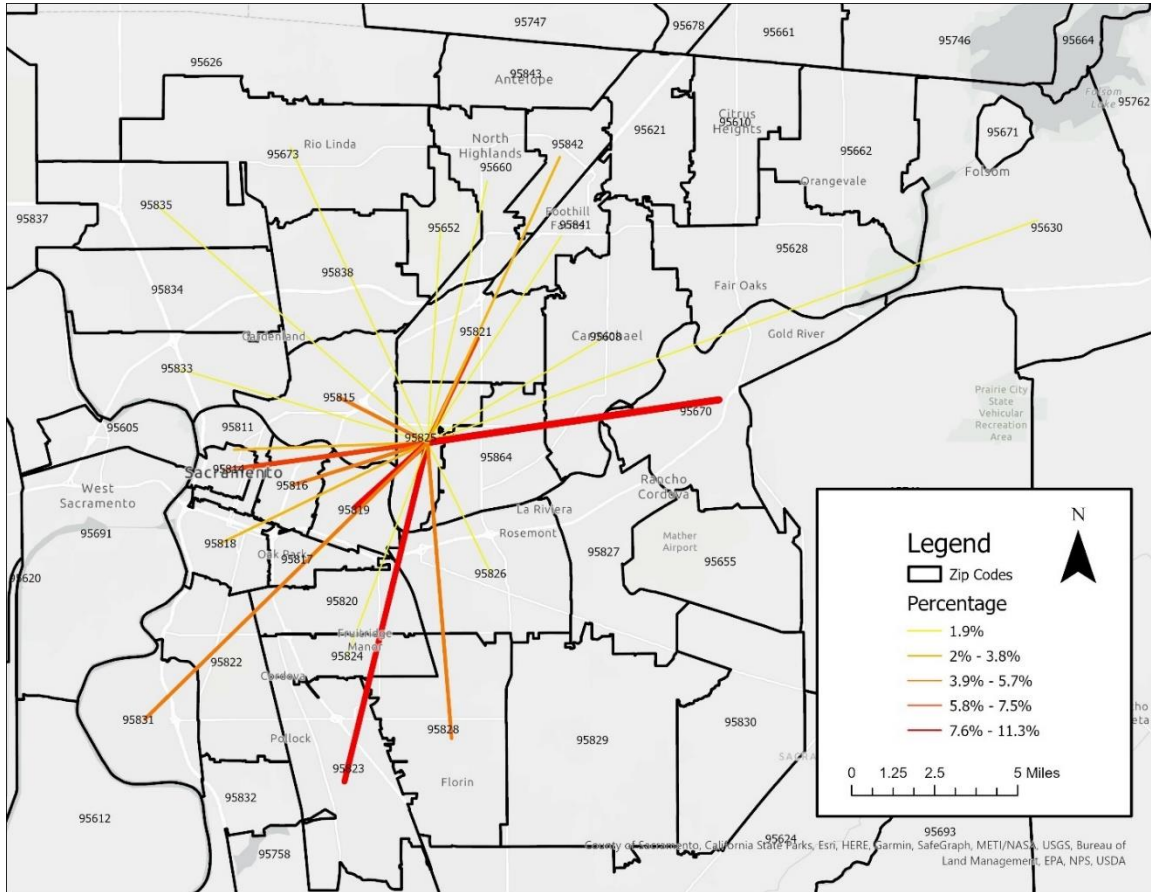


Figure A5. Origin-Destination - Zip Code 95815

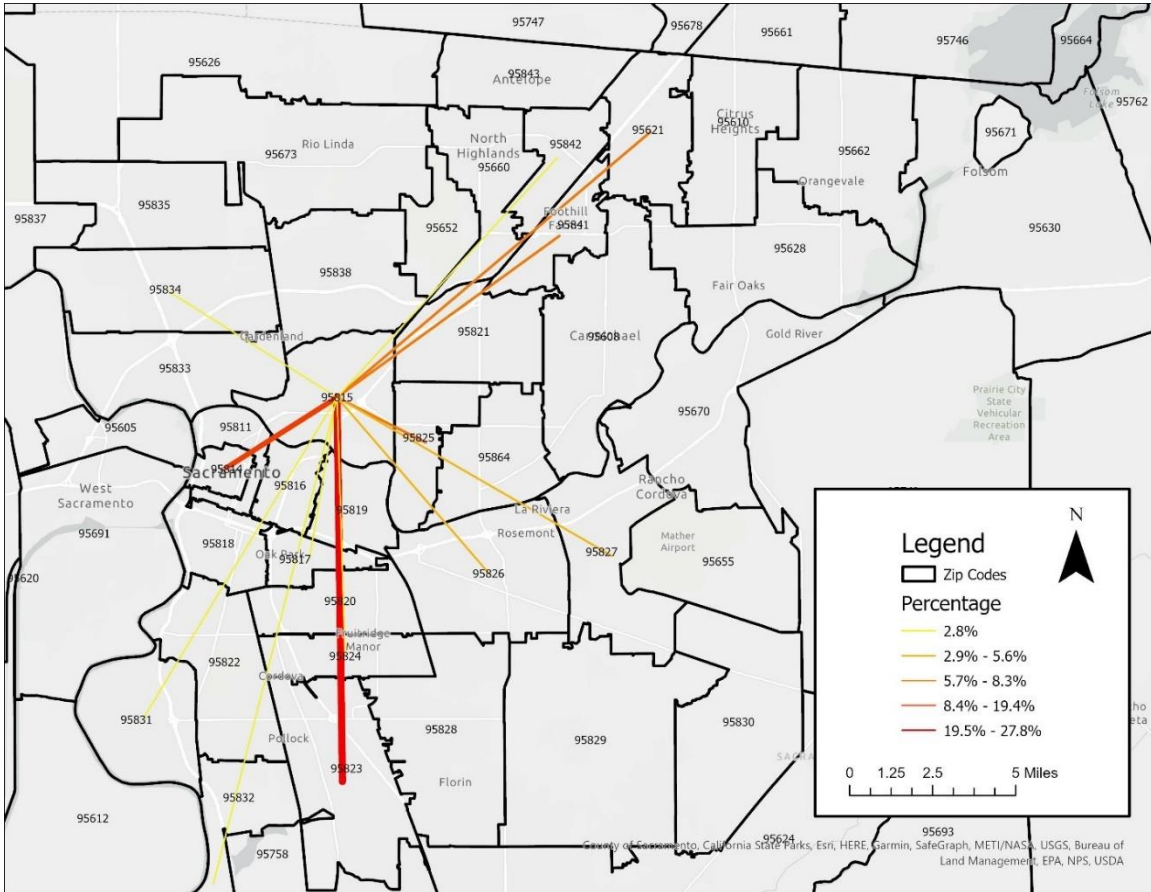


Figure A6. Origin-Destination - Zip Code 95824

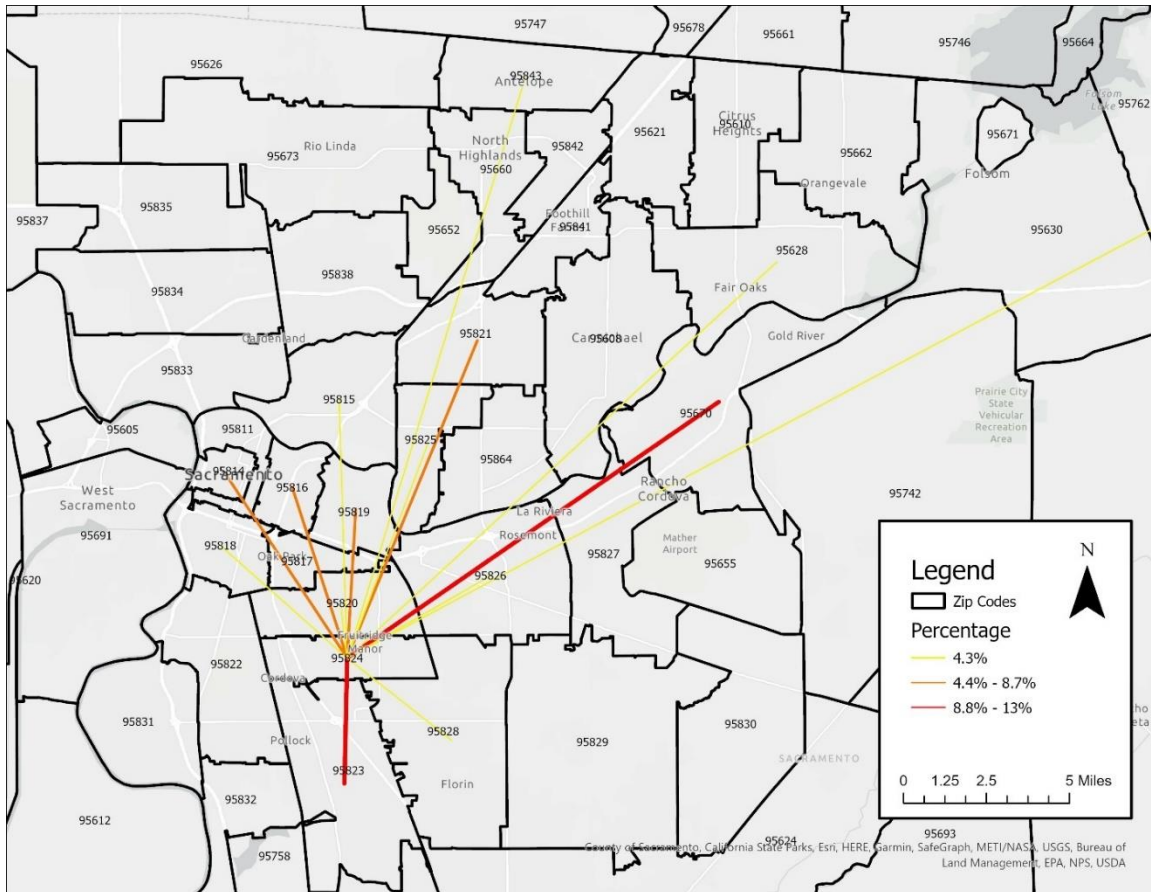


Figure A7. Origin-Destination - Zip Code 95820

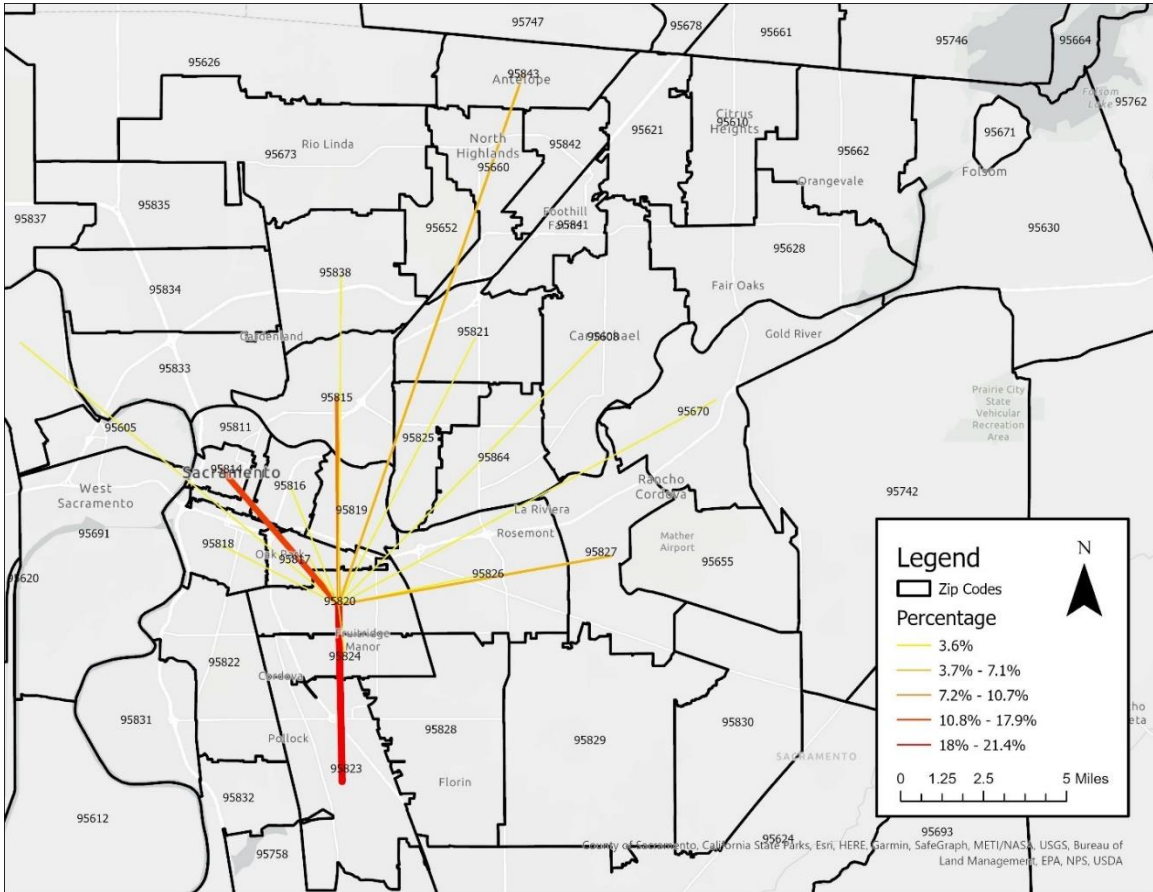


Figure A8. Origin-Destination - Zip Code 95833

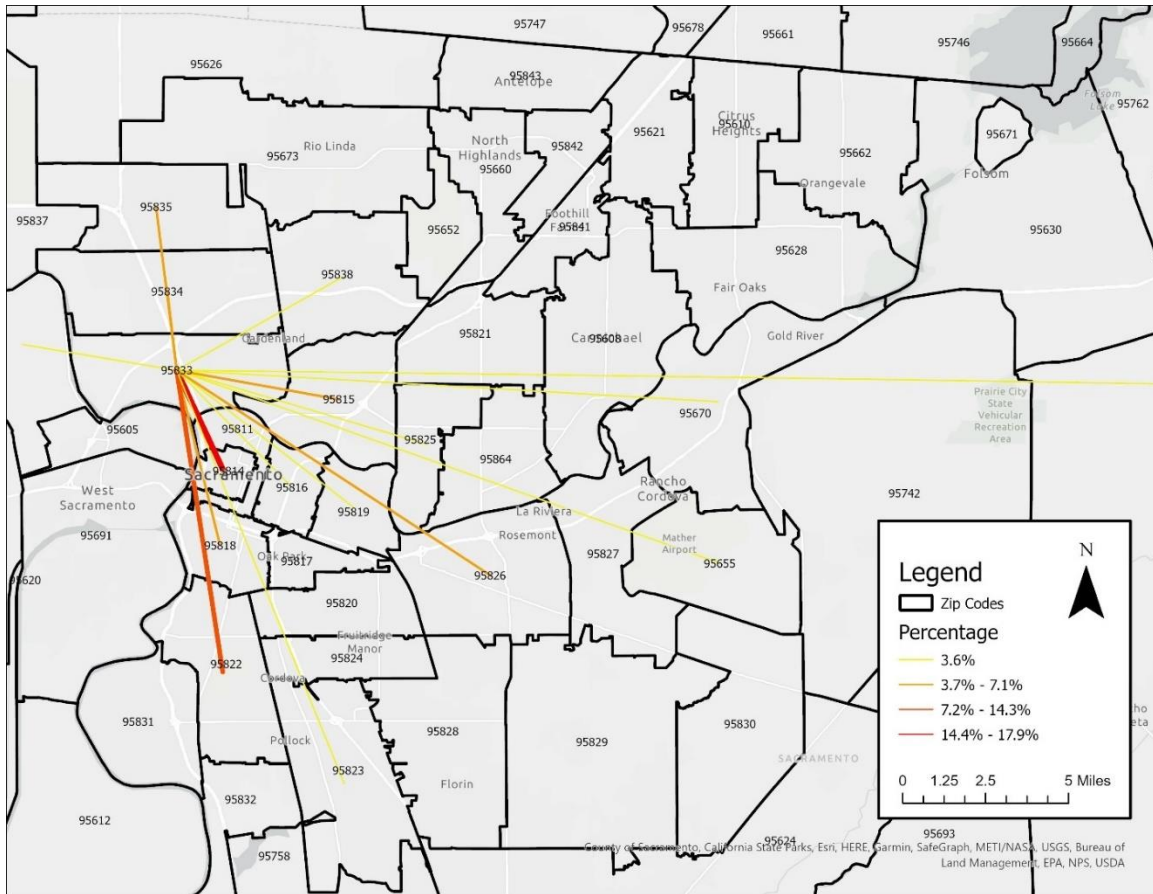


Figure A9. Origin-Destination - Zip Code 95818

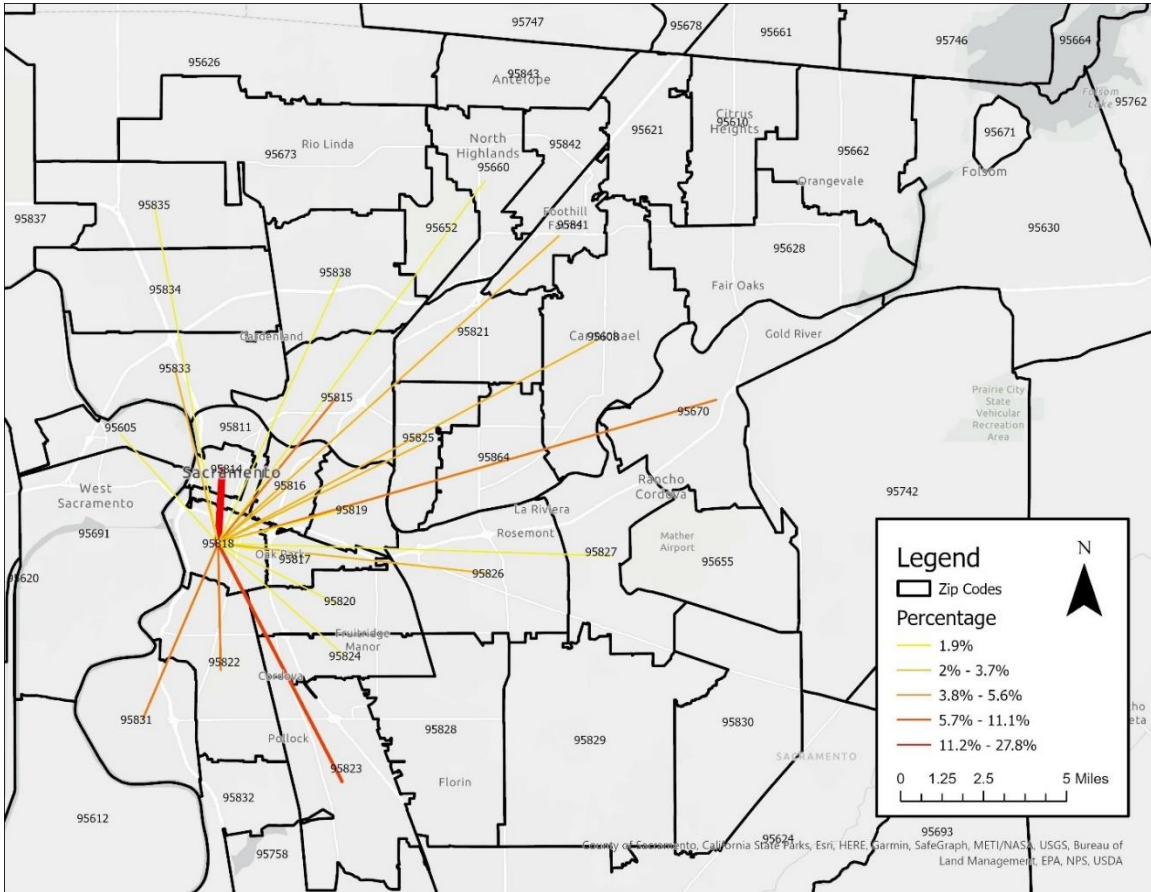
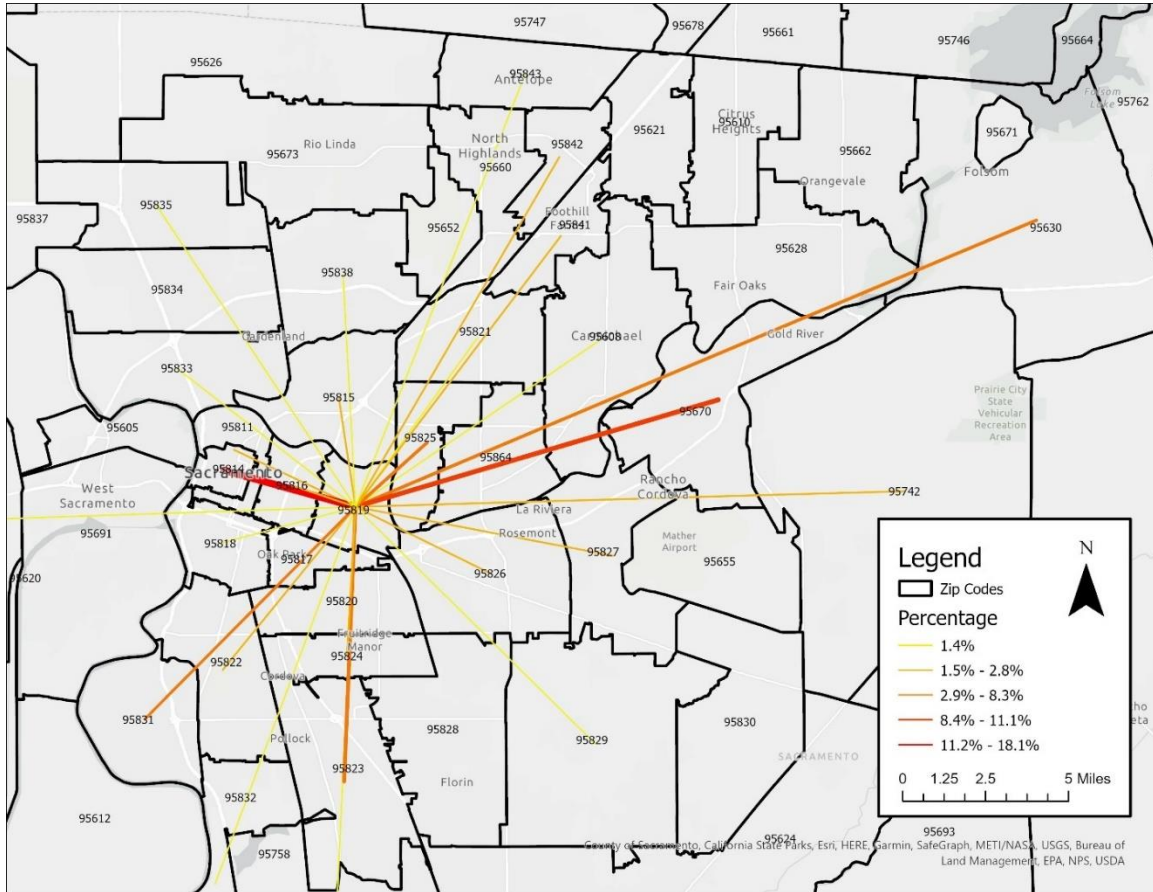


Figure A10. Origin-Destination - Zip Code 95819



Appendix G: Service Monitoring

Requirements and Findings

This service monitoring report is required once every three years by the Federal Transit Administration (FTA) as part of SacRT's Title VI Program Update. The monitoring ensures that SacRT provides service that does not discriminate on the basis of race, color, or national origin or to low-income populations.

FTA requires that the Program Update include the results of service monitoring relative to systemwide service standards and service policies. SacRT's Service Standards were adopted by the SacRT Board on August 26, 2013, and are included as Appendix I. FTA requires quantitative standards for fixed-route modes in six categories:

- Vehicle passenger load
- Vehicle headways
- On-time performance
- Service availability
- Distribution of stop/station amenities, and
- Vehicle assignment.

SacRT's Service Standards (page 3) recommend including all routes in the evaluation except for contract service, supplemental service², special event service, and demonstration projects. The evaluation identifies potential disparate impacts to minority or disproportionate burdens to low-income populations. If disparate impacts / disproportionate burdens exist, SacRT is required address them. The SacRT Board reviews and approves the evaluation findings as part of the overall Program Update.

Table 22 presents a summary of the findings for the six categories and the time period for which data used in the evaluation was collected.

Table 22: Service Monitoring - Overall Findings

Category	Findings	Time Period
Passenger Loads	No disparate impacts / disproportionate burdens	October 2022
Vehicle Headways	No disparate impacts / disproportionate burdens	October 2022
On-Time Performance	No disparate impacts / disproportionate burdens	CY 2022
Service Availability	No disparate impacts / disproportionate burdens	October 2022
Stop/Station Amenities	No disparate impacts / disproportionate burdens	November 2022

² Supplemental routes are peak-only routes that are designed to accommodate passenger volumes that could otherwise overload SacRT's regular routes. They usually operate only seasonally and can be adjusted on short notice to respond to changing demand conditions.

Vehicle Assignment	No disparate impacts / disproportionate burdens	October 2022
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Overview

Service Area

SacRT operates in a 434 square mile service area. Weekday fixed-route service includes three light rail lines and 80 bus routes (all-day regular, peak-only, and supplemental bus routes that operate during the school year) – 33 routes (31 bus and two light rail) operate on Saturdays and 30 routes (28 bus and two light rail) operate on Sundays/Holidays. One route, 138-Causeway Connection, travels outside the service area through West Sacramento to Davis, California.

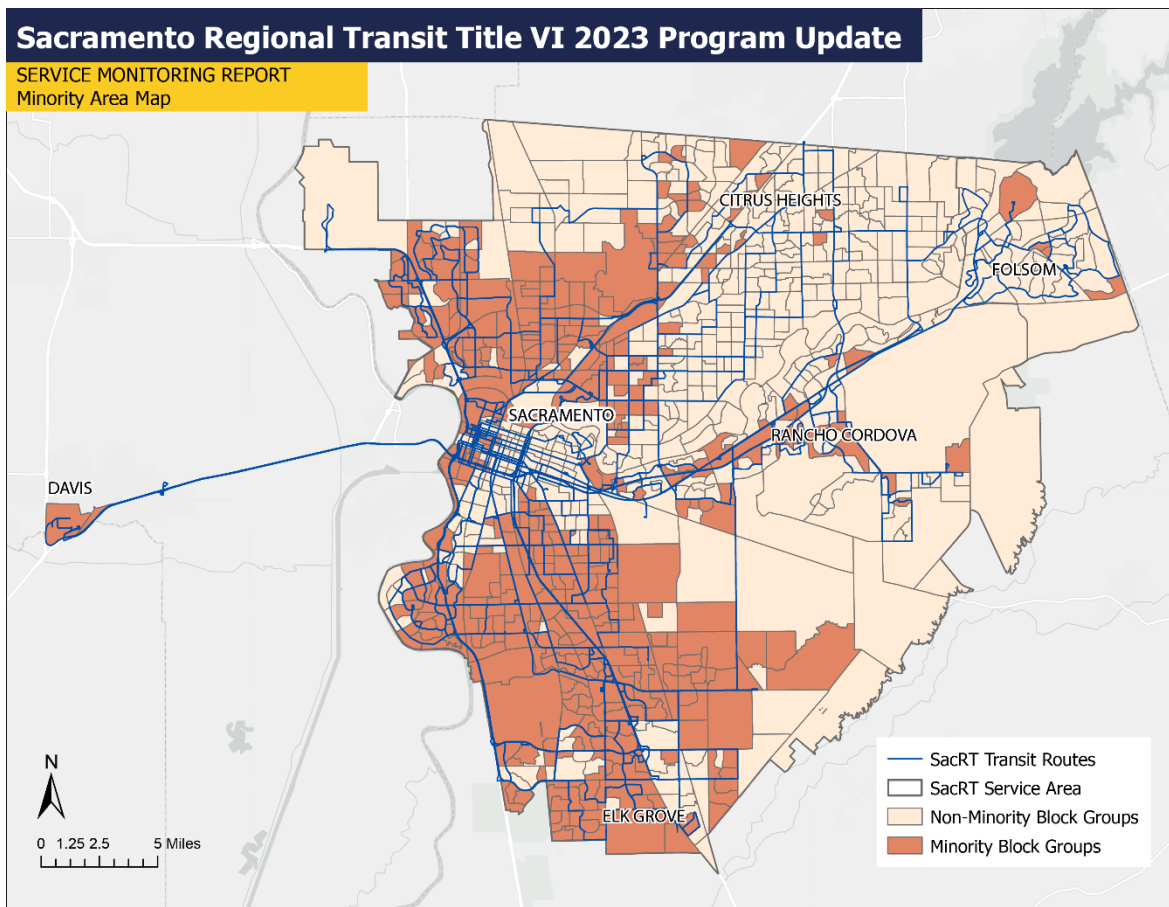
Table 23 lists major trip destinations in the SacRT service area.

Table 23: Major Destinations

Hospitals	University and Colleges	Arena and Stadiums	Shopping Malls and Centers
Mercy San Juan Hospital	California State University, Sacramento	Hughes Stadium	The Promenade
Methodist Hospital of Sacramento	UC Davis	Hornet Stadium	Sunrise Mall (Marketplace at Birdcage)
Mercy General Hospital	University of San Francisco - Sacramento Campus	Beaver Stadium	Park Place 2 Shopping Center
Sutter General Hospital	American River College	Golden 1 Center	Arden Fair
UC Davis Medical Center	American River College Natomas	Sleep Train Arena	Florin Towne Center
Sacramento VA Medical Center	Cosumnes River College		Rancho Cordova Town Center (Zinfandel Plaza)
Kaiser Permanente Rancho Cordova Medical Offices	Sacramento City College		Broadstone Plaza
Kaiser Permanente Sacramento Medical Center	Folsom Lake College		Palladio Parkway & Broadstone Pointe

Kaiser Permanente Point West Medical Offices	Folsom Lake College – Rancho Cordova Center		Natomas Marketplace
Kaiser Permanente South Sacramento Medical Center	California Northstate University		Folsom Premium Outlets
Dignity Health Medical Plaza	Consumnes River College – Elk Grove Center		Folsom Faire Shopping Center
Sutter Medical Plaza			Laguna Crossroads
Kaiser Permanente Elk Grove Medical Center			Elk Grove Shopping Center

Population of the service area based on the ACS five-year estimate is 1,486,811 people, of which 56.7% are minority and 20.0% are low-income households. Figure 14 shows minority areas that exceed the service area's average of 56.7% minority and Figure 15 shows low-income block groups that exceed the service area's average of 20.0% low-income.



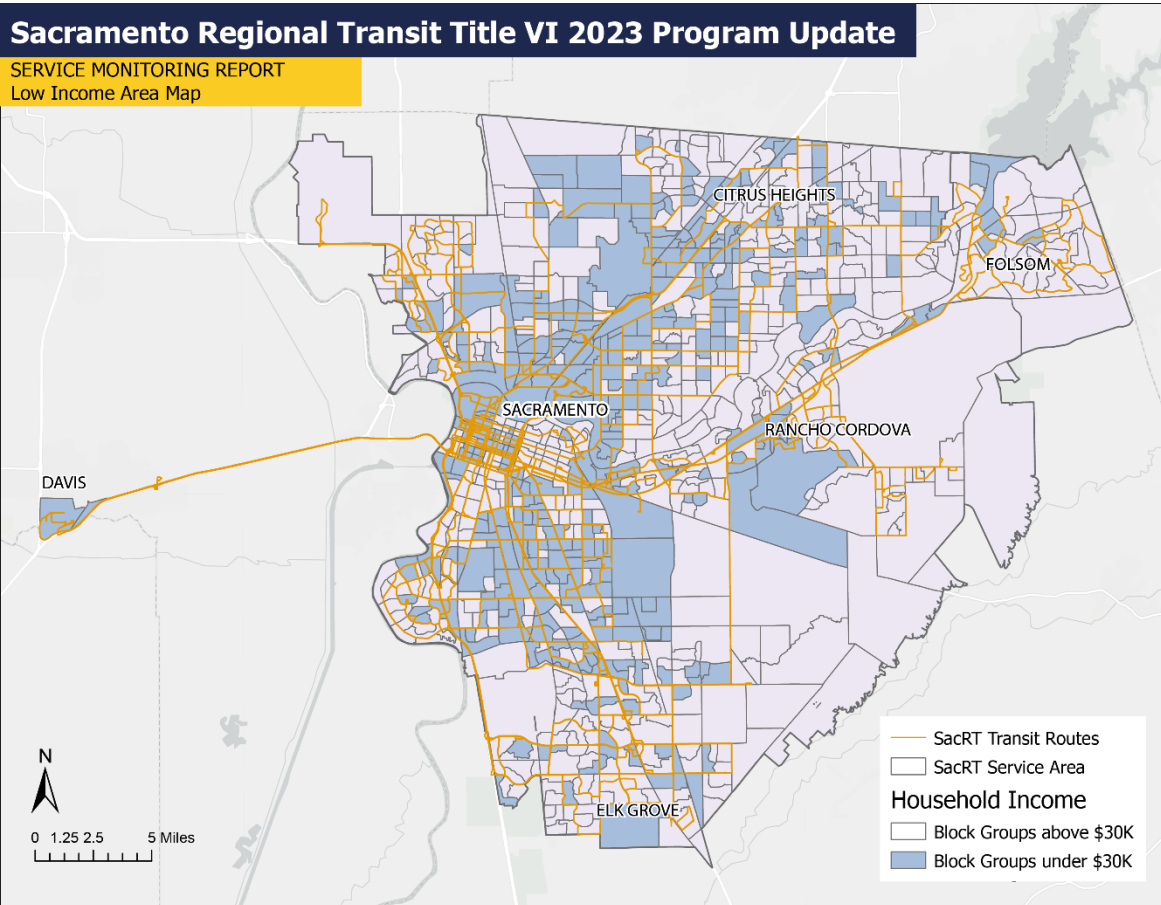


Figure 15: Low-Income Areas

Minority and Low-Income Routes

Minority routes are defined by the FTA as routes that provide at least one-third of their service (measured by route miles) in block groups that are above-average minority population. Non-minority lines are all others. Table 24 shows the number of weekday routes classified as minority and low-income by mode.

Table 24: Route Classifications

	All ROUTES		BUS		LIGHT RAIL	
	Minority	Low-Income	Minority	Low-Income	Minority	Low-Income
Yes	64	72	61	69	3	3
No	19	11	19	11	0	0
Total	83	83	80	80	3	3

Of the 42 all-day weekday routes, 35 are minority routes and 37 are low-income routes, illustrating SacRT's commitment to serve communities that are most in need of basic mobility.

30 of the 34 routes with Saturday service are classified as low-income and 27 of 34 are classified as minority routes. All 30 routes that operate on Sunday/Holiday are classified as low-income and 25 of 30 as minority routes. The high percentages of minority and low-income routes that operate on weekends indicates SacRT's commitment to provide service where it is most needed for basic mobility.

Table 25 lists the routes, their classification as minority or low-income, and information on weekday service span and days of service.

Table 25: Route List with Classifications and Service Span

Route	Name	Minority	Low-Income	WEEKDAY			SATURDAY	SUNDAY
				All-Day	Peak	School		
1	GREENBACK	No	Yes					
11	NATOMAS/LAND PARK	Yes	Yes					
13	NATOMAS/ARDEN	Yes	Yes					
15	DEL PASO HEIGHTS	Yes	Yes					
19	RIO LINDA	Yes	Yes					
21	SUNRISE	No	Yes					
23	EL CAMINO	Yes	Yes					
25	MARCONI	No	Yes					
26	FULTON	Yes	Yes					
30	J STREET	Yes	Yes					
33	DOS RIOS	Yes	Yes					
38	TAHOE PARK	No	Yes					
51	STOCKTON/BROADWAY	Yes	Yes					
56	MEADOWVIEW	Yes	Yes					
61	FRUITRIDGE	Yes	Yes					
62	FREEPORT	Yes	Yes					
67	FRANKLIN	Yes	Yes					
68	OAK PARK	Yes	Yes					
72	ROSEMONT	Yes	Yes					
75	MATHER	Yes	Yes					
78	BUTTERFIELD	Yes	Yes					
81	FLORIN	Yes	Yes					
82	NORTHROP/MORSE	Yes	Yes					
84	WATT	Yes	Yes					
86	GRAND	Yes	Yes					
87	HOWE	Yes	Yes					
88	WEST EL CAMINO	Yes	Yes					

93	HILLSDALE	No	Yes					
102	RIVERSIDE COMMUTER	Yes	Yes					
103	RIVERSIDE EXPRESS	Yes	Yes					
105	ELSIE	Yes	Yes					
106	LAND PARK COMMUTER	Yes	Yes					
109	HAZEL EXPRESS	Yes	Yes					
113	NORTH MARKET COMMUTER	Yes	Yes					
124	SUNRISE COMMUTER	No	Yes					
129	ARDEN COMMUTER	No	Yes					
134	McKINLEY COMMUTER	No	No					
138	CAUSEWAY CONNECTION	No	No					
142	AIRPORT	Yes	Yes					
161	BELVEDERE	No	Yes					
175	RANCHO CORDOVAN - SUNRIDGE PARK	Yes	No					
176	RANCHO CORDOVAN - ANATOLIA	No	No					
177	RANCHO CORDOVAN - VILLAGES	No	No					
193	AUBURN COMMUTER	No	Yes					
205	FRUITRIDGE ROAD - FREEPORT	Yes	Yes					
206	12TH AVE - SUTTERVILLE RD	Yes	Yes					
210	LA RIVERA DR	No	Yes					
211	COLLEGE GREENS	No	Yes					
212	14TH AVE - 21ST AVE	Yes	Yes					
213	FRUITRIDGE RD - STOCKTON	Yes	Yes					
214	BROADWAY - STOCKTON BLVD	No	Yes					
215	ROUTE 215 FULL-ISH	Yes	Yes					
226	POCKET RD - RIVERSIDE BLVD	Yes	Yes					
227	SOUTH LAND PK - GREENHAVEN	Yes	Yes					
228	GLORIA DR - RUSH RIVER DR	Yes	Yes					
246	MEADOWVIEW - GREENHAVEN	Yes	Yes					
247	21ST ST - FLORIN RD	Yes	Yes					
248	MEADOWVIEW - RUSH RIVER	Yes	Yes					
252	FREEPORT - FRUITRIDGE - MLK	Yes	Yes					
255	LA RIVIERA - COLLEGE GREENS	Yes	Yes					
F10	HISTORIC FOLSOM - IRON POINT	No	No					
F20	EMPIRE RANCH - VISTA DEL LAGO	No	No					
F30	GLEN LRT - FOLSOM PRISON	No	No					
E10	BIG HORN & CIVIC CENTER	Yes	Yes					
E11	FRANKLIN HIGH RD. & HEWITT WY	Yes	Yes					
E12	BIG HORN & CIVIC CENTER	Yes	Yes					
E13	ELKMONT & IRON ROCK	Yes	Yes					
E14	BIGHORN & BRUCEVILLE	Yes	Yes					
E15	BOND & BRADSHAW	Yes	Yes					
E16	ELK GROVE & CLARKE FARMS	Yes	Yes					

E17	CALVINE & ARMAND GEORGE	Yes	Yes					
E18	LONG LEAF & BIGHORN	Yes	Yes					
E19	LAGUNA & HARBOR POINT	Yes	Yes					
E110	PROMENADE PKWY - CRC	Yes	Yes					
E111	VAUX & LAGUNA MAIN	Yes	No					
E112	VAUX & LAGUNA MAIN - BIG HORN	Yes	No					
E113	VAUX & LAGUNA MAIN - ELKMONT	Yes	Yes					
E114	VAUX & LAGUNA MAIN - CALVINE	Yes	Yes					
E115	CRC - ELK GROVE	Yes	No					
E116	ELK GROVE - CRC	Yes	Yes					
Blue	MEADOWVIEW - WATT / I-80	Yes	Yes					
Gold	DOWNTOWN - FOLSOM	Yes	Yes					
Green	13TH - RICHARDS / TOWNSHIP 9	Yes	Yes					

Service Monitoring Results

This section presents the evaluation results and findings for each of the six topics required under FTA Circular 4702.1B.

Vehicle Passenger Loads

SacRT Service Standards consider a route to be overloaded if 25 percent or more of one-way vehicle trips exceed the total capacity (seated and standing). For example, a route with 32 one-way vehicle trips per day and 8 or more trips that are over capacity is considered to exceed the standard.

Finding: *No disparate impact to minority populations or disproportionate burden to low-income populations because none of the routes has average passenger loads that exceed the service standard.*

Table 26 shows the passenger capacities for each vehicle type operated by SacRT.

Table 26: Passenger Capacities by Vehicle Type

Vehicle Type	Seated	Standing	Total	Load Factor
Low-Floor Bus (New Flyer)	40	35	75	1.9
Low-Floor Bus (Orion)	34	31	65	1.9
Low-Floor Bus (Gillig)	34	31	65	1.9
Proterra Catalyst E2	33	32	65	2.0
Folsom El Dorado Easy Rider II	28	19	47	1.7
Light Rail	100 per light rail vehicle			

Table 27 presents a summary of October 2022 average passenger loading information based on the vehicle capacities.

Table 27: Routes Meeting Passenger Load Standard

	Weekday All-Day	Weekday Peak	Saturday	Sunday
Number of Bus Routes Operating	38	25	32	28
Number Meeting Standard	38	23*	32	28
Number of LRT Routes Operating	3		2	2
Number Meeting Standard	3		2	2

**Note: no data for routes F20 and F30*

Tables 28 through 31 show each of four route categories (weekday all-day, weekday peak-only, Saturday and Sunday), route number / name, number of scheduled bus trips that were sampled, and whether the passenger loading standard is met or not.

Table 28: Passenger Loads - Weekday All-Day Routes

Route	Name	Weekday Bus Trips Sampled	Standard Met?	Minority	Low-Income
1	GREENBACK	124	Yes	No	Yes
11	NATOMAS/LAND PARK	48	Yes	Yes	Yes
13	NATOMAS/ARDEN	40	Yes	Yes	Yes
15	DEL PASO HEIGHTS	56	Yes	Yes	Yes
19	RIO LINDA	29	Yes	Yes	Yes
21	SUNRISE	67	Yes	No	Yes
23	EL CAMINO	68	Yes	Yes	Yes
25	MARCONI	60	Yes	No	Yes
26	FULTON	63	Yes	Yes	Yes
30	J STREET	69	Yes	Yes	Yes
33	DOS RIOS	--	--	Yes	Yes
38	TAHOE PARK	59	Yes	No	Yes
51	STOCKTON/BROADWAY	124	Yes	Yes	Yes
56	MEADOWVIEW	66	Yes	Yes	Yes
61	FRUITRIDGE	58	Yes	Yes	Yes
62	FREEPORT	60	Yes	Yes	Yes
67	FRANKLIN	66	Yes	Yes	Yes
68	OAK PARK	66	Yes	Yes	Yes
72	ROSEMONT	62	Yes	Yes	Yes
75	MATHER	54	Yes	Yes	Yes
78	BUTTERFIELD	54	Yes	Yes	Yes
81	FLORIN	88	Yes	Yes	Yes
82	NORTHROP/MORSE	68	Yes	Yes	Yes
84	WATT	62	Yes	Yes	Yes
86	GRAND	63	Yes	Yes	Yes
87	HOWE	61	Yes	Yes	Yes
88	WEST EL CAMINO	58	Yes	Yes	Yes
93	HILLSDALE	55	Yes	No	Yes
142	AIRPORT	36	Yes	Yes	Yes
177	RANCHO CORDOVAN - VILLAGES	22	Yes	No	No
F10	FOLSOM	11	Yes	No	No
E110	ELK GROVE	56	Yes	Yes	Yes
E111	ELK GROVE	23	Yes	Yes	No
E112	ELK GROVE	26	Yes	Yes	No
E113	ELK GROVE	27	Yes	Yes	Yes

E114	ELK GROVE	27	Yes	Yes	Yes
E115	ELK GROVE	27	Yes	Yes	No
E116	ELK GROVE	28	Yes	Yes	Yes

Table 29: Passenger Loads - Weekday Peak-Only Routes

Route	Name	Weekday Bus Trips Sampled	Standard Met?	Minority	Low-Income
102	RIVERSIDE COMMUTER	11	Yes	Yes	Yes
103	RIVERSIDE EXPRESS	8	Yes	Yes	Yes
105	ELSIE	2	Yes	Yes	Yes
106	LAND PARK COMMUTER	6	Yes	Yes	Yes
109	HAZEL EXPRESS	4	Yes	Yes	Yes
113	NORTH MARKET COMMUTER	7	Yes	Yes	Yes
124	SUNRISE COMMUTER	10	Yes	No	Yes
129	ARDEN COMMUTER	4	Yes	No	Yes
134	McKINLEY COMMUTER	2	Yes	No	No
138	CAUSEWAY CONNECTION	16	Yes	No	No
161	BELVEDERE	2	Yes	No	Yes
175	RANCHO CORDOVAN - SUNRIDGE	7	Yes	Yes	No
176	RANCHO CORDOVAN - ANATOLIA	5	Yes	No	No
F20	EMPIRE RANCH - VISTA DEL LAGO	--	--	No	No
F30	GLEN LRT - FOLSOM PRISON	--	--	No	No
E10	BIG HORN & CIVIC CENTER	4	Yes	Yes	Yes
E11	FRANKLIN HIGH RD. & HEWITT WY	6	Yes	Yes	Yes
E12	BIG HORN & CIVIC CENTER	4	Yes	Yes	Yes
E13	ELKMONT & IRON ROCK	4	Yes	Yes	Yes
E14	BIGHORN & BRUCEVILLE	4	Yes	Yes	Yes
E15	BOND & BRADSHAW	4	Yes	Yes	Yes
E16	ELK GROVE & CLARKE FARMS	4	Yes	Yes	Yes
E17	CALVINE & ARMAND GEORGE	4	Yes	Yes	Yes
E18	LONG LEAF & BIGHORN	2	Yes	Yes	Yes
E19	LAGUNA & HARBOR POINT	8	Yes	Yes	Yes

Table 30: Passenger Loads - Saturday Routes

Route	Name	Saturday Bus Trips Sampled	Standard Met?	Minority	Low-Income
1	GREENBACK	63	Yes	No	Yes
11	NATOMAS/LAND PARK	35	Yes	Yes	Yes
13	NATOMAS/ARDEN	37	Yes	Yes	Yes
15	DEL PASO HEIGHTS	52	Yes	Yes	Yes
19	RIO LINDA	23	Yes	Yes	Yes
21	SUNRISE	39	Yes	No	Yes
23	EL CAMINO	54	Yes	Yes	Yes
25	MARCONI	36	Yes	No	Yes
26	FULTON	48	Yes	Yes	Yes
30	J STREET	58	Yes	Yes	Yes
38	TAHOE PARK	29	Yes	No	Yes
51	STOCKTON/BROADWAY	73	Yes	Yes	Yes
56	MEADOWVIEW	54	Yes	Yes	Yes
61	FRUITRIDGE	34	Yes	Yes	Yes
62	FREEPORT	29	Yes	Yes	Yes
67	FRANKLIN	49	Yes	Yes	Yes
68	OAK PARK	51	Yes	Yes	Yes
72	ROSEMONT	27	Yes	Yes	Yes
75	MATHER	26	Yes	Yes	Yes
78	BUTTERFIELD	26	Yes	Yes	Yes
81	FLORIN	60	Yes	Yes	Yes
82	NORTHROP/MORSE	38	Yes	Yes	Yes
84	WATT	51	Yes	Yes	Yes
86	GRAND	38	Yes	Yes	Yes
87	HOWE	38	Yes	Yes	Yes
88	WEST EL CAMINO	40	Yes	Yes	Yes
93	HILLSDALE	35	Yes	No	Yes
142	AIRPORT	36	Yes	Yes	Yes
E110	ELK GROVE	22	Yes	Yes	Yes
E113	ELK GROVE	15	Yes	Yes	Yes
E114	ELK GROVE	15	Yes	Yes	Yes
E116	ELK GROVE	4	Yes	Yes	Yes

Table 31: Passenger Loads - Sunday Routes

Route	Name	Sunday Bus Trips Sampled	Standard Met?	Minority	Low-Income
1	GREENBACK	59	Yes	No	Yes
11	NATOMAS/LAND PARK	35	Yes	Yes	Yes
13	NATOMAS/ARDEN	31	Yes	Yes	Yes
15	DEL PASO HEIGHTS	32	Yes	Yes	Yes
19	RIO LINDA	24	Yes	Yes	Yes
21	SUNRISE	28	Yes	No	Yes
23	EL CAMINO	35	Yes	Yes	Yes
25	MARCONI	23	Yes	No	Yes
26	FULTON	25	Yes	Yes	Yes
30	J STREET	30	Yes	Yes	Yes
38	TAHOE PARK	29	Yes	No	Yes
51	STOCKTON/BROADWAY	66	Yes	Yes	Yes
56	MEADOWVIEW	35	Yes	Yes	Yes
61	FRUITRIDGE	32	Yes	Yes	Yes
62	FREEPORT	29	Yes	Yes	Yes
67	FRANKLIN	29	Yes	Yes	Yes
68	OAK PARK	29	Yes	Yes	Yes
72	ROSEMONT	26	Yes	Yes	Yes
75	MATHER	26	Yes	Yes	Yes
78	BUTTERFIELD	26	Yes	Yes	Yes
81	FLORIN	49	Yes	Yes	Yes
82	NORTHROP/MORSE	34	Yes	Yes	Yes
84	WATT	27	Yes	Yes	Yes
86	GRAND	33	Yes	Yes	Yes
87	HOWE	36	Yes	Yes	Yes
88	WEST EL CAMINO	35	Yes	Yes	Yes
93	HILLSDALE	24	Yes	No	Yes
142	AIRPORT	36	Yes	Yes	Yes

Vehicle Headways

SacRT bases bus and light rail headways on both policy and productivity. Headway policies are:

- Light rail runs at 15- or 30-minute headways
- Regular bus routes connecting with light rail usually run at multiples of 15-minute headways to facilitate transferring
- Regular headways should not exceed 60 minutes on any trunk or branch line, and
- Headways on peak-only routes are based on passenger loads and are adjusted to match school bell times, shift changes, etc., except for light rail feeders, which should be timed around the light rail schedule

Table 32: Weekday Productivity Standards

Service Type	Productivity Standards			
	Minimum		Maximum	
Regular Weekday Bus Service	20	boardings per hour	40	boardings per hour
Saturday Bus Service	15	boardings per hour	35	boardings per hour
Sunday/Holiday Bus Service	15	boardings per hour	35	boardings per hour
Commuter Bus Service	15	boardings per hour	30	boardings per hour
Peak-Only Light Rail Feeder	15	boardings per trip	34	boardings per trip
Peak-Only Downtown Express	25	boardings per trip	34	boardings per trip
Supplemental Service	25	boardings per trip	62	maximum load
Light Rail – Weekdays	85	boardings per train hour	400	maximum load
Light Rail – Weekends	65	boardings per train hour	400	maximum load

Headway adjustments are based primarily upon productivity. Bus routes exceeding SacRT's maximum productivity standards are recommended for service increases while corrective action could be recommended for routes that fail to meet minimum productivity standards

Finding: *No disparate impact to minority populations or disproportionate burden to low-income populations because all routes are below maximum productivity threshold.*

The standard for regular weekday service is 20 - 40 boardings per revenue hour. The purpose of the Title VI analysis is to ensure that minority and low-income routes do not have too little service frequency compared to their ridership effectiveness. Table 33 through Table 36 show boarding rides per revenue hour for each route by service type and day.

Table 33: Productivity - Weekday All-Day Routes

Route	Name	Boardings/ Hour	Standard Met?	Minority	Low- Income
1	GREENBACK	12.6	Yes	No	Yes
11	NATOMAS/LAND PARK	12.0	Yes	Yes	Yes
13	NATOMAS/ARDEN	17.2	Yes	Yes	Yes
15	DEL PASO HEIGHTS	24.6	Yes	Yes	Yes
19	RIO LINDA	14.5	Yes	Yes	Yes
21	SUNRISE	16.4	Yes	No	Yes
23	EL CAMINO	16.3	Yes	Yes	Yes
25	MARCONI	13.4	Yes	No	Yes
26	FULTON	15.5	Yes	Yes	Yes
30	J STREET	22.0	Yes	Yes	Yes
33	DOS RIOS	8.1	Yes	Yes	Yes
38	TAHOE PARK	10.0	Yes	No	Yes
51	STOCKTON/BROADWAY	18.4	Yes	Yes	Yes
56	MEADOWVIEW	13.9	Yes	Yes	Yes
61	FRUITRIDGE	14.1	Yes	Yes	Yes
62	FREEPORT	9.9	Yes	Yes	Yes
67	FRANKLIN	13.8	Yes	Yes	Yes
68	OAK PARK	15.5	Yes	Yes	Yes
72	ROSEMONT	24.4	Yes	Yes	Yes
75	MATHER	20.3	Yes	Yes	Yes
78	BUTTERFIELD	6.0	Yes	Yes	Yes
81	FLORIN	24.9	Yes	Yes	Yes
82	NORTHROP/MORSE	15.5	Yes	Yes	Yes
84	WATT	14.0	Yes	Yes	Yes
86	GRAND	15.1	Yes	Yes	Yes
87	HOWE	16.7	Yes	Yes	Yes
88	WEST EL CAMINO	11.1	Yes	Yes	Yes
93	HILLSDALE	19.0	Yes	No	Yes
142	AIRPORT	6.1	Yes	Yes	Yes
177	RANCHO CORDOVAN - VILLAGES	6.4	Yes	No	No
F10	FOLSOM	7.3	Yes	No	No

110	ELK GROVE	16.2	Yes	Yes	Yes
111	ELK GROVE	18.2	Yes	Yes	No
112	ELK GROVE	5.1	Yes	Yes	No
113	ELK GROVE	11.2	Yes	Yes	Yes
114	ELK GROVE	17.0	Yes	Yes	Yes
115	ELK GROVE	15.2	Yes	Yes	No
116	ELK GROVE	14.5	Yes	Yes	Yes

Table 34: Productivity - Weekday Peak-Only Routes

Route	Name	Boardings/ Hour	Standard Met?	Minority	Low- Income
102	RIVERSIDE COMMUTER	9.9	Yes	Yes	Yes
103	RIVERSIDE EXPRESS	6.9	Yes	Yes	Yes
105	ELSIE	27.7	Yes	Yes	Yes
106	LAND PARK COMMUTER	10.9	Yes	Yes	Yes
109	HAZEL EXPRESS	6.0	Yes	Yes	Yes
113	NORTH MARKET COMMUTER	6.3	Yes	Yes	Yes
124	SUNRISE COMMUTER	3.0	Yes	No	Yes
129	ARDEN COMMUTER	9.2	Yes	No	Yes
134	McKINLEY COMMUTER	30.3	Yes	No	No
138	CAUSEWAY CONNECTION	16.2	Yes	No	No
161	BELVEDERE	14.3	Yes	No	Yes
175	RANCHO CORDOVAN - SUNRIDGE PARK	4.0	Yes	Yes	No
176	RANCHO CORDOVAN - ANATOLIA	1.7	Yes	No	No
F20	FOLSOM	13.3	Yes	No	No
F30	FOLSOM	--	--	No	No
E10	BIG HORN & CIVIC CENTER	5.5	Yes	Yes	Yes
E11	FRANKLIN HIGH RD. & HEWITT WY	9.2	Yes	Yes	Yes
E12	BIG HORN & CIVIC CENTER	6.4	Yes	Yes	Yes
E13	ELKMONT & IRON ROCK	9.6	Yes	Yes	Yes
E14	BIGHORN & BRUCEVILLE	7.8	Yes	Yes	Yes
E15	BOND & BRADSHAW	8.0	Yes	Yes	Yes
E16	ELK GROVE & CLARKE FARMS	6.1	Yes	Yes	Yes
E17	CALVINE & ARMAND GEORGE	12.0	Yes	Yes	Yes
E18	LONG LEAF & BIGHORN	4.7	Yes	Yes	Yes
E19	LAGUNA & HARBOR POINT	6.3	Yes	Yes	Yes

Table 35: Productivity - Saturday Routes

Route	Name	Boardings/ Hour	Standard Met?	Minority	Low- Income
1	GREENBACK	12.7	Yes	No	Yes
11	NATOMAS/LAND PARK	10.3	Yes	Yes	Yes
13	NATOMAS/ARDEN	11.8	Yes	Yes	Yes
15	DEL PASO HEIGHTS	11.8	Yes	Yes	Yes
19	RIO LINDA	7.1	Yes	Yes	Yes
21	SUNRISE	10.7	Yes	No	Yes
23	EL CAMINO	13.4	Yes	Yes	Yes
25	MARCONI	11.4	Yes	No	Yes
26	FULTON	9.0	Yes	Yes	Yes
30	J STREET	10.1	Yes	Yes	Yes
38	TAHOE PARK	7.9	Yes	No	Yes
51	STOCKTON/BROADWAY	18.5	Yes	Yes	Yes
56	MEADOWVIEW	8.4	Yes	Yes	Yes
61	FRUITRIDGE	9.3	Yes	Yes	Yes
62	FREEPORT	8.0	Yes	Yes	Yes
67	FRANKLIN	11.4	Yes	Yes	Yes
68	OAK PARK	11.0	Yes	Yes	Yes
72	ROSEMONT	14.3	Yes	Yes	Yes
75	MATHER	20.2	Yes	Yes	Yes
78	BUTTERFIELD	2.4	Yes	Yes	Yes
81	FLORIN	14.7	Yes	Yes	Yes
82	NORTHROP/MORSE	8.4	Yes	Yes	Yes
84	WATT	9.6	Yes	Yes	Yes
86	GRAND	10.9	Yes	Yes	Yes
87	HOWE	12.8	Yes	Yes	Yes
88	WEST EL CAMINO	8.6	Yes	Yes	Yes
93	HILLSDALE	9.0	Yes	No	Yes
142	AIRPORT	4.9	Yes	Yes	Yes
110	ELK GROVE	10.2	Yes	Yes	Yes
113	ELK GROVE	--	--	Yes	Yes
114	ELK GROVE	7.9	Yes	Yes	Yes
116	ELK GROVE	2.8	Yes	Yes	Yes

Table 36: Productivity - Sunday Routes

Route	Name	Boardings/ Hour	Standard Met?	Minority	Low- Income
1	GREENBACK	10.9	Yes	No	Yes
11	NATOMAS/LAND PARK	8.0	Yes	Yes	Yes
13	NATOMAS/ARDEN	11.2	Yes	Yes	Yes
15	DEL PASO HEIGHTS	7.7	Yes	Yes	Yes
19	RIO LINDA	5.7	Yes	Yes	Yes
21	SUNRISE	10.4	Yes	No	Yes
23	EL CAMINO	13.5	Yes	Yes	Yes
25	MARCONI	9.8	Yes	No	Yes
26	FULTON	10.1	Yes	Yes	Yes
30	J STREET	9.9	Yes	Yes	Yes
38	TAHOE PARK	7.3	Yes	No	Yes
51	STOCKTON/BROADWAY	15.9	Yes	Yes	Yes
56	MEADOWVIEW	10.6	Yes	Yes	Yes
61	FRUITRIDGE	8.1	Yes	Yes	Yes
62	FREEPORT	5.0	Yes	Yes	Yes
67	FRANKLIN	11.3	Yes	Yes	Yes
68	OAK PARK	11.6	Yes	Yes	Yes
72	ROSEMONT	9.0	Yes	Yes	Yes
75	MATHER	12.0	Yes	Yes	Yes
78	BUTTERFIELD	2.3	Yes	Yes	Yes
81	FLORIN	12.5	Yes	Yes	Yes
82	NORTHROP/MORSE	7.2	Yes	Yes	Yes
84	WATT	9.7	Yes	Yes	Yes
86	GRAND	10.3	Yes	Yes	Yes
87	HOWE	10.1	Yes	Yes	Yes
88	WEST EL CAMINO	7.7	Yes	Yes	Yes
93	HILLSDALE	11.5	Yes	No	Yes
142	AIRPORT	4.4	Yes	Yes	Yes

On-Time Performance - Bus

On-time performance for SacRT's bus system is measured at time points. A bus is considered on-time if it leaves its time point between 0 and 5 minutes late.

SacRT's target is for the bus system to be 85 percent on-time or better. For Title VI purposes, routes outside of one standard deviation of the systemwide average are investigated for potential disparate impacts when the difference in minority/low-

income routes compared to non-minority/non-low-income routes exceeds a 15% threshold, as stated in the Service and Fare Change policy (Appendix K).

On-time performance for SacRT's light rail system is measured at the starting point of each trip. Trains are considered on-time if they depart 0 to 5 minutes late. SacRT's target is for the light rail system to be 97 percent on-time or better. Individual light rail routes are also expected to be 97 percent on-time or better.

Finding: *No disparate impact to minority populations or disproportionate burden to low-income populations.*

Table 37: On-Time Performance Summary - Weekday All-Day Routes

	Meet Benchmark	Fail Benchmark	Total	Percent Fail
Minority	28	3	31	10%
Non-Minority	7	1	8	13%
Low-Income	31	2	33	6%
Non-Low Income	4	2	6	33%

Table 38: On-Time Performance by Route - Weekday All-Day Routes

Route	Name	On-Time (Weekday)	Benchmark Met?	Minority	Low-Income	Weekday Service Span
1	GREENBACK	88%	Yes	No	Yes	All-day
11	NATOMAS/LAND PARK	75%	NO	Yes	Yes	All-day
13	NATOMAS/ARDEN	78%	Yes	Yes	Yes	All-day
15	DEL PASO HEIGHTS	91%	Yes	Yes	Yes	All-day
19	RIO LINDA	82%	Yes	Yes	Yes	All-day
21	SUNRISE	84%	Yes	No	Yes	All-day
23	EL CAMINO	80%	Yes	Yes	Yes	All-day
25	MARCONI	81%	Yes	No	Yes	All-day
26	FULTON	81%	Yes	Yes	Yes	All-day
30	J STREET	87%	Yes	Yes	Yes	All-day
33	DOS RIOS	85%	Yes	Yes	Yes	All-day
38	TAHOE PARK	86%	Yes	No	Yes	All-day
51	STOCKTON/BROADWAY	83%	Yes	Yes	Yes	All-day
56	MEADOWVIEW	86%	Yes	Yes	Yes	All-day
61	FRUITRIDGE	83%	Yes	Yes	Yes	All-day
62	FREEPORT	80%	Yes	Yes	Yes	All-day
67	FRANKLIN	83%	Yes	Yes	Yes	All-day
68	OAK PARK	78%	Yes	Yes	Yes	All-day
72	ROSEMONT	91%	Yes	Yes	Yes	All-day
75	MATHER	91%	Yes	Yes	Yes	All-day
78	BUTTERFIELD	88%	Yes	Yes	Yes	All-day
81	FLORIN	82%	Yes	Yes	Yes	All-day

82	NORTHROP/MORSE	85%	Yes	Yes	Yes	All-day
84	WATT	83%	Yes	Yes	Yes	All-day
86	GRAND	80%	Yes	Yes	Yes	All-day
87	HOWE	88%	Yes	Yes	Yes	All-day
88	WEST EL CAMINO	83%	Yes	Yes	Yes	All-day
93	HILLSDALE	80%	Yes	No	Yes	All-day
138	CAUSEWAY CONNECTION	82%	Yes	No	No	All-day
142	AIRPORT	85%	Yes	Yes	Yes	All-day
177	RANCHO CORDOVAN - VILLAGES	94%	Yes	No	No	All-day
F10	FOLSOM	77%	NO	No	No	All-day
E110	ELK GROVE	79%	Yes	Yes	Yes	All-day
E111	ELK GROVE	74%	NO	Yes	No	All-day
E112	ELK GROVE	79%	Yes	Yes	No	All-day
E113	ELK GROVE	81%	Yes	Yes	Yes	All-day
E114	ELK GROVE	71%	NO	Yes	Yes	All-day
E115	ELK GROVE	82%	Yes	Yes	No	All-day
E116	ELK GROVE	82%	Yes	Yes	Yes	All-day

Number of routes evaluated:

39

Weekday all-day bus system average:

83%

Title VI goal is to equal or exceed:

78%

Number of routes below standard:

4

Table 39: On-Time Performance Summary - Weekday Peak-Only Routes

	Meet Benchmark	Fail Benchmark	Total	Percent Fail
Minority	16	1	17	6%
Non-Minority	5	1	6	17%
Low-Income	18	1	19	5%
Non-Low Income	3	1	4	25%

Notes: On-Time measurement for express routes includes trips arriving early because express routes are designed to drop off passengers at the outer end of their trips as quickly as practical. No data for Route F30.

Table 40: On-Time Performance by Route - Weekday Peak-Only Routes

Route	Name	On-Time (Weekday Peak)	Benchmark Met?	Minority	Low- Income
102	RIVERSIDE COMMUTER	86%	Yes	Yes	Yes
103	RIVERSIDE EXPRESS	88%	Yes	Yes	Yes
105	ELSIE	74%	NO	Yes	Yes
106	LAND PARK COMMUTER	86%	Yes	Yes	Yes
109	HAZEL EXPRESS	87%	Yes	Yes	Yes
113	NORTH MARKET COMMUTER	85%	Yes	Yes	Yes
124	SUNRISE COMMUTER	87%	Yes	No	Yes
129	ARDEN COMMUTER	84%	Yes	No	Yes
134	McKINLEY COMMUTER	85%	Yes	No	No
161	BELVEDERE	92%	Yes	No	Yes
175	RANCHO CORDOVAN - SUNRIDGE PARK	92%	Yes	Yes	No
176	RANCHO CORDOVAN - ANATOLIA	90%	Yes	No	No
F20	EMPIRE RANCH - VISTA DEL LAGO HIGH	56%	NO	No	No
F30	GLEN LIGHT RAIL - FOLSOM PRISON	95%	N.D.	No	No
E10	BIG HORN & CIVIC CENTER	96%	Yes	Yes	Yes
E11	FRANKLIN HIGH RD. & HEWITT WY	98%	Yes	Yes	Yes
E12	BIG HORN & CIVIC CENTER	89%	Yes	Yes	Yes
E13	ELKMONT & IRON ROCK	96%	Yes	Yes	Yes
E14	BIGHORN & BRUCEVILLE	94%	Yes	Yes	Yes
E15	BOND & BRADSHAW	97%	Yes	Yes	Yes
E16	ELK GROVE & CLARKE FARMS	95%	Yes	Yes	Yes
E17	CALVINE & ARMAND GEORGE	95%	Yes	Yes	Yes
E18	LONG LEAF & BIGHORN	93%	Yes	Yes	Yes
E19	LAGUNA & HARBOR POINT	87%	Yes	Yes	Yes

Number of routes evaluated:

23

Weekday Peak bus system average:

87%

Title VI goal is to equal or exceed:

78%

Number of routes below standard:

2

Table 41: On-Time Performance Summary - Saturday Routes

	Meet Benchmark	Fail Benchmark	Total	Percent Fail
Minority	23	4	27	15%
Non-Minority	5	0	5	0%
Low-Income	28	4	32	13%
Non-Low Income	0	0	0	0%

27 of the 32 lines that operate on Saturday are classified as minority routes. Four of them do not meet the on-time performance benchmark of 74%. Three are close to the benchmark: 11 Natomas / Land Park (71%), 51- Stockton / Broadway (71%), 86 Grand (73%), and Elk Grove Route 116 (61%). Data for the Elk Grove route was not complete, but based on available data, the route appears to need additional running time.

All routes that operate on Saturday are low-income.

Table 42 lists the routes, percent of trips that are on-time, whether the benchmark is met and classification as minority or low-income.

Table 42: On-Time Performance by Route - Saturday

Route	Name	On-Time (Saturday)	Benchmark Met?	Minority	Low-Income
1	GREENBACK	84%	Yes	No	Yes
11	NATOMAS/LAND PARK	71%	NO	Yes	Yes
13	NATOMAS/ARDEN	78%	Yes	Yes	Yes
15	DEL PASO HEIGHTS	91%	Yes	Yes	Yes
19	RIO LINDA	80%	Yes	Yes	Yes
21	SUNRISE	80%	Yes	No	Yes
23	EL CAMINO	81%	Yes	Yes	Yes
25	MARCONI	82%	Yes	No	Yes
26	FULTON	84%	Yes	Yes	Yes
30	J STREET	83%	Yes	Yes	Yes
38	TAHOE PARK	84%	Yes	No	Yes
51	STOCKTON/BROADWAY	71%	NO	Yes	Yes
56	MEADOWVIEW	85%	Yes	Yes	Yes
61	FRUITRIDGE	79%	Yes	Yes	Yes
62	FREEPORT	87%	Yes	Yes	Yes
67	FRANKLIN	78%	Yes	Yes	Yes
68	OAK PARK	77%	Yes	Yes	Yes
72	ROSEMONT	91%	Yes	Yes	Yes
75	MATHER	95%	Yes	Yes	Yes
78	BUTTERFIELD	89%	Yes	Yes	Yes
81	FLORIN	83%	Yes	Yes	Yes

82	NORTHROP/MORSE	85%	Yes	Yes	Yes
84	WATT	84%	Yes	Yes	Yes
86	GRAND	73%	NO	Yes	Yes
87	HOWE	83%	Yes	Yes	Yes
88	WEST EL CAMINO	80%	Yes	Yes	Yes
93	HILLSDALE	76%	Yes	No	Yes
142	AIRPORT	88%	Yes	Yes	Yes
E110	ELK GROVE	88%	Yes	Yes	Yes
E113	ELK GROVE	83%	Yes	Yes	Yes
E114	ELK GROVE	81%	Yes	Yes	Yes
E116	ELK GROVE	61%	NO	Yes	Yes

Number of routes evaluated:

32

Saturday bus system average:

81%

Title VI goal is to equal or exceed:

74%

Number of routes below standard:

4

Table 43: On-Time Performance Summary - Sunday Routes

	Meet Benchmark	Fail Benchmark	Total	Percent Fail
Minority	21	2	23	9%
Non-Minority	5	0	5	0%
Low-Income	26	2	28	7%
Non-Low Income	0	0	0	0%

23 of the 28 lines that operate on Sunday are classified as minority routes. Two of them do not meet the on-time performance benchmark of 76%: 11-Natomas / Land Park (72%) and 56-Meadowview. (65%). All routes that operate on Sunday are low-income.

Table 44 lists the routes, percent of trips that are on-time, whether the benchmark is met and classification as minority or low-income.

Table 44: On-Time Performance by Route – Sunday

Route	Name	On-Time (Sunday)	Benchmark Met?	Minority	Low-Income
1	GREENBACK	88%	Yes	No	Yes
11	NATOMAS/LAND PARK	72%	NO	Yes	Yes
13	NATOMAS/ARDEN	81%	Yes	Yes	Yes
15	DEL PASO HEIGHTS	91%	Yes	Yes	Yes
19	RIO LINDA	83%	Yes	Yes	Yes
21	SUNRISE	85%	Yes	No	Yes
23	EL CAMINO	83%	Yes	Yes	Yes

25	MARCONI	84%	Yes	No	Yes
26	FULTON	85%	Yes	Yes	Yes
30	J STREET	86%	Yes	Yes	Yes
38	TAHOE PARK	87%	Yes	No	Yes
51	STOCKTON/BROADWAY	77%	Yes	Yes	Yes
56	MEADOWVIEW	65%	NO	Yes	Yes
61	FRUITRIDGE	77%	Yes	Yes	Yes
62	FREEPORT	84%	Yes	Yes	Yes
67	FRANKLIN	77%	Yes	Yes	Yes
68	OAK PARK	77%	Yes	Yes	Yes
72	ROSEMONT	89%	Yes	Yes	Yes
75	MATHER	93%	Yes	Yes	Yes
78	BUTTERFIELD	87%	Yes	Yes	Yes
81	FLORIN	87%	Yes	Yes	Yes
82	NORTHROP/MORSE	87%	Yes	Yes	Yes
84	WATT	85%	Yes	Yes	Yes
86	GRAND	80%	Yes	Yes	Yes
87	HOWE	82%	Yes	Yes	Yes
88	WEST EL CAMINO	80%	Yes	Yes	Yes
93	HILLSDALE	81%	Yes	No	Yes
142	AIRPORT	87%	Yes	Yes	Yes

Number of routes evaluated:

28

Sunday bus system average:

82%

Title VI goal is to equal or exceed:

76%

Number of routes below standard:

2

On-Time Performance - Light Rail - All Days

On-time performance for SacRT's light rail system is measured at the starting point of each trip. Trains are considered on-time if they depart 0 to 5 minutes late.

SacRT's target is for the light rail system to be 97 percent on-time or better.

Individual light rail routes are also expected to be 97 percent on-time or better.

Light rail data is averaged for all days of the week by month.

Finding: *No disparate impact to minority populations or disproportionate burden to low-income populations because all light rail lines are minority and low-income routes.*

Table 45 shows monthly on-time departures for each light rail line and for the overall light rail system. The system average exceeds the 97% benchmark, as do the Blue and Gold lines. The Green line, which only operates weekdays with one train, is very close to the benchmark of 97% on-time.

Table 45: On-Time Performance - Light Rail (Percent On-Time)

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
Blue	98.2	98.5	98.2	98.1	99.4	98.6	99.0	99.4	96.7	98.6	98.1	98.6	98.5
Gold	98.5	99.1	98.9	97.4	98.3	98.4	98.4	98.5	96.1	98.9	98.4	98.9	98.3
Green	94.1	98.2	98.3	96.6	97.3	97.7	97.3	96.8	91.2	96.4	95.6	96.4	96.3
System (Weighted)	97.7	98.7	98.4	98.4	98.4	98.4	98.4	98.4	98.4	98.4	97.9	98.4	98.3

Service Availability

Service coverage is assessed relative to the following buffers for basic local routes that operate all-day on weekdays and for frequent service that operates with 15-minute or better headways (Blue and Gold lines, routes 1, 51, 177):

- 3/4-mile from a bus route or light rail station; and
- 1/4-mile from a bus route and 1/2-mile from a light rail station.

SacRT's goals are for:

- 85% of the population to be within three-quarters mile of basic local (all-day) bus service and 20% within three-quarter mile of frequent service; and
- 50% of the population to be within a quarter mile of basic local bus service and half-mile of a light rail station.

For Title VI purposes, the weekday coverage within each buffer for minority/low-income areas should not be less than 15% of the coverage in non-minority/non-low-income areas.

Finding: *No disparate impact to minority populations or disproportionate burden to low-income populations.*

Table 46 presents the results of the service coverage analysis, and Figure 16 on page 110 shows a service coverage map. Minority and low-income areas have higher coverage percentages than non-minority/non-low-income areas for all buffers and measured by both basic local service and frequent service.

Table 46: Service Coverage

Service Area Total (434 square miles)						
	Total Population	Minority	Non-Minority	Total Households	Low-Income	Non-Low-Income
Total	1,488,811	843,684	643,127	530,499	106,234	424,265
Percent of Total	100%	57%	43%	100%	20%	80%
3/4 Mile Basic Coverage (268 square miles)						
	Total Population	Minority	Non-Minority	Total Households	Low-Income	Non-Low-Income

Total	1,288,840	747,385	541,456	463,672	98,841	364,830
Percent within 3/4 Mile	87%	89%	84%	87%	93%	86%
3/4 Mile Frequent Coverage (84 square miles)						
	Total Population	Minority	Non-Minority	Total Households	Low-Income	Non-Low-Income
Total	413,219	242,075	171,144	156,528	40,260	116,267
Percent within 3/4 Mile	28%	29%	27%	30%	38%	27%
1/4 Mile Basic Coverage (159 square miles)						
	Total Population	Minority	Non-Minority	Total Households	Low-Income	Non-Low-Income
Total Population	843,269	507,770	335,500	308,906	72,337	236,570
Percent within 1/4 Mile	57%	60%	52%	58%	68%	56%
1/4 Mile Frequent Coverage (49 square miles)						
	Total Population	Minority	Non-Minority	Total Households	Low-Income	Non-Low-Income
Total Population	227,702	133,357	94,346	89,268	24,365	64,903
Percent within 1/4 Mile	15%	16%	15%	17%	23%	15%

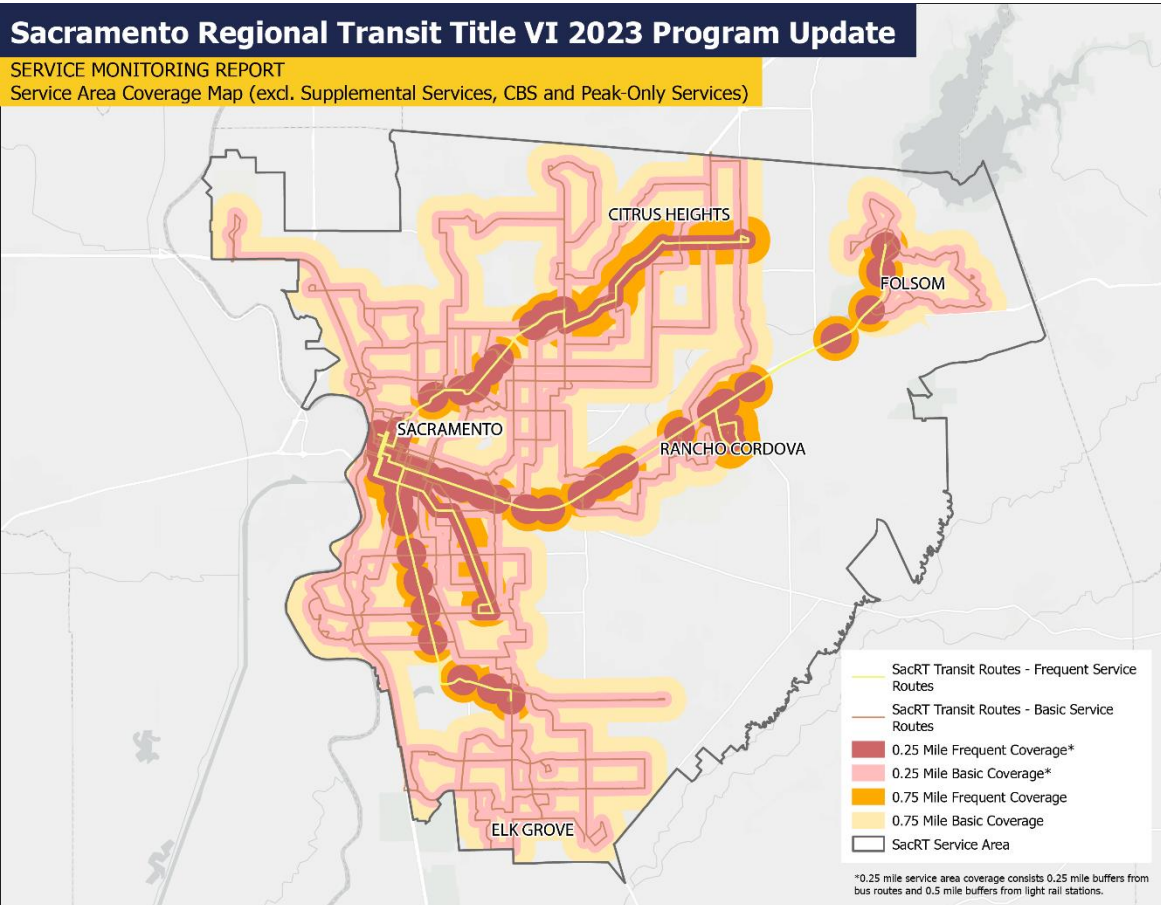


Figure 16: Service Area Coverage Map

Stop/Station Amenities

SacRT's Title VI goal is for the percentage of bus stops equipped with benches or shelters in minority / low-income block groups to be no more than 15% lower than the percentage of bus stops in non-minority/non-low-income block groups. For example, if 50% of bus stops in non-minority/non-low-income block groups are equipped with benches, then at least 42.5% of bus stops in minority / low-income block groups must have benches to meet the Title VI Goal.

Finding: *No disparate impact to minority populations or disproportionate burden to low-income populations.*

Table 47 shows that the percentage of minority stops with benches is within the 15% threshold while the percentage of low-income stops with benches is higher than non-low-income stops.

Figure 17 and Figure 18 display the distribution of the benches in minority and low-income block groups.

Table 47: Distribution of Benches

	Total Stops	Stops with Benches	Percent with Benches
Minority	1,507	256	17.0%
Non-Minority	1,658	321	19.4%
Total	3,165	577	18.2%

Low-Income	1,467	309	21.1%
Non-Low-Income	1,698	268	15.8%
Total	3,165	577	18.2%

Sacramento Regional Transit Title VI 2023 Program Update

SERVICE MONITORING REPORT Minority Block Groups - Bus Benches

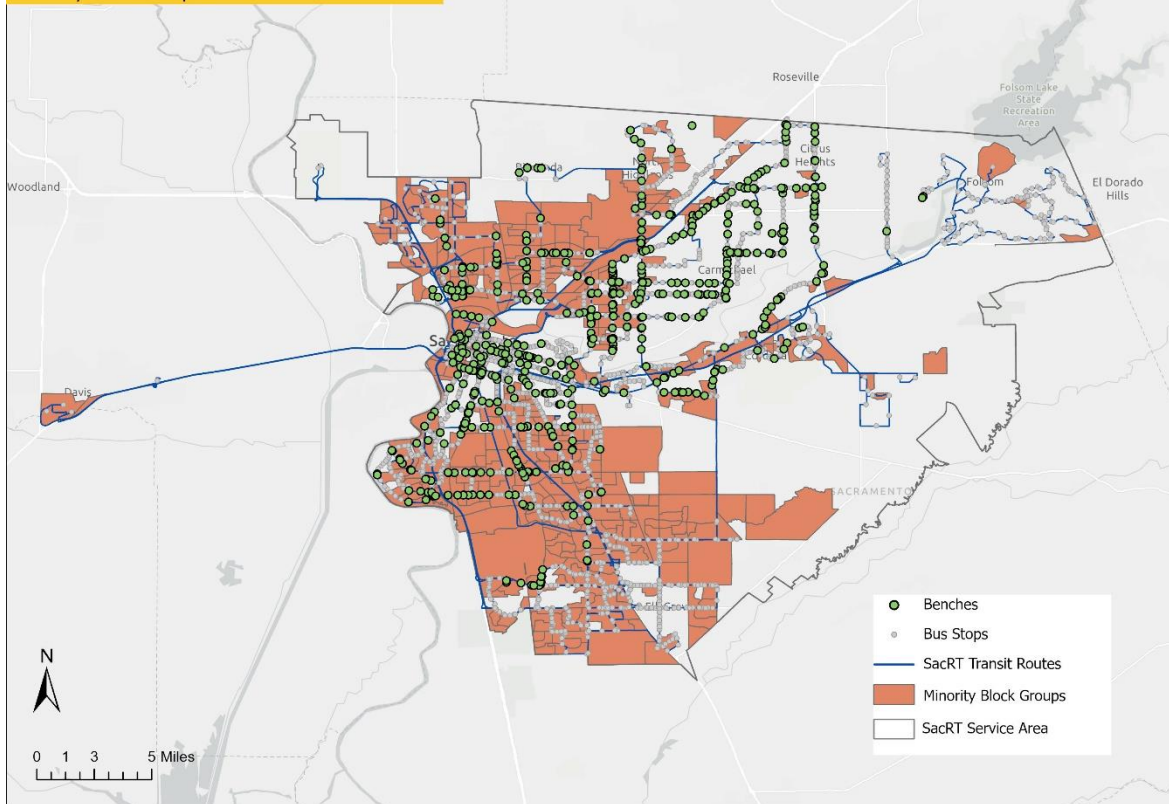


Figure 17: Distribution of Benches in Minority Block Groups

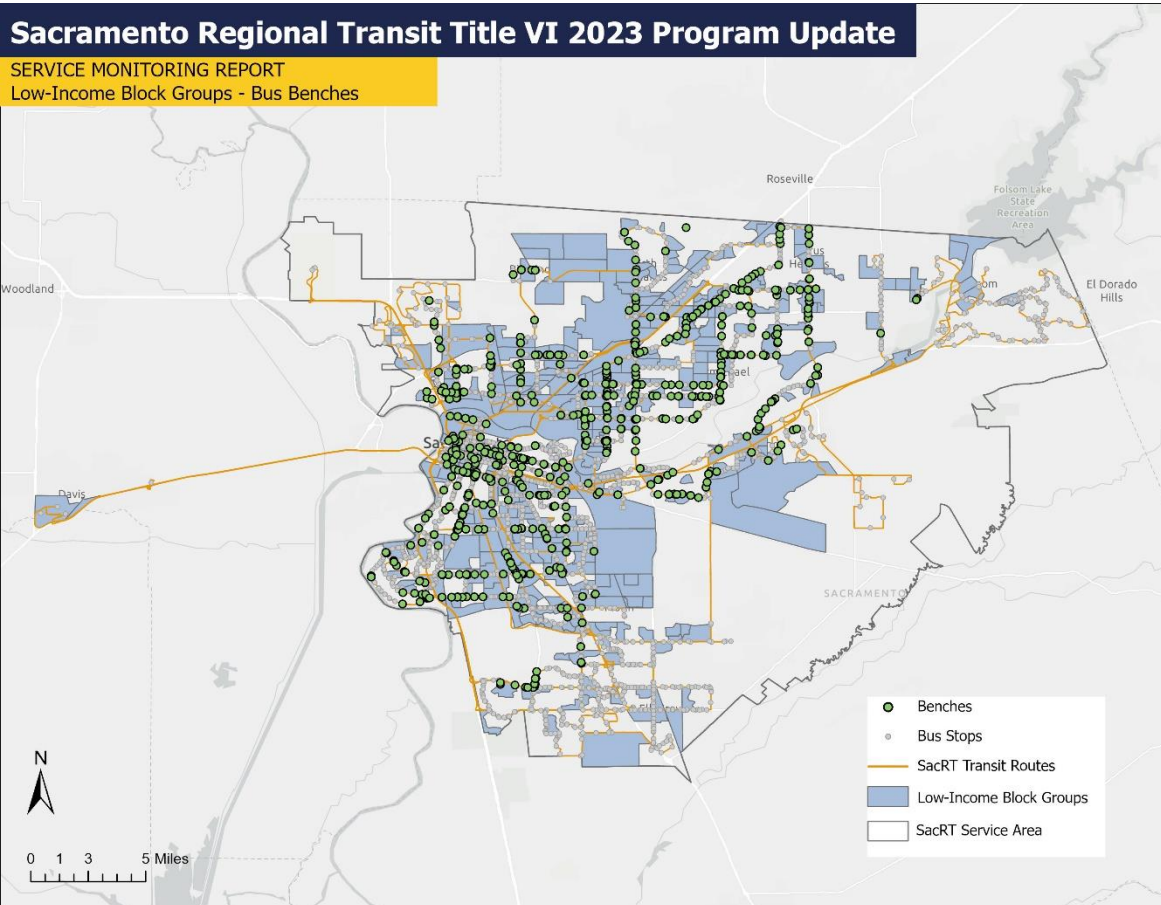


Figure 18: Distribution of Benches in Low-Income Block Groups

Table 48 shows that the percentage of minority and low-income stops with shelters is larger than the percentage of non-minority and non-low-income stops. Figure 19 and Figure 20 display the distribution of shelters in minority and low-income block groups.

Table 48: Distribution of Shelters

	Total Stops	Stops with Shelters	Percent with Shelters
Minority	1,507	174	11.5%
Non-Minority	1,658	171	10.3%
Total	3,165	345	10.9%

Low-Income	1,467	211	14.4%
Non-Low-Income	1,698	134	7.9%
Total	3,165	345	10.9%

Sacramento Regional Transit Title VI 2023 Program Update

SERVICE MONITORING REPORT
Minority Block Groups - Bus Benches

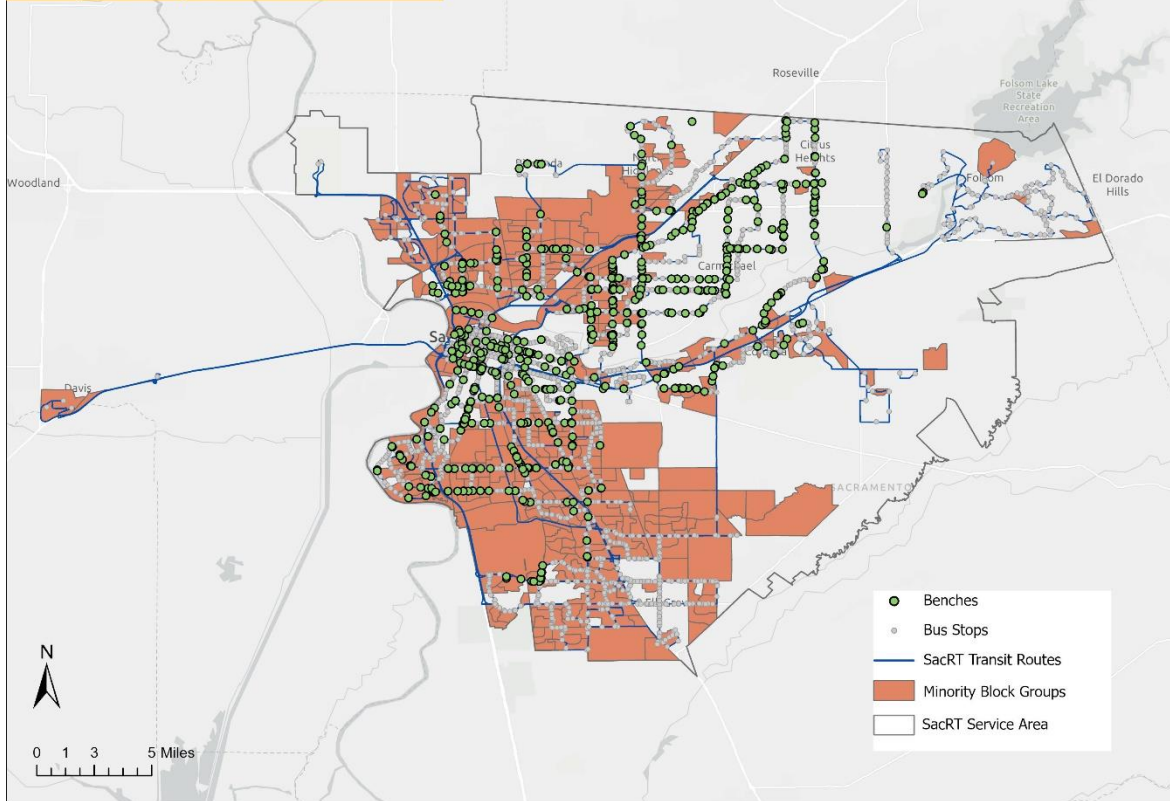


Figure 19: Distribution of Shelters in Minority Block Groups

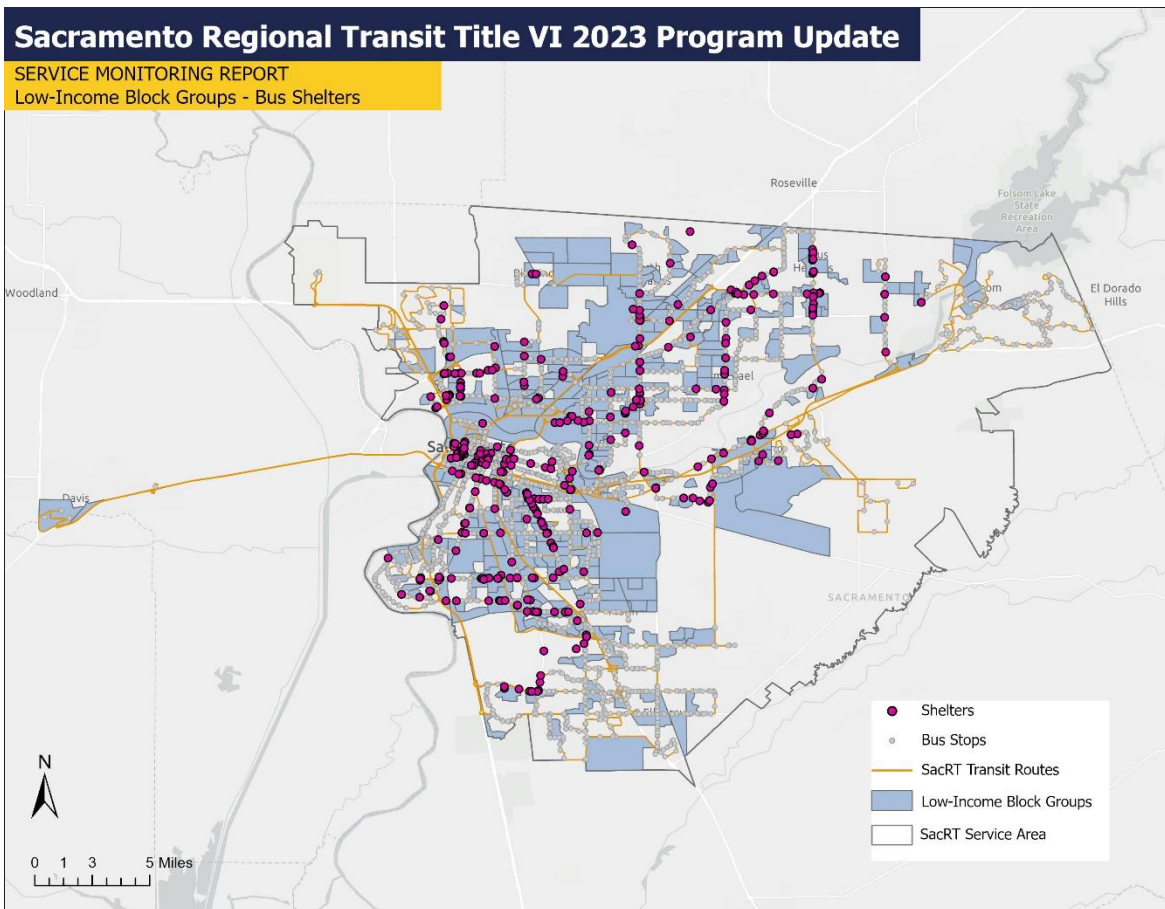


Figure 20: Distribution of Shelters in Low-Income Block Groups

Vehicle Assignment

The 250 buses in SacRT's fleet are rotated between routes throughout the system and service area. Vehicle conditions are tracked in SacRT's Transit Asset Management Plan. Rolling stock that exceeds its useful life is documented and replaced as resources are available.

Finding: *No disparate impact to minority populations or disproportionate burden to low-income.*

Two routes have assigned fleets: Route 142-Airport (3 buses) and 138-Causeway Connection (six buses). Route 142 has extra storage space for luggage because it serves Sacramento International Airport. Line 138 is jointly operated by SacRT and the Yolo County Transportation District and received grant funds (Electrify America) for a fleet of electric buses.

Appendix H: Equity Analyses

1. Title VI Fare Equity Analysis: Causeway Connection Free Ride Program (October 2020)
2. On-Board Single Ride Fare, On-Board Discount Single Ride Fare, and Elk Grove only fares (December 2021)
3. September 2022 Service Changes (May 2022)
4. April 2023 Service Changes (January 2023)



STAFF REPORT

Agenda Item 2.11

DATE: October 26, 2020

TO: Sacramento Regional Transit Board of Directors

FROM: Laura Ham, VP, Planning and Engineering

SUBJ: APPROVING A TITLE VI FARE EQUITY ANALYSIS FOR THE
UNIVERSITY OF CALIFORNIA, DAVIS IDENTIFICATION CARD FOR
THE CAUSEWAY CONNECTION

RECOMMENDATION

Adopt the Attached Resolution.

RESULT OF RECOMMENDED ACTION

The attached Resolution would approve a Title VI fare equity analysis for the University of California, Davis (UC Davis) Graduate Student and Employee Identification Cards (ID) as valid fare on Route 138, the Causeway Connection intercity express bus service between UC Davis campuses in Davis and Sacramento. The UC Davis Graduate Student and Employee IDs are already being used in this manner on a temporary basis. The attached Resolution is required to continue this program beyond a six-month promotional period.

FISCAL IMPACT

There would be no fiscal impact from adopting the Title VI Fare Equity Analysis proposed in the Resolution.

DISCUSSION

SacRT is required to conduct a Title VI fare equity analysis prior to implementing any fare change, with some exceptions, including promotional free-ride days and promotional fare reductions lasting up to six months.

Prior to any fare changes being approved permanently, the Board of Directors must approve the findings of a Title VI fare equity analysis. Prior to approving a Title VI fare equity analysis, SacRT policy requires that: a draft analysis of the proposed changes be made available for a 30-day public review period; members of the public be invited to comment; and Staff and the Board of Directors take public comments into consideration. In accordance with these requirements, SacRT published a draft analysis on September 18, 2020 and notified the public of the opportunity to provide public comments. See Attachment 1 for copies of the public notice and public comment.

Background

On May 4, 2020, SacRT launched the new Causeway Connection Route 138, an intercity express bus between Sacramento and Davis. The Causeway Connection is operated jointly with the Yolo County Transportation District (YCTD). Approximately half of operating costs are covered by UC Davis. The remaining operating costs are primarily covered by a Congestion Mitigation and Air Quality (CMAQ) grant awarded for the multi-agency project. Funding for new electric buses was provided to SacRT and YCTD by Electrify America (EA) as part of the project.

Original Plan - The new Causeway Connection service itself, including a Title VI service equity analysis, was approved by the SacRT Board of Directors on December 9, 2019, following a 30-day public review. At that time, a Title VI fare equity analysis was also approved for a fare change to allow the UC Davis undergraduate ID to be recognized as valid fare media on the Causeway Connection service, subject to execution of an operating subsidy agreement. At that time, it was anticipated that UC Davis employees and graduate students would purchase SacRT fare media through normal channels, with a subsidy provided by UC Davis, and that UC Davis would receive a credit for a portion of the fare revenues received by SacRT and YCTD from such purchases.

Revised Plan - On March 23, 2020, the SacRT Board approved the addition of the UC Davis graduate and employee ID as valid fare media on the Causeway Connection service, subject to the same condition of execution of the operating subsidy MOU. This fare change took effect on May 4, 2020, with the beginning of the Causeway Connection service and has been treated as a six-month demonstration project. The project partners desire to continue the UC Davis ID fare program beyond the six-month demonstration period. To do so requires approval of a Title VI fare change analysis, which is the effect of the attached resolution.

Summary of Analysis

As discussed in the full analysis (Exhibit A) recognizing the UC Davis ID as fare media provides a significant discount to the rider (i.e., allowing the holder to ride without payment) to a group of riders that has limited minority and low-income representation. Although this population is a small fraction of overall SacRT ridership, the analysis finds that recognizing the UC Davis ID as fare media for employees and graduate students results in a potential disparate impact to minority populations and a potential disproportionate burden to low-income populations.

This finding does not prohibit SacRT from implementing the proposed changes; however, before doing so, the SacRT Board must declare a substantial legitimate justification for the changes, show that there are no alternatives that would have a less disparate impact on minority riders, and take steps to avoid, minimize, or mitigate impacts to low-income riders, where practicable.

Alternatives – When the Causeway Connection service was being planned, the partners agreed that UC Davis would pay approximately half the operating cost of the service, net of fare revenue. The partners intended to allow only the undergraduate student ID as fare media. Graduate students and employees would have been required to purchase other valid fare media, with UC Davis proposing to subsidize a portion of employee fare purchases.

However, this proposal presented logistical difficulties with implementation, as it would be difficult to distinguish Causeway Connection fare purchases from purchases of SacRT or YCTD fare media for use on other services since the same fare media is generally used on all services. UC Davis does not have the budgetary resources to provide a transit subsidy for all YCTD or SacRT services.

Under the approach implemented in May, SacRT honors the UC Davis ID as a valid fare on the Causeway Connection and UC Davis pays the gross operating cost, without deduction of fare revenue. This achieves the intended approximate 50 percent cost share for UC Davis. At the same time, it increases ridership, by reducing the cost for most employees from \$35 per month to zero. SacRT does not receive any less revenue than was intended, i.e., the service remains 100 percent funded by UC Davis and the CMAQ grant, except for a small match that SacRT committed separately for more frequent service.

The analysis also examines alternative approaches where UC Davis ID holders would be required to pay a small fee for their passes to avoid the statistically significant disparate impact/disproportionate burden. However, while that approach would result in a clear negative financial impact to all groups of Causeway Connection riders (including the estimated 40% who are minority and 5.7% that are low-income), it offers no corresponding increased financial benefit to SacRT because, under the terms of the MOU, the UC Davis operating subsidy would simply be reduced to reflect the fare revenue. Therefore, increasing the cost for Causeway Connection riders harms those who are minority or low-income riders of the service and potentially dissuades them from riding, while not providing any overall benefit to users of the remainder of the SacRT service. The analysis therefore finds that the proposed change (i.e., continuation of the existing demonstration program) is both justifiable, in the interest of maximizing ridership and reducing the cost to the individual to ride, at no cost to SacRT, as well as offering the maximum benefit for disadvantaged populations.

Justification – The “program goal” of the CMAQ operating assistance being used for the Causeway Connection is to help start up viable new transportation services that can demonstrate air quality benefits and eventually cover costs as much as possible. Other funding sources should supplement and ultimately replace CMAQ funds for operating assistance, as these projects no longer represent additional, net air quality benefits but have become part of the baseline transportation network. Allowing the UC Davis graduate and employee IDs to be recognized during this start up period will build a ridership base that increases the likelihood of continued viability of the service beyond the funded period and also increases the likelihood that UC Davis will remain a funding partner beyond the 3-year period.


The Title VI merits of the new fare therefore rest on the merits of the Causeway Connection service itself. The SacRT Board of Directors resolved on December 9, 2019, that there was a substantial legitimate justification for the service, because (1) the only alternative was to abort the entire service, which was fully-funded, and (2) that the Causeway Connection effectively migrated funding from a private, closed-door service exclusively for UC Davis affiliates to an open-door public transit service, providing benefits to the population at large that would not exist without the service.

Attachment 1

Public Notice and Public Comment

Public Notices

Sacramento



Regional
Transit

SacRT Seeking Comments on Title VI Fare Equity Analysis

[Click Here to Read the Report](#)

The Sacramento Regional Transit District is seeking comments on a transit fare analysis, prepared in accordance with Title VI of the Civil Rights Act of 1964. The report is available for review at sacrt.com. It includes an analysis of a free ride program for affiliates of the University of California, Davis for use on the Causeway Connection intercity express bus route.

Please address comments to:
SacRT Planning Dept.
Attn: James Drake
P.O. Box 2110
Sacramento, CA 95812-2110

Phone:
SacRT Customer Advocacy Dept (916) 557-4545

Email:
customeradvocacy@sacrt.com

All comments will be provided to the SacRT Board of Directors prior to approval of the final analysis. The deadline for written comments to be included in the board packet is October 19, 2020. All comments will be provided to the SacRT Board of Directors at their regular meeting scheduled for October 26, 2020 at 5:30 p.m. Members of the public may also provide written comments to the SacRT Board of Directors meeting via SacRT's

board clerk on the day of the meeting; however, comments submitted this way will be limited to 250 words and will not be printed in the agenda item. Please visit sacrt.com for more information on board meeting accommodations for the COVID-19 pandemic.

Please visit sacrt.com to review fare changes for SacRT.

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Thov mus saib sacrt.com los tshab xyuas cov kev hloov pauv tus nqi tsheb SacRT.

Пожалуйста, посетите сайт sacrt.com, чтобы ознакомиться с изменениями тарифов для SacRT.

Visite sacrt.com para consultar los cambios en las tarifas para SacRT.

Vui lòng truy cập sacrt.com để xem xét các thay đổi về giá vé cho SacRT.

SacRT. لمراجعة تغيرات أسعار sacrt.com من فضلك، قم بزيارة

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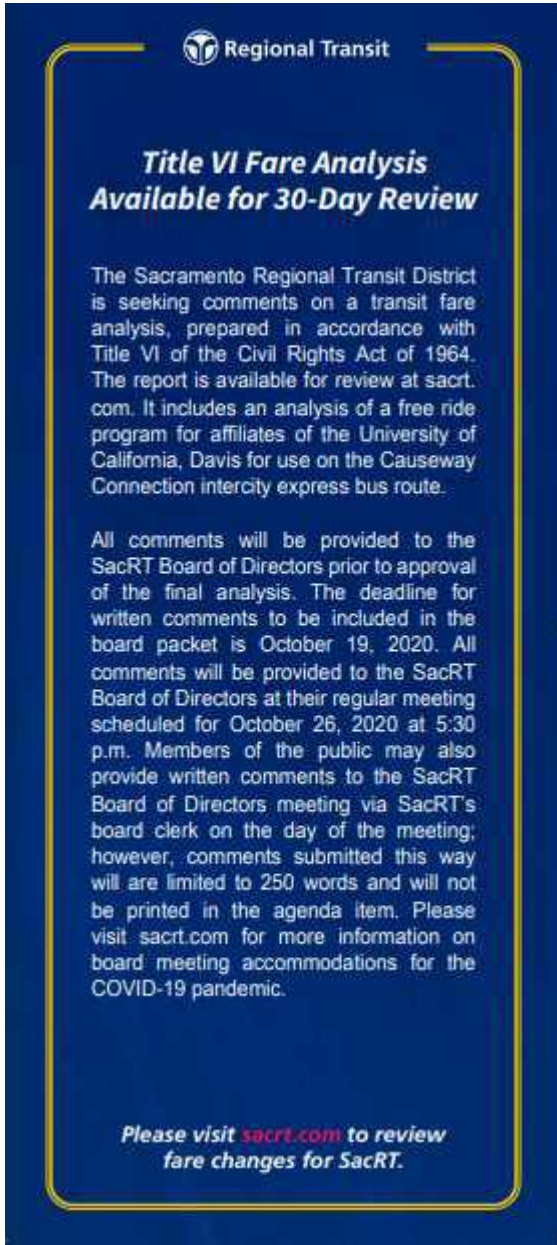
Sent by klichity@sacrt.com powered by



(Contd.)

Attachment 1 Rack Cards

Front



The front of the rack card features the Sacramento Regional Transit logo at the top. Below it, the title "Title VI Fare Analysis Available for 30-Day Review" is displayed in white text. The main body of text, also in white, explains that the Sacramento Regional Transit District is seeking comments on a transit fare analysis prepared in accordance with Title VI of the Civil Rights Act of 1964. It states that the report is available for review at sacrt.com and includes an analysis of a free ride program for affiliates of the University of California, Davis for use on the Causeway Connection intercity express bus route. A paragraph follows detailing the comment submission process: all comments will be provided to the SacRT Board of Directors prior to approval of the final analysis, with a deadline for written comments of October 19, 2020. All comments will be provided to the SacRT Board of Directors at their regular meeting scheduled for October 26, 2020 at 5:30 p.m. Members of the public may also provide written comments to the SacRT Board of Directors meeting via SacRT's board clerk on the day of the meeting; however, comments submitted this way will be limited to 250 words and will not be printed in the agenda item. Please visit sacrt.com for more information on board meeting accommodations for the COVID-19 pandemic. At the bottom, a call to action in white text reads: "Please visit sacrt.com to review fare changes for SacRT."

Regional Transit

**Title VI Fare Analysis
Available for 30-Day Review**

The Sacramento Regional Transit District is seeking comments on a transit fare analysis, prepared in accordance with Title VI of the Civil Rights Act of 1964. The report is available for review at sacrt.com. It includes an analysis of a free ride program for affiliates of the University of California, Davis for use on the Causeway Connection intercity express bus route.

All comments will be provided to the SacRT Board of Directors prior to approval of the final analysis. The deadline for written comments to be included in the board packet is October 19, 2020. All comments will be provided to the SacRT Board of Directors at their regular meeting scheduled for October 26, 2020 at 5:30 p.m. Members of the public may also provide written comments to the SacRT Board of Directors meeting via SacRT's board clerk on the day of the meeting; however, comments submitted this way will be limited to 250 words and will not be printed in the agenda item. Please visit sacrt.com for more information on board meeting accommodations for the COVID-19 pandemic.

Please visit sacrt.com to review fare changes for SacRT.

Back



The back of the rack card is dark blue with white text. It provides the same information as the front but in multiple languages. The languages listed are Chinese, Hmong, Russian, Spanish, Vietnamese, and Arabic. Each language section includes a brief instruction to visit sacrt.com to view fare changes. At the bottom, there are icons for a train and a bus, followed by the "Customer Service:" section which lists the phone number 916-321-BUSS (2877), the website SacRT.com, and the hours of service: Monday through Friday, 6:30 a.m. to 7 p.m. The Sacramento Regional Transit logo is visible in the bottom right corner.

CHINESE
請造訪sacrt.com查看SacRT的票價變化。

HMONG
Thov mus saib sacrt.com los tshab xyuas cov kev hloov pauv tus nqi tsheb SacRT.

RUSSIAN
Пожалуйста, посетите сайт sacrt.com, чтобы ознакомиться с изменениями тарифов для SacRT.

SPANISH
Visite sacrt.com para consultar los cambios en las tarifas para SacRT.

VIETNAMESE
Vui lòng truy cập sacrt.com để xem xét các thay đổi về giá vé cho SacRT.

ARABIC
sacrt.com را عسا تاريغت ةعجارم لك. كلصف نم

Customer Service:
916-321-BUSS (2877) SacRT.com
Monday through Friday
6:30 a.m. to 7 p.m.

Regional Transit

Attachment 1

Public Notices

Next Stop News - October 2020



Sacramento Regional Transit District <devra@sacrt.ccsend.com>

To: James Drake



3:46 PM

You forwarded this message on 9/30/2020 4:51 PM.

SacRT Seeking Comments on Title VI Fare Equity Analysis

SacRT is seeking comments on a transit fare analysis, prepared in accordance with Title VI of the Civil Rights Act of 1964. The report is available for review at sacrt.com. It includes an analysis of a free ride program for affiliates of the University of California, Davis for use on the Causeway Connection intercity express bus route.

Please address comments to:

SacRT Planning Dept.
Attn: James Drake
P.O. Box 2110
Sacramento, CA 95812-2110

Phone:

Comments: 916-557-4545
Language Assistance: 916-557-4545

Email:

customeradvocacy@sacrt.com

All comments will be provided to the SacRT Board of Directors prior to approval of the final analysis. The deadline for written comments to be included in the board packet is October 19, 2020. All comments will be provided to the SacRT Board of Directors at their regular meeting scheduled for October 26, 2020 at 5:30 p.m. Members of the public may also provide written comments to the SacRT Board of Directors meeting via SacRT's board clerk on the day of the meeting; however, comments submitted this way are limited to 250 words and will not be printed in the agenda item. Please visit sacrt.com for more information on board meeting accommodations during the COVID-19 pandemic.

Attachment 1

Public Comment

RE: Title VI Fare Equity Analysis



James Drake
To: ○ rftm.rftm.info

[↩ Reply](#) [↩ Reply All](#) [→ Forward](#) [...](#)

Wed 9/23/2020 9:02 PM

Thank you, Barbara!

From: rftm.rftm.info <[REDACTED]>
Sent: Wednesday, September 23, 2020 5:38 PM
To: James Drake <JDrake@sacrt.com>
Subject: Title VI Fare Equity Analysis

[EXTERNAL EMAIL] CAUTION: This email has originated from outside of SacRT. Please do not click on links, open attachments or respond to this email unless you are expecting the content.

RiderShip for the Masses Group has no negative comments.

"g"
Barbara Stanton
RFTM

would have a less disparate impact on minority riders but would still accomplish SacRT's legitimate program goals; and

THAT, the Board of Directors therefore finds that there is a substantial legitimate justification and no viable alternatives to continue acceptance of a current University of California, Davis graduate student identification card or a current University of California, Davis employee ID bearing the name and likeness of the individual presenting as a valid Fare Equivalent on the Causeway Connection fixed-route bus service.


STEVE HANSEN, Chair

ATTEST:

HENRY LI, Secretary

By: 
Cindy Brooks, Assistant Secretary



Title VI Fare Equity Analysis
Causeway Connection Free Ride Program

October 26, 2020

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4. Definitions
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7. Results of Changes
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9. Justification, Alternatives, and Mitigation

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5. Ridership Using UC Davis ID
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1. Purpose of Analysis

Pursuant to SacRT's fare change policy and in accordance with Federal Title VI civil rights requirements, the purpose of this analysis is to identify and document any potential disparate impacts on minority populations or disproportionate burdens on low-income populations resulting from changes to SacRT's fare structure.

2. Project Description

On May 4, 2020, SacRT launched a new route, Route 138, the Causeway Connection, an intercity express bus between Sacramento and Davis. The Causeway Connection is operated jointly with the Yolo County Transportation District (Yolobus). Approximately half of operating costs are covered by the University of California – Davis (UCD). The remaining operating costs are primarily covered by a Congestion Mitigation and Air Quality (CMAQ) grant awarded for the multi-agency project. New electric buses were also provided to SacRT and Yolobus by Electrify America (EA) as part of the project. The agreement between the project partners included a pass program for UCD affiliates. The Title VI ramifications of the pass program are the subject of this report.

Original Plan - The new Causeway Connection service itself, including a Title VI service equity analysis, was approved by the SacRT Board of Directors on December 9, 2019, following a 30-day public review. At that time, a Title VI fare equity analysis was also approved for a fare change to allow UCD undergraduate students to ride for free. UCD was also expected at that time, to pay part of the out-of-pocket cost for UCD employees and graduate students to purchase ordinary SacRT fare media.

Revised Plan - On March 23, 2020, the SacRT Board approved a change to the original fare change. Under the new plan, free riding privileges on the Causeway Connection would be extended to all UC Davis ID holders, i.e., undergraduates, graduate students, and employees. This fare change took effect on May 4, 2020 with the beginning of the Causeway Connection service and has been treated as a six-month demonstration project. The project partners desire to continue the UC Davis ID fare program for the life of the three-year agreement for the Causeway Connection service. To do so requires passage of a Title VI fare change analysis which is the subject of this draft report.

3. Title VI Requirements

SacRT is required to conduct a Title VI fare equity analysis prior to implementing any fare change, with some exceptions, including promotional free-ride days and promotional fare reductions lasting up to six months.³

Prior to any fare changes being approved permanently, the Board of Directors must approve the findings of a Title VI fare equity analysis. Prior to approving a Title VI fare equity analysis, SacRT policy requires that a draft analysis of the proposed changes (this report) be made available for a 30-day public review period, that members of the public be invited to comment, and that staff and the Board of Directors take public comments into consideration. In accordance with these requirements, SacRT is publishing this draft analysis and intends to present a final version, including the comments received, to the SacRT Board of Directors on October 26, 2020.

³ See FTA Circular 4702.1B, Chapter IV, Section 7 and RT Fare Change Policies (Resolution No. 15-11-0129).

4. Definitions

Minority Definition - FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander, or mixed race.

Low-Income Definition - FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. The HHS definition varies by year and household size. Survey participants were asked their household size and their household income from a list of ranges. For the purposes of this survey, the participant's income is assumed to be the midpoint of the range selected.⁴



⁴ For example, if a passenger selected a household income range of \$25,000 to \$35,000, that passenger's income was assumed to be \$30,000 for the purposes of this analysis.

5. Baseline Data

Census Data – Based on Census data, the SacRT service area is 53.2 percent minority and 20.1 percent low-income. This data is used for the sake of context, but transit riders make up a small, non-representative fraction of the overall population, so it is not directly relevant to most Title VI service or fare equity analyses.

On-Board Survey – SacRT customers are estimated to be 72.3 percent minority and 55.8 percent low-income. This data comes from a statistically valid passenger survey conducted in April 2013 covering all bus and light rail routes. Although this data is somewhat outdated, it is still the best available data on actual customers. SacRT was in the process of updating this survey in March 2020; however, surveying had to be suspended due to the outbreak of COVID-19, so 2013 survey data continues to be the most recent data.

Figure 1
Existing SacRT Demographics

	SacRT Service Area	SacRT Customers
Minority	53.2%	72.3%
Low-Income	20.1%	55.8%

Fare Survey – On an annual basis, SacRT conducts a passenger fare survey. This survey does not require questionnaires; SacRT surveyors merely inspect passenger fares at the time of boarding. This provides ridership volumes for each fare type. Combined with the 2013 survey data, this allows SacRT to estimate the average fare for minority and low-income populations, which is the key statistic for Title VI analyses.

$$\begin{array}{rcl} \text{Average Fare} & = & \text{Fare Revenue} \\ \text{Per Boarding} & & \text{-----} \\ & & \text{Passenger Boardings} \end{array}$$

Because of the COVID-19 pandemic, the most recent fare survey data is from early 2019. Those survey responses have been projected over pre-COVID ridership totals to estimate what the average fare would have been without the major changes to ridership from COVID. The actual impacts to ridership from COVID cannot be known until it is safe to resume surveying, so SacRT believes this is the most reasonable analysis.

Figure 2
Existing Minority Average Fare

	Fare Revenue	Passenger Boardings	Average Fare
Minority	\$19,593,175	15,768,345	\$1.24
Non-Minority	\$8,995,491	6,741,462	\$1.33
Total	\$28,588,666	22,509,807	\$1.27

Minority riders currently pay an average of \$1.24 per boarding, compared to \$1.33 for non-minority riders.

Figure 3
Existing Low-Income Average Fare

	Fare Revenue	Passenger Boardings	Average Fare
Low Income	\$13,854,614	11,295,467	\$1.23
Non-Low Income	\$14,734,052	11,214,340	\$1.31
Total	\$28,588,666	22,509,807	\$1.27

Low-income riders pay an average of \$1.23 per boarding compared to \$1.31 for non-low-income riders.

6. Demographics of New Fare Type

Prior Analysis – For the Title VI analysis of the Causeway Connection service, SacRT used data from UCD on its students and employees, which were 23.7 percent minority and 36.4 percent low-income. For the fare program, as envisioned at the time, data on the UCD undergraduate population was used indicating undergraduates were 72.0 percent minority and 58.7 percent low-income.

As discussed above, census data was not applicable to the analysis, because transit riders make up a small, non-representative fraction of the overall population. This is especially so for an intercity express route, such as the Causeway Connection, which is likely to attract riders from an unusually broad geographic area (e.g., Solano County residents driving to Davis to catch the bus the rest of the way into Sacramento).

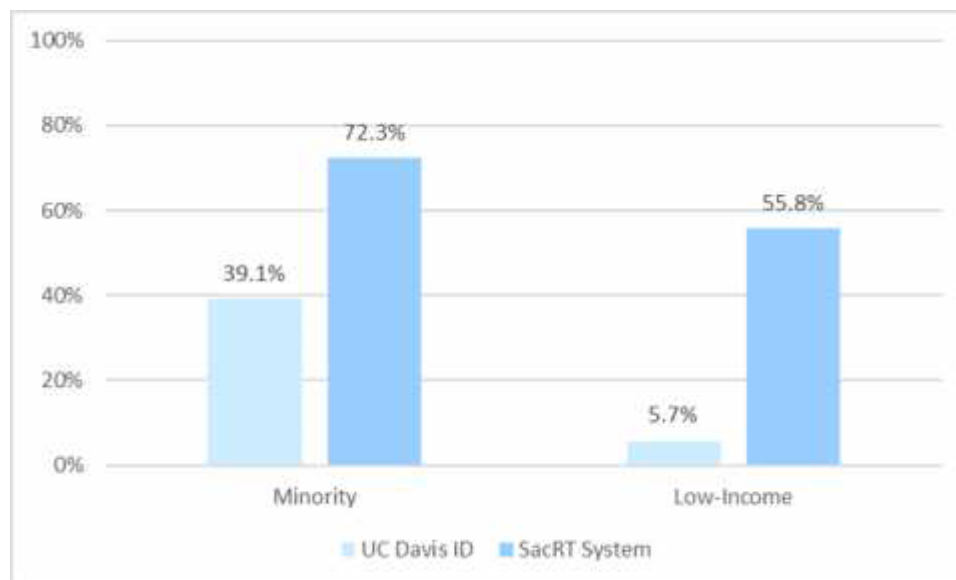
Special Survey – Due to the shortcomings of the existing data, SacRT intended to conduct an in-person passenger survey on the Causeway Connection during the six-month promotional period for the new UC Davis ID fare type; however, the COVID pandemic prevented SacRT from conducting an in-person survey. As an alternative, SacRT conducted this survey electronically.

Many Causeway Connection riders (or likely future riders) were known to be former riders of a former UCD-operated intercampus shuttle. Multiple mailing lists were available to reach these customers, including a UCD-maintained mailing list of approximately 400-500 persons and a rider-maintained mailing list of similar size. Using these channels, an online survey was conducted in August 2020 which captured over 200 responses.

The online survey found that likely users⁵ of the UC Davis ID free ride program are 39.1 percent minority and 5.7 percent low-income, both well below SacRT system averages of 72.3 percent and 55.8 percent.

⁵ Likely users of the UC Davis ID are considered to be respondents indicating they have already ridden or plan to ride the Causeway Connection when it ramps up to full service and that have identified that they are UC Davis affiliates with a UC Davis ID card. There were 174 such respondents.

Figure 4
UC Davis ID Demographics



Utilization – Boardings on the UC Davis ID are estimated at 127,000 per year, 63,500 on SacRT. All such riders would pay zero out of pocket cost to ride. Of those riders, an estimated 24,816 would be minority riders and 3,649 would be low-income riders.

Figure 5
Ridership Using UC Davis ID

	Percent	Boardings
Minority	39.1%	24,816
Non-Minority	60.9%	38,684
	100.0%	63,500

	Percent	Boardings
Low Income	5.7%	3,649
Non-Low Income	94.3%	59,851
	100.0%	63,500

Figure 6
Change in Systemwide Average Fare

<u>Minority</u>	<u>Fare Revenue</u>	<u>Boardings</u>	<u>Average Fare</u>
Existing	\$19,593,175	15,768,345	\$1.24
Additional	\$0	24,816	\$0.00
New	<u>\$19,593,175</u>	<u>15,793,161</u>	\$1.24

<u>Non-Minority</u>	<u>Fare Revenue</u>	<u>Boardings</u>	<u>Average Fare</u>
Existing	\$8,995,491	6,741,462	\$1.33
Additional	\$0	38,684	\$0.00
New	<u>\$8,995,491</u>	<u>6,780,146</u>	\$1.33

<u>Low Income</u>	<u>Fare Revenue</u>	<u>Boardings</u>	<u>Average Fare</u>
Existing	\$13,854,614	11,295,467	\$1.23
Additional	\$0	3,659	\$0.00
New	<u>\$13,854,614</u>	<u>11,299,116</u>	\$1.23

<u>Non-Low Income</u>	<u>Fare Revenue</u>	<u>Boardings</u>	<u>Average Fare</u>
Existing	\$14,734,052	11,214,340	\$1.31
Additional	\$0	59,851	\$0.00
New	<u>\$14,734,052</u>	<u>11,274,191</u>	\$1.31

7. Results of Changes

The UC Davis ID provides a significant discount (i.e., allowing the user to ride for free) to a group of riders that is very low in minority and low-income representation but that is overall a small part of SacRT ridership.

Because of the small number of users, the systemwide average fare would decrease by less than \$0.01 for each demographic group. However, there are notable differences in the percent change by demographic group. Title VI impacts are determined by comparing these percent changes.

Figure 7
Percent Change in Systemwide Average Fare

Rider Type	Existing	Proposed	Change	% Change
Minority	\$1.243	\$1.241	(\$0.002)	-0.16%
Non-Minority	\$1.334	\$1.327	(\$0.008)	-0.57%
Low-Income	\$1.227	\$1.226	(\$0.000)	-0.03%
Non-Low-Income	\$1.314	\$1.307	(\$0.007)	-0.53%

For a fare reduction, the goal is for the average fare to decrease as much or more for minority populations as for non-minority populations. This is not the case, as non-minority riders would pay 0.57 percent less, compared to only 0.16 percent less for minority populations.

The goal is also for the average fare for low-income populations to decrease as much or more as for non-low-income populations. This is also not the case, as non-low-income populations would pay 0.53 percent less, compared to only 0.03 percent less for low-income populations.

The statistical significance of these results is discussed in the next section.

8. Findings

SacRT uses 20 percent as a threshold for statistical significance. The difference in the percent change in the average fare for non-minority riders (0.57 percent) and minority riders (0.16 percent) is both adverse and exceeds 20 percent; therefore, *there may be potential disparate impacts (DI) to minority populations from the new fare.*

Figure 8
Potential Disparate Impacts and/or Disproportionate Burdens

a. Percent decrease in non-minority avg fare	-0.57%
b. Threshold of statistical significance (80% * a)	-0.46%
c. Percent decrease in minority avg fare	-0.16%
d. Do fares decrease more for non-minority populations? (a < c)	Yes
e. Is there evidence of a potential disparate impact (c > b)	Yes
f. Percent decrease in non-low-income avg fare	-0.53%
g. Threshold of statistical significance (80% * f)	-0.42%
h. Percent decrease in low-income avg fare	-0.03%
i. Do fares decrease more for non-low-income populations? (f < h)	Yes
j. Is there evidence of a potential disproportionate burden? (h > g)	Yes

The difference in the percent change in the average fare for non-low income riders (0.53 percent) and low-income riders (0.03 percent) is also adverse and exceeds 20 percent; therefore, *there may be potential disproportionate burdens (DB) on low-income populations from the new fare.*

9. Justification, Alternatives, and Mitigation

The above findings of potential DI/DBs do not prohibit SacRT from implementing the proposed changes; however, before doing so, the SacRT Board must declare a *substantial legitimate justification* for the changes, show that there are no alternatives that would have a less disparate impact on minority riders, and take steps to avoid, minimize, or mitigate impacts to low-income riders, where practicable.

Alternatives – When the Causeway Connection service was being planned, the partners agreed that UCD would pay approximately half the operating cost of the service, net of fare revenue. The partners intended to allow free rides for undergraduate students only. Graduate students and employees would also have been required to pay the ordinary fare, with UCD paying for a portion of employee fare purchases.

The partners later realized that this obligated UCD to subsidize the purchase of an *unlimited* number of passes. Not all of the sales revenue from the passes could justifiably be credited back to UCD against their bill for operating support, because the passes would be valid on the entire SacRT system. The original plan therefore committed UCD to potentially have to overspend its total intended commitment of approximately half of net operating costs.

To protect UCD from cost overruns, the partners conceived a new approach, which is what this report analyzes. Under the new approach, SacRT simply honors the UC Davis ID as a valid fare on the Causeway Connection. This achieves the intended approximate 50 percent cost share for UCD. At the same time, it increases ridership, by reducing the cost for most employees from \$35 per month to zero. SacRT does not receive any less revenue than was intended, i.e., the service remains 100 percent funded by others, except for a small match that SacRT had committed separately.

Justification – If SacRT were to discontinue the UC Davis ID pass program and require a regular fare from UCD employees and graduate students, putting aside the likely ridership loss, SacRT would collect more fare revenue, but operating support from UCD would decrease commensurately. Therefore, there would be financial advantage to SacRT; however, assuming UCD fulfilled its pledge subsidize passes for employees and graduate students, this would likely result in a significant cost overrun for UCD. This could jeopardize UCD's willingness and ability to remain a funding partner.

The Title VI merits of the new fare therefore rest on the merits of the Causeway Connection service itself. The SacRT Board of Directors resolved on December 9, 2019 that there was a substantial legitimate justification for the service, because (1) the only alternative was to abort the entire project, which was fully-funded, and (2) that the Causeway Connection effectively migrated funding from a private, closed-door service exclusively for UCD affiliates to an open-door public transit service, providing benefits to the population at large that would not exist without the project.

On this basis, SacRT believes that there is a substantial legitimate justification for the new UC Davis ID fare type.



Title VI Fare Equity Analysis
Elk Grove and Cal ITP Fares

December 13, 2021

RESOLUTION NO. 21-12-0131

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

December 13, 2021

APPROVING A TITLE VI FARE EQUITY ANALYSIS

WHEREAS, the Board of Directors desires to make permanent multiple fare changes, previously approved on a temporary basis of no more than six months, including an On-Board Single Ride Fare, On-Board Discount Single Ride Fare, and a number of Elk Grove only fares; and

WHEREAS, a Title VI fare equity analysis of the proposed fare changes has been prepared, was made available for public review on November 10, 2021 for a 30-day comment period, and was publicized in accordance with SacRT's Fare Change Policy (Resolution No. 15-11-0129); and

WHEREAS, the Title VI fare equity analysis found potential disparate impacts to minority populations from creating new fare types for Elk Grove transit service; and

WHEREAS, the Title VI fare equity analysis found no potential disparate impacts to minority populations from creating the On-Board Single Ride Fare or On-Board Discount Single Ride Fare and no potential disproportionate burdens to low-income populations from any of the proposed fare changes, but did find a potential disparate impact to minority populations from the creation of the several Elk Grove transit fares;

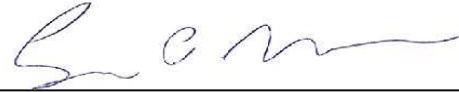
NOW, THEREFORE, BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the Board of Directors is aware of, and has reviewed the Title VI equity analysis and has reviewed and taken into consideration public comments about the analysis; and

THAT, the Board of Directors has considered alternatives to the proposed fare change and found that none of the considered alternatives would have a less disparate impact on minority riders but still accomplish SacRT's legitimate program goals, as described in the Title VI equity analysis; and

THAT, the Board of Directors therefore finds that there is a substantial legitimate justification to implement the proposed fare changes as specified in the Title VI equity analysis; and

THAT the Board of Directors approves the Title VI equity analysis set forth in Exhibit A.



STEVE MILLER, Chair

ATTEST:

HENRY LI, Secretary

By: 
Tabetha Smith, Assistant Secretary

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1. Purpose of Analysis

Pursuant to SacRT's fare change policy and in accordance with Federal Title VI civil rights requirements, the purpose of this analysis is to identify and document any potential disparate impacts on minority populations or disproportionate burdens on low-income populations resulting from changes to SacRT's fare structure.

2. Project Description

This analysis covers two fare changes:

Elk Grove Fares - On July 1 2021, SacRT assumed ownership and management of transit service (eTran) formerly owned and managed by the City of Elk Grove (City), by way of the City's annexation into SacRT.

While the fares for the eTran service were left unchanged, an amendment to the SacRT fare structure was required to add new fare types and pricing not previously offered by SacRT, which was done by action of the Board of Directors on June 14, 2021, to be implemented on July 1, 2021. Under a transfer agreement in place between the City and SacRT prior to annexation, many of SacRT's fare types were already accepted for eTran service (single fare, daily pass, monthly pass, group passes). The fares that were temporarily adopted by the SacRT Board in June 2021 are generally fare types that were not duplicated by the SacRT fare structure (for instance, a pass valid for 31 days rather than SacRT "Monthly Pass" that is valid for a specified calendar month), as well as some fares that are nominally lower than the SacRT fares but are only valid on specified former eTran routes (commuter routes to downtown Sacramento and service operating primarily within the City of Elk Grove). For instance, an "Elk Grove Daily Pass" purchased for \$6.00 is valid only for eTran service, while a "Daily Pass" purchased for \$7.00 provides access to all SacRT services and modes, as well as access services provided by the Yolo County Transportation District. Since all SacRT fare types are also accepted, a patron using eTran service can choose the fare type that best meets their needs.

While not "new" for the service, the fare types were a "change" for SacRT. FTA Title VI Circular 4702.1B requires a fare equity analysis for all "fare changes" lasting longer than six months. SacRT intends to continue these fare types.

On-Board Light Rail Single Ride Fare – On June 29, 2021, SacRT introduced a new fare as part of a test of integrated statewide electronic ticketing, led by the California Integrated Travel Project (Cal-ITP). As a testing partner, SacRT installed contactless card reader devices in several of its light rail trains and began accepting payment of a transit fare through these devices, beginning with the Green Line, on June 29, 2021, and expanding to all light rail lines on September 1, 2021. Only one pricing option is currently available through this mechanism: a 90-minute light rail-only fare priced at \$2.50 and available to the general public; however, the Board also temporarily approved an On-Board Light Rail Discount Single Ride Fare of \$1.25. Purchase is made via a contactless device placed on each light rail vehicle which can read credit cards and smart phones. SacRT intends to continue the \$2.50 fare at least beyond the 6-month period ending December 28, 2021 and therefore must prepare a Title VI analysis of that fare. SacRT has not yet determined if or when the \$1.25 On-Board Light Rail Discount Single Ride Fare will be implemented, but this analysis also examines that fare type.

3. Title VI Requirements

SacRT is required to conduct a Title VI fare equity analysis prior to implementing any fare change, with some exceptions, including promotional free-ride days and promotional fare reductions lasting up to six months.⁶

Prior to any fare changes being approved permanently, the Board of Directors must approve the findings of a Title VI fare equity analysis. Prior to the Board of Directors approving a Title VI fare equity analysis, SacRT policy requires that: a draft analysis of the proposed changes (this report) be made available for a 30-day public review period; members of the public be invited to comment; and staff and the Board of Directors take public comments into consideration. In accordance with these requirements, SacRT published a draft analysis on November 10, 2021, and is presenting this final version, including comments received, to the SacRT Board of Directors on December 13, 2021.

4. Definitions

Minority Definition - FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander, or mixed race.

Low-Income Definition - FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. The HHS definition varies by year and household size. Survey participants were asked their household size and their household income from a list of ranges. For the purposes of this survey, the participant's income is assumed to be the midpoint of the range selected.⁷

5. Baseline Data

Census Data – Based on Census data, the SacRT service area is 55.3 percent minority and 14.6 percent low-income. This data is used for the sake of context, but transit riders make up a small, non-representative fraction of the overall population, so it is not directly relevant to most Title VI service or fare equity analyses.

On-Board Survey – Without consideration of the new service area added by the Elk Grove annexation, SacRT customers are estimated to be 72.3 percent minority and 55.8 percent low-income. This data comes from a statistically valid passenger survey conducted in April 2013 covering all bus and light rail routes. Although this data is somewhat outdated, it is still the best available data on actual customers. SacRT was in the process of updating this survey in March 2020; however, surveying had to be suspended due to the outbreak of COVID-19, so 2013 survey data continues to be the most recent data. The eTran riders were included in the 2013 survey as a separate group and their composition is discussed in Section 6 below.

⁶ See FTA Circular 4702.1B, Chapter IV, Section 7 and RT Fare Change Policies (Resolution No. 15-11-0129).

⁷ For example, if a passenger selected a household income range of \$25,000 to \$35,000, that passenger's income was assumed to be \$30,000 for the purposes of this analysis.

Fare Survey – On an annual basis, SacRT conducts a passenger fare survey, which provides ridership volumes for each fare type. Combined with the 2013 survey data, this allows SacRT to estimate the average fare for minority and low-income populations, which is the key statistic for Title VI analyses.

$$\begin{array}{rcl} \text{Average Fare} & = & \text{Fare Revenue} \\ \text{Per Boarding} & & \text{-----} \\ & & \text{Passenger Boardings} \end{array}$$

Because of the COVID-19 pandemic, the most recent fare survey data is from early 2019. Those survey responses have been projected over pre-COVID ridership totals to estimate what the average fare would have been without the major changes to ridership from COVID. The actual impacts to customer demographics from COVID cannot be known until it is safe to resume surveying. Until that time, SacRT believes this is the most reasonable way to approximate the demographic composition of SacRT's ridership by fare type paid.

Figure 1
Existing SacRT Demographics

	SacRT Service Area	SacRT Customers
Minority	55.3%	72.3%
Low-Income	14.6%	55.8%

SacRT Service Area demographics computed November 2021. SacRT Customer demographics based on 2013 on-board survey, excluding Folsom and Elk Grove.

Figure 2
Existing Minority Average Fare

	Fare Revenue	Passenger Boardings	Average Fare
Minority	\$19,593,175	15,768,345	\$1.24
Non-Minority	\$8,995,491	6,741,462	\$1.33
Total	\$28,588,666	22,509,807	\$1.27

Minority riders currently pay an average of \$1.24 per boarding, compared to \$1.33 for non-minority riders.

Figure 3
Existing Low-Income Average Fare

	Fare Revenue	Passenger Boardings	Average Fare
Low Income	\$13,854,614	11,295,467	\$1.23
Non-Low Income	\$14,734,052	11,214,340	\$1.31
Total	\$28,588,666	22,509,807	\$1.27

Low-income riders pay an average of \$1.23 per boarding compared to \$1.31 for non-low-income riders.

6. Demographics of New Fare Types

Elk Grove Fares – Although splits are not available by fare type, the 2013 on-board survey included eTran service and found that eTran riders were 81 percent minority and 25 percent low-income. This makes eTran riders slightly more likely than all SacRT customers to be minority, but about half as likely to be low-income, as shown in Figure 4.

Figure 4
Elk Grove and SacRT Customer Demographics

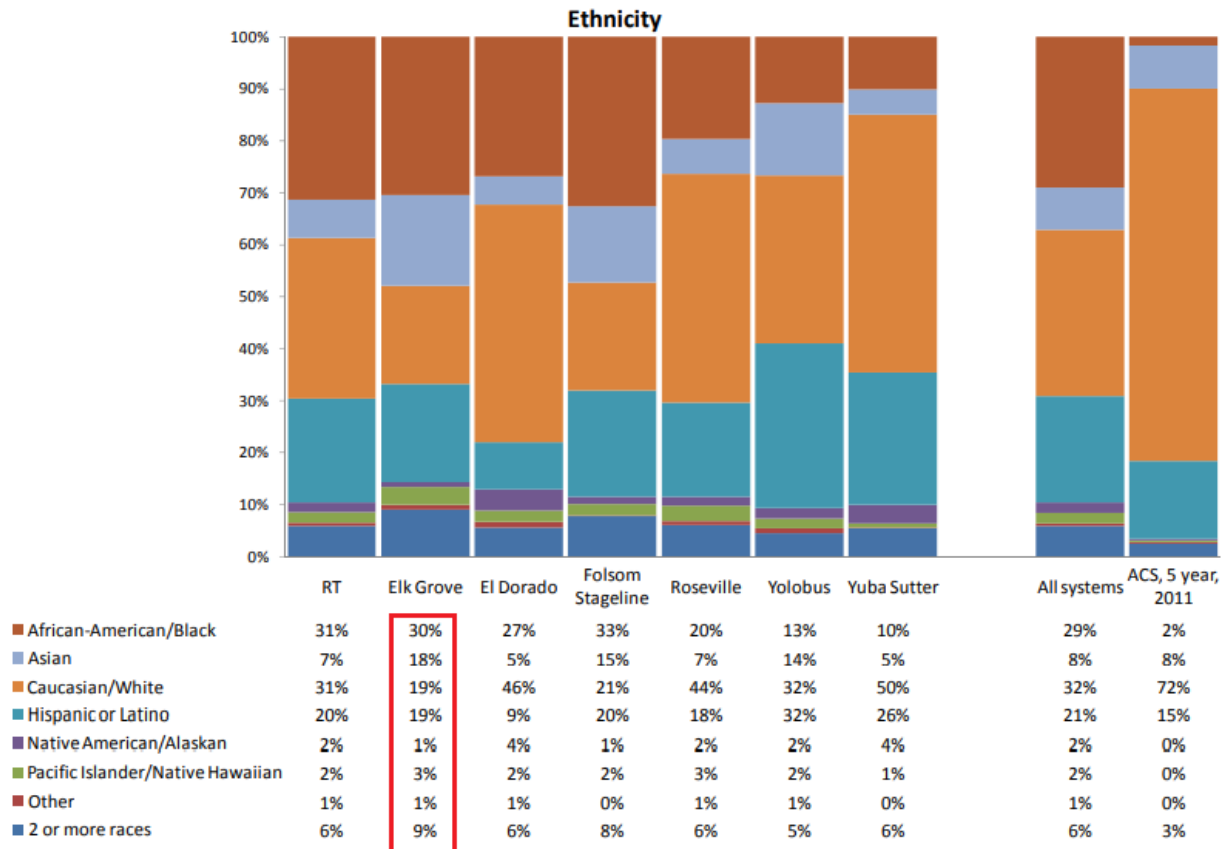
	Minority	Low-Income
Elk Grove Customers	81%	25%
SacRT Customers (2013 Survey)	69%	55%
SacRT Customers (2019 Survey)	72.3%	55.8%

On-Board Light Rail Single Ride Fare – Demographics are not known, however, staff has assumed that users of the On-Board Light Rail Single Ride Fare would be demographically similar to existing users of the single ride light rail ticket, which is identical in pricing and similar in use cases. Users of that ticket are 48.7 percent minority and 5.5 percent low-income. These are among the lowest minority and low-income splits for any fare type (since this fare type requires possession of a contactless credit card, it is logical to assume that, if anything, these users are even less likely to be minority or low-income, but that hasn't been validated). Demographics of the On-Board Light Rail Discount Single Ride Fare may likewise be comparable to users of the existing discount single ride ticket, who are 45.5 percent minority and 30.0 percent low-income, both below SacRT averages, although not as extreme for the low-income category.

Figure 5
Light Rail Single Ride User Demographics

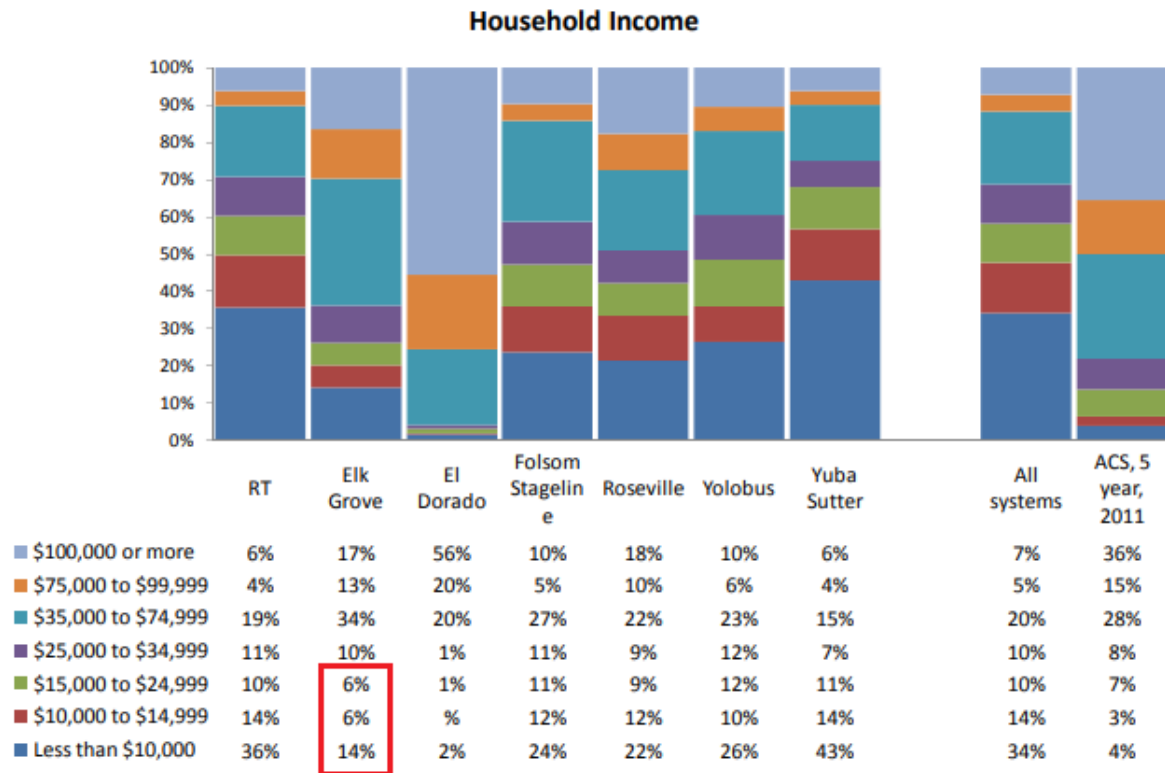
	Minority	Low-Income
Single Ride Light Rail Ticket Assumed to be similar to On-Board Light Rail Single Ride Fare	48.7%	5.5%
Discount Single Ride Light Rail Ticket Assumed to be similar to On-Board Light Rail Discount Single Ride Fare	45.5%	30.0%

Figure 6



Source: On-Board Survey (2013)

Figure 7



Source: On-Board Survey (2013)

Figure 8

Poverty Level Analysis for All Systems								
Poverty level income estimate - uses mid point in income ranges from Q20	Which system was respondent riding when surveyed?							Results for all seven systems combined
	RT	Elk Grove	El Dorado	Folsom Stage Line	Roseville	Yolobus	Yuba Sutter	
Poverty: Less than \$10,000, any household size, one or more persons	37%	14%	2%	24%	22%	27%	44%	35%
Poverty: \$10 to \$14,999 (mid point \$12,500) & HH size 2 or more persons	11%	6%	0%	11%	7%	8%	10%	11%
Poverty: \$15 to \$24,999 (mid point \$20,000) & HH includes 4 or more persons	4%	3%	0%	5%	2%	5%	5%	4%
Poverty: \$25-\$34,999 (mid point \$30,000) & HH includes 6 or more persons	1%	2%	0%	2%	1%	1%	1%	1%
Poverty: \$35,000 to \$44,999 (mid point \$40,000) & HH includes 9 or more persons	0%	0%	0%	0%	0%	0%	0%	0%
Above poverty: \$10 to \$14,999 (midpoint \$12,500) & HH includes only one person	2%	0%	0%	1%	5%	2%	3%	2%
Above poverty: \$15-\$24,999 (mid point \$20,000) & HH includes 3 or fewer persons	6%	2%	1%	7%	6%	7%	6%	6%
Above poverty: \$25-\$34,999 (mid point \$30,000) & HH includes 5 or fewer persons	9%	8%	1%	9%	7%	10%	6%	9%
Above poverty: \$35-\$44,999 (mid point \$40,000), & HH includes fewer than 9 persons	7%	7%	6%	7%	5%	8%	4%	7%
Above poverty: \$45-\$54,999 (mid point \$50,000), no HH size criterion	6%	10%	5%	7%	5%	8%	4%	6%
Above poverty: \$55-\$74,999 (mid point \$65,000), no HH size criterion	7%	16%	10%	14%	12%	6%	7%	7%
Above poverty: \$75-\$99,999 (mid point \$87,500), no HH size criterion	4%	13%	20%	5%	10%	7%	4%	5%
Above poverty: \$100,000 or more, no HH size criterion	6%	17%	56%	10%	18%	11%	6%	7%
Total percent below poverty level income	53%	25%	2%	42%	32%	41%	60%	51%
Total percent above poverty level income	47%	73%	99%	60%	68%	59%	40%	49%

Source: On-Board Survey (2013)

7. Analysis and Findings

Elk Grove Fares – Splits are not available for the various Elk Grove fare types; however, it is known from the 2013 On-Board Survey that overall, eTran riders were 81 percent minority and 19 percent low-income. Total ridership and fare revenue is also known for eTran service, and has been used for the sake of analysis of the Elk Grove fares. Although the base fare for eTran and for SacRT's Elk Grove service is \$2.25, lower than the basic SacRT fare of \$2.50, due to fewer discount programs, the aggregate average fare for eTran was \$1.57, higher than the systemwide SacRT average fare of \$1.27. Therefore, creation of the Elk Grove fare types will be expected to increase the SacRT average fare. Inferences can also be made about how SacRT's minority and low-income splits will change.

Figure 9
Minority Splits for Elk Grove Fares

	Percent of Boardings	Fare Revenue	Passenger Boardings
Minority	81.0%	\$931,576	594,938
Non-Minority	19.0%	\$218,518	139,553
Total	100.0%	\$1,150,094	734,491

Figure 10
Low-Income Splits for Elk Grove Fares

	Percent of Boardings	Fare Revenue	Passenger Boardings
Low-Income	25.0%	\$287,524	183,623
Non-Low-Income	75.0%	\$862,571	550,868
Total	100.0%	\$1,150,094	734,491

Figure 11
Change to Systemwide Statistics
From Elk Grove Fares

Minority	Fare Revenue	Boardings	Average Fare
Before	\$19,593,175	15,768,345	\$1.243
New Boardings	\$931,576	594,938	\$1.566
After	\$20,524,751	16,363,283	\$1.254
Change in Avg Fare	n/a	n/a	\$0.011
% Change in Avg Fare	n/a	n/a	0.885%
Non-Minority	Fare Revenue	Boardings	Average Fare
Before	\$8,995,491	6,741,462	\$1.334
New Boardings	\$218,518	139,553	\$1.566
After	\$9,214,009	6,881,015	\$1.339
Change in Avg Fare	n/a	n/a	\$0.005
% Change in Avg Fare	n/a	n/a	0.375%
Low-Income	Fare Revenue	Boardings	Average Fare
Before	\$13,854,614	11,295,467	\$1.227
New Boardings	\$287,524	183,623	\$1.566
After	\$14,142,138	11,479,090	\$1.232
Change in Avg Fare	n/a	n/a	\$0.005
% Change in Avg Fare	n/a	n/a	0.407%
Non-Low-Income	Fare Revenue	Boardings	Average Fare
Before	\$14,734,052	11,214,340	\$1.314
New Boardings	\$862,571	550,868	\$1.566
After	\$15,596,623	11,765,208	\$1.326
Change in Avg Fare	n/a	n/a	\$0.012
% Change in Avg Fare	n/a	n/a	0.913%

As shown in Figures 9, 10, and 11, addition of the Elk Grove fares would likely increase SacRT's average fare systemwide, and for all minority and low-income splits. However, because of the demographics of Elk Grove fare users, it will increase more for minority populations and for non-low-income populations, as summarized Figure 12.

Figure 12
Percent Change in Systemwide Average Fare
From Elk Grove Fares

Rider Type	Existing	Proposed	Change	% Change
Minority	\$1.243	\$1.254	\$0.011	0.885%
Non-Minority	\$1.334	\$1.339	\$0.005	0.375%
Low-Income	\$1.227	\$1.232	\$0.005	0.407%
Non-Low-Income	\$1.314	\$1.326	\$0.012	0.913%

SacRT uses a threshold of 20 percent to determine statistical significance for disparate impact analysis (e.g., does the minority fare increase by more than 20% more than the non-minority fare increase). As shown in Figure 13, the increase in the minority average fare would be statistically significant. Therefore, there is a potential disparate impact on minority populations from adding the Elk Grove fare types. Because the low-income fare would increase less than the non-low-income fare, there is no potential disproportionate burden on low-income populations.

Figure 13
Potential Disparate Impacts and/or Disproportionate Burdens
From Elk Grove Fares

a. Percent increase in non-minority avg fare	0.375%
b. Threshold of statistical significance (120% * a)	0.450%
c. Percent increase in minority avg fare	0.885%
d. Do fares increase more for minority populations? (c > a)	Yes
e. Is there evidence of a potential disparate impact (c > b)	Yes
f. Percent increase in non-low-income avg fare	0.913%
g. Threshold of statistical significance (120% * f)	1.096%
h. Percent increase in low-income avg fare	0.407%
i. Do fares increase more for low-income populations? (h > f)	No
j. Is there evidence of a potential disproportionate burden? (h > g)	No

On-Board Light Rail Single Ride Fare – Ridership on the On-Board Light Rail Single Ride Fare has averaged 10.5 boardings per day since September 1, 2021, on pace for 3,833 per year. Minority, non-minority, low-income, and non-low-income splits are presented in Figures 14 and 15.

Figure 14
Minority Splits for On-Board Light Rail Single Ride Fare

	Percent of Boardings	Fare Revenue	Passenger Boardings
Minority	48.7%	\$4,667	1,867
Non-Minority	51.3%	\$4,916	1,966
Total	100.0%	\$9,583	3,833

Figure 15
Low-Income Splits for On-Board Light Rail Single Ride Fare

	Percent of Boardings	Fare Revenue	Passenger Boardings
Low-Income	5.5%	\$527	211
Non-Low-Income	94.5%	\$9,055	3,622
Total	100.0%	\$9,583	3,833

Figure 16
Change to Systemwide Statistics
From On-Board Light Rail Single Ride Fare

Minority	Fare Revenue	Boardings	Average Fare
Before	\$19,593,175	15,768,345	\$1.243
New Boardings	\$4,667	1,867	\$2.500
After	\$19,597,842	15,770,212	\$1.243
Change in Avg Fare	n/a	n/a	\$0.000
% Change in Avg Fare	n/a	n/a	0.000%
Non-Minority	Fare Revenue	Boardings	Average Fare
Before	\$8,995,491	6,741,462	\$1.334
New Boardings	\$4,916	1,966	\$2.500
After	\$9,000,407	6,743,428	\$1.335
Change in Avg Fare	n/a	n/a	\$0.001
% Change in Avg Fare	n/a	n/a	0.075%
Low-Income	Fare Revenue	Boardings	Average Fare
Before	\$13,854,614	11,295,467	\$1.227
New Boardings	\$527	211	\$2.500
After	\$13,855,141	11,295,678	\$1.227
Change in Avg Fare	n/a	n/a	\$0.000
% Change in Avg Fare	n/a	n/a	0.000%
Non-Low-Income	Fare Revenue	Boardings	Average Fare
Before	\$14,734,052	11,214,340	\$1.314
New Boardings	\$9,055	3,622	\$2.500
After	\$14,743,107	11,217,962	\$1.314
Change in Avg Fare	n/a	n/a	\$0.000
% Change in Avg Fare	n/a	n/a	0.000%

Since the On-Board Light Rail Single Ride Fare of \$2.50 is greater than the systemwide average fare of \$1.27 and all the minority and low-income splits, disproportionate use of it by any group will tend to increase the average fare for that group. Assuming users of the On-Board Light Rail Single Ride Fare most closely resemble the users of the single ride light rail ticket, this will tend to disproportionately raise the average fare for non-minority and non-low-income riders and thus have no Title VI impacts.

As shown in Figure 16, using these assumptions, and after rounding to a tenth of a cent, the impacts of the On-Board Light Rail Single Ride Fare are too minor to have a measurable numerical impact on any systemwide average fare splits, except for raising the non-minority fare. Without rounding, the non-low-income fare would also increase more than the low-income fare. This supports the supposition that the effects of the new fare are both minor, and to the extent that they are relevant, that they would be more adverse to non-minority and non-low-income populations.

Note also that the On-Board Light Rail Single Ride Fare is not an increase nor a replacement of an existing fare type, so in practice, it is unlikely to be used by anyone other than experimentally (presumably by a customer who could afford to do so) or as a convenient substitute for the equally-priced single ride ticket.

No ridership data exists for the On-Board Light Rail Discount Single Ride Fare because it has not been enabled yet; however, similar logic applies: its introduction is not accompanied by elimination or increase of any fare types. It also does not confer any new favorable pricing for anyone who would not already be qualified for such a discount.

Altogether, this analysis finds that the On-Board Light Rail Single Ride Fare, as currently priced, and the On-Board Light Rail Discount Single Ride Fare, if priced the same as SacRT's discount fare (currently \$1.25), would result in *no disparate impacts on minority populations* and *no disproportionate burdens on low-income populations*.

8. Justification, Alternatives, and Mitigation

Facially, creation of the Elk Grove fare types would not appear to be discriminatory, because all pricing was kept unchanged in the transition of transit services from the City of Elk Grove to SacRT. The purpose of the quantitative Title VI analysis is to help avoid unintentional discrimination. In this case, the analysis yields a potentially unexpected result: although Elk Grove fares are *lower priced* than comparable SacRT fares, Elk Grove riders typically *pay more* out of pocket, apparently due to lower use of discount fare types. Because Elk Grove riders are disproportionately minority, the quantitative analysis suggests that there may be a *potential* disparate impact. This does not prohibit SacRT from implementing the proposed changes; however, before doing so, the SacRT Board must declare a *substantial legitimate justification* for the changes, show that there are no alternatives that would have a less disparate impact on minority riders, and take steps to avoid, minimize, or mitigate impacts to minority riders, where practicable.

Alternatives – SacRT’s negotiated annexation of City of Elk Grove transit services mandated that SacRT maintain the pre-existing fare structure for Elk Grove transit services until at least December 31, 2021, which is also the end of the six-month period where a fare change may be considered temporary and exempt from Title VI. This analysis is therefore concerned only with whether it would be discriminatory to continue the Elk Grove fares as-is beyond that date. The Elk Grove fares consist of several different fare types (e.g., single ride, daily pass, monthly pass) so countless alternatives are theoretically possible (although demographic data is not currently available for each specific type, limiting SacRT’s ability to compare Title VI impacts).

The simplest alternative would be to rescind the creation of all Elk Grove fares. Such a “no project” scenario would actually be *more* adverse to minority populations: If the Elk Grove fares did not exist, then Elk Grove riders who are not eligible for a discount would have to pay the ordinary SacRT fare of \$2.50 for a single ride or \$100 for a monthly pass. Since this is more than the \$2.25 single fare or \$80 Local monthly pass under the Elk Grove fare structure, this would *increase* any impact on minority populations. The “no project” alternative would therefore be *worse* from a Title VI standpoint than the proposed action, i.e., the creation/maintenance of special Elk Grove fares.

It is important to observe that the quantitative approach to this Title VI analysis is useful for detecting unintentional biases, but it may not comprehensively and definitively determine whether a proposed action is discriminatory because it looks at the issue from only one of several possible and reasonable standpoints. The formal quantitative analysis has been prepared from the standpoint of how *SacRT’s* average fare splits would change and has found that SacRT’s average fare would increase more for minority than non-minority populations. However, from the standpoint of *purchasing customers*, the proposed action would not seem discriminatory, because it would have *no effect*. Pricing has been left entirely unchanged from what it was under the City of Elk Grove. No customer has or would experience a change in pricing from continuing Elk Grove fares as they are. The average fare paid by the *affected customers* would not change from the “before” to the “after” condition, because pricing is unchanged.

Justification – As discussed above, Elk Grove fares are *lower priced* than SacRT fares, but the average fare paid is *higher* due apparently to *less use of discount fare types*. This in turn is likely due to Elk Grove ridership being over half from commuter bus routes, which typically skew toward non-discount fare types (i.e., commuter routes typically have fewer student, senior, and

disabled riders). Commuter bus routes, such as the Elk Grove commuter buses to Downtown Sacramento, are also typically considered higher-value or premium service, due to longer average trip length and replacement of a higher-cost automobile trip. This implies that Elk Grove riders, who are above-average minority, do indeed tend to pay an above-average fare, but it is to some extent justifiable, because a great proportion of them are paying that fare to ride higher-value commuter bus service.

It should also be kept in mind that Elk Grove transit fares are already *lower* than SacRT fares at only \$2.25 for a single ride (compared to \$2.50 for SacRT) with similarly lower pricing for comparable multi-ride passes. Elk Grove riders also have the option of a \$80 local-only monthly pass. While Elk Grove riders may in fact be paying more on average, it is not for lack of fair pricing. Essentially, every full-priced fare option is priced equal to or lower than its SacRT equivalent. Elk Grove riders just happen to be more likely to pay the full fare, rather than the discount fare (i.e., because overall, they have a lower percentage of senior, disabled, and student riders). Notably, this is not because of more restrictive eligibility rules. Eligibility rules for discount fare types are the same or more inclusive for Elk Grove fares (e.g., for both SacRT and Elk Grove service, the age for senior eligibility is age 62, disability certification follows the same rules, and TK-12 students ride for free).

Lastly, as discussed above, from the perspective of Elk Grove customers, the fare is *not changing*.

Overall, even though Elk Grove riders are paying a slightly higher average fare than SacRT riders and even though they tend to be more minority, the suggestion that this is discriminatory would appear to rest mostly on evidence that is somewhat or largely inapplicable. When alternatives and seemingly more applicable analytical standpoints are taken into consideration, the proposed action appears to have a substantial, legitimate justification.

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RESOLUTION NO. 2022-05-045

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

May 9, 2022

APPROVING A TITLE VI SERVICE EQUITY ANALYSIS AND ADOPTING SERVICE CHANGES FOR SEPTEMBER 2022 AND FUTURE SERVICE

WHEREAS, SacRT is considering major service changes, as defined in Resolution 15-12-0137, planned for implementation on or around September 2022, as described and except as noted in Exhibit A; and,

WHEREAS, a draft service plan, including a Title VI service equity analysis of the proposed changes has been prepared, made available for a 30-day public review and comment period, publicized in accordance with SacRT policy on major service changes; and,

WHEREAS, the Title VI service equity analysis found that there might be potential disproportionate burdens to low-income populations from adopting the proposed service changes because the proposed new service is expected to be disproportionately used by non-low-income populations;

NOW, THEREFORE, BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, the Board of Directors has reviewed and approved the Title VI service equity analysis set forth in Exhibit A and has reviewed and taken into consideration all public comments related to the proposed changes and the Title VI service equity analysis; and,

THAT, the potential disproportionate burden to low-income populations is the result of improving or introducing service that would be fully paid for by others and that without these changes, the remainder of the proposed service changes would not result in a potential disproportionate burden to low-income populations; and,

THAT, recognizing this determination, the Board of Directors finds that there is a substantial legitimate justification to implement the service changes as proposed;

THAT, the changes to Route 177 made on August 30, 2021 are hereby approved to become permanent, pending written approval by City of Rancho Cordova, as described in Exhibit A; and,

THAT, the proposed changes to Route 138 are hereby approved, and the General Manager/CEO is hereby authorized to implement such changes on or around September 2022, pending approval by the Yolo County Transportation District, as described in Exhibit A; and,

THAT, the proposed changes to Route E110 are hereby approved, and the General Manager/CEO is hereby authorized to implement such changes on or around September 2022, pending execution of a cost-sharing agreement with Sky River Casino to fully fund the direct operating cost of the additional service, as described in Exhibit A; and,

THAT, the proposed new route, tentatively referred to as Route E37, is hereby approved and the General Manager/CEO is hereby authorized to implement the new route, with a start date depending on vehicle acquisition, pending execution of a cost-sharing agreement with UC Davis Health, to fully fund the direct operating cost and any capital cost of the new service, as described in Exhibit A; and,

THAT, the remainder of the proposed service changes set forth in Exhibit A are hereby approved, and the General Manager/CEO is hereby authorized to implement such changes effective on or around September 2022, as described in Exhibit A.

DocuSigned by:



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STEVE MILLER, Chair

A T T E S T:

HENRY LI, Secretary

DocuSigned by:



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By:

Tabetha Smith, Assistant Secretary

Sacramento Regional Transit

September 2022 Service Changes Final Plan and Title VI Equity Analysis

Presented to the SacRT Board of Directors
May 9, 2022

Overview

SacRT's major service change policy requires a 30-day public review and Title VI service equity analysis before approving any major service changes. The following report presents proposed changes broadly categorized as follows:

Service Restorations – Restoring bus service that was designated for temporary suspension beginning on April 3, 2022 (see below for extended discussion on temporary suspensions)

Permanent Elimination – Making permanent a small subset of originally temporary suspensions of certain routes and trips beginning on April 3, 2022

SRTP Implementation – Implementing changes to service as set forth in SacRT's Short Range Transit Plan, or other minor changes requested by customers or recommended by staff

Contract Service – Analyzing changes approved earlier on a temporary basis (i.e., improvements to the Rancho CordoVan) or being considered for the future (i.e., a new commuter route from Elk Grove to UC Davis Health and additional weekend service to the future Sky River Casino)

Temporary Suspensions

In March 2022, SacRT announced temporary suspensions of all or part of several bus routes throughout the system, to address a shortage in bus operators which has been resulting in systemwide reliability problems. By suspending approximately 3 percent of bus service, SacRT sought to better allow customers to plan around system outages, rather than be subject to random and unplanned outages.

Factors - Suspensions were spread throughout the system, to avoid targeting a single area or type of service. For example, several commuter bus routes, trunk line service on Florin Road, and Route 142 service to Sacramento International Airport were all included as suspensions.

Example 1:

In the case of Florin Road service, the route in question is a high-ridership route (i.e., Route 81) however, it was felt that lengthening frequency from 15 to 30 minutes would be less impactful than lengthening headways from 30 to 60 minutes on a lower frequency route (or eliminating a low-frequency route altogether).

Example 2:

Frequency on Route 142 to the airport was reduced from 30 to 60 minutes, which is understandably less convenient; however, staff felt that by conserving some resources on airport service, less lifeline service would have to be suspended.

Example 3:

Suspensions to commuter bus service were made with reluctance, given that the COVID-19 pandemic appeared to be subsiding and many office workers were returning to work; however, compared to student riders and transit-dependent riders, commuter ridership has had the most extreme ridership loss and has been the last and slowest ridership type to rebound. Teleworking seems likely to permanently reduce commuter ridership going forward, so it was felt that reductions to commuter bus service should be suspended as well, especially where an alternative route might be available, even if the alternative route might have a longer route or more stops.

Public Review - The April suspensions were approved on relatively short notice, without a 30-day public review, on the basis that they were considered temporary, lasting no more than twelve months, and as such did not constitute major service changes under SacRT policy. This was justified on the basis that expeditiousness was required to address a problem that was both immediate and temporary. This report analyzes those suspensions; however, the plan itself calls for most (although not all) of them to be reversed in September.

Equity - As discussed in the Title VI section of this report, if Route 142 and several commuter bus routes had not been included among the suspensions, the impacts of the suspensions would have fallen disproportionately on disadvantaged populations.

Permanent Eliminations

Certain trips on Routes 23, 82, and 86 that were suspended in April 2022 were designated for permanent elimination in this plan. In general, the selected trips are trips that were previously added to the schedule to augment capacity but that are not considered necessary under current circumstances, with ridership having decreased from the COVID-19 pandemic. Supplemental trips such as these often consume an outsize share of resources (e.g., an additional bus may have to pull out each day just to operate a single peak-hour trip). Trips like these should therefore only be operated when they are genuinely needed for capacity reasons. If ridership returns to prior levels, these trips could be restored.

SRTP Implementation

Throughout 2021 and over the past few months, SacRT has been updating its Short Range Transit Plan. The public comment period for the Draft SRTP recently closed and the final version is being presented to the SacRT Board in a separate agenda item but on the same agenda as this service change plan. The SRTP provides a higher-level look at potential service improvements over the next five years and a forum for stakeholders to evaluate options, costs, and priorities. Staff evaluated potential improvements from the Draft SRTP and recommended a subset of them for implementation in September 2022. Due to SacRT's ongoing shortage of bus operators, Staff has kept the magnitude of changes relatively modest. Staff has also prioritized improvements to evening span of service (rather than additional daytime trips) to avoid incrementing the peak vehicle requirement, until more of SacRT's bus fleet is replaced with newer vehicles.

Contract Service

Four routes in this service plan are already operated or would potentially be operated with support from an outside party under a cost-sharing agreement, covering SacRT's operating costs.

Title VI and Approval

SacRT policy requires a Title VI service equity analysis prior to adopting major service changes. That analysis can be found in Section II. Staff anticipates presenting a final plan, a final Title VI analysis, and all public comments to the SacRT Board on May 9, 2022 for potential approval.

Section I

Service Plan

#1 Greenback

Description – Add one evening trip on Saturday leaving Watt/I-80 light rail station at 9:36 pm..

Discussion – Addition of this trip would close a 60-minute gap in service and was identified in SacRT's Draft Short Range Transit Plan as a priority to promote interconnectivity and reduce travel times across the network. Route 1 is a major route with connections to the Blue Line and Routes 21, 23, 25, 26, 82, 84, and 93.

Evening service improvements are also being prioritized at this time (e.g., over peak-hour improvements) to avoid incrementing SacRT's daily vehicle requirement.

Fiscal Impact - Operating cost for the new trip is estimated at **\$5,103** per year, before fare revenue.

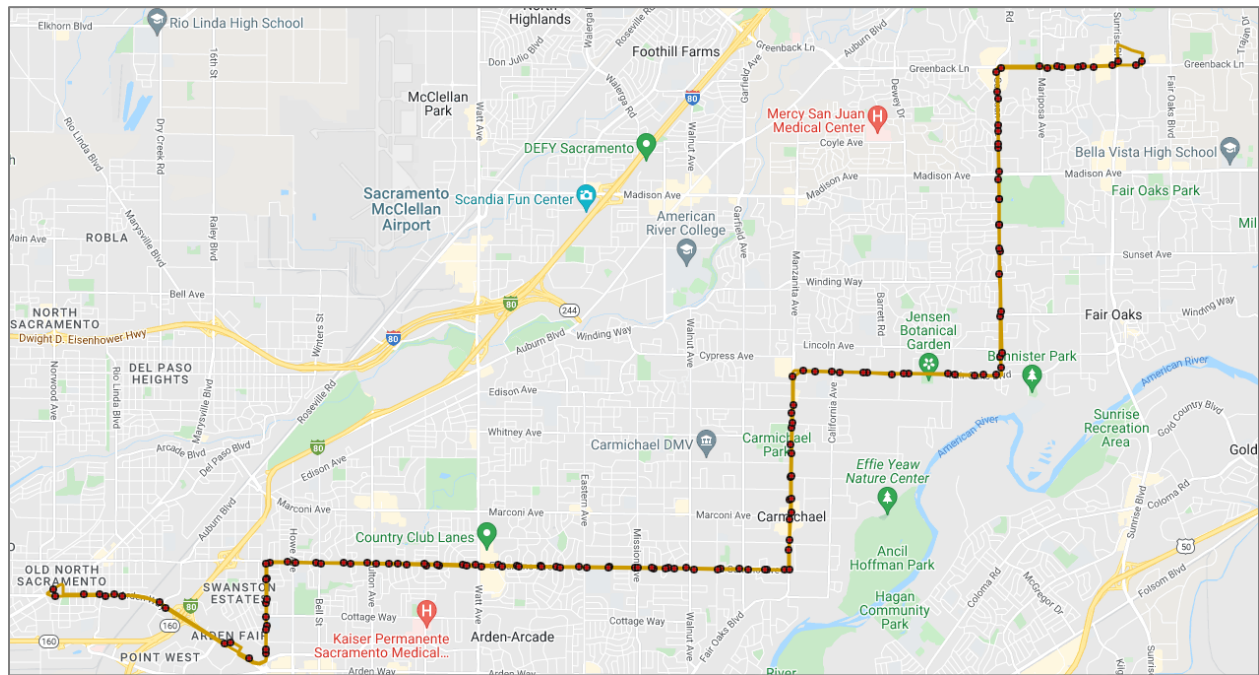
#23 El Camino

Description - Make permanent the suspension of eight short trips suspended in April 2022 due to low ridership and to conserve resources.

Background – These eight trips were added in September 2019 as part of the SacRT Forward project. The purpose, at the time, was to begin upgrading Route 23 to 15-minute frequency during the times of highest ridership. They do not operate the entire length of the route, but instead, run only from Arden/Del Paso light rail station to Watt Avenue, which is the busiest segment of the route. These eight trips were designated for suspension in April 2022. This change would make that suspension permanent. If/when ridership on the route returns to pre-pandemic levels, these trips could and should then be restored.

Fiscal Impact - Operating savings for this improvement are estimated at **\$124,959** per year, excluding fare revenue.

#23 El Camino Map



Route 23 runs from Arden/Del Paso light rail station to Sunrise Mall, primarily via El Camino Ave., Fair Oaks Blvd., San Juan Ave, and Greenback Lane.

#26 Fulton

Description – Add three evening trips on weekdays including trips from University/65th Street light rail station at 8:47 and 9:47 pm and from Watt Ave and Elverta Road at 8:53 pm.

Discussion – Addition of these trips would close several 60-minute gaps in service and was identified in SacRT's Draft Short Range Transit Plan as a priority to promote interconnectivity and reduce travel times across the network. Route 26 is a major route with connections to the Blue Line, Gold Line, and Routes 1, 13, 19, 23, 25, 38, 81, 82, 84, and 87.

Evening service improvements are also being prioritized at this time (e.g., over peak-hour improvements) to avoid incrementing SacRT's daily vehicle requirement.

Fiscal Impact - Operating cost for the new trips is estimated at **\$82,265** per year, before fare revenue.

#23 El Camino
Monday to Friday Schedule
Suspended Trips for Permanent Elimination

Sunrise Mall	Watt Ave	Arden Del Paso	Arden Del Paso	Watt Ave	Sunrise Mall
5:15a	5:45a	6:08a	6:23a	6:44a	7:20a
5:45a	6:15a	6:38a	6:53a	7:17a	7:57a
6:15a	6:45a	7:08a	7:23a	7:47a	8:27a
6:43a	7:15a	7:38a	7:53a	8:15a	8:52a
7:08a	7:44a	8:08a	8:23a	8:45a	9:22a
7:38a	8:14a	8:38a	8:53a	9:15a	9:52a
8:08a	8:44a	9:08a	9:23a	9:45a	10:22a
8:38a	9:14a	9:38a	9:53a	10:15a	10:52a
9:08a	9:44a	10:08a	10:23a	10:46a	11:25a
9:38a	10:14a	10:38a	10:53a	11:16a	11:55a
10:08a	10:44a	11:08a	11:23a	11:46a	12:25p
10:35a	11:13a	11:38a	11:53a	12:18p	12:58p
11:05a	11:43a	12:08p	12:23p	12:48p	1:28p
11:35a	12:13p	12:38p	12:53p	1:18p	1:58p
12:05p	12:43p	1:08p	1:23p	1:48p	2:28p
12:35p	1:13p	1:38p	1:53p	2:20p	3:00p
1:04p	1:42p	2:08p	2:23p	2:50p	3:30p
1:34p	2:12p	2:38p	2:53p	3:20p	4:00p
2:03p	2:41p	3:07p	3:23p	3:50p	4:30p
2:30p	3:08p	3:34p	3:38p	4:05p	
	3:25p	3:51p	3:53p	4:20p	5:00p
3:01p	3:42p	4:08p	4:08p	4:35p	
3:18p	3:57p	4:23p	4:23p	4:50p	5:30p
	4:11p	4:34p	4:39p	5:06p	
3:48p	4:27p	4:53p	4:53p	5:20p	6:00p
	4:41p	5:04p	5:08p	5:35p	
4:18p	4:57p	5:23p	5:23p	5:50p	6:30p
	5:11p	5:34p	5:39p	6:06p	
4:48p	5:27p	5:53p	5:53p	6:16p	6:52p
5:08p	5:43p	6:08p	6:23p	6:46p	7:22p
5:41p	6:16p	6:41p	6:53p	7:14p	7:48p

6:11p	6:44p	7:07p	7:23p	7:44p	8:18p
6:41p	7:14p	7:37p	7:53p	8:14p	8:48p
7:15p	7:46p	8:07p	8:23p	8:42p	9:12p
7:45p	8:16p	8:37p	8:53p	9:12p	9:42p
8:15p	8:46p	9:07p	9:23p	9:42p	10:12p
8:45p	9:16p	9:37p	9:53p	10:12p	10:42p
9:15p	9:46p	10:07p	10:23p	10:42p	11:12p

The trips shown in red would be permanently eliminated Includes westbound trips from Watt Avenue at 4:11, 4:41, and 5:11 pm

Includes eastbound trips from Arden/Del Paso at 3:38, 4:08, 4:39, 5:08, and 5:39 pm

Remaining trip times may be shifted to maintain even 30-minute frequency on remainder of the route

#30 J Street

Description – Add a morning trip beginning at CSUS around 5:31 am and arriving at Sacramento Valley Station around 5:54 am (to connect with the 6:10 am Capitol Corridor train and allow earlier travel to Sacramento International Airport). Add evening trips from CSUS at 6:57 and 7:57 pm and from Sacramento Valley Station at 7:39 and 8:39 pm to improve evening headways from 60 to 30 minutes (and to also provide better connections from Capitol Corridor trains arriving at 8:09 and 9:15 pm).

Background – In 2019, as part of the SacRT Forward project, frequency on Route 30 was reduced during the midday period from 15 to 30 minutes. At the same time, Route 38 was realigned from P/Q Streets to J/L Streets, sharing the corridor with Route 30, and providing a combined 15-minute frequency. Route 30 retained its own independent 15-minute frequency during busier peak hours. Reduction of frequency on Route 30 has been one of the less popular changes from SacRT Forward, with many operators and customers complaining that the simplicity of 15-minute frequency on Route 30 was essential to its usefulness. As a shorter-distance route, 30-minute frequency can struggle to compete against other short-distance modes such as ride-share.

SacRT's Short Range Transit Plan identified restoration of 15-minute daytime frequency on Route 30 as a high priority; however, at \$918,820 per year, it is a very expensive improvement. SacRT has also been experiencing vehicle shortages with the aging of its fleet. Although replacement vehicles will be arriving over the next year, for these reasons combined staff recommends at this time prioritizing just some of the evening service on Route 30, where existing frequency is 60 minutes, plus one morning trip. These changes are lower in cost and do not require additional vehicles. Improving to 15-minute frequency all-day would require an estimated two new vehicles each day.

Equity – Route 30 skews very low for low-income ridership, so major improvements to Route 30, without improvements to lower-income routes elsewhere (or reductions to other higher-income routes) might also contribute significantly to the service changes being unintentionally discriminatory, as discussed in more detail in the Title VI equity analysis section. For this reason, a smaller change to Route 30 is recommended at this time, rather than the entire 15-minute frequency improvement.

Fiscal Impact – Operating cost for the five new trips recommended is estimated at **\$109,340** per year, before fare revenue.

#30 J Street
Proposed Schedule
Monday to Friday

CSUS	L & 29th	Sac Valley	Sac Valley	J & 28th	CSUS
5:31a	5:42a	5:54a	6:09a	6:24a	6:35a
5:56a	6:07a	6:19a	6:39a	6:55a	7:07a
6:26a	6:37a	6:49a	7:09a	7:25a	7:37a
6:56a	7:07a	7:19a	7:25a	7:41a	7:53a
7:26a	7:38a	7:52a	7:39a	7:55a	8:07a
7:56a	8:08a	8:22a	7:55a	8:11a	8:23a
8:26a	8:38a	8:52a	8:09a	8:25a	8:37a
8:56a	9:08a	9:22a	8:25a	8:41a	8:53a
9:26a	9:38a	9:52a	8:39a	8:55a	9:08a
9:56a	10:08a	10:22a	9:09a	9:25a	9:38a
10:26a	10:38a	10:52a	9:39a	9:55a	10:08a
10:56a	11:09a	11:25a	10:09a	10:25a	10:38a
11:25a	11:38a	11:54a	10:39a	10:56a	11:10a
11:55a	12:08p	12:24p	11:09a	11:26a	11:40a
12:25p	12:38p	12:54p	11:39a	11:56a	12:10p
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2:25p	2:38p	2:54p	1:39p	1:56p	2:10p
2:40p	2:53p	3:09p	2:09p	2:26p	2:40p
2:55p	3:08p	3:24p	2:39p	2:56p	3:10p
3:10p	3:23p	3:39p	3:09p	3:27p	3:41p
3:25p	3:38p	3:54p	3:39p	3:57p	4:11p
3:40p	3:53p	4:09p	4:09p	4:27p	4:41p
3:55p	4:08p	4:24p	4:25p	4:43p	4:57p
4:10p	4:23p	4:39p	4:39p	4:57p	5:11p
4:25p	4:38p	4:54p	4:55p	5:12p	5:27p
4:40p	4:53p	5:09p	5:09p	5:26p	5:41p
4:56p	5:09p	5:22p	5:25p	5:41p	5:53p

5:26p	5:37p	5:52p	5:39p	5:55p	6:07p
5:56p	6:07p	6:22p	6:09p	6:25p	6:37p
6:26p	6:37p	6:52p	6:39p	6:53p	7:03p
6:57p	7:06p	7:18p	7:09p	7:23p	7:33p
7:27p	7:36p	7:48p	7:39p	7:53p	8:03p
7:57p	8:06p	8:18p	8:09p	8:23p	8:33p
8:27p	8:36p	8:48p	8:39p	8:53p	9:03p
9:27p	9:36p	9:48p	9:09p	9:23p	9:33p

New trips (shown in blue) from CSUS at 5:31 am, 6:57 pm, and 7:57 pm

New trips (shown in blue) from Sacramento Valley Station at 7:39 pm and 8:39 pm

Draft schedule subject to change

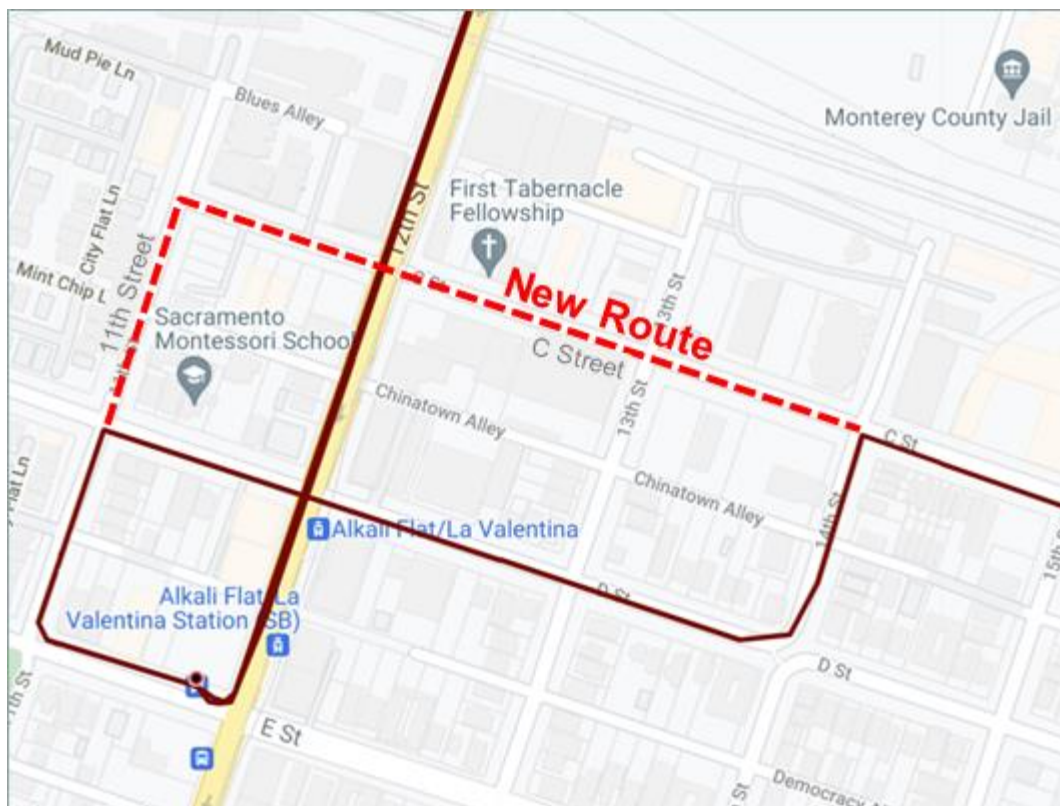
#33 Dos Rios

Description – Realign the route from D Street to C Street, via 11th Street.

Background – This routing reduces two turns from the existing route and moves Route 33 from a residential street (i.e., D Street) to a more commercial corridor (i.e., C Street) partly in response to noise complaints from residents of C Street. This does not affect any bus stops and should have no effect on ridership.

Fiscal Impact – None. This is a cost-neutral change.

#33 Dos Rios Changes to Route Map



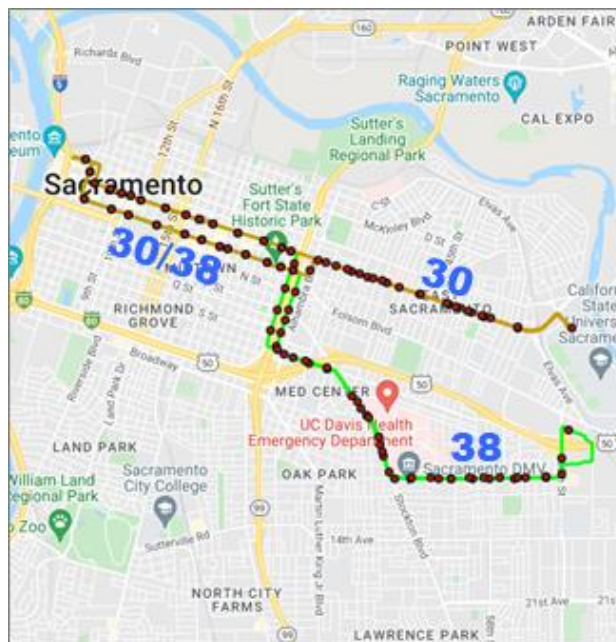
#38 Tahoe Park

Description - Adjust departure times from Sacramento Valley Station to improve spacing with Route 30 and improve transfers to Route 68.

Background – During the midday period, Route 30 and 38 both have 30-minute frequency and are scheduled 15 minutes apart on the shared J/L Street corridor. However, during peak hours, when Route 30 has 15-minute frequency, Route 38 trips are scheduled at the same time, or just a minute or two apart. This proposal would shift Route 38 times ahead by a few minutes, during times when its schedule is too close to that of Route 30.

Objectives – This change will reduce incidents of Route 30 and 38 buses arriving at J Street stops at the same time and queuing into the street. It will also reduce incidents of Route 38 arriving at the same time as Route 68 on 29th Street, where the two routes coincidentally have similar arrival times. By shifting Route 38 earlier, it may take pressure off Route 30, which tends to have more riders, and add riders to Route 38, which tends to have fewer riders. It will also tend to provide more schedule cushion for riders making the transfer from Route 38 outbound from downtown to Route 68, which continues to Oak Park, South Sacramento, and ultimately Cosumnes River College.

Schedule Constraints – Due to connections with light rail at Sacramento Valley Station, 29th Street, and University/65th Street, the Route 38 schedule should not be shifted excessively. Likewise, a major shift in the Route 38 schedule during peak hours (when Route 30 has 15-minute frequency) would create an irregular gap in trips at the time of the transition to midday hours.



#51 Stockton/Broadway

Description – Add four evening trips on Saturdays including trips from downtown Sacramento at 7:38, 8:38, and 9:38 pm and from Florin Towne Centre at 8:44 pm.

Add six evening trips on Sundays and Holidays and shift trip start times so that buses leave downtown Sacramento at approximately 7:12, 7:42, 8:12, 8:42, 9:12, and 9:42 pm and so that buses leave Florin Towne Centre at approximately 6:54, 7:24, 7:54, 8:24, and 8:54 pm.

Discussion – Addition of these trips would close several gaps in service of 45 to 60 minutes and lengthen the service day so the last bus from downtown would change from an 8:30 pm departure to a 9:42 pm departure. These changes were identified in SacRT's Draft Short Range Transit Plan as a priority to promote interconnectivity and reduce travel times across the network. Route 51 is a major route with connections to the Routes 38, 61, 67, 68, and 81, as well as numerous bus routes and light rail in downtown Sacramento.

Evening service improvements are also being prioritized at this time (e.g., over peak-hour improvements) to avoid incrementing SacRT's daily vehicle requirement.

Fiscal Impact - Operating cost for the new trips is estimated at **\$66,538** per year, before fare revenue.

#81 Florin

Description - Restore all trips that were temporarily suspended in April 2022, restoring frequency to 15 minutes throughout the day on weekdays.

Add two evening trips on Saturdays beginning at University/65th Street light rail station at 9:13 pm and at Florin Road and Riverside Blvd at 9:18 pm.

Add six evening trips on Sundays and Holidays beginning at University/65th Street at 7:43, 8:43, and 9:13 pm and from Florin Road and Riverside Blvd at 6:48, 7:48, and 8:48 pm.

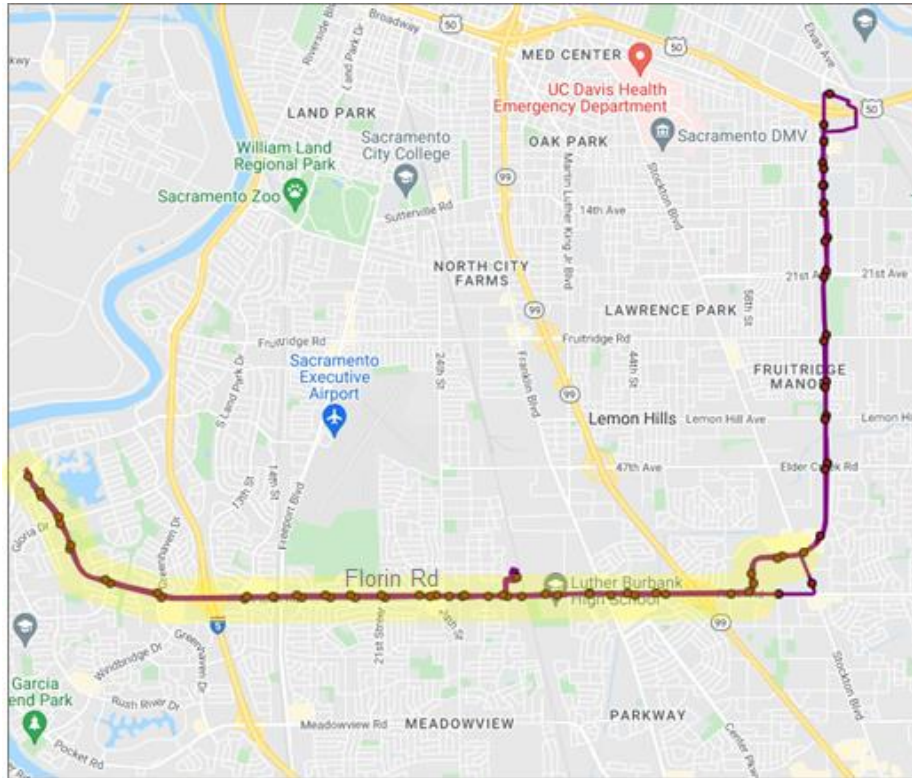
Background – Route 81 weekday service runs every 15 minutes on Florin Road during the day and every 30 minutes on 65th Street and through the evening on the entire route. In response to a major shortage in bus operators, service on Florin Road was reduced to every 30 minutes in April 2022, from approximately 5:34 am to 2:31 pm. This change would reverse that temporary measure.

Weekend trips would then be added to close several gaps in service of 60 minutes and lengthen the Sunday/Holiday service day by one hour. These changes were identified in SacRT's Draft Short Range Transit Plan as a priority to promote interconnectivity and reduce travel times across the network. Route 81 is a major route with connections to the Blue Line and Gold Line and Routes 26, 38, 51, 61, 62, 67, 68, 82, and 87.

Equity – Route 81 serves disproportionately high minority and low-income populations, so if the April 2022 suspensions were made permanent (i.e., not reversed) it could contribute to the overall package of changes having a disparate impact on disadvantaged populations.

Fiscal Impact – There is no budget impact from reversing temporary suspension of service since the original suspension was itself not treated as a budget reduction. Operating cost for the new trips is estimated at **\$59,958** per year, before fare revenue.

#81 Florin Route Map
With Florin Road Segment Highlighted



#82 Northrop/Morse

Description - Make permanent the April 2022 suspension of one morning trip beginning at 7:32 am due to low ridership and to conserve resources.

Background – The 7:02 and 7:32 am trips were added several years ago to augment the ordinary 30-minute headway schedule during busy peak hours. Neither trip is well-used, but the 7:02 am trip backs up a heavily used 6:43 am trip. The 7:32 am trip has fairly low ridership, and its elimination would free an entire bus for redeployment elsewhere.

Fiscal Impact - Operating savings for this improvement are estimated at **\$32,281** per year, excluding fare revenue. Because of how this trip is scheduled, as a special trip, augmenting the baseline 30-minute headways on the route, elimination of this single trip would free an entire morning bus.

#82 Northrop/Morse Average Daily Ridership on Outbound Morning Trips

Departure	Ridership
6:13a	7
6:43a	34
7:02a	12
7:16a	10
7:32a	8
7:43a	14
8:13a	13
8:43a	11
9:13a	10
9:43a	11
6:13p	8
6:43p	6

The 7:32 am trip would be eliminated.

#86 Grand

Description - Make permanent the April 2022 suspension of two morning trips beginning at 6:47 and 7:17 am due to low ridership and to conserve resources.

Background - These trips were added several years ago to augment the normal 30-minute frequency into downtown on Route 86, due to full buses at that time. Since the COVID-19 pandemic, commuter hour ridership has been slow to recover. If/when ridership rebounds on the normal 30-minute headway trips, these trips could and should be restored.

Fiscal Impact - Operating savings for this improvement are estimated at **\$66,645** per year, excluding fare revenue.

#86 Grand Average Daily Ridership on Inbound Morning Trips

Departure	Ridership
5:32a	5
6:02a	7
6:32a	11
6:47a	7
7:02a	8
7:17a	8
7:32a	8
8:02a	10
8:32a	9

The 6:47 and 7:17 am trips would be eliminated.

#93 Hillsdale

Description - Add one morning trip beginning at 7:04 am and arriving Watt/I-80 light rail at 7:37 am to close a 60-minute gap in inbound morning trips.

Discussion – The new trip would connects with a Blue Line train departing at 7:48 am and arriving downtown at 8:16 am (at 7th & Capitol). This would fill an irregular gap of approximately 60 minutes during the morning peak (the rest of the route has 30-minute headways during the day).

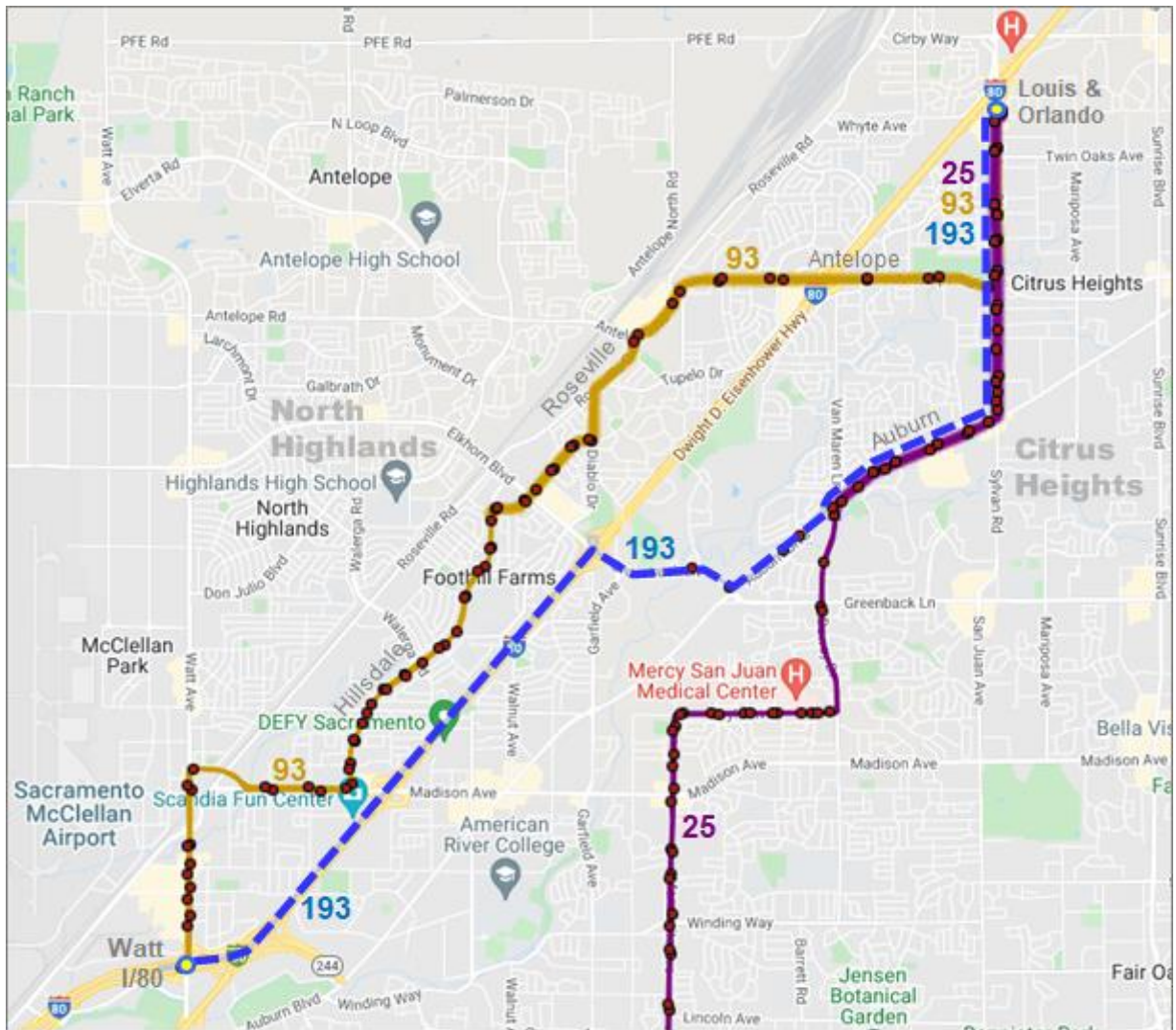
Background – Before 2019, Route 93 operated in a shared corridor with Route 193 on Auburn Blvd., in Citrus Heights. The SacRT Forward new bus network realigned Route 93 from Auburn Blvd. to the west side of Interstate 80, to provide new coverage to previously unserved parts of North Highlands. The former Route 93 service on Auburn Blvd. was covered by Route 25, which was itself realigned. Route 93 may have been missing a peak-hour trip from the pre-SacRT Forward days, when riders destined for Watt/I-80 station would have had peak-hour options on Route 193. The absence of a 7:04 am inbound trip on Route 93 post-SacRT Forward may have been an oversight.

#93 Hillsdale Average Daily Ridership on Inbound Morning Trips

Departure	Ridership
5:43a	8
6:38a	12
7:04a	new trip
7:32a	7
8:04a	6
8:34a	6
9:04a	5
9:34a	6

A 7:04 am trip would be created, filling an approximate 60-minute gap in service

Routes 25, 93, and 193



#107 Land Park Express

Description - Restore all trips that were temporarily suspended in April 2022.

Background - Route 107 provides peak-hour commuter service from the South Land Park area to Downtown Sacramento consisting of three morning and three evening trips. In response to a major shortage in bus operators, this service was entirely suspended in April 2022. This proposal would reverse that suspension.

The COVID-19 pandemic reduced ridership on SacRT commuter bus routes by an average of 90 percent, compared to 70 percent for the overall system. Route 107 was selected as a route for April suspension due partly to low ridership and partly due to availability of reasonable alternatives, such as Routes 62 or 106. Route 107 notably picks up only in South Land Park and Pocket/Greenhaven, getting on Interstate 5 at 43rd Avenue.

Before the pandemic, there was enough demand for commuter service to downtown to justify a bus picking up only in these specific areas. In other words, a bus could be filled from these areas alone, so it was justifiable to run Route 107 non-stop from there to downtown, without any stops north of 43rd Avenue. Post-pandemic, with commuter ridership struggling, it was felt that Routes 102 and 106 made more sense to retain than Route 107. Although Routes 102 and 106 also run only during peak hours (i.e., commuter service) they use local streets all the way to downtown, serving approximately 60 percent more potential riders than their freeway express counterparts. Staff felt that if some service had to be suspended that coverage should be prioritized. With the pandemic hopefully subsiding and operator availability hopefully returning to normal, Staff believes these trips should be restored in September 2022, to provide attractive options to a re-emerging commuter market.

Equity – Route 107 and most of SacRT's commuter routes have very low rates of low-income ridership. For this reason, these routes should not be disproportionately excluded from systemwide reductions and should not be excessively prioritized for restoration or improvement.

Fiscal Impact – There is no budget impact from reversing temporary suspension of service since the original suspension was itself not treated as a budget reduction.

#134 McKinley Commuter

Description - Restore all trips temporarily suspended in April 2022. Also, realign the route to 53rd Street (Sutter Village) from Pala Way, Coloma Way, and part of F Street and realign the route to McKinley Blvd., Elvas Ave., and 45th Street from Meister Way, Aiken Way, and Brand Way.

Background - Route 134 provides peak-hour commuter service from the East Sacramento to downtown. In response to a major shortage in bus operators, this service was entirely suspended in April 2022, except for two trips heavily used by students, many coming from River Park, who would have no feasible alternative route. This proposal would reverse that suspension.

The COVID-19 pandemic reduced ridership on SacRT commuter bus routes by an average of 90 percent, compared to 70 percent for the overall system. Route 134 was selected as a route for April suspension due partly to low ridership and partly due to availability of reasonable alternatives, such as Route 30.

Timing – The route changes to Elvas Avenue, from Meister Way, is contingent on and will not take effect until construction of a new bus stop on eastbound McKinley Boulevard near Meister Way (across from Compton’s Market) which itself depends on securing space on private property to build an ADA-compliant bus stop pad.

Equity – Route 134 and most of SacRT’s commuter routes have very low rates of low-income ridership. For this reason, these routes should not be disproportionately excluded from systemwide reductions and should not be excessively prioritized for restoration or improvement.

Fiscal Impact – There is no budget impact from reversing temporary suspension of service since the original suspension was itself not treated as a budget reduction.

#134 McKinley Commuter



Route 134 would be realigned in East Sacramento to have fewer turns and operate on fewer narrow streets

#138 Causeway Connection

Description – Add one morning round trip and one afternoon round trip. One of the round trips would be operated by SacRT. The other round trip would be operated by YoloBus. Other adjustments may be made to running times, to account for increased traffic on Interstate 80 between Sacramento and Davis.

Background – The Causeway Connection is jointly operated by SacRT and YoloBus according to an agreement that also includes the provision of operating subsidy from the University of California, Davis. The service is also supported by a Congestion Mitigation and Air Quality (CMAQ) grant, which provides an approximate 1-to-1 match with the UC Davis contribution to fully fund operations and maintenance. Although an amendment is not needed to alter service levels, these changes would be contingent upon written concurrence from both YoloBus and UC Davis, which is anticipated.

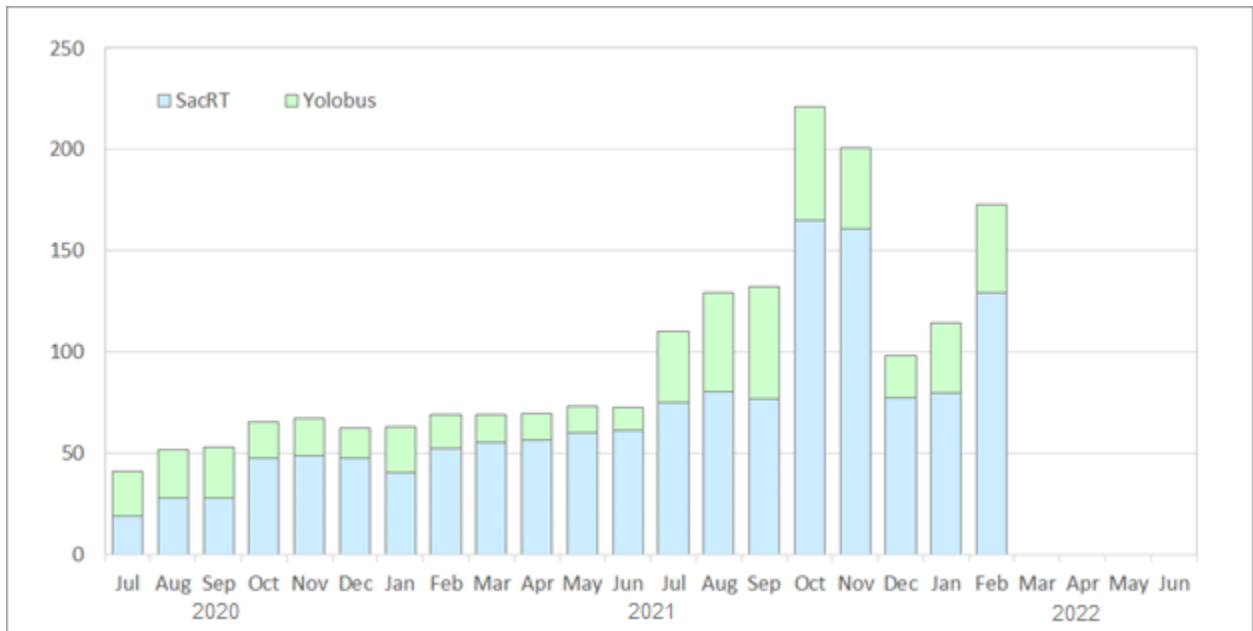
Justification - The three-party agreement for the Causeway Connection funded and obligated SacRT and YoloBus to operate 22 round trips per weekday. Due to the COVID-19 pandemic, the parties agreed to reduce service levels. The route was introduced with just peak-hour service, which was later increased to the current basic hourly all-day service levels with a total of 15 round trips. This proposal would increase service levels to 17 round trips of the originally planned 22 round trips.

Ridership – Ridership on the Causeway Connection began growing significantly in Fall 2021. Prior to that, ridership was primarily from commuters to Sacramento. With on-campus activities returning to normal in Davis, ridership to Davis has grown. Total ridership in February 2022 averaged 175 boardings per day.

Productivity - Because it is a relatively long route without seat turnover, productivity is still less than 6 boardings per revenue hour, which is very low compared to other SacRT fixed-route service; however, operating subsidy from UC Davis and the CMAQ grant make productivity less important. Although the lack of seat turnover prevents boardings from hour from being very high, capacity utilization is relatively strong, with many trips approaching or exceeding 20 passengers.

Bicycle Capacity – One of the most common complaints on the Causeway Connection has been lack of bicycle capacity. Bicycle capacity on the electric bus fleet, which was paid for by Electrify America as part of the Volkswagen emissions scandal settlement, is limited to a standard front-mounted triple bike rack. SacRT and YoloBus have explored other options for increasing bicycle capacity per bus, but do not believe there are any feasible options. Adding peak-hour trips is one of the only ways to increase bicycle capacity per hour and reduce pass-ups due to full bike racks.

#138 Causeway Connection Average Daily Boardings by Month



Stakeholder Workshop – Under the three-party agreement for the Causeway Connection, the parties must periodically host workshops with the riders to discuss the service. The next of these workshops was held on April 27, and provided an opportunity to share ridership data and take input from customers on the ideal times for new trips to be added.

Equity – The Causeway Connection is 45 percent below average for minority ridership and 17 percent below average for low-income ridership; however, operating and maintenance costs are fully subsidized, so new service on the Causeway Connection would not actually deprive disadvantaged groups of benefits they might otherwise receive.

Fiscal Impact – There is no fiscal impact to this change because additional costs will be paid for by UC Davis and by increased claims of supporting CMAQ funds. It would require an additional peak vehicle in operation; however, the Causeway Connection has its own branded fleet, which is sufficient to meet this need.

Contingency – For this route, the SacRT Board is being asked merely to authorize the change. Yolobus and UC Davis must both agree before the change could be made.

#138 Causeway Connection
Average Daily Boardings by Trip
Eastbound to Sacramento

Begin	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22
6:07a	4	1	1	0	2	1
7:07a	12	15	16	11	9	11
8:07a	5	0	1	0	1	2
9:10a	5	10	10	6	7	8
10:10a	3	4	5	2	6	10
11:10a	6	0	0	0	3	2
12:10p	3	8	8	2	3	8
1:10p	4	10	4	2	2	3
2:10p	4	11	9	3	3	7
3:10p	4	7	4	3	3	4
4:10p	5	19	16	7	6	13
5:10p	3	6	4	2	3	5
6:10p	4	12	11	4	5	8
7:10p	3	0	1	0	3	1
8:10p	1	3	3	3	2	2

Westbound to Davis

6:20a	6	8	7	5	3	5
7:10a	3	0	0	0	2	0
8:10a	13	20	19	5	8	15
9:10a	4	13	13	4	4	9
10:10a	7	2	1	0	4	2
11:10a	3	9	9	3	3	6
12:10p	3	2	0	1	5	3
1:10p	3	5	5	2	3	5
2:10p	9	19	15	7	6	18
3:10p	2	8	9	6	5	7
4:10p	2	5	4	3	2	1
5:20p	8	19	18	13	12	13
6:20p	2	3	3	1	1	0

7:20p	1	2	2	1	2	3
8:20p	1	1	3	1	0	0

#142 Airport

Description - Restore all trips temporarily suspended in April 2022.

Background – Route 142 provides seven day a week service between downtown Sacramento and Sacramento International Airport, running every 30 minutes. In response to a major shortage in bus operators, frequency was temporarily reduced to every 60 minutes, effective in April 2022. This proposal would reverse that action, effective August 28, 2022.

Yolobus – Service to the airport is also provided once an hour by Yolobus Route 42. At times, SacRT has shifted its schedule to come in between Yolobus trips. This remains SacRT’s preferred scheduling policy and it is especially important when frequency on Route 142 is longer (e.g., 60 minutes) however, it is not always possible. The April 2022 suspensions of service were made on an emergency basis, bypassing several steps in the ordinary process of preparing and bidding work shifts for operators. Consequently, SacRT was unable to make adjustments to trip times. SacRT was merely able to choose certain trips to suspend.

With the proposed restoration of 30-minute frequency on Route 142 in September, the ability to integrate schedules with Yolobus would be reduced: A route with 30-minute frequency cannot be timed with a route with 60-minute frequency to achieve even spacing both with itself and with the other route. At 30-minute frequency, the need for even spacing between the two routes is also somewhat reduced.

Yolobus has for several months been planning revisions to the schedule for Route 42 that would vary the arrival times in Downtown Sacramento and vary the frequency between trips. While these changes may make sense overall for Route 42, they will increase the difficulty of SacRT Route 42 having even spacing between Route 42 trips, or for such a solution to be coherent or desirable. SacRT will however continue to coordinate with Yolobus to achieve an optimal—if not ideal—solution to schedule integration.

Equity – Route 142 has very low rates of low-income ridership. For this reason, it should not be disproportionately excluded from systemwide reductions and should not be excessively prioritized for restoration or improvement.

Fiscal Impact – There is no budget impact from reversing temporary suspension of service, the original suspensions were themselves not treated as budget reductions.

#177 Rancho CordoVan Villages

Description – Make permanent the September 2021 addition of midday service on Route 177, including new trips approximately every 15 minutes from 9:24 am to 3:21 pm.

Background – Prior to the 2019 SacRT Forward project, fixed-route bus service was provided to the Zinfandel/Data Drive area of Rancho Cordova by both Route 74 and the Route 177. Route 74 provided hourly service on an east/west alignment, from Sunrise light rail station to Mather Field/Mills station. Route 177, which is funded by the City of Rancho Cordova, provided north/south service shuttling between the City Hall area and the Zinfandel light rail station.

These two routes were partly redundant during peak hours when Route 177 operated. Since Route 177 had stronger ridership per day and per vehicle hour, with the SacRT Forward project, Route 74 was eliminated, with its resources reallocated partly to improve weekend service on other Rancho Cordova routes. Elimination of Route 74, however, left a gap in transit service during the midday, when Route 177 did not operate.

In 2021, SacRT and City of Rancho Cordova staff collaborated to amend the agreement for Rancho CordoVan service adding midday service on Route 177, to fill this gap. The new midday service took effect on August 30, 2021. Like the rest of the CordoVan service, the new midday service was paid for by the City of Rancho Cordova, form a growing property-based revenue stream.

Demonstration Period – Under the amendment, the Route 177 midday service was approved temporarily for a maximum of twelve months. To be made permanent, SacRT must approve a Title VI service equity analysis for the new service (see the Title VI section of this report) and the City of Rancho Cordova must notify SacRT of its intent to make permanent the midday service prior to May 31, 2022. Unless both of these conditions occur, the midday service would be discontinued, effective July 1, 2022.

Ridership – Prior to the pandemic, average daily ridership on Route 177 was 140 boardings. Ridership dropped to approximately 44 daily boardings with the pandemic. The 18 new midday round trips began in September 2022. Ridership has since grown modestly to approximately 65 boardings per day. Approximately 9 boardings per day are being made on the midday service. The remainder of the growth is from existing trips. Some of that growth may have been enabled by the presence of midday trips. But it may also have arisen because of other factors, such as commuters returning to work in person. At 65 boardings per day, Route 177 is currently averaging 4.9 boardings per revenue vehicle hour.

Alternatives – For the sake of comparison SmarT Ride service in Rancho Cordova currently averages 116 boardings per day over 24 revenue vehicle hours for productivity of 4.8 boardings per revenue hour. This is notable for being not only one of the most productive SmarT Ride zones, but for being remarkably high productivity figures for demand response service as a mode, industry-wide. If the parties are dissatisfied with the performance of Route 177, the route could conceivably be eliminated and the funds reallocated to expand SmarT Ride to the Zinfandel/Data Drive area. The pros and cons of such a change are discussed more below.

#177 Rancho CordoVan Villages
Average Daily Boardings

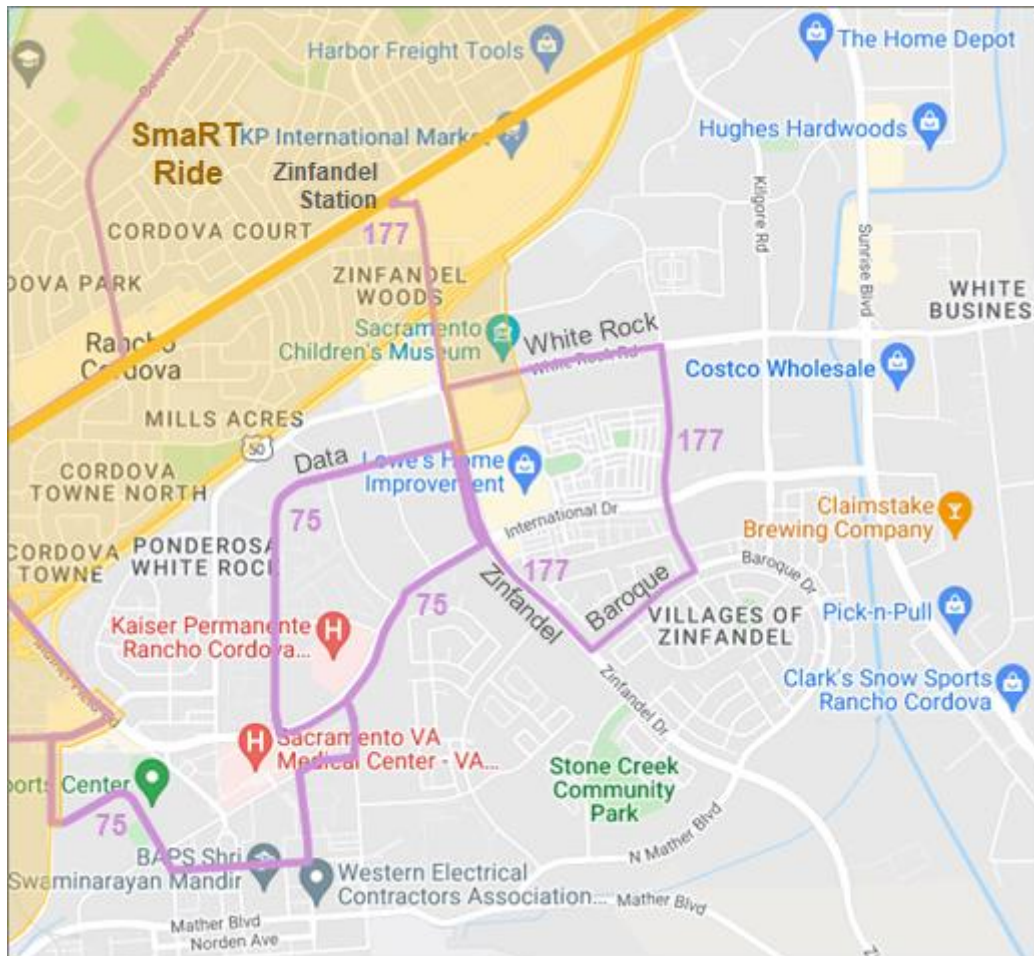
	2019	2020	2021	2022
Jan	105	139	37	65
Feb	106	144	40	65
Mar	117	99	42	
Apr	112	47	38	
May	140	39	35	
Jun	126	42	48	
Jul	126	56	45	
Aug	133	42	46	
Sep	142	51	51	
Oct	146	48	40	
Nov	150	52	60	
Dec	139	37	57	

Capacity – As noted above, boardings per hour for SmarT Ride are very similar to Route 177 at approximately 4.8. However, as also noted above, Route 177 averaged 140 boardings before the pandemic on only approximately 7.3 revenue hours per day, for productivity of 19.2 boardings per revenue hour. Fixed-route as a mode has much greater capacity than demand response service such as SmarT Ride, where 4.8 boardings per hour may approach capacity.

Budgetary Control – With demand response service such as SmarT Ride, costs can be more difficult to control than on fixed-route service. On SmarT Ride, increasing ridership tends to impact wait times much more than on fixed-route service. Wait times on SmarT Ride can typically only be reduced by increasing expenditures.

Connection Timing – SmarT Ride would likely be a more flexible and effective way to serve the Zinfandel/Data Drive area for *intracity* transportation (i.e., movement to and from a large variety of points *within* Rancho Cordova). However, as a replacement for Route 177 (i.e., as a first/last mile shuttle to and from light rail) it might not function as satisfactorily, because of its greater variability in arrival and travel times.

#177 Rancho Cordova Villages Plus Nearby Routes and SmarRT Ride



Example:

An everyday commuter to or from light rail can typically count on Route 177 being timed with every train, on the same schedule every day without the need to make reservations. The same traveler, using SmarRT Ride, would have to book a trip every day in both directions and be subject to the availability of a SmarRT Ride bus at that time. For persons making work trips, this level of variability may not be acceptable.

Zone Hours – If only the midday service on Route 177 was replaced with SmaRT Ride, that would provide only a single bus available for 6 hours to serve the Zinfandel area south of US-50. This might be difficult to present to a customer in the app and difficult to administer.

Example 1:

A user of the app is accustomed to seeing a polygon on a map, indicating the boundaries of the SmaRT Ride zone. If travel to or from certain parts of the zone are allowed only during certain hours (i.e., the midday) then the zone boundaries would effectively change throughout the day. This could be confusing to many users.

Example 2:

Marketing materials for SmaRT Ride typically portray a simple map with the zone boundaries and key points. Addition of smaller sub-zones with limited hours increases the complexity of the materials and difficulty of understanding.

Example 3:

Zones that vary in size by time of day have not been implemented by SacRT and its microtransit software provider. Technical issues could arise complicating implementation, troubleshooting, training, etc.

For the reasons above, it might be advisable to replace Route 177 with SmaRT Ride only as an entire all-day replacement. However, that would be subject to the concerns above (i.e., that existing Route 177 riders may be displeased with SmaRT Ride as a way to quickly and reliably shuttle to and from light rail).

Pilot Status – SmaRT Ride is currently funded by a grant from the Sacramento Transportation Authority, which expires on June 30, 2023. Permanent funding has been pursued, but not yet secured. It may be better to wait for permanent funding before any move to convert Rancho CordoVan service into SmaRT Ride service.

Commuters – With the COVID-19 pandemic appearing to diminish, many office workers returning to work, and gas prices surging, it might make sense to maintain Route 177 as-is, as a service more geared toward commuters, at this time.

Equity – Separate from the debate between fixed-route CordoVan service and SmaRT Ride, Route 177 itself has a very low percent of low-income riders. Additional expenditures on the route could be construed as overserving non-disadvantaged areas; however, SacRT has historically contended that the City's operating subsidy mitigates any such concerns. In other words, since SacRT recovers its costs for the CordoVan, no disadvantaged populations would forego any benefits they would otherwise receive, from increasing service on Route 177.

#193 Auburn Commuter

Description - Restore all trips temporarily suspended in April 2022.

Background - Route 193 provides peak-hour commuter express service between the Louis & Orlando transfer point and the Watt/I-80 light rail station consisting of four morning and four evening trips. In response to a major shortage in bus operators, this service was entirely suspended in April 2022. This proposal would reverse that suspension.

The COVID-19 pandemic reduced ridership on SacRT commuter bus routes by an average of 90 percent, compared to 70 percent for the overall system. Route 193 was selected as a route for April suspension due partly to low ridership and partly due to availability of possible alternatives, such as Routes 25 or 93, or driving to the Watt/I-80 park-and-ride lot.

Equity – Route 193 and most of SacRT’s commuter routes have very low rates of low-income ridership. For this reason, these routes should not be disproportionately excluded from systemwide reductions and should not be excessively prioritized for restoration or improvement.

Fiscal Impact – There is no budget impact from reversing temporary suspension of service since the original suspension was itself not treated as a budget reduction.

#E37 UC Davis Health Elk Grove Express

Description - Introduce a new commuter express route from Elk Grove to UC Davis Health on Stockton Blvd, with six morning and six afternoon trips, with UC Davis Health providing operating funding.

Route - The new route would begin in the vicinity of Whitelock Road and Bruceville Road in Elk Grove, and pick up along Bruceville Road and Laguna Boulevard, before stopping at the Sheldon Road park-and-ride lot and then travelling non-stop via State Route 99 to UC Davis Health on Stockton Blvd, with a stop at Stockton Blvd. and Broadway to serve other nearby employers.

Schedule – The route would take approximately 25 minutes to get from Laguna Blvd. and Bruceville Road to UCDH, with morning arrivals every 30 minutes from 6:15 to 8:45 am and afternoon departures every 30 minutes from 4:15 to 6:45 pm.

Cost-Sharing - This potential new route is subject to completion of a cost-sharing agreement with UC Davis Health whereby UCDH would cover the direct cost of operations and maintenance as well as a new fleet of four shuttle buses.

Timing – Assuming an agreement finalized by July 2022 and eighteen months to select, procure, manufacture, and deliver four new buses, implementation is currently anticipated for January 2024.

Public Review - As a new service, this route requires a Title VI service equity analysis and 30-day public review and is being presented in this report to allow for the review to occur prior to finalization of a cost-sharing agreement, which would itself be contingent upon SacRT Board approval of the planned new service and its accompanying Title VI analysis. See the Title VI section of this report for more information.

Route Number – The route name and the number E37 are both subject to change. The letter “E” signifies that the route would be operated out of SacRT’s Elk Grove division (although with a SacRT branded bus). The number 37 was chosen because it does not duplicate any existing routes and because it matches a former route serving Tahoe Park, near UCDH.

Equity – Demographics of the UCDH Elk Grove Express are not known, but assumed to be similar to existing Elk Grove commuter express routes, which have a high percentage of minority riders but a very low percentage of low-income riders. Accordingly, addition of this new service might be a concern if it were being self-funded by SacRT out of ordinary operating revenues (and a Title VI analysis would facially show a potential disproportionate burden). However, a full operating subsidy for the service would be viewed by Staff and recommended to the SacRT Board as a substantial, legitimate justification for introducing the service. See the Title VI section for more information.

Fiscal Impact – No net budget impact is expected from this service. Estimated direct operating costs of \$411,733 per year for the first year would be reimbursed by UC Davis Health. The capital cost for four new shuttle buses would also be covered by UC Davis Health at an estimated value of \$200,000 per bus or \$800,000 total. Fares would be retained by SacRT to help cover indirect/administrative costs.

#E37 UCDH Elk Grove Express Draft Timetable

Subject to change

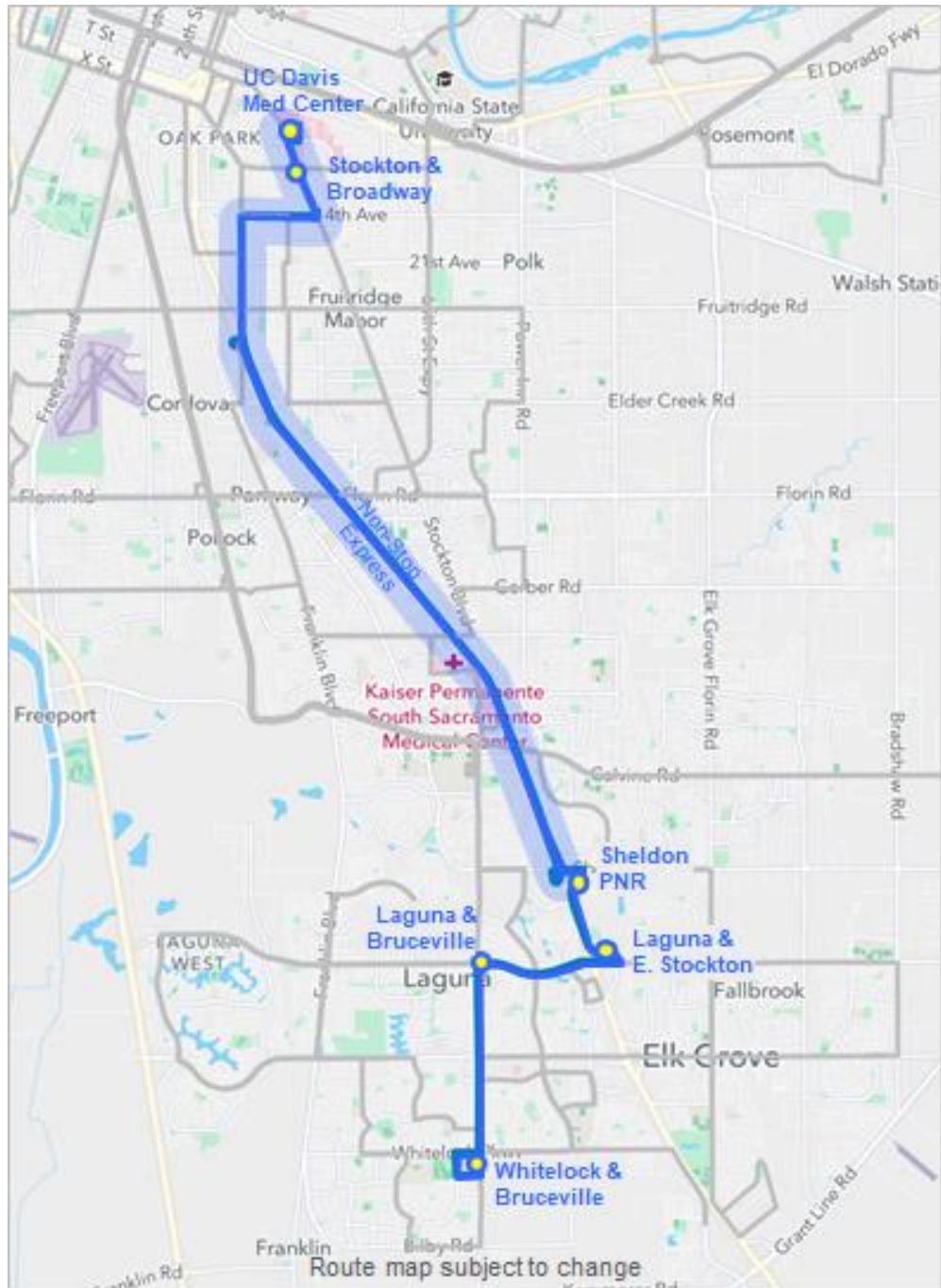
Whitelock Bruceville	Laguna Bruceville	E. Stockton Bond	Sheldon PNR Arrive	UCDMC Arrive
5:42a	5:48a	5:54a	5:55a	6:15a
6:12a	6:18a	6:24a	6:25a	6:45a
6:42a	6:48a	6:54a	6:55a	7:15a
7:06a	7:12a	7:18a	7:19a	7:45a
7:33a	7:39a	7:45a	7:46a	8:15a
8:08a	8:14a	8:20a	8:21a	8:45a
UCDMC Depart	Sheldon PNR Arrive	E. Stockton Bond	Bruceville Laguna	Bruceville Whitelock
4:15p	4:45p	4:47p	4:57p	5:07p
4:45p	5:14p	5:16p	5:26p	5:36p
5:15p	5:44p	5:46p	5:56p	6:06p
5:45p	6:09p	6:11p	6:21p	6:31p
6:15p	6:36p	6:38p	6:48p	6:58p
6:45p	7:05p	7:07p	7:17p	7:27p

Service to operate Monday to Friday except holidays

#E37 UCDH Elk Grove Express

Conceptual Route Map

Subject to change



The new shuttle would connect residents of Elk Grove with UC Davis Health via a non-stop express along State Route 99.

#E110 Elk Grove Promenade

Description - Extend current route approximately 0.5 miles from Kaiser Medical Center to the planned Sky River Casino. Potentially also add Saturday trips and Sunday/Holiday service, pending completion of a cost-sharing agreement with the casino for service augmentation.

Casino Access – Sky River Casino is set to open this fall. To provide convenient access to the casino, SacRT Staff has been working with casino personnel to assure an operable route and curb space for full-size transit buses with convenient pedestrian access direct to a casino public entrance.

Service Augmentation – Currently Route E110 operates every 30 minutes on weekdays and every 60 minutes on Saturdays, with no service after 5:27 pm on Saturdays. These service levels pre-date SacRT's assumption of Elk Grove transit service and reflect funding and service levels in Elk Grove in place at the time of Elk Grove's annexation into SacRT on July 1, 2021.

These service levels are below-standard for SacRT, as established in the SacRT Forward project (where 7 days of service, service until at least 7:00 pm, and preferably better than 60-minute frequency were made a priority on all local routes). SacRT's Short Range Transit Plan has also identified a need for improved weekend service in both Elk Grove and Folsom. However, funding for these improvements (totaling over \$1.6 million per year in operating cost) has not yet been secured, and due to the lower ridership potential for weekend service in suburban communities, may not be SacRT's most urgent priority.

Accordingly, SacRT has sought to partner with Sky River Casino to subsidize the incremental increase in operating cost to provide more adequate weekend service on Route E110. Discussions are ongoing and have been constructive.

Schedule – Although the details are still under negotiation and subject to change, Staff is proposing to add trips on Saturday to achieve 30-minute frequency throughout the day and to extend evening hours to 9:51 pm. Sunday and holiday service would also be added on the same schedule, to achieve seven-day service with 30-minute frequency.

Cost-Sharing – As currently proposed by SacRT and being discussed, Sky River Casino would cover the incremental direct operating cost. There would be no need for new vehicles.

Timing – Both parties would ideally like any new augmented service to be ready when the casino opens this fall. In any event, the route extension will take effect this fall, to provide front-door access for transit riders.

Paratransit - SacRT already provides e-Van paratransit services on Sundays; however, the addition of Route E110 service on holidays would add a requirement to add e-Tran service on holidays, at least within 0.75 miles of Route E110. This cost would be covered by SacRT.

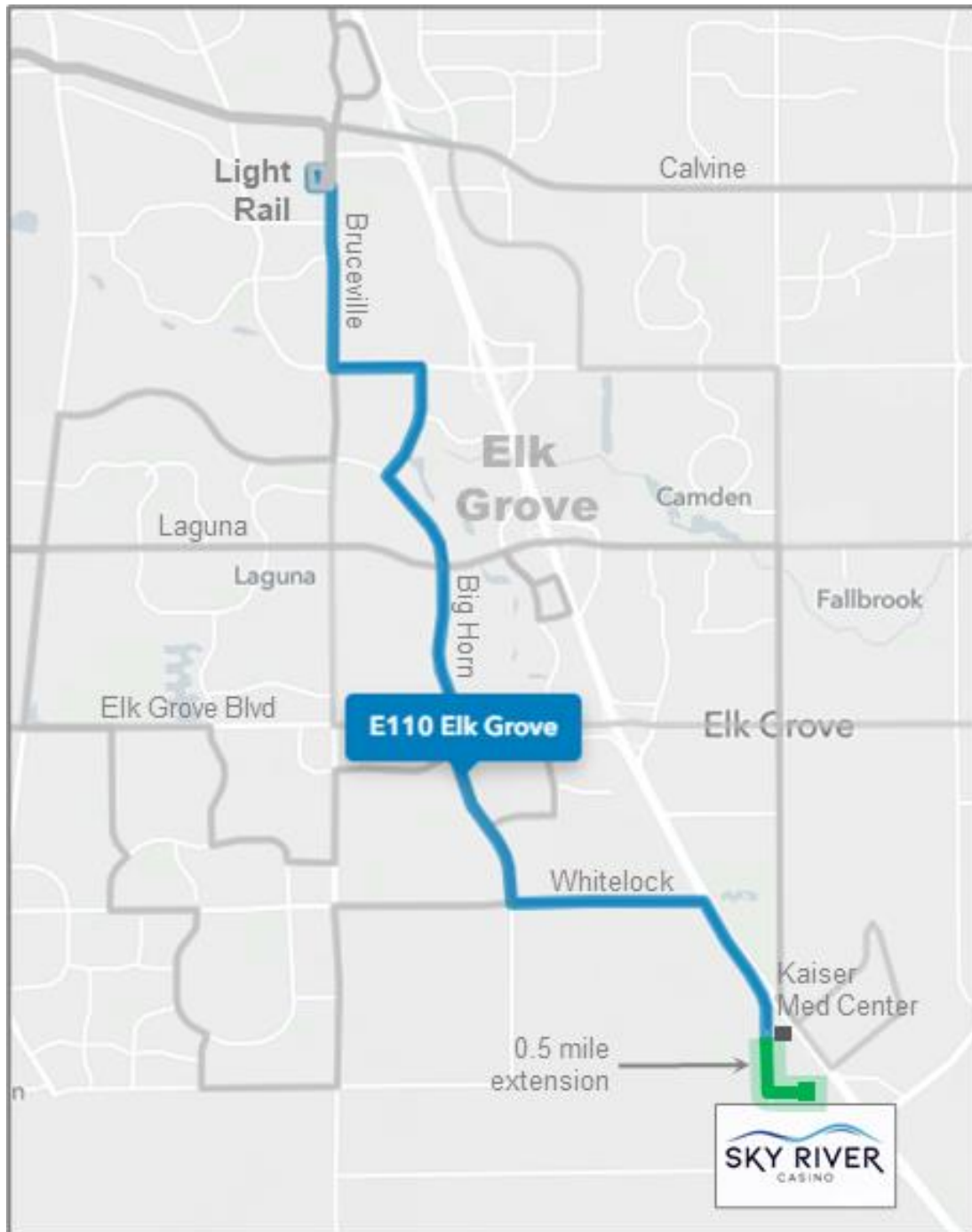
Fare Revenue – Increased fare revenue would help SacRT cover not only the ADA complementary paratransit requirements on holidays but also the overhead costs of adding dispatchers and supervisors on Sundays and holidays, which are currently unstaffed in Elk Grove.

Public Review – As an increase in service of more than 15 percent on Saturdays and an entirely new service day on Sundays and Holidays, under SacRT's major service change policy, service augmentation requires a Title VI service equity analysis and 30-day public review and is being presented in this report to allow for such review to occur prior to finalization of a cost-sharing agreement, which would itself be contingent upon SacRT board approval of the planned new

service and its accompanying Title VI analysis. See the Title VI section of this report for more information.

Fiscal Impact – No net budget impact is expected from extending the route or from augmenting service levels. The 0.5-mile extension can be operated without additional resources. The direct cost of augmented service levels (\$330,724 for the first year) would be reimbursed by Sky River Casino. Fares would help cover indirect/administrative costs and seven additional days per year of e-Van paratransit service.

**#E110 Elk Grove Promenade
Extension to Sky River Casino**



Section II

Title VI Service Equity Analysis

Purpose of Title VI Analysis

Pursuant to SacRT's major service change policy and in accordance with federal Title VI civil rights requirements on non-discrimination, the purpose of this analysis is to quantitatively assess proposed service changes, identify and document whether the proposed changes would facially result in potential disparate impacts on minority populations or disproportionate burdens on low-income populations (DI/DB) and determine whether SacRT may proceed with the changes.⁸

Project Description

SacRT is currently considering several service changes, including the following:

Service Restorations – Routes 81, 102, 107, 134, 142, and 193 all had partial or entire suspensions of service beginning in April 2022 and approved without a Title VI analysis as temporary changes lasting no more than twelve months. SacRT is proposing to restore these services in Fall 2022.

Permanent Elimination – Routes 23, 82, and 86 had partial service suspensions in April 2022. SacRT is proposing to make permanent these suspensions.

SRTP Implementation – Changes are proposed to Routes 1, 26, 30, 33, 51, 81, 93, and 134 either as prescribed in SacRT's Short Range Transit Plan, or as developed on a standalone basis as a matter of routine system adjustments.

Contract Service – SacRT is proposing new or increased service to four contract services.

The service changes being considered are described in more detail in Section I of this report, a draft version of which was made available online at sacrt.com during a 30-day public review period beginning March 30, 2022.

⁸ SacRT's major service change policy is stated in Resolution No. 13-08-0125. The Federal Transit Administration's (FTA's) guidance related to Title VI of the Civil Rights Act of 1964 and Executive Order 12898 is specified in FTA Circular 4702.1B.

Title VI Requirements

Under SacRT’s major service change policy, creation of new routes and changes to more than 15 percent of a route are considered major service changes that require a Title VI service change equity analysis. Although not required, minor changes proposed to other routes have been included in this analysis as well.

SacRT policy requires Title VI analyses be made available for a 30-day public review and comment period, that the SacRT Board of Directors and staff review public comments and take them into consideration, and that the SacRT Board of Directors approve a final equity analysis prior to adoption of major service changes.

SacRT published a draft version of this plan for public review on March 30, 2022 and is now presenting a revised and final version of this report to the SacRT Board of Directors to seek approval for the service changes (contingent on completion of outside agreements, in the case of the contract service).

Definitions

Minority Definition - FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander, or mixed race.

Low-Income Definition - FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. The HHS definition varies by year and household size. SacRT surveys typically ask about household income as a multiple-choice question with several ranges. SacRT treats all responses of \$25,000 or less as low-income. This approximates HHS guidelines and is a reasonable way to compare poverty rates from one route to another.⁹

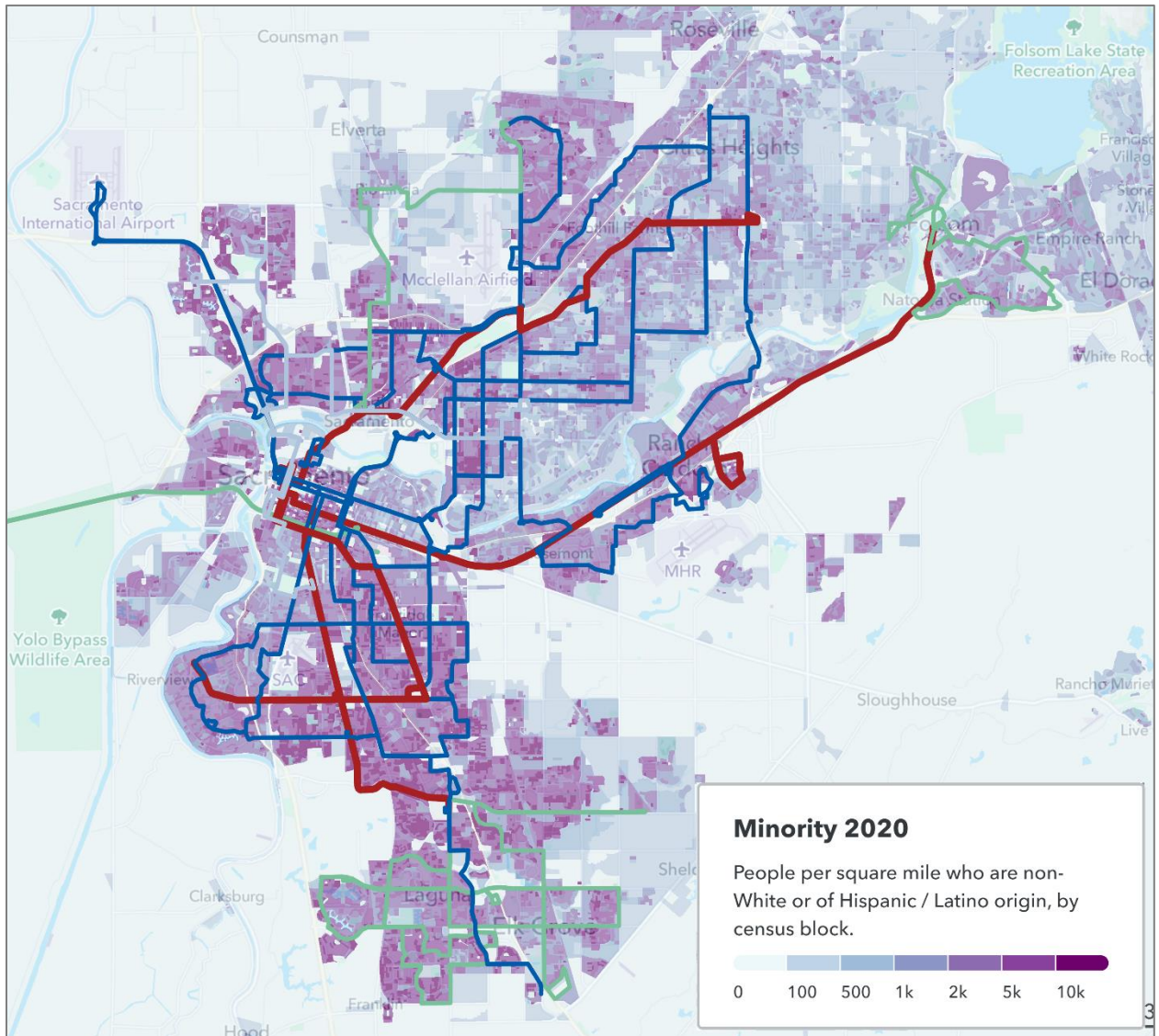
Baseline Data

Census Data – Based on Census data, the SacRT service area is 59 percent minority and 15 percent low-income.¹⁰ This data is presented for the sake of context; however, transit riders make up a small, non-representative fraction of the overall population, so service area statistics are not directly relevant to most Title VI service or fare equity analyses. Minority and low-income areas are shown on the maps on the following two pages.

⁹ For 2022, the poverty threshold is \$27,750 for a family of four in the 48 contiguous states.

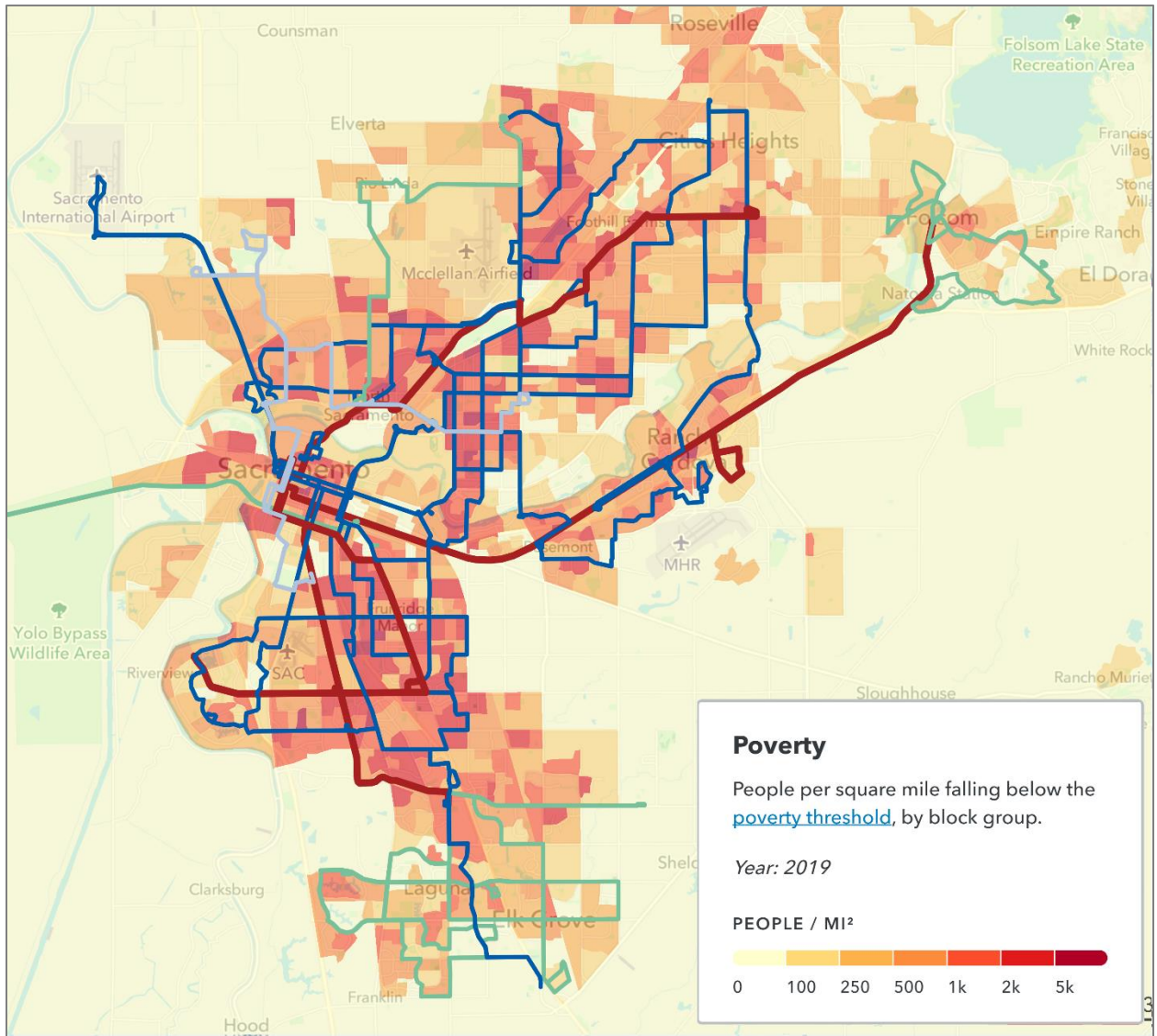
¹⁰ Computed in Remix software platform based on Census 2020 data and reflecting SacRT’s annexed service area, effective July 1, 2022, following Elk Grove’s annexation into the SacRT district.

Minority Population Density



Source: 2020 Census, prepared using Remix software

Low-Income Population Density



Source: 2019 American Community Survey, prepared using Remix software

Passenger Surveys – SacRT customers are estimated to be 69.0 percent minority and 53.0 percent low-income. Systemwide customer demographics are from a 2013 passenger survey, which was the most recent complete passenger demographic survey. An update was in progress in 2020 but was interrupted by the COVID-19 pandemic. For most individual bus routes, passenger survey data from 2015 and 2020 exists and was used to provide more up-to-date statistics, where possible. ¹¹

Existing SacRT Demographics

	Service Area	Actual Customers
Minority	59%	69.0%
Low-Income	15%	53.0%
Source:	2020 Census	2013 Passenger Surveys

Minority/Low-Income Routes – Passenger surveys are also used to estimate the minority and low-income splits of ridership for each route. Routes serving more than 69.0 percent minority riders are considered minority routes. Routes that are notable for below average minority ridership include Routes 134, 138, and 193. Routes with a very high percentage of minority riders include Routes 82 and E110.

Routes serving more than 53.0 percent low-income riders are considered low-income routes. Routes that are notable for below average low-income ridership include Routes 30, 38, 107, 134, 138, 142, 177, 193, E110, and potential new Route E37. Routes with a very high percentage of low-income riders include Route 33, 82, and 93.

Revenue Miles – Level of service is measured in revenue miles throughout this analysis. In other words, if changes are proposed on two different routes, revenue miles are used to weigh the magnitude of the two changes. Revenue miles are preferred for this analysis over revenue hours, because they better account for quality of service (i.e., they give greater relative weight to higher-speed services such as freeway express routes). ¹²

¹¹ The 2020 passenger survey was completed on the fixed-route bus system, but not on SacRT's light rail system.

¹² One revenue miles represents a bus in revenue service for one miles. Revenue hours represent a bus in revenue service for one hour. Revenue hours are a common transit industry proxy for operating cost.

Demographics of Affected Routes

Route	Name	Percent Minority	Percent Low Income	Minority	Low-Income
1	Greenback	60.7%	64.2%	No	Yes
23	El Camino	52.6%	56.5%	No	Yes
26	Fulton	71.0%	70.0%	Yes	Yes
30	J Street	67.7%	35.2%	No	No
33	Dos Rios	52.6%	94.7%	No	Yes
38	Tahoe Park	52.9%	41.2%	No	No
51	Stockton/Broadway	80.2%	57.3%	Yes	Yes
81	Florin	74.6%	62.9%	Yes	Yes
82	Northrop/Morse	84.1%	85.7%	Yes	Yes
86	Grand	79.2%	50.0%	Yes	No
93	Hillsdale	60.9%	70.0%	No	Yes
107	Land Park Express	62.5%	11.1%	No	No
134	McKinley Commuter	43.8%	0.0%	No	No
138	Causeway Connection	23.7%	36.4%	No	No
142	Airport	66.7%	21.1%	No	No
177	Rancho Cordovan	72.7%	21.9%	Yes	No
193	Auburn Commuter	25.0%	12.5%	No	No
E37	Elk Grove/UCDH Commuter	71.8%	5.3%	Yes	No
E110	Elk Grove Local	0.0%	0.0%	No	No
	SacRT System	69.0%	53.0%		

April 2022 Suspensions

Prior to analyzing new changes being considered, this report examines temporary suspensions made in April 2022. The April 2022 suspensions included entire or partial suspensions of service on Routes 23, 81, 82, 86, 107, 134, 142, and 193.

Under SacRT policy, a Title VI analysis was not required to make these suspensions; however, they may last no more than 12 months without undergoing a Title VI analysis. Although SacRT is proposing to undo most suspensions in September 2022, all suspensions have been analyzed, as a matter of due diligence, of transparency, and to maximize the SacRT Board's freedom to act. Table 1 (see Appendix) illustrates that the April 2022 suspensions were made equitably.

Minority Impacts - SacRT's ridership is 69.0 percent minority and minority populations constituted only 64.5 percent of the population on the suspended service.

Low-Income Impacts - SacRT's ridership is 53.0 percent low-income and low-income populations constituted only 30.4 percent of the population on the suspended service.

Inclusion of non-minority, non-low-income routes such as Routes 107, 134, 142, and 193 contributed to making this reduction equitable (i.e., assuring that the burden did not fall disproportionately on a route such as Route 81 which is a minority and low-income route).

Partial Permanent Eliminations

Effective in Fall 2022, SacRT is proposing to completely restore approximately 90 percent of the service suspended in April 2022 but make permanent the suspension of certain trips on Routes 23, 82, and 86. See Table 2 for details.

Minority Impacts – The service that would be eliminated would be 65.2 percent minority, which is less than the 69.0 percent minority share of systemwide ridership. This would therefore be favorable from a Title VI perspective.

Low-Income Impacts - The service that would be eliminated would be 59.5 percent low-income, which is more than the 53.0 percent low-income share of systemwide ridership. However, the difference does not exceed SacRT's 15 percent threshold of statistical significance.

The analysis above evaluates the April 2022 suspensions and proposed September 2022 permanent eliminations, for the sake of reference and transparency; however, what the SacRT Board of Directors must consider is the cumulative impact of all proposed changes.

All Proposed Changes

The entire package of proposed changes was evaluated in aggregate (see Table 3). In total, the proposed changes would result in a net increase in service.

Minority Impacts - Minority populations would receive 70.8 percent of the benefit, which is more than their 69.0 percent representation among SacRT ridership. This would be favorable from a Title VI perspective.

Low-Income Impacts - Low-income populations would receive 31.4 percent of the benefit, which is less than their 53.0 percent representation among SacRT ridership. This difference exceeds 15 percent, so it is considered both adverse and statistically significant.

This analysis shows that the entire package of changes might result in low-income populations not receiving an equitable share of the benefits; however, contract service weighs heavily in this analysis. There may be a substantial legitimate justification for the overall proposal if there is

substantial legitimate justification for the contract service and if the non-contract service alone lacks any potential disparate impacts.

Contract Service

The proposed changes include four existing or potential contract services (i.e., with UC Davis, the City of Rancho Cordova, UC Davis Health, and Sky River Casino).

Demographics – Minority populations are significantly underrepresented on the Causeway Connection and low-income populations are (or would be) significantly underrepresented on the Causeway Connection, Rancho CordoVan, and UCDH Elk Grove Express.

Title VI Profile of Contract Service

Route	Partner	Percent Minority	Minority Route?	Statistically Significant	Percent Low-Income	Low-Income Route?	Statistically Significant
138 Causeway Connection	UC Davis	23.7%	No	Yes	36.4%	No	Yes
177 Rancho CordoVan	City of Rancho Cordova	66.7%	No	No	30.0%	No	Yes
E37 UCDH Elk Grove Express	UC Davis Health (potential)	71.8%	Yes	n/a	5.3%	No	Yes
E110 Elk Grove Promenade	Sky River Casino (potential)	82.0%	Yes	n/a	62.3%	Yes	n/a
Benchmark: SacRT Systemwide Ridership		69.0%			53.0%		

Impacts – Based on the underrepresentation of disadvantaged populations, there are potential disparate impacts from implementing improvements on: (1) the Causeway Connection, (2) the Rancho CordoVan, and (3) the proposed new UCDH Elk Grove Shuttle (i.e., because disadvantaged populations would not receive an equitable share of the benefits). However, there is a substantial legitimate justification for proceeding with each service change: These services would use funding that is available only for this specific purpose. Moreover, that funding would cover all SacRT’s costs for the improvements.

Non-Contract Service

The remaining non-contract service changes were analyzed in aggregate (see Table 4). Overall, these changes would increase SacRT service levels but only slightly, e.g. less than 0.1 percent.

Minority Impacts - Minority populations would receive 92.1 percent of the benefit, which is more than their 69.0 percent representation among SacRT ridership. This would be favorable from a Title VI perspective.

Low-Income Impacts – Low-income populations would receive 45.8 percent of the benefit, which is 7.2 percent less than their 53.0 percent representation among SacRT ridership; however, the difference does not exceed SacRT's 15 percent threshold of statistical significance.

Excluding the four contract services, the proposed changes would be slightly less favorable to low-income populations, but not statistically significant. This slightly adverse outcome might be partially mitigated as well by the fact that minority populations would disproportionately benefit from the changes.

Summary of Title VI Effects

Analysis	Benefit or Reduction?	Magnitude (Revenue Miles)	Percent Minority	Title VI Favorable	Statistically Significant	Percent Low-Income	Title VI Favorable	Statistically Significant
April 2022 Suspensions	Reduction	-291,121	64.5%	Favorable	n/a	30.4%	Favorable	n/a
Permanent Eliminations	Reduction	-19,864	65.2%	Favorable	n/a	59.5%	Not Favorable	No
All Proposed Changes	Net Benefit	+117,326	70.8%	Favorable	n/a	31.4%	Not Favorable	Yes
Non-Contract Service Changes	Net Benefit	+6,037	92.1%	Favorable	n/a	45.8%	Not Favorable	No
Benchmark: SacRT Systemwide Ridership			69.0%			53.0%		

Summary

The temporary service suspensions implemented in April 2022 were made equitably, i.e., although they were adverse to all groups, they did not result in any disparate impacts or disproportionate burdens. On a standalone basis, permanently eliminating approximately 10 percent of the service suspended in April 2022, as proposed, would have an above average impact on low-income populations, but it would not be statistically significant. These two analyses are not essential to the proposed action, however. The controlling analysis, with respect to SacRT's ability to proceed, is the cumulative effects of all proposed changes.

Cumulative Effects – Cumulatively, all proposed changes would result in a potential disproportionate burden on low-income populations (i.e., because they would not receive an equitable share of the benefits); however, this result is heavily influenced by three contract services with below-average low-income ridership. On a standalone basis, each of those three contract services appear to have a substantial legitimate justification, because their costs are covered by funds that are available only for those specific purposes. Collectively, the non-contract services would not have any potential disparate impacts or disproportionate burdens.

Justification - Since the cumulative analysis of all proposed changes shows a potential disproportionate burden on low-income populations, before SacRT may proceed, the SacRT Board must find that there is a substantial legitimate justification.

Staff believes a substantial legitimate justification exists for the overall package, because (1) the contract services that are unfavorable from a Title VI perspective have substantial legitimate justifications and (2) the remaining non-contract service changes would not have any potential disparate impacts or disproportionate burdens.

Next Steps – This draft Title VI service equity analysis is being made available for a 30-day public review and comment period beginning on March 30, 2022. SacRT intends to present to the SacRT Board of Directors a revised and final equity analysis as well as all public comments received on May 9, 2022. Staff anticipates then providing a recommendation to the SacRT Board to review and consider the comments, to accept and approve the final service equity analysis, and to approve the service changes themselves.¹³

¹³ The proposed changes to contract service would still depend on partner agreements.

Appendix

Title VI Data Tables

Table 1
Impact of April 2022 Changes

All figures annualized

Route	Name	Proposed Change	Change in Revenue Miles	Percent Minority	<u>Minority</u>		<u>Low-Income</u>		
					Minority Impact	Non Minority Impact	Percent Low Income	Low Income Impact	Non Low Income Impact
23	El Camino	Suspend 8 trips	-11,044	52.6%	-5,813	-5,231	56.5%	-6,242	-4,802
81	Florin	Reduce frequency	-60,147	74.6%	-44,886	-15,261	62.9%	-37,835	-22,313
82	Northrop/Morse	Suspend 1 trip	-3,270	84.1%	-2,750	-520	85.7%	-2,803	-467
86	Grand	Suspend 2 trips	-5,550	79.2%	-4,394	-1,156	50.0%	-2,775	-2,775
107	Land Park Express	Suspend all trips	-15,850	62.5%	-9,906	-5,944	11.1%	-1,761	-14,089
134	McKinley Commuter	Suspend all trips, except two	-11,441	43.8%	-5,005	-6,435	0.0%	0	-11,441
142	Airport	Reduce frequency	-165,816	66.7%	-110,544	-55,272	21.1%	-34,909	-130,907
193	Auburn Commuter	Suspend all trips	-18,004	25.0%	-4,501	-13,503	12.5%	-2,250	-15,753
Total Changes			-291,121	64.5%	-187,798	-103,323	30.4%	-88,575	-202,546

Benchmark: SacRT System	69.0%	53.0%
Difference	-4.5%	-22.6%
Title VI Favorable?	Yes	Yes
Statistically Significant?	n/a	No
Disparate Impact/Disproportionate Burden?	No	No

Assumes all changes made permanent

Note: SacRT is proposing to undo most (not all) of these changes, effective on or around September 2022

This analysis has been prepared for reference, or in event that the SacRT board elects not to undo these changes as proposed

Table 2
Impact of Partial Permanent Eliminations

All figures annualized

Route	Name	Proposed Change	Change in Revenue Miles	Percent Minority	<u>Minority</u>		<u>Low-Income</u>		
					Minority Impact	Non Minority Impact	Percent Low Income	Low Income Impact	Non Low Income Impact
23	El Camino	Permanently eliminate 8 trips	-11,044	52.6%	-5,813	-5,231	56.5%	-6,242	-4,802
81	Florin	Restore all trips suspended April 2022	0	74.6%	0	0	62.9%	0	0
82	Northrop/Morse	Permanently eliminate 1 tip	-3,270	84.1%	-2,750	-520	85.7%	-2,803	-467
86	Grand	Permanently eliminate 2 trips	-5,550	79.2%	-4,394	-1,156	50.0%	-2,775	-2,775
107	Land Park Express	Restore all trips suspended April 2022	0	62.5%	0	0	11.1%	0	0
134	McKinley Commuter	Restore all trips suspended April 2022	0	43.8%	0	0	0.0%	0	0
142	Airport	Restore all trips suspended April 2022	0	66.7%	0	0	21.1%	0	0
193	Auburn Commuter	Restore all trips suspended April 2022	0	25.0%	0	0	12.5%	0	0

Total Changes	-19,864	65.2%	-12,956	-6,908	59.5%	-11,820	-8,044
Benchmark: SacRT System		69.0%			53.0%		
Difference		-3.8%			6.5%		
Title VI Favorable?		Yes			No		
Statistically Significant?		n/a			No		
Disparate Impact/Disproportionate Burden?		No			No		

Effective in Fall 2022, SacRT is proposing to restore 90 percent of service suspended in April 2022

Suspensions of specific trips on Routes 23, 82, and 86 would be made permanent

Restored service is represented a zero change in service levels

Table 3
Impact of All Proposed Service Changes
All figures annualized

Route	Name	Proposed Change	Change in Revenue Miles	Percent Minority	<u>Minority</u>		<u>Low-Income</u>		
					Minority Impact	Non Minority Impact	Percent Low Income	Low Income Impact	Non Low Income Impact
1	Greenback	Add 1 trip on Saturday evening	433	60.7%	263	170	64.2%	278	155
23	El Camino	Permanently eliminate 8 trips	-11,044	52.6%	-5,813	-5,231	56.5%	-6,242	-4,802
26	Fulton	Add 3 weekday evening trips	5,436	71.0%	3,860	1,576	70.0%	3,805	1,631
30	J Street	Add 5 weekday trips	7,198	67.7%	4,873	2,326	35.2%	2,533	4,666
33	Dos Rios	Minor route adjustmnet	0	n/a	n/a	n/a	n/a	n/a	n/a
38	Tahoe Park	Schedule adjustments	0	n/a	n/a	n/a	n/a	n/a	n/a
51	Stockton/Broadway	Add 4 trips Saturday evenings	1,835	80.2%	1,471	363	57.3%	1,051	783
51	Stockton/Broadway	Add 6 trips on Sunday/Holiday evenings	3,121	80.2%	2,503	618	57.3%	1,789	1,333
81	Florin	Add 2 trips on Saturday evenings	1,165	74.6%	869	296	62.9%	733	432
81	Florin	Add 6 trips on Sunday/Holiday evenings	4,295	74.6%	3,205	1,090	62.9%	2,702	1,593
81	Florin	Restore all trips suspended April 2022	0	74.6%	0	0	62.9%	0	0
82	Northrop/Morse	Permanently eliminate 1 trip	-3,270	84.1%	-2,750	-520	85.7%	-2,803	-467
86	Grand	Permanently eliminate 2 trips	-5,550	79.2%	-4,394	-1,156	50.0%	-2,775	-2,775
93	Hillsdale	Add 1 trip	2,418	60.9%	1,472	946	70.0%	1,693	725
107	Land Park Express	Restore all trips suspended April 2022	0	62.5%	0	0	11.1%	0	0
134	McKinley Commuter	Restore all trips suspended April 2022	0	43.8%	0	0	0.0%	0	0
138	Causeway Connection	Add 2 trips	10,922	23.7%	2,589	8,333	36.4%	3,976	6,946
142	Airport	Restore all trips suspended April 2022	0	66.7%	0	0	21.1%	0	0
177	Rancho Cordovan	Permanently approve midday service	16,527	66.7%	11,018	5,509	30.0%	4,958	11,569
193	Auburn Commuter	Restore all trips suspended April 2022	0	25.0%	0	0	12.5%	0	0
E37	Elk Grove/UCDH Shuttle	New commuter route	47,549	71.8%	34,138	13,411	5.3%	2,524	45,025

E110	Elk Grove Promenade	Additional weekend service	36,291	82.0%	29,768	6,523	62.3%	22,602	13,689
		Total Changes	117,326	70.8%	83,072	34,254	31.4%	36,822	80,504
		Benchmark: SacRT System		69.0%			53.0%		
		Difference		1.8%			-21.6%		
		Favorable?		Yes			No		
		Statistically Significant?		n/a			Yes		
		Disparate Impact/Disproportionate Burden?		No			Yes		

Restored service is represented a zero change in service levels

Table 4
Impact of Non-Contract Service Changes
All figures annualized

Route	Name	Proposed Change	Change in Revenue Miles	Percent Minority	<u>Minority</u>		<u>Low-Income</u>		
					Minority Impact	Non Minority Impact	Percent Low Income	Low Income Impact	Non Low Income Impact
1	Greenback	Add 1 trip on Saturday evening	433	60.7%	263	170	64.2%	278	155
23	El Camino	Permanently eliminate 8 trips	-11,044	52.6%	-5,813	-5,231	56.5%	-6,242	-4,802
26	Fulton	Add 3 weekday evening trips	5,436	71.0%	3,860	1,576	70.0%	3,805	1,631
30	J Street	Add 5 trips	7,198	67.7%	4,873	2,326	35.2%	2,533	4,666
33	Dos Rios	Minor route adjustmnet	0	n/a	n/a	n/a	n/a	n/a	n/a
38	Tahoe Park	Schedule adjustments	0	n/a	n/a	n/a	n/a	n/a	n/a
51	Stockton/Broadway	Add 4 trips on Saturday evenings	1,835	80.2%	1,471	363	57.3%	1,051	783
51	Stockton/Broadway	Add 6 trips on Sunday/Holiday evenings	3,121	80.2%	2,503	618	57.3%	1,789	1,333
81	Florin	Add 2 trips on Saturday evenings	1,165	74.6%	869	296	62.9%	733	432
81	Florin	Add 6 trips on Sunday/Holiday evenings	4,295	74.6%	3,205	1,090	62.9%	2,702	1,593
81	Florin	Restore all trips suspended April 2022	0	74.6%	0	0	62.9%	0	0
82	Northrop/Morse	Permanently eliminate 1 trip	-3,270	84.1%	-2,750	-520	85.7%	-2,803	-467
86	Grand	Permanently eliminate 2 trips	-5,550	79.2%	-4,394	-1,156	50.0%	-2,775	-2,775
93	Hillsdale	Add 1 trip	2,418	60.9%	1,472	946	70.0%	1,693	725
107	Land Park Express	Restore all trips suspended April 2022	0	62.5%	0	0	11.1%	0	0
134	McKinley Commuter	Restore all trips suspended April 2022	0	43.8%	0	0	0.0%	0	0
142	Airport	Restore all trips suspended April 2022	0	66.7%	0	0	21.1%	0	0
193	Auburn Commuter	Restore all trips suspended April 2022	0	25.0%	0	0	12.5%	0	0
Total Changes			6,037	92.1%	5,560	477	45.8%	2,763	3,274

Benchmark: SacRT System	69.0%	53.0%
Difference	23.1%	-7.2%
Favorable?	Yes	No
Statistically Significant?	n/a	No
Disparate Impact/Disproportionate Burden?	No	No

Restored service is represented a zero change in service levels

Sacramento Regional Transit

Service Changes for 2023 Final Plan and Title VI Equity Analysis

January 23, 2023

Overview

SacRT is currently considering major service changes on several bus routes, as discussed in this Final Plan and Title VI Equity Analysis, which has been divided into two parts:

- *Part I: Fixed-Route Service Changes* discusses continuation of suspensions on five SacRT bus routes (Routes 81, 107, 134, 142, and 193); and
- *Part II: Title VI Service Equity Analysis* analyzes the changes in Part I, in accordance with the Title VI provisions of SacRT's major service change policy.

Public Review

In accordance with SacRT's major service change policy, a draft version of this was made available to the public via sacrt.com on Friday, December 16, 2022. Comments were taken through Monday, January 16, 2023 and have been included in the agenda item that would review and approve this report and the proposed changes therein, which is to be presented to the SacRT Board of Directors on Monday, January 23, 2023, for approval.

Part I

Fixed-Route Service Changes

Background

In April 2022, SacRT temporarily suspended all or part of Routes 23, 81, 82, 86, 107, 134, 142, and 193 to address a shortage in bus operators which had been resulting in systemwide reliability problems. By suspending approximately 3 percent of bus service, SacRT sought to better allow customers to plan around system outages, rather than be subject to unplanned trip cancellations.

The April suspensions were approved without a 30-day public review, on the basis that they were considered temporary, lasting no more than twelve months, and therefore did not constitute major service changes under SacRT policy. On May 9, 2022, after the changes had taken effect, SacRT presented and the SacRT Board of Directors approved a restoration plan to take effect in September 2022, including a Title VI service equity analysis and a 30-day public review.

The approved restoration plan called for:

- (1) Full restoration of service on Routes 81, 107, 134, 142, and 193.
- (2) Permanent elimination of a total of eight trips on Route 23, one trip on Route 82, two trips on Route 86 due to underutilization or redundancy with similarly timed trips.
- (3) Minor improvements to Routes 1, 26, 30, 51, 81, 93, and 138, mostly in the form of additional weekend or evening trips.
- (4) A minor adjustment to the routing of Route 33.
- (5) Finalization of required approvals to make permanent midday service on Route 177 (funded by the City of Rancho Cordova).
- (6) Authorization to proceed with plans for a new commuter express Route E37 from Elk Grove to the UC Davis Medical Center.
- (7) A minor extension to Route E110.

This plan was approved by the SacRT Board, but the service restoration and minor improvements (Items 1 and 3) were never implemented, because hiring and training of new bus operators over Summer 2022 was not sufficient to alleviate the operator shortage.

Under SacRT policy, the suspensions in effect on Routes 81, 107, 134, 142, and 193 must end in April 2022, at the end of their 12-month temporary period, unless the Board takes action to continue suspension. In other words, service must be restored on those five routes, unless there is Board action.

Proposed Changes

Proposal – SacRT is proposing to keep in place all suspensions currently in effect.

Fiscal Impact – There is no fiscal impact from the proposed action.

Justification – Although SacRT’s financial position has been much improved over the past years, without the passage of a new local measure, with significant Smart Ride funding ending on June 30, 2023, with one-time stimulus funding coming to an end over the next two years, and with operator availability continuing to be insufficient for expansion, Staff believes that service levels should remain at current levels.

Alternatives - To restore all five routes to full service would increase annual operating cost by approximately \$2.0 million. Staff also evaluated an alternative plan where service would be fully restored on Routes 81 and 142, partly restored on Route 193, and kept as-is on Routes 107 and 134. That plan would have increased annual operating cost by approximately \$1.67 million.

Equity – As shown in Part II, the Title VI service equity analysis, there are no likely disparate impacts to minority populations nor disproportionate burdens to low-income populations from making these suspensions permanent. Route 81 is the only of the five routes with above average minority and low-income ridership. The adverse effects of keeping Route 81 partially suspended are offset by Route 142. Route 142 has a very low fraction of minority and low-income riders, so keeping it partially suspended offsets what would otherwise be adverse effects from keeping Route 81 suspended.

Suspended Routes

#81 Florin

Proposal - Normal weekday service levels for Route 81 are every 30 minutes on 65th Street and every 15 minutes on Florin Road. Currently, frequency on Florin Road has been reduced to only every 30 minutes during the mid-morning period. Staff recommends keeping the current service level.

Fiscal Impact – Fully restoring service on Route 81 would add approximately 22.2 revenue hours of service per day, on weekdays only, at a cost of approximately \$700,000 per year. It does not require any additional peak buses, but would require approximately four additional operators (three in service each day, plus one spare operator to cover absences).

Equity – Route 81 is above average for both minority and low-income ridership and traverses several disadvantaged communities along Florin Road. Keeping Route 81 suspended is not favorable from a Title VI standpoint, but the effects are offset by keeping Route 142 partially suspended, as shown in Part II.

Justification – Although it serves a disadvantaged community, and although frequent service is desirable and valuable on a major corridor such as Florin Road, Staff believes the frequency reduction on Route 81 has been an effective and minimally impactful way to significantly reduce cost and operator requirement. Staff reviewed data on passenger loads and spoke with field supervisors and concluded that some buses have heavy loads around morning school trips, but there have been few if any cases of full buses. The times around which the passenger loads are heavy are also times when there happen to be 15-minute headways, so in the event of a full bus, the wait is not a full 30 minutes. Apart from school times, passenger loads have not approached capacity.

#107 South Land Park Express

Proposal – Staff recommends continued suspension of all three morning trips (6:09, 6:39, and 7:09 am) and all three afternoon trips (4:15, 4:45, and 5:15 pm) on Route 107.

Justification - Ridership recovery from the pandemic has been poorest on commuter routes such as Route 107. Prior to suspension in April 2022, the six trips on Route 107 were averaging just 3 boardings each.

Equity - Riders on Route 107 are disproportionately higher-income and are more likely to own a car, less likely to be reliant on transit, and possibly more likely to be able to work from home. While restoration of Route 107 might help achieve environmental benefits by reducing automobile commuting, it is less likely to achieve equity goals of prioritizing service to disadvantaged communities.

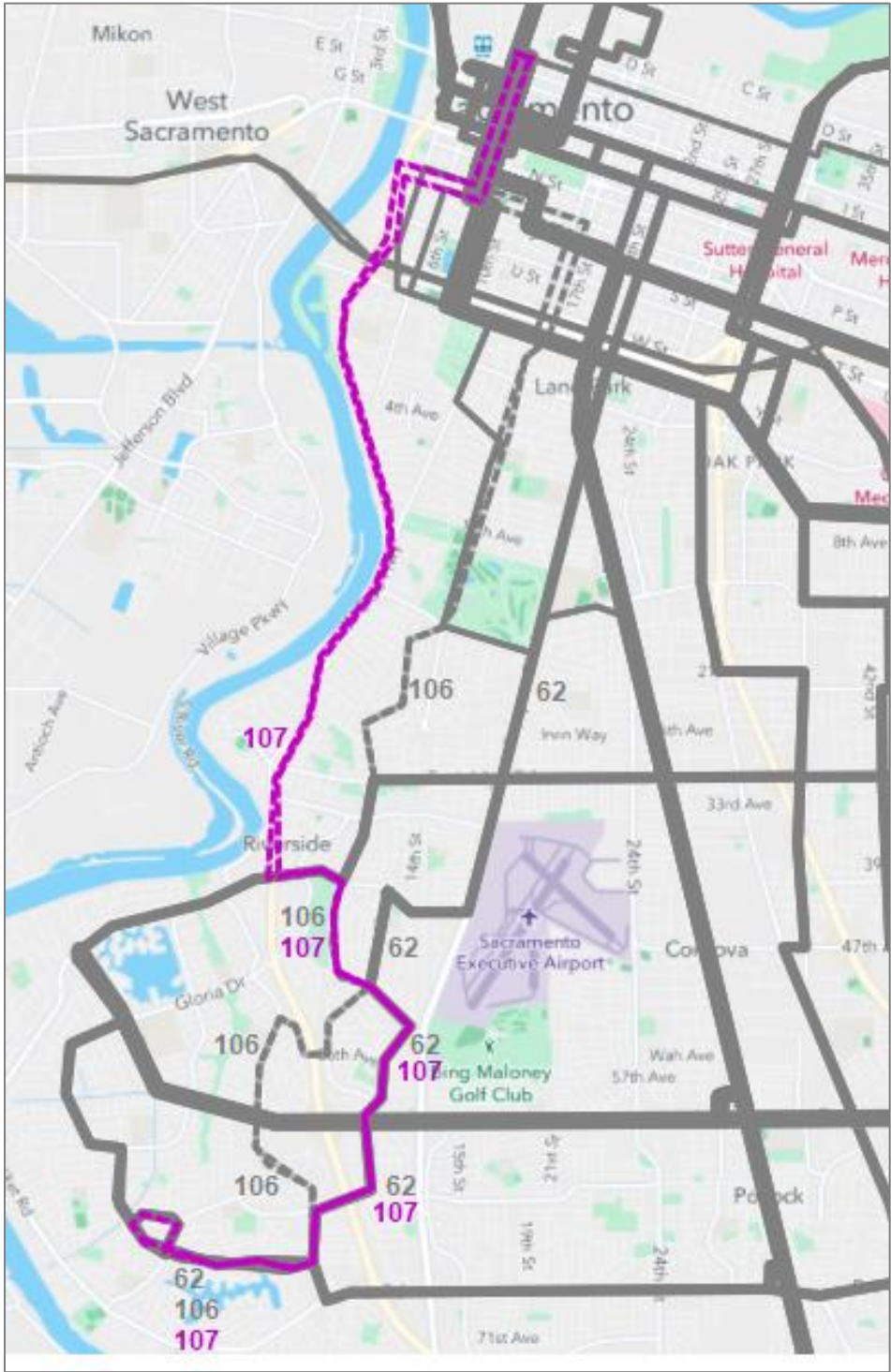
Alternatives - Route 62 already has departures from the same starting point (Pocket Transit Center) at 6:11, 6:41, and 7:11 am and from downtown at 4:10, 4:40, and 5:10 pm; the two routes serve almost the exact same bus stops. Route 106 also has departures from Pocket Transit Center at 7:13 am and from downtown at 4:07 and 5:07 pm and covers many of the same stops as Route 107, including the few stops on Route 107 that are not covered by Route 62.

The main purpose of Route 107 was to offer a faster, more direct non-stop express route to downtown than Route 62, by picking up riders only in Pocket/Greenhaven, then bypassing Land Park via Interstate 5. This was justified before the pandemic, when the Pocket/Greenhaven area alone generated enough commuters to fill a bus, and there was sufficient demand to fill an entire bus in Pocket/Greenhaven and then express it to downtown via the freeway. With COVID-related changes to commute patterns, that is no longer the case.

Ridership on the 6:11, 6:41, and 7:11 am Route 62 trips to downtown averages 4, 13, and 14. If or when ridership begins to exceed 20 to 25 passengers on these trips, then Staff recommends revisiting the restoration of Route 107 service, especially if those riders are largely from the Pocket/Greenhaven segment of the route.

Fiscal Impact – No changes are being proposed to Route 107 at this time. If it was fully restored, Route 107 would amount to only 3.1 revenue hours per day; however, restoring it could increase SacRT's vehicle requirement by up to three buses and require up to six additional operators.

#107 South Land Park Express



#134 McKinley Commuter

Proposal – Staff recommends continuing existing suspensions on Route 134. Full service for the route includes three morning trips (beginning at 6:03, 7:03, and 8:03 am) and four afternoon trips (beginning at 2:30, 3:20, 4:20, and 5:20 pm). Currently, only the 7:03 am and 2:30 pm trips are being operated.

Justification – The 7:03 am and 2:30 pm trips are averaging 25 and 18 boardings per day, respectively, and are used primarily by Sutter Middle School students. The remaining trips, which are currently suspended, serve downtown commuters and were averaging only 4 daily riders per trip before suspension in April 2022.

Equity - Route 134 has the lowest percent of low-income riders in the SacRT system. The route primarily serves East Sacramento, which is a higher-income community, so riders are more likely to own a car, less likely to rely on transit, and possibly more likely to be able to work from home. While restoration of Route 134 might help achieve environmental benefits by reducing automobile commuting, it is less likely to benefit disadvantaged communities.

Alternatives - Route 30 is not as convenient for Route 134 riders but may be a viable alternative for at least some Route 134 riders.

Fiscal Impact – No changes are being proposed to Route 134 at this time, but if it was fully restored, the five additional trips on Route 134 would add 4.0 revenue hours per day to the schedule. SacRT's vehicle requirement would likely increase by zero to two buses. SacRT's operator requirement would likely increase by three operators.

#134 McKinley Commuter



#142 Airport

Proposal – Currently, Route 142 is operating once an hour. Prior to April 2022, the service was operating at 30-minute frequency all day, from approximately 4:45 am to 11:29 pm. Staff recommends keeping the current service levels.

Fiscal Impact – Fully restoring service on Route 142 would add approximately 18.5 revenue hours of service per day, seven days a week, at a cost of approximately \$840,000 per year. It would increase the daily vehicle requirement by one bus and increase the operator requirement by an estimated five operators (four to cover the daily work, plus one spare operator to cover absences).

Equity – Ridership on Route 142 does not tend to be from disadvantaged populations. Keeping Route 142 partially suspended is important as long as Route 81 is also suspended, because it offsets what otherwise would be potential disproportionate burdens on low-income populations, as shown in Part II.

Justification – Although Route 142 enjoys considerable public support and is the first or only interaction many Sacramento residents and visitors have with SacRT, Staff believes the frequency reduction on Route 142 has been an effective and minimally impactful way to significantly reduce cost and operator requirement. Although 30 minutes is a more useful frequency for an airport bus, airport travelers tend to be higher income, with other options for getting to/from the airport. An hourly airport bus, while not ideal, provides a basic link for persons for whom parking or taking a taxi or ride share to the airport is cost prohibitive. Route 142 is also not a strong performer financially for SacRT, with a cost per passenger of approximately \$21 (approximately double the average for SacRT Bus overall).

Schedule Adjustments – Earlier in 2022, Yolobus altered the schedule of its Route 42 (its bus to the airport) in a way that has been less useful in tandem with Route 142. Previously, Routes 42 and 142 were both on uniform hourly headways, and trips were slotted evenly between one another to achieve even 30-minute headways between the two routes. In Fall 2022, Yolobus redesigned Route 42 to run more frequently during busy times, and less frequently during off-hours. This has resulted in uneven spacing between Routes 42 and 142, with some buses often just a few minutes apart. With the Route 42 schedule no longer adhering to uniform frequency, it is not possible for an hourly Route 142 to slot evenly between the Route 42; however, Staff will work with Yolobus, and if any revisions to its schedule for Route 42 are considered, Staff will endeavor to coordinate schedules as best as possible.

#193 Auburn Commuter

Proposal – Normal service levels on Route 193 are four morning trips and four afternoon trips between Citrus Heights and the Watt/I-80 light rail station, running non-stop on the freeway from Greenback Lane. Currently, all eight trips are suspended. Staff recommends keeping existing service levels in place as-is.

Fiscal Impact – Restoring all eight trips on Route 193 would add approximately 2.9 revenue hours of service per day, on weekdays, at a cost of approximately \$180,000 per year. It would increase the daily vehicle requirement by at least two buses and increase the operator requirement by an estimated four operators.

Justification – Prior to suspension, ridership on the suspended trips averaged only 3 daily boardings each.

Equity – Ridership on Route 193 is only 25.0 percent minority and only 12.5 percent low-income, both of which are well below SacRT's systemwide average. The low fraction of low-income riders suggests that Route 193 riders are more likely to own a car, less likely to rely on transit, and possibly more able to work from home.

Summary

SacRT is proposing to keep in place all suspensions currently in effect. To restore all five routes to full service would increase annual operating cost by approximately \$2.0 million. An affirmative action of the Board is required to continue these suspensions beyond April 2, 2023, as recommended in this plan. Prior to taking such an action, SacRT must prepare a Title VI analysis (Part II of this report), make it available for 30-day public review, and collect and consider public comments on the plan and the analysis. This report is planned for public release on December 16, 2022. Staff intends to present a revised final version of this plan to the SacRT Board at its regular meeting of January 23, 2023.

Part II

Title VI

Service Equity Analysis

Purpose of Title VI Analysis

Pursuant to SacRT's major service change policy and in accordance with federal Title VI civil rights requirements on non-discrimination, the purpose of this analysis is to quantitatively assess proposed service changes, identify and document whether the proposed changes would facially result in potential disparate impacts on minority populations or disproportionate burdens on low-income populations (DI/DB) and determine whether SacRT may proceed with the changes.¹⁴

Proposed Changes

Continuation of Suspensions – Routes 81, 107, 134, 142, and 193 had partial or entire suspensions of service beginning on April 3, 2022. Several other routes also had partial suspensions at that time, which were made permanent by the SacRT Board on May 9, 2022; however, the service reductions implemented on these five routes were never approved, other than on a temporary twelve-month basis, beginning April 3, 2022.¹⁵ SacRT is proposing to continue these suspensions indefinitely, beyond April 2, 2023, in the hopes of restoring them at a future date. To continue the service reductions beyond April 2, 2023, as proposed, this Title VI analysis is required.

Public Review

SacRT policy requires Title VI analyses be made available for a 30-day public review and comment period, that the SacRT Board of Directors and staff review public comments and take them into consideration, and that the SacRT Board of Directors approve a final equity analysis prior to adoption of major service changes.

A draft analysis was made available on sacrt.com for public comment from December 16, 2022 through January 16, 2023. All comments have been included in the agenda item for this final report, for presentation to the SacRT Board on January 23, 2023.

Definitions

Minority Definition - FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black, or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander, or mixed race.

Low-Income Definition - FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. The HHS definition varies by year and household size. SacRT surveys typically ask about household income as a multiple-choice question with several ranges. SacRT treats all responses of \$25,000 or less as low-income. This approximates HHS guidelines and is a reasonable way to compare poverty rates from one route to another.¹⁶

¹⁴ SacRT's major service change policy is stated in Resolution No. 13-08-0125. The Federal Transit Administration's (FTA's) guidance related to Title VI of the Civil Rights Act of 1964 and Executive Order 12898 is specified in FTA Circular 4702.1B.

¹⁵ On May 9, 2022, the SacRT Board approved a plan to fully restore service on those routes, effective September 2022; however, that plan was not implemented, due to SacRT's operator shortage unexpectedly remaining severe into Fall 2022.

¹⁶ For 2022, the poverty threshold is \$27,750 for a family of four in the 48 contiguous states.

Baseline Data

Census Data – Based on Census data, the SacRT service area is 59 percent minority and 15 percent low-income.¹⁷ This data is presented for the sake of context; however, transit riders make up a small, non-representative fraction of the overall population, so service area statistics are not directly relevant to most Title VI service or fare equity analyses. Minority and low-income areas are shown on the maps on the following two pages.

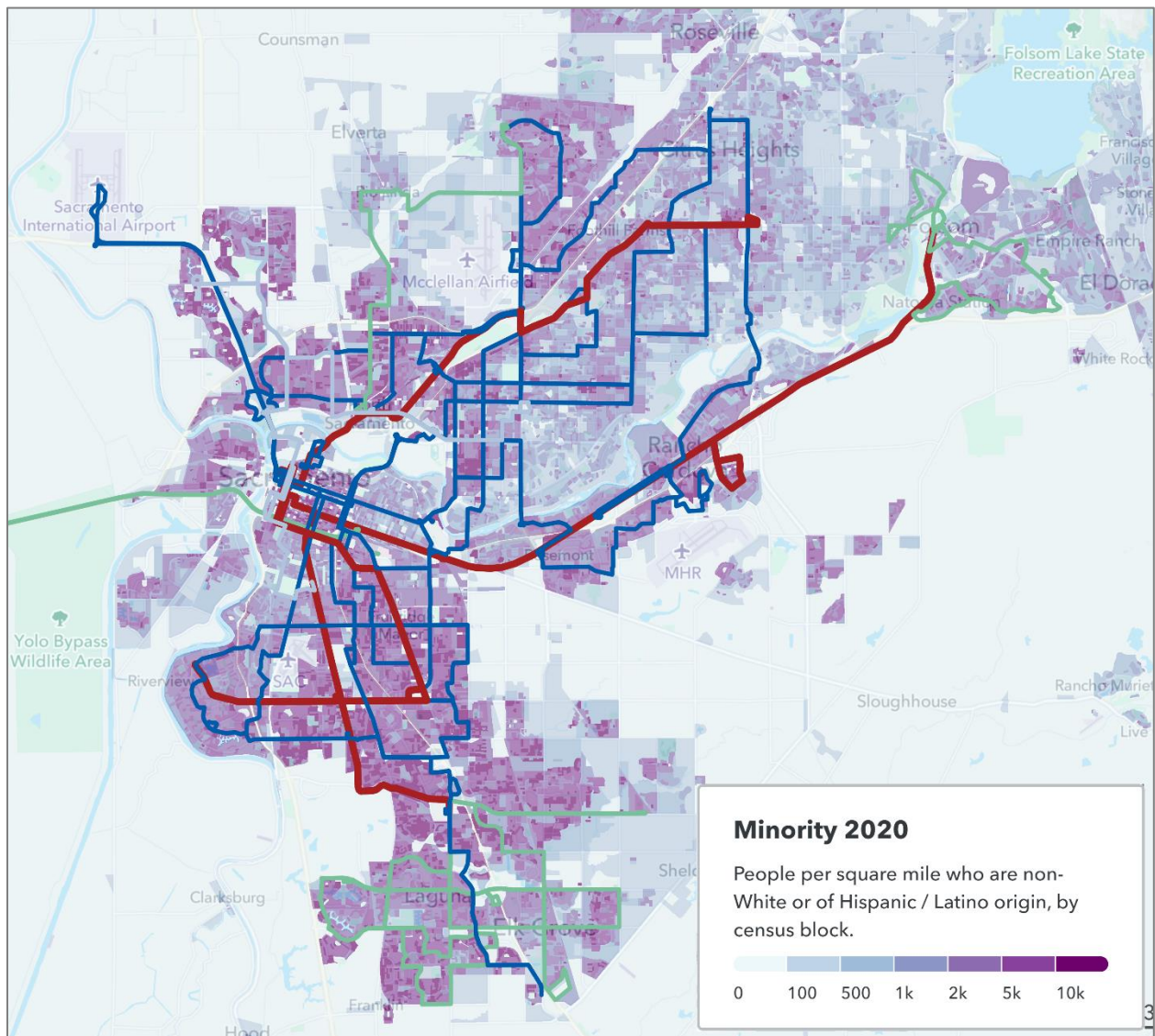
Passenger Surveys – SacRT customers are estimated to be 69.0 percent minority and 53.0 percent low-income. Systemwide customer demographics are from a 2013 passenger survey, which was the most recent complete passenger demographic survey. An update was in progress in 2020, was interrupted by the COVID-19 pandemic, and was recently resumed; however, completion is not expected until January 2023. For most individual bus routes, passenger survey data from 2015 and 2020 exists and was used to provide more up-to-date statistics, where possible.

Existing SacRT Demographics

	Service Area	Actual Customers
Minority	59%	69.0%
Low-Income	15%	53.0%
Source:	2020 Census	2013 Passenger Surveys

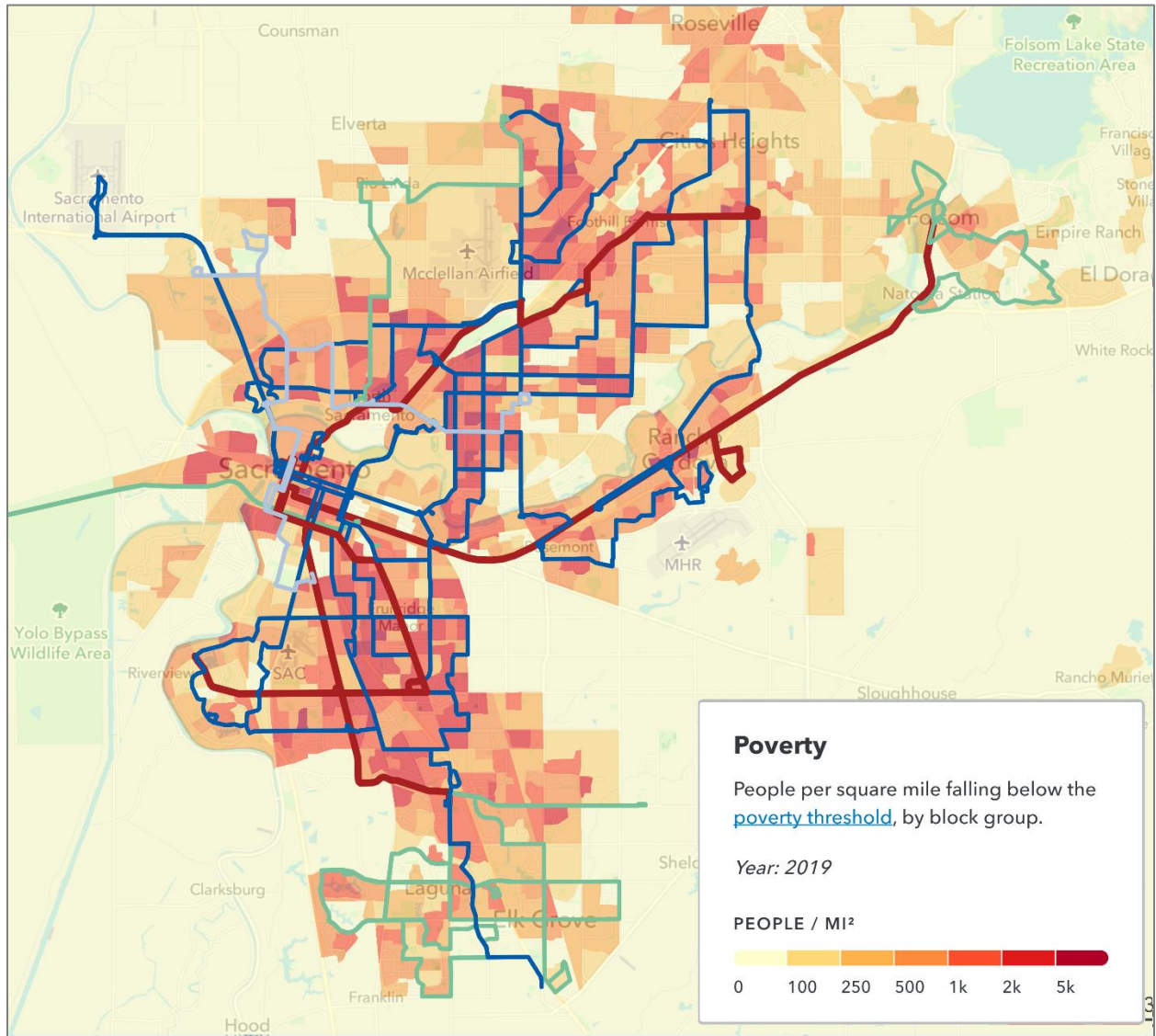
¹⁷ Computed in Remix software platform based on Census 2020 data and reflecting SacRT's annexed service area, effective July 1, 2022, following Elk Grove's annexation into the SacRT district.

Minority Population Density



Source: 2020 Census, prepared using Remix software

Low-Income Population Density



Source: 2019 American Community Survey, prepared using Remix software

Minority/Low-Income Routes – Passenger surveys are also used to estimate the minority and low-income splits of ridership for each route. Routes serving more than 69.0 percent minority riders are considered minority routes. Routes serving more than 53.0 percent low-income riders are considered low-income routes.

Revenue Miles – Level of service is measured in revenue miles throughout this analysis. In other words, if changes are proposed on two different routes, revenue miles are used to weigh the magnitude of the two changes. Revenue miles are preferred for this analysis over revenue hours, because they better account for quality of service (i.e., they give greater relative weight to higher-speed services such as freeway express routes).¹⁸

Demographics of Affected Routes

Route	Name	Percent Minority	Percent Low Income	Minority	Low-Income
81	Florin	74.6%	62.9%	Yes	Yes
107	Land Park Express	62.5%	11.1%	No	No
134	McKinley Commuter	43.8%	0.0%	No	No
142	Airport	66.7%	21.1%	No	No
193	Auburn Commuter	25.0%	12.5%	No	No
SacRT System		69.0%	53.0%		

¹⁸ One revenue mile represents a bus in revenue service for one mile. Revenue hours represent a bus in revenue service for one hour. Revenue hours are a common transit industry proxy for operating cost.

Minority Results

SacRT is proposing to make permanent complete or partial suspensions on five routes, amounting to a reduction of 272,280 revenue miles per year. Approximately 64.5 percent of the reduction would affect minority populations; however, minority riders make up approximately 69.0 percent of SacRT's ridership, so minority populations would bear slightly less than their share of the burden.

Since Route 81 is a minority route and makes up approximately 22 percent of the reduction, it is important that the other four routes—none of which are minority routes—are included in the proposal.

Conclusion - There would not be a disparate impact to minority populations from the proposed changes.

Route	Names	Percent Minority	Change in Revenue Miles	Minority Revenue Miles	Non-Minority Revenue Miles
81	Florin	74.6%	-61,039	-45,535	-15,504
107	Land Park Express	62.5%	-15,850	-9,906	-5,944
134	McKinley Commuter	43.8%	-11,441	-5,011	-6,430
142	Airport	66.7%	-165,947	-110,687	-55,260
193	Auburn Commuter	25.0%	-18,004	-4,501	-13,503
All Changes		64.5%	-272,280	-175,640	-96,640
SacRT System		69.0%			

Low-Income Results

SacRT is proposing to make permanent complete or partial suspensions on five routes, amounting to a reduction of 272,280 revenue miles per year. Approximately 28.4 percent of the reduction would affect low-income populations. This is significantly below SacRT's systemwide average of 53.0 percent low-income riders, so low-income populations would bear considerably less than their share of the burden.

Route 81 riders are 62.9 percent low-income, and Route 81 makes up 22 percent of the reduction, but this adverse effect on low-income populations is more than offset by Route 142, which makes up 60 percent of the reduction and has ridership that is only 21.1 percent low-income.

Conclusion - There would not be a disproportionate burden to low-income populations from the proposed changes.

Low-Income Results

Route	Name	Percent Low-Income	Change in Revenue Miles	Low-Income Revenue Miles	Non-Low-Income Revenue Miles
81	Florin	62.9%	-61,039	-38,393	-22,645
107	Land Park Express	11.1%	-15,850	-1,759	-14,090
134	McKinley Commuter	0.0%	-11,441	0	-11,441
142	Airport	21.1%	-165,947	-35,015	-130,932
193	Auburn Commuter	12.5%	-18,004	-2,250	-15,753
All Changes		28.4%	-272,280	-77,418	-194,862
SacRT System		53.0%			

Summary

In April 2022, SacRT implemented complete or partial reductions in service on several bus routes without public review or a Title VI equity analysis, on a temporary basis of no more than twelve months. In May 2022, the SacRT Board approved a publicly reviewed Title VI analysis of a plan to restore service on several of those routes and to make minor reductions on several of those routes permanent; however, five of the routes (Routes 81, 107, 134, 142, and 193) planned to be restored to full service in September 2022 were not actually changed at that time. Instead, they remained fully or partially suspended. SacRT is now considering extending the existing service reductions on these routes beyond the original twelve-month period indefinitely. Based on this Title VI service equity analysis, the proposed action would be unlikely to result in a disparate impact to minority populations or a disproportionate burden to low-income populations.

Next Steps – A draft version of this Title VI service equity analysis was made available for a 30-day public review and comment period beginning on December 16, 2022. This revised and final equity analysis, as well as all public comments, are hereby presented to the SacRT Board of Directors at its regular meeting January 23, 2023. Staff recommends that the SacRT Board review and consider the comments, accept and approve the final service equity analysis, and adopt the service changes.

Appendix I: Service Standards

RESOLUTION NO. 13-08-0124

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

August 26, 2013

**REPEALING AND RESTATING SACRAMENTO REGIONAL
TRANSIT DISTRICT SERVICE STANDARDS**

WHEREAS draft Service Standards were released on RT's web site for public review on February 28, 2013, with revisions released on July 1, 2013; and

WHEREAS the draft Service Standards were publicized on RT's web site, in RT's passenger newsletter, in RT bus and light rail vehicles, at major stops and stations, via email announcements, and in traditional newspapers; and;

WHEREAS key materials were translated and provided in five major non-English languages widely spoken by persons with Limited English Proficiency residing in RT's service area and likely to use RT's service; and;

WHEREAS comments were accepted from members of the public for a period exceeding 30 calendar days, for both the initial and revised drafts, including public hearings held before the RT Board of Directors on March 25, 2013 and on July 22, 2013; and

WHEREAS the Board of Directors has considered the Service Standards set forth in Exhibit A, has considered public comments, and is aware of RT's requirements under Title VI of the Civil Rights Act of 1964 with regards to service standards and policies;

**BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE
SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:**

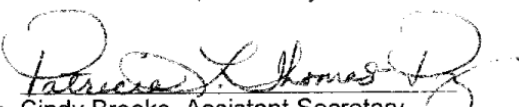
THAT, Resolution 01-09-0193 is hereby repealed; and

THAT, the Board of Directors of the Sacramento Regional Transit District hereby adopts Service Standards as set forth in Exhibit A.


PATRICK HUME, Chair

ATTEST:

MICHAEL R. WILEY, Secretary

By: 
for Cindy Brooks, Assistant Secretary



Service Standards

August 26, 2013

1. INTRODUCTION

It is the policy of the Sacramento Regional Transit District (RT) to provide quality service to all customers regardless of race, color, national origin, or income. This document establishes service standards and related policies for RT's fixed-route transit service.¹⁹

In addition to serving as a guide for staff and stakeholders, this document is intended to satisfy Title VI of the Civil Rights Act of 1964, Executive Order 12898, and related civil rights laws, which help assure that RT's services are provided in a non-discriminatory manner, specifically with regards to minority populations and low-income populations.

The Federal Transit Administration (FTA) requires RT to establish the following four service standards and two service policies:²⁰

- Vehicle Loading Standards;
- Productivity Standards (Headway Standard);
- On-Time Performance Standards;
- Service Area Coverage Standards;
- Vehicle Assignment Policy; and
- Transit Amenity Distribution Policy.

Title VI requires RT, at least every three years, to prepare a Service Monitoring report that evaluates the fixed-route transit system against RT's service standards and policies on a route-by-route basis, broken down by minority and non-minority routes. Although not a Title VI requirement, RT includes low-income populations in this analysis as well.

This document also sets forth guidelines for RT's quarterly performance monitoring program, which was recommended by RT's 2012 TransitRenewal study and which provides a regular process for improving the productivity of RT's system.

2. TITLE VI SERVICE MONITORING

Requirements

At least once every three years, RT is required to prepare a Title VI Service Monitoring report that evaluates the fixed-route transit system against RT's service standards on a route-by-route basis, broken down by minority and non-minority routes.²¹ RT is required to have a policy for identifying and correcting disparate impacts on minority populations and to submit to FTA a copy of the resolution verifying the RT Board's consideration, awareness, and approval of the report's findings. Although not a Title VI requirement, RT addresses disproportionate burdens on low-income populations in this process as well.

The provisions of this document pertain to the regular monitoring of RT's service and may also prompt changes in RT's service. However, Title VI and federal Environmental Justice law also require RT to prepare an equity assessment prior to adopting any major changes

¹⁹ This document does not cover RT's complementary paratransit service.

²⁰ See FTA Circular 4702.1B, Chapter 4, Section 4. Service policies, as defined in the FTA circular, differ slightly from service standards; however, both are treated identically under the Title VI Service Monitoring program and are meant to be developed and enforced as part of a single program. For the sake of clarity and brevity, this document normally refers to service standards and service policies collectively as simply service standards.

²¹ See FTA Circular 4702.1B, Chapter 4, Section 6.

to service or to the fare structure.²² This process is discussed in RT's Service and Fare Change Policies document.

Minority and Low-Income Definitions

FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.²³

FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. The HHS definition varies by year and household size. For 2012, poverty guidelines ranged from \$11,170 for a single-person household to \$38,890 for a household of eight. The poverty guideline for a household of four was \$23,050. FTA encourages transit agencies to use a locally-developed threshold for low-income status, provided that the threshold is at least as inclusive as the HHS poverty guidelines. Since survey data does not always include household size or exact household income, RT will, when necessary, define low-income status according to the poverty guideline for a household of four, rounded up to the nearest bracket boundary. For example, if household income is known in \$15,000 increments, RT will consider household income less than \$30,000 to be low-income.²⁴

Data and Methodology

FTA defines a minority route as a route that has at least one-third of its total revenue mileage in a census block group with a percentage of minority population that exceeds the percentage of minority population in the transit service area. RT uses demographic data from the U.S. Census Bureau's American Community Survey to make this determination, although passenger surveys may be used instead for express buses and other routes where the demographics of the actual ridership may not match the area that is travelled through.

FTA recommends a Title VI Service Monitoring analysis be conducted on a sample of routes, which must include minority and non-minority routes. Although no numerical requirement exists, FTA guidance notes that the greater the sample size, the more reliable the results. In accordance with these guidelines, RT will usually include all regular routes in the sample, with the exception of demonstration projects, supplemental routes, contract service, special service, etc.

Report Findings

As described above, RT prepares a Title VI Service Monitoring report at least once every three years. The Title VI Service Monitoring compares all fixed-route service to RT's service standards and policies, as set forth in this document, analyzes why any deficiencies exist, and suggests remedies. If any standards are found to be outdated or inappropriate, staff will also include an analysis and recommendations for revision. Staff will present the Service Monitoring report to the RT Board for consideration and approval, at which time the Board may also determine, based upon the report's findings,

²² See RT's Service and Fare Change Policies.

²³ See FTA Circular 4702.1B, Chapter 1, Section 5.

²⁴ See FTA Circular 4702.1B, Chapter 1, Section 5.

that a disparate impact on minority populations exists, in which case RT will take corrective action to remedy the disparities to the greatest extent possible.²⁵

Since service improvements are not always financially feasible, RT is not required to add service in response to a disparate impact; however, if the RT Board determines that a disparate impact exists, RT will investigate cost-neutral ways to remedy the disparate impact. If such a condition exists, RT will also assure that if major service increases are proposed,²⁶ that the major service increases will improve overall service levels to minority populations relative to RT's overall ridership. This requirement will remain in effect until the RT Board determines that the disparate impact has been corrected, or until adoption of the next major service change, whichever comes first.

As part of RT's Title VI program, RT will provide FTA with a copy of the Board resolution affirming consideration, awareness, and approval of the Service Monitoring report, as well as a discussion of any disparate impacts and actions taken to remedy the disparities.²⁷

Although not a Title VI requirement, RT includes disproportionate burdens on low-income populations in this process as well.

3. VEHICLE LOADING STANDARDS

RT collects ridership data on all bus and light rail routes, including the passenger load at the maximum load point of the trip. Vehicle loading standards are set forth below and generally range from a load factor of 1.0 to 2.0 based upon the number of seats and interior floor space of the vehicle.²⁸ Load factors are generally lower for RT's smaller buses as they tend to have narrower aiseways and fewer places to stand.

Vehicle Loading Standards

Vehicle Type	Seated	Standing	Total	Load Factor
40ft Low-Floor Bus	34	26	60	1.8
25ft Cutaway Bus	12	5	17	1.4
27ft Cutaway Bus	16	6	22	1.4
28ft Body-on-Chassis Bus	21	8	29	1.4
32ft Cutaway Bus	30	10	40	1.3
80ft Siemens Light Rail Vehicle	64	64	128	2.0
84ft CAF Light Rail Vehicle	64	64	128	2.0
88.5ft UTDC Light Rail Vehicle	67	67	134	2.0
Other Vehicle Types	Determined as Needed			

²⁵ See FTA Circular 4702.1B, Chapter 4, Section 6.

²⁶ Major service changes are defined in RT's Service and Fare Change Policies, per Title VI requirements.

²⁷ See FTA Circular 4702.1B, Chapter 4, Section 6.

²⁸ The loading factor is the ratio of total passenger capacity to seats.

RT considers a route to be overloaded if 25 percent or more of one-way vehicle trips are regularly overloaded. For example, for an hourly route with 32 one-way vehicle trips per day, if 8 or more trips are overloaded, then the route is considered overloaded.

4. PRODUCTIVITY / HEADWAY STANDARDS

RT bases bus and light rail headways on both policy and productivity. Due to the importance of light rail in RT's system, bus headways are often based around light rail headways. Headway policies are as follows:

- Light rail runs at 15- or 30-minute headways;
- Regular bus routes connecting with light rail usually run at multiples of 15-minute headways to facilitate transferring;
- Regular headways should not exceed 60 minutes on any trunk or branch line;
- Headways on peak-only routes are based on passenger loads and are adjusted to match school bell times, shift changes, etc., except for light rail feeders, which should be timed around the light rail schedule; and
- In areas where headways are 30 to 60 minutes, parallel routes should generally be spaced approximately one mile apart and additional resources should be used to improve headways before adding new routes or branches at closer distances.

RT Productivity Standards

Service Type	Productivity Standards			
	Minimum		Maximum	
Regular Weekday Bus Service	20	boardings per hour	40	boardings per hour
Saturday Bus Service	15	boardings per hour	35	boardings per hour
Sunday/Holiday Bus Service	15	boardings per hour	35	boardings per hour
Community Bus Service	15	boardings per hour	30	boardings per hour
Peak-Only Light Rail Feeder	15	boardings per trip	34	boardings per trip
Peak-Only Downtown Express	25	boardings per trip	34	boardings per trip
Supplemental Service	25	boardings per trip	62	max load
Light Rail – Weekdays	85	boardings per train hr	400	max load
Light Rail – Weekends	65	boardings per train hr	400	max load
Contract Service	Varies	cost per passenger	Varies	cost per passenger

All productivity standards that are stated in terms of boardings per revenue hour can also be stated in terms of an equivalent cost per passenger boarding, which varies from year-to-year according to RT's hourly per-vehicle operating costs. RT evaluates contract service according to the equivalent cost per passenger standards for Community Bus Service, less the operating subsidy.²⁹

²⁹ Service levels for contract service operated by RT are subject to the terms of the service agreement.

5. ON-TIME PERFORMANCE STANDARD

On-time performance for RT's bus system is measured at time points. A bus is considered on-time if it leaves its time point between 0 and 5 minutes late. For the last time point on each trip, the arrival time is used instead of the leave time.

RT's target is for the bus system to be 85 percent on-time or better. Individual routes are expected to be within one standard deviation of 85 percent on-time or better. For Title VI purposes, all routes are expected to be within one standard deviation of the actual systemwide average or better. Deviations from this goal are investigated to determine if there is a disparate impact on minority routes. This process is repeated for low-income routes.

On-time performance for RT's light rail system is measured at the starting point of each trip. Trains are considered on-time if they depart 0 to 5 minutes late. RT's target is for the light rail system to be 97 percent on-time or better. Individual light rail routes are also expected to be 97 percent on-time or better. Statistically significant deficiencies are investigated to determine if there is a disparate impact on minority or low-income passengers.

6. SERVICE AREA COVERAGE STANDARD

RT is authorized to serve the area within the Urban Services Boundary (USB) of Sacramento County, as well as portions of Yolo and Placer Counties. Yolo and Placer County, having elected to provide their own transit service, are currently served by locally based transit operators, as are the cities of Folsom, Elk Grove, Galt, and Rancho Murieta within Sacramento County. RT remains the official service provider for the area within Sacramento's USB, less the City of Folsom and the City of Elk Grove.³⁰

While RT is the transit agency responsible for service to the aforementioned area, RT only provides service to a subset of this area. The table below specifies standards for actual coverage of RT's service area, at two different walk distances. Three-quarters of a mile is the standard walk distance used by both the Americans with Disabilities Act as well as FTA's National Transit Database to define a transit agency's coverage. For the purposes of estimating likely transit riders, however, FTA suggests that transit agencies assume walk distances of a quarter mile for bus routes and a half mile for light rail stations.

Service Coverage Standards

Distance	Basic Local Service	High Frequency Service
0.75 miles from bus routes 0.75 miles from rail stations	85% of population	20% of population

³⁰ The City of Folsom and the City of Elk Grove provide their own local transit service. A small portion of the City of Folsom is still part of RT's service area, specifically, the area within three quarters of a mile of RT's light rail stations. A small portion of the City of Elk Grove is still part of RT's service area as well, specifically, the area within three quarters of a mile of Route 65.

0.25 miles from bus routes 0.50 miles from rail stations	50% of population	10% of population
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Basic local service refers to regular all-day weekday bus and light rail service on regular headways. It excludes express buses and other peak-only routes. High frequency service is considered to be service with headways of 15 minutes or better.³¹

7. VEHICLE ASSIGNMENT POLICY

In order to assure that vehicles are not assigned in a discriminatory fashion, FTA requires transit agencies to have a written policy specifying how vehicles are assigned to routes.

Bus Assignment

Prior to each operator signup, a baseline vehicle schedule is prepared for the upcoming signup period. Low-mileage vehicles are usually assigned to higher-mileage routes, so as to equalize mileage on vehicles of the same age. Certain routes may be designated to have buses with special equipment, e.g., branded or wrapped vehicles, signal prioritization equipment, or data terminals that are used for route deviations. Higher-performing vehicle types may, at the discretion of RT's Operations Division management, be assigned to blocks with more schedule adherence problems.³² On a daily basis, RT's Maintenance Department makes adjustments to the baseline vehicle schedule according to maintenance needs.

For RT's Title VI Service Monitoring report, RT calculates the average vehicle age for each route, and aggregates this data into an average vehicle age for all minority routes, which is compared to that for RT's overall system, to determine if a disparate impact exists.³³

Light Rail Vehicle Assignment

All RT light rail vehicles are air-conditioned, have high floors, have similar seating and standing capacities, and are dispatched from the same yard and maintenance facility. Train consists on the Blue Line and Gold Line can be and often are composed of mixed vehicle types for various reasons, including service and maintenance scheduling, voltage requirements, and performance. The Green Line uses a specially wrapped light rail vehicle.

For RT's Title VI Service Monitoring report, RT estimates the average vehicle age for each route.³⁴ These findings are presented, along with the percent minority ridership for each route, to determine if a disparate impact exists.

8. TRANSIT AMENITY DISTRIBUTION POLICY

Bus Stops

³¹ See RT's 2009 TransitAction Plan for long-range coverage goals.

³² For example, newer vehicles with better acceleration may be assigned to routes with frequent stops.

³³ This figure is weighted by the number of trips operated on each route by each vehicle.

³⁴ This estimate is based on known vehicle assignments from randomly chosen route checks.

Locations for advertisement-supported shelters and benches are suggested by RT's contractor. RT also has numerous non-advertisement-supported shelters and benches that are located according to a number of criteria. Once a desired location is decided upon, RT determines if the desired location is feasible. All amenity installations must comply with local building codes, as well as with the Americans with Disabilities Act and Title 24 of the California Construction Code. Shelters also require an electrical connection for lighting. When a desired amenity location is not feasible, RT works with the applicable city or county to make necessary improvements.

Signage at all bus stops includes the route number, days of operation, a stop identification number, and a telephone number for more information. System maps are provided at all bus stop shelters. Route-specific maps and schedules are not normally provided at RT bus stops, although they are available at some bus stops where they were originally installed on a demonstration basis. Trash cans are installed by RT according to perceived need.

New benches and shelters paid for by RT are located according to a number of factors including, but not limited to, the following:

- Average daily boardings at the stop;
- Prevalence of disabled passengers;
- Presence or absence of amenities in the nearby area (e.g., shelter, trash cans, seating, lighting, etc.);
- Cost for additional curb, gutter, street or sidewalk improvements;
- Financial assistance from local jurisdictions, business improvement districts, etc.;
- Minimum ridership of 40 daily boardings for shelters; and
- Title VI compliance goals.

RT maintains a database of all bus stops, including benches and shelters. Using GIS software, RT compares this data to census data on service area demographics. RT's Title VI goal is for the percent of bus stops in minority areas equipped with benches to equal or exceed that for RT's overall service area. If a deficiency is found requiring corrective action, then, where the aforementioned ADA and other siting rules allow, RT will install non-ad-supported benches to correct the deficiency. If ADA or other siting rules prevent RT from adding benches where desired, RT will notify the applicable city or county. This process is repeated for shelters.

Light Rail Stations

Amenities for light rail stations are distributed according to estimated ridership. Older stations may have been built to more limited standards. Improvements are programmed as part of RT's long-range capital program, as funding permits, to bring them into compliance with the following standards.

- | | |
|------------------------|---|
| a) Shelters: | Minimum area of 3 sq. ft. per weekday peak hour passenger in each direction, excluding mini-high shelters. No shelters provided at transit malls. |
| b) Mini-High Shelters: | Must cover mini-high platform (used by mobility-impaired passengers to board trains) if shelters |

- are provided at the main platform.
- c) Drinking fountains: 1 per platform, except for island stations. An additional drinking fountain may be provided at a bus transfer center (with at least 3 bus stops) where the bus stops are not contiguous with the light rail platforms.
 - d) Seating (main platform): Minimum of 12 linear feet (LF) of seating on each main platform. Additional seating of 0.2 LF per weekday peak hour passenger in each direction.
 - e) Seating (mini-high platform): 1 seat or bench at each mini-high platform.
 - f) Trash receptacles: Based on size of station, number of riders, and observed need.
 - g) Recycling receptacles: Not currently provided. May be added in the same quantities as trash receptacles, once RT begins a recycling program.
 - h) Bicycle racks: 1 rack (5-bike capacity) per station for new stations. Added or removed based on observed demand and use.
 - i) Bicycle lockers: Initially provided based on estimated usage. Lockers may be added or removed later based on demand. Note that RT provides lockers to customers only by rental agreement, so demand is precisely known.
 - j) Information display cases: (For maps, Schedules, and How-To-Ride Guides) 1 four-sided display case per platform direction of travel. Additional two-sided display cases may be provided at each bus transfer center platform (with at least 2 bus stops) where the bus stops are not contiguous with the light rail platforms. Electronic signage may substitute for traditional displays.
 - k) Dynamic Message Signs: 2 per platform at new and existing major stations
 - l) Fare Vending Machines: Goal of 2 per station, except very low ridership stations. Additional FVMs may be provided at platforms with very high ticket purchases (more than 1,000 average daily weekday boardings per platform).
 - m) Smart Card Addfare Machines: 1 per station at major stations. Additional FVMs (when implemented) may be provided at platforms with very high ticket purchases (more than 1,000 average daily weekday boardings per platform). Smart Card implementation expected to begin in 2013. Minimum 1 per platform. 2 per platform for most stations and 3 per platform for larger stations
 - n) Smart Card Tap Devices: with heavy ridership or numerous well-used (when implemented) entrances

- o) Elevators: Provided when vertical distance of travel is greater than 16', unless replaced by a code-compliant ramp
- p) Tree shading: As needed to provide 50% shade coverage of platform and parking lots at maturity (15 years), or as close as possible to that goal while meeting other station design criteria. Removed on a case-by-case basis for safety/security purposes.
- q) Artwork: 1 art commission per station, except at sidewalk stations/malls.

For purposes of this policy, a center platform is considered 1 platform whether it serves one or two tracks. RT's Title VI goal is to meet the above-stated goals for seating and shelter. If, during the Service Monitoring process, RT is found deficient in this goal with respect to minority or low-income areas, RT will incorporate Title VI status into its capital development process to correct the deficiency.

9. PERFORMANCE MONITORING

RT's 2012 TransitRenewal study recommended the establishment of quantitative productivity standards and a quarterly evaluation process for RT's fixed-route bus system. RT's quarterly ridership report compares each bus route's productivity to RT's productivity standards, set forth in Section 4 of this document. Bus routes that do not meet RT's productivity standards are added to a watch list and corrective action may be recommended by staff, if applicable. New bus routes that do not meet RT's productivity standards within two years are automatically discontinued, according to RT's route sunset process.³⁵

³⁵ See RT's Service and Fare Change Policies for more information on RT's route sunset process.

Corrective action for low-productivity routes may include the following:

- | | |
|-------------------------------|--|
| a) Marketing Campaigns | Example activities include email blasts, press releases, newsletters, notices in vehicles, at major bus stops, and at light rail stations, fliers and handouts, promotional events, etc. |
| b) Route/Schedule Adjustments | Examples include changes to headways, span of service, alignment, connection timing, and/or route/schedule adjustments to nearby routes to shift riders from one route to another; RT will not, as a practice, operate headways longer than 60 minutes |
| c) Conversion to Smaller Bus | RT will assess the feasibility and savings from conversion of a full-size bus route to use a smaller bus ³⁶ |
| d) Cost-Sharing | RT may pursue a cost-sharing agreement with nearby businesses, jurisdictions, or other organizations to reduce the net cost per passenger to a level equivalent to or exceeding RT's minimum productivity standards |

Ridership Reporting Program

Quarterly ridership reports are supplemented on a periodic basis with special in-depth reports. RT's overall ridership reporting program is summarized as follows:

- | | |
|---|--|
| a) Key Performance Report ³⁷ | Mode-level ridership data, including total ridership, boardings per revenue hour, farebox recovery, cost per passenger, on-time performance, complaints, vehicle reliability, fare evasion, etc.; includes comparison to budget goals, and comparison to previous year |
| b) Quarterly Ridership Report | Route-level ridership data, including average daily ridership, boardings per revenue hour, farebox recovery, cost per passenger, and comparison to previous year; per TransitRenewal guidelines, |

³⁶ This option may be constrained by RT's collective bargaining agreement with the operators' union.

³⁷ The Key Performance Report is prepared by RT's Finance and Community/Government Affairs Departments and contains Key Performance Indicators (KPIs) for all RT departments. Ridership statistics are the KPI for RT's Planning Department and make up only one part of the overall report.

	boardings per revenue hour and cost per passenger are compared against productivity standards (see Section 2 of this report);
c) Year-End Report	Supplement to Quarterly Ridership Report, usually updated after the close of the fiscal year examining longer term trends at the system, mode, route, and/or stop/segment level
d) Fare Survey Report	Supplement to Quarterly Ridership Report, usually issued after the close of the fiscal year, examining ridership by fare category, comparison of ridership to sales, and historical trends
e) Title VI Service Monitoring	Supplement to Quarterly Ridership Report, issued at least once every three years; as required by Title VI; evaluates all bus and light rail routes against service standards to assure that minority and low-income populations are receiving equitable service levels/quality
f) On-Board Survey Report	Prepared at least once every five years per Title VI requirements; captures detailed information about passengers, including actual origins and destinations, trip purpose, ethnicity, household income, transferring patterns, and other data
g) Route Profiles	Supplement to Quarterly Ridership Report, issued at least once every five years, usually after a new on-board survey has been completed or new census data has been released; provides route map, historical narrative, demographics of service area and actual passengers, historical ridership trends, etc.

Appendix J: Service Change Policy

RESOLUTION NO. 15-12- 0137

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

December 14, 2015

**REPEALING AND RESTATING RESOLUTION NO. 13-08-0125, REPEALING AND
RESTATING SACRAMENTO REGIONAL TRANSIT DISTRICT'S SERVICE AND
FARE CHANGE POLICIES, AND ADOPTING A NEW SERVICE CHANGE POLICY**

WHEREAS, Resolution No. 13-08-0125 established Service and Fare Change Policies for the Sacramento Regional Transit District; and

WHEREAS, Resolution No. 15-11-0129 established a Fare Change Policy for the Sacramento Regional Transit District, superseding the fare change provisions of Resolution No. 13-08-0125; and

WHEREAS, this resolution has come before the Board as an open session agenda item of a regular meeting properly noticed in accordance with the Ralph M. Brown Act; and

WHEREAS, the Board of Directors of the Sacramento Regional Transit District has taken into consideration public comments on the proposed resolution.

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, Resolution No. 13-08-0125 is hereby repealed; and

THAT, the Board of Directors of the Sacramento Regional Transit District hereby adopts a new Service Change Policy as set forth in Exhibit A.


JAY SCHEMMER, Chair

ATTEST:

MICHAEL R. WILEY, Secretary

By: 
Cindy Brooks, Assistant Secretary

Adopted by the Board of Directors of the Sacramento Regional
Transit District on this date: December 14, 2015

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Service Change Policy

December 14, 2015

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Service Change Policy

1. INTRODUCTION

It is the policy of the Sacramento Regional Transit District (RT) to provide quality service to all customers regardless of race, color, national origin, or income. This document establishes RT policy and describes several policies and procedures relating to fixed-route service changes.

This document is intended to satisfy Title VI of the Civil Rights Act of 1964, Executive Order 12898, and related federal civil rights laws, which help ensure that RT's services are provided in a non-discriminatory manner, specifically with regards to minority populations and low-income populations. This document also provides guidelines for meeting the requirements of the California Environmental Quality Act (CEQA) as they relate to service changes.

Title VI requires RT to adopt a numerical standard defining what constitutes a major service change. This definition and policy is discussed in Section 2.

RT's 2012 TransitRenewal study also established a sunset clause for new routes which is incorporated in Section 3. Section 4 describes RT's public involvement process for major service changes.

Prior to adopting major service changes, Title VI and federal environmental justice regulations require RT to prepare an equity analysis to determine if the proposed changes are likely to result in adverse and disparate impacts (DI) on minority populations and/or disproportionate burdens (DB) on low-income populations. These definitions and policies are set forth in Section 5. Section 6 discusses their application.

Section 7 discusses RT's requirements under CEQA as they relate to service changes.

2. MAJOR SERVICE CHANGE DEFINITION

RT categorizes service changes as either minor or major according to their size and likely impact. Minor service changes can be authorized by RT's General Manager/CEO. Major service changes require a public hearing (discussed in Section 4 of this document), a Title VI equity analysis (discussed in Sections 5 and 6 of this document) and approval by the RT Board.

A major service change is defined as follows:

- Creation of any new bus route exceeding 150 daily revenue miles; or
- Creation of any new light rail route or extension of any existing light rail routes; or
- Any change to an existing bus or light rail route that affects more than 15 percent of daily revenue miles.

Any service change that does not meet the criteria for a major service change is considered a minor service change. Additionally, the following exceptional cases are considered minor service changes:

- Automatic elimination of a bus route according to RT's route sunset process set forth in Section 3 of this document (RT will, however, notify riders prior to the effective date);
- RT Board action to temporarily exempt a bus route from RT's route sunset process;
- Schedule adjustments (RT will, however, notify riders prior to the effective date);
- Creation, alteration, or elimination of a supplemental route³⁸;
- Emergency changes made to respond to natural or man-made disasters or to a state of fiscal emergency;
- Creation, alteration, or elimination of temporary or demonstration service lasting one year or less;
- Creation, alteration, or elimination of special event service (RT Board approval may be necessary for certain aspects of the service, e.g., acceptance of event tickets as fare media); and
- Adjustments made to major service changes after Board approval but prior to the effective date that would otherwise be considered minor changes.

If an Environmental Impact Report (EIR) or an Environmental Impact Statement (EIS) has been prepared for a project, the EIR/EIS review and approval process is considered to satisfy all review and approval requirements for a major service change, with the exception of the Title VI equity analysis, which is still required if the project meets the definition of a major service change. FTA explicitly requires a Title VI equity analysis be approved by the RT Board prior to the beginning of revenue service for any project funded by the FTA's New Starts program.

Contract service operated by RT and included in vehicle hour and mile reporting to FTA's National Transit Database is considered RT service for purposes of this policy. Any changes to such service that meet RT's major service change definition are subject to RT's Title VI requirements, public hearing requirements, and approval requirements.

All revenue mile calculations made for the purpose of classifying the service change must include the cumulative impact from service changes implemented in the twelve months preceding the effective date of the proposed new changes. Light rail revenue miles are counted at the level of entire trains rather than individual light rail vehicles.

³⁸ Supplemental routes are peak-only routes that are designed to accommodate heavy passenger volumes that would otherwise overload RT's regular routes. Supplemental routes usually operate only seasonally and often must be adjusted on short notice to respond to changing demand conditions.

3. ROUTE SUNSET PROCESS

RT's TransitRenewal study set forth a "sunset clause" whereby newly-created fixed- route bus routes must meet RT's productivity standards within two years of implementation.³⁹ This sunset clause, as an element of TransitRenewal, was accepted by the RT Board as a guideline for future service development, and has been incorporated here as RT policy. Pursuant to this policy, RT reviews route productivity on a quarterly basis, maintains a "watch list" of deficient bus routes, and makes annual recommendations to improve productivity.

If a new bus route fails to meet RT's productivity standards within two years of operation, RT will initiate an automatic elimination process (sunset elimination) that consists of the following steps:

- Staff advises the RT Board of the pending route elimination during a meeting of the Board of Directors⁴⁰;
- Through a motion or a resolution, the RT Board may temporarily exempt the route in question from RT's route sunset process (See Appendix A for an example); and
- Absent any Board action, staff will (1) determine an appropriate date for elimination,⁴¹ (2) notify riders of the route's pending elimination and alternative routes, if applicable, and (3) identify areas where resources could be redeployed.

Although a route elimination would ordinarily be considered a major service change, since new routes are implemented with an understanding of RT's sunset clause, elimination of a route through RT's route sunset process is considered a minor service change. It will therefore be exempt from RT's public hearing and equity analysis requirements, and all other requirements that apply only to major service changes. As noted above, RT will notify riders prior to the route's actual elimination.

4. PUBLIC INVOLVEMENT

To assure meaningful public involvement, especially from minority and low-income populations, Title VI requires RT to develop a Public Participation Plan. The provisions of this section are intended to summarize RT's public involvement program as it relates to service changes.⁴²

³⁹ RT's productivity standards are set forth in RT's Service Standards document.

⁴⁰ Previous productivity reports and watch list reports may be referenced or provided to document the failure of the route to meet RT's productivity standards.

⁴¹ As an example, RT may want to eliminate the route when other major changes are being made, so that outreach efforts can be consolidated, printed materials will be up-to-date, etc.

⁴² The Public Participation Plan will be adopted separately. This section is intended to be only a summary.

Public Review

A public hearing and a 30-day public review period are required prior to the adoption of major service changes. Staff will make a plan of the proposed changes as well as a draft Title VI service change equity analysis publicly available. Prior to adoption of any proposed changes, staff will consider and summarize all comments and make any necessary revisions to the service change proposal and Title VI service change equity analysis. The Board will consider the public comments prior to adoption of the changes and the final equity analysis.

Public Notice

On or before the beginning of the comment period, RT will distribute a notice to riders and members of the public on the materials available for review, including:

- A title, a one or two sentence description of the proposed changes, and a statement that RT is seeking public comments;
- Notice of documents available for review (e.g., draft service plan, Title VI equity analysis, and/or CEQA documents);
- All routes that may be changed, listed by number, or, in the case of light rail lines, by name (e.g., Blue Line);
- The final date and time to submit comments;
- The date, time, and location of the hearing and transit routes serving the location; and
- Contact information and where to find additional information.

RT will post the notice on RT's web site in English as well as any non-English languages determined by RT policy on language assistance.⁴³ RT will also display the notice in RT vehicles, at major stops and stations, to applicable mailing list subscribers, and in RT's monthly newsletter, if time permits. RT may notify riders through press releases or through social media. At least one presentation will typically be made to RT's Mobility Advisory Council. RT staff may also make presentations at the meetings of other interested organizations and groups.

Language Assistance

If requested, and given sufficiently advance notice (usually 3 business days or more), RT will provide an interpreter (including sign language) at the public hearing. RT's Language Line service also provides interpretation services over the phone for patrons calling for additional information, to make comments, or to arrange interpretation services at the public hearing.

⁴³ In addition to a Public Participation Plan, Title VI requires RT to develop a Language Assistance Plan (LAP), which will be adopted separately. The provisions of this section are intended to be only a summary of RT language assistance policy specifically related to service changes.

5. EQUITY ANALYSIS – GENERAL

Requirements

Prior to adopting major service changes, Title VI and federal environmental justice regulations require RT to prepare an equity analysis to determine if the proposed changes are likely to result in disparate impacts (DI) on minority populations or disproportionate burdens (DB) on low-income populations.⁴⁴ RT's DI and DB definitions must measure adverse effects on passengers and must be developed with public engagement.

Disparate Impacts

Title VI requires RT to analyze proposed major service changes to identify any possible DI on minority populations.⁴⁵ If a statistically significant adverse effect on minority populations is found to be likely, Title VI requires RT to provide a substantial legitimate justification, including a finding that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals, before adopting the changes.⁴⁶

FTA defines a minority person as anyone who is an American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.

Disproportionate Burdens

Executive Order 12898 on Environmental Justice requires RT to analyze major proposed service changes to determine if they are likely to result in a disproportionate burden on low-income populations.⁴⁷ A finding of disproportionate burden requires RT to take steps to avoid, minimize, or mitigate impacts where practicable⁴⁸ and to describe alternatives available to low-income passengers affected by the changes.⁴⁹

⁴⁴ Due to the similarity of the DI and DB processes and definitions, both requirements are usually satisfied with a single equity analysis that addresses both requirements.

⁴⁵ A disparate impact is defined as a facially neutral policy or practice that disproportionately affects minority populations where the 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. (See FTA Circular 4702.1B, Chapter 1, Section 5.)

⁴⁶ See FTA Circular 4702.1B, Chapter 4, Section 7.

⁴⁷ A disproportionate burden is defined as a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. (See FTA Circular 4702.1B, Chapter 1, Section 5.)

⁴⁸ See FTA Circular 4702.1B, Chapter 1, Section 5.

⁴⁹ See FTA Circular 4702.1B, Chapter 4, Section 7g

FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (DHHS) poverty guidelines.⁵⁰ The DHHS definition varies by year and household size. For 2015, DHHS poverty guidelines ranged from \$11,770 for a single-person household to \$40,890 for a household of eight. The poverty guidelines for a household of four were \$24,250.

FTA encourages transit agencies to use a locally-developed threshold for low-income status, provided that the threshold is at least as inclusive as the DHHS poverty guidelines. Since survey data often excludes household size and rarely includes exact household income, RT will, when necessary, define low-income status according to the poverty guideline for a household of four, rounded up to the nearest bracket boundary. For example, if household income data was available in \$15,000 brackets, and the DHHS poverty guideline for a household of four persons was \$24,250, then RT would round up the poverty guideline to \$30,000, so that any person reporting household income less than \$30,000 would be considered low-income.

Data Sources

In accordance with FTA guidance, when feasible, RT will use data from on-board passenger surveys for Title VI equity analyses. For service changes, if sufficient on-board survey data is not available or deemed unreliable, RT may substitute demographic data on the service area of the affected routes.

When using service area data, RT uses data from the U.S. Census Bureau's most recent five-year American Community Survey aggregated at the level of census tracts. Using Geographic Information Systems (GIS) software, RT computes a population estimate (broken down by minority and low-income status) for each affected route and for the overall RT system. As recommended by FTA, RT will usually assume a walk distance of a quarter mile from bus routes and a half mile from light rail stations.

For major proposed service changes, in addition to the above calculations, RT will prepare maps showing the potentially affected routes overlaid on a demographic map of the service area.

⁵⁰ See FTA Circular 4702.1B, Chapter 1, Section 5.

6. SERVICE CHANGE EQUITY ANALYSIS

Requirements

As discussed in Section 5 of this document, RT is required to conduct an equity analysis prior to adopting major service changes. Title VI requires RT to establish a locally-developed definition for determining DI/DB on minority/low-income populations, including thresholds for statistical significance.

Definitions and Methodology

RT uses revenue miles to objectively quantify the effects of service changes. When major service changes are proposed, RT computes the change in revenue miles for minority populations at the route level and in aggregate. This is compared to the minority percentage of RT's overall ridership.

RT's Title VI goal is for minority populations to receive at least their share of the benefits in the case of a net service increase, and no more than their share of the adverse effects, in the case of net service reductions. A potential DI may exist if there is a statistically significant deficiency from this goal. RT defines a deficiency as statistically significant if it exceeds 15 percentage points.

Example: Assume that RT's overall ridership is 55 percent minority and that RT proposed a major service increase. Minority populations would be expected to consume 55 percent of the new service, measured in revenue miles. Deviations from this goal exceeding 15 percentage points would be considered statistically significant. Therefore, if minority populations received *less than* 40 percent of the benefits, this would constitute a potential DI.

If a potential DI on minority populations exists, then the service change may be implemented only if: (1) a substantial legitimate justification has been prepared in written form, and (2) there are no alternatives that would have a less DI on minority riders but would still accomplish RT's legitimate program goals.⁵¹

DBs on low-income populations are determined in like fashion, with the threshold of statistical significance also being 15 percentage points. If a potential DB on low-income populations exists, then RT must take steps to avoid, minimize, or mitigate impacts where practicable.⁵²

A sample cover sheet summarizing all key findings for a service change equity analysis has been provided as Appendix B.

⁵¹ FTA Circular 4702.1B, Chapter 4, Section 7a1f.

⁵² FTA Circular 4702.1B, Chapter 4, Section 7a2g.

7. ENVIRONMENTAL REQUIREMENTS

California law statutorily exempts the restoration, increasing, or inception of transit service on any rail, street, or highway rights-of-way that are already in use for vehicular travel from requirements under the California Environmental Quality Act (CEQA).⁵³ If RT declares a state of fiscal emergency, then transit service reductions are also statutorily exempt.⁵⁴ These exemptions do not extinguish any requirements for Federal project (e.g., New Starts rail expansions) under the National Environmental Policy Act (NEPA).

For any major service changes that RT determines are non-exempt, RT will prepare an Initial Study according to state CEQA guidelines to determine if the changes are likely to have significant effects on the environment.

If the Initial Study finds that there would be no significant effects, the RT Board may adopt a Negative Declaration (ND) affirming this finding. If the Initial Study finds that there would be potentially significant effects but that they can be avoided or mitigated, a Mitigated Negative Declaration (MND) may be adopted. If the Initial Study finds that there would be one or more significant effects which cannot be avoided or mitigated, an Environmental Impact Report (EIR) is required.⁵⁵

A ND/MND consists of a one-page project summary and declaration that is attached to the front of the Initial Study, both of which must be approved by the RT Board prior to adoption of the major service changes.⁵⁶

Public Review

CEQA requires a public review and comment period of at least 20 calendar days for an Initial Study prior to adoption of a ND/MND. RT accepts comments by phone, mail, email, or testimony before the RT Board.

CEQA also requires RT to file a Notice of Intent with Sacramento County at least 20 calendar days prior to adoption of a ND/MND. If the Initial Study finds that there are no effects on biological resources, then a No Effect Determination waiver must also be requested from the California Department of Fish and Wildlife (DFW).⁵⁷

Upon adoption of a ND, MND, or EIR, RT files a Notice of Determination with Sacramento County within five business days.

If a service change, major or minor, is determined by the RT General Manager/CEO, or his/her designee, to be exempt from CEQA, a Notice of Exemption may be filed with Sacramento County.

⁵³ See California Public Resources Code, Section 21080(b)(10).

⁵⁴ See California Public Resources Code, Section 21080.32.

⁵⁵ Most transit service changes that are not statutorily exempt will require only a ND or MND. It would be unusual to find an EIR necessary for transit service changes.

⁵⁶ The ND/MND will customarily be part of the same agenda item as the service changes.

⁵⁷ DFW charges a higher administrative fee for a No Effect Determination waiver if it is not requested prior to the filing of the Notice of Intent with Sacramento County.



Regional Transit

Service Change Policy

Appendix A - Example Route Sunset Exemption

RESOLUTION NO. YY-MM-_____

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

Month DD, YYYY

TEMPORARILY EXEMPTING ROUTE X FROM SACRAMENTO REGIONAL TRANSIT DISTRICT'S SUNSET CLAUSE

WHEREAS, Route X is designated to be eliminated, pursuant to Section 3 of Regional Transit's Service Change Policy; and

WHEREAS, the Board of Directors finds that special circumstances justify that Route X be temporarily exempted from this policy.

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, Route X shall be exempt from the sunset clause provisions of Section 3 of Regional Transit's Service Change Policy for a period of _____.

[CHAIR'S NAME], Chair

A T T E S T:

[GENERAL MANAGER], Secretary

By: _____
[BOARD CLERK], Assistant Secretary



Regional Transit

Service Change Policy

Appendix B – Service Change Equity Analysis Template

Project Title/Description _____

CURRENT SYSTEM STATISTICS

RT Average Weekday Ridership: _____

Bus and Light Rail

Minority Ridership: _____

_____ % (A1)

Low-Income Ridership: _____

Household income less than \$30,000

_____ % (B1)

Data Source for Demographics: _____

Ex: 2010 On-Board Survey

SERVICE CHANGE IMPACTS

Data Source for Demographics: _____

Ex: 2010 On-Board Survey
(should match above)

Net Revenue Miles: All Riders: _____

Annualized

Minority: _____

_____ % (A2)

Low-Income: _____

_____ % (B2)

Disparate Impact:

- ☐ Yes
☐ No

Is there an adverse disparity between A1 and A2 exceeding RT's 15 percent threshold of statistical significance?

If yes, then the change may be implemented only if (1) a substantial legitimate justification has been prepared in written form and (2) there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals.

Disproportionate Burden:

- ☐ Yes
☐ No

Is there an adverse disparity between B1 and B2 exceeding RT's 15 percent threshold of statistical significance?

If yes, then RT must take steps to avoid, minimize, or mitigate impacts where practicable and must also describe alternatives available to low-income passengers affected.

Prepared by _____

Date _____

Reviewed by _____

Date _____

Appendix K: Fare Change Policy

RESOLUTION NO. 15-11- 0129

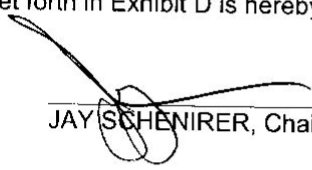
Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

November 9, 2015

APPROVING FARE CHANGE POLICY

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE
SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

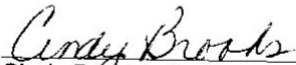
THAT, the Fare Change Policy set forth in Exhibit D is hereby adopted.



JAY SCHENIRER, Chair

ATTEST:

MICHAEL R. WILEY, Secretary

By: 

Cindy Brooks, Assistant Secretary

FARE CHANGE POLICY

Sacramento Regional Transit

District

Policy Date:
11/09/15

Sacramento Regional Transit District

Fare Change Policy

I. Introduction

The purpose of the Fare Change Policy (Policy) of the Sacramento Regional Transit District (RT) is to establish guidelines for planning and implementing fare changes. This Fare Change Policy confirms the commitment of the RT Board of Directors (Board) to adhere to sound financial management practices, including prudent planning and management of fares and associated revenues, financial capacity and customer interests. RT's fare policies and procedures are subject to and limited by the applicable provisions of State and Federal law, and funding regulations.

This Fare Change Policy is intended to work in concert with other RT fiscal responsibility policies, including farebox recovery, comprehensive reserves, and fiscal sustainability.

II. Fare Change Policy Objectives

The primary objectives of RT's fare change activities are to:

- Support long term financial planning, by providing a predictable and consistent fare change practice, resulting in sustainable transit services to the public;
- Provide sufficient fare revenues to meet, in conjunction with other available operating and capital funds: customer service needs; local match for capital; fiscal obligations (including debt); and grant requirements each and every year;
- Consider changes in customer income and ability to pay, approximating general pay and benefit increases, providing customers greater predictability of modest fare changes to ease personal budgeting;
- Consider the costs of competing modes of transportation (e.g., mileage and parking costs of automobiles), and other factors valued by potential customers of transit;
- Maximize ridership while meeting financial requirements and other RT goals;
- Support attainment of farebox recovery targets in a consistent and predictable manner; while providing transit services below cost to the public;
- Consider equity and affordability for disadvantaged populations, discounting strategy for target populations and the ability to attract new riders; and
- Comply with applicable laws and funding regulations, including Federal Title VI and California funding regulations which set minimum farebox recovery standards.

III. Scope and Authority

This Policy governs the planning, adoption and execution of all fare changes. The Board retains control over all final fare change decisions. Staff will consistently plan for fare changes, analyze fare change options that meet revenue needs and other goals, gain public input, make recommendations to the Board, and implement the decisions of the Board. Staff will also include planned changes to the average fare in the long-term financial plan supported by RT's Financial Forecasting Model every other year.

IV. Context for the Fare Change Policy

Generally speaking, RT's costs increase as a result of inflationary pressures each year. RT will continue to practice sound fiscal stewardship and pursue cost savings initiatives to slow the rate of cost growth, as indicated in the fiscal sustainability policy. Most of RT's revenues do not increase automatically with inflation, and require adjustment to maintain purchasing power and support RT's operations.

Transit rider income also tends to grow over time through wage and salary growth, as well as through indexed government benefit levels (e.g., social security, welfare, unemployment, disability). The Average Wage Index (AWI) tracks wage and salary growth and the consumer price index for wage earners (CPI-W) drive government benefit levels. The two numbers are generally quite close, each ranging between -1 percent and 4.5 percent annually over the prior decade.

The overall intent of this policy is to plan for a series of routine, modest fare increases every other year. Small, regular fare increases offer many benefits. Riders will become aware that transit prices, like other costs, increase routinely and they can plan for those changes. The smaller increases made possible by more frequent fare changes are easier to absorb in consumer budgets, whose income also generally increases modestly. Lending institutions and credit rating agencies base RT's credit risk in part on fare revenue trends, and executing a policy of routine, modest increases provides the steady, predictable revenue stream that financial analysts' value. Grant making organizations require local match and sometimes local reserves, and farebox revenues are a significant revenue source for such purposes. A series of modest, predictable fare increases provides the opportunity to fund local match to maximize grant revenue. RT needs a steady, predictable income stream to plan, provide, and sustain quality services; fares represent RT's largest source of controllable income.

V. Approach to Fare Change Planning

Staff will plan a fare change every two years, based on the criteria set out below, and will include this intent in the long-term financial plan, budget documents, grant applications (as appropriate), short-range service plans, and public communications and marketing materials.

Determining whether and by how much to increase the average fare every two years will have three components. First, the average fare will be adjusted for inflation, considering federal indices like CPI-W for urban areas and AWI, as well as changes to RT's cost per passenger boarding, over the two-year period between fare changes.

Second, RT will make appropriate adjustments to the average fare to at least meet legal and regulatory requirements for farebox recovery. Third, if RT's Board has adopted a goal to change the farebox recovery ratio within an associated timeframe (as specified in the Farebox Recovery Policy), RT will make additional adjustments to the average fare to achieve that goal. Note that if no average fare increase is needed to meet all three components, RT's Board may decide to forgo a fare change during that period, or change the structure while holding the average fare constant.

Long-term financial planning uses a percentage change to the average fare and system-wide average elasticity to estimate ridership and revenue. Planning and implementing a fare change requires looking at the fare structure and how individual fare elements might or might not change to achieve the new

average fare. Fare elasticity (which measures how different rider groups expand and contract as a result of fare changes) varies by rider group and fare payment method used. For example, longer trips are less elastic than shorter trips, peak period trips are less elastic than off- peak trips, and work trips are less elastic than non-work trips. Staff will use changes to the fare structure to maximize ridership while meeting the fare revenue goal. Staff will seek to develop a mix of fare structure adjustments based on, but not limited to, the following considerations:

- Price of transit services relative to other modes;
- Differential pricing (e.g., distance based, type of service, zone, time based);
- Discount strategy (e.g., how many and how deep discounts should be by market sector; compliance with federal regulations; potential discount support from other agencies, civic organizations and foundations);
- Ratio of the average fare per passenger to the nominal base fare (as an indication of the overall level of discounting, including fare evasion);
- Bulk/loyalty pricing (e.g., monthly, weekly, daily passes; high cash loads on the Connect Card® or other reloadable payment device);
- Convenience pricing (e.g., round-trip and one-way fares; transfers; day passes);
- Transfer and joint fare agreements with other operators;
- Partner support (e.g., employee transit benefits, embedded fares in venue tickets, social service ticket subsidies);
- Ease of understanding (e.g., passenger comprehension of fare options and privileges);
- Ease of payment (e.g., coinage multiples, credit/debit, currency and coins);
- Ease of enforcement (e.g., ability to determine and enforce appropriate fare payment, and minimize fraud and theft of service);
- Administrative and implementation considerations (e.g., media stock and delivery costs and lead times, ticket expiration dates, machine reprogramming costs and constraints, costs for printing and signage, cash handling and credit card processing fees); and
- Equity among demographic groups (e.g., determination based on review relative to Title VI of the Civil Rights Act of 1964).

VI. Public Involvement

Prior to request for Board adoption, staff will schedule, conduct outreach, and solicit public input in accordance with RT's Public Participation Plan. RT's outreach effort will include a 30-day comment period on the proposed changes and the accompanying federally required Title VI fare equity analysis. Prior to holding the public meetings, RT will prepare and distribute a notice to riders and members of the public.

The public notice must include:

- A title and brief description of the proposed changes and a statement that RT is seeking public comments;
- Notice of documents available for review (e.g., draft fare structure proposal(s), Title VI equity analysis, and/or environmental documents);
- The date, time, and location of the public meeting(s) and transit routes serving the location;
- Contact information and where to find additional information; and
- The final date and time to submit comments.

RT will post the notice on RT's web site and will accept comments on the proposed fare changes for at least 30 calendar days. The notice will be posted in English as well as any non-English languages determined by RT policy on language assistance. RT will also provide information on the hearing in RT vehicles, at major stops and stations, to applicable mailing list subscribers, and in RT's monthly newsletter, Next Stop News, if time permits. RT may also notify riders through press releases or through social media.

Upon request, and given advanced notice of at least 3 business days, RT will provide an interpreter (including sign language) at the public meeting. RT's Language Line service also provides interpretation services over the phone for patrons calling for additional information, to make comments, or to arrange interpretation services at the public hearing.

Comments received through the public meeting(s) and comment period will be analyzed, evaluated, and reported to the Board. Changes may be made to the recommended fare structure and pricing, and/or additional options considered as a result of public input.

VII. Compliance with Regulations

In adopting fare changes, RT will comply with all relevant laws and regulations governing fares, discounts, and farebox recovery. Among these are:

- Federal Title VI of the Civil Rights Act of 1964 and Executive Order 12898, addressing equity;
- The California Transportation Development Act, as amended (primarily those provisions addressing farebox recovery);
- Federal funding guidelines addressing fare discounts; and
- Sacramento Area Council of Governments (SACOG) funding requirements addressing fare discounts.

RT's process for conducting a fare equity analysis to comply with Title VI and Executive Order 12898 with respect to fare changes is set out in Appendix A, Fare Equity Analysis.

VIII. Implementation of Fare Changes

Given the intended frequency of fare changes, staff must examine how and where fare levels are posted and communicated. The intent is to clearly convey current fare levels and plans for routine, modest changes, efficiently. In addition to posting fares on ticket vending machines, staff will post current fares on-line and guide customers to that site in marketing and communications materials. Staff will likewise strive to minimize the administrative burden and cost of changing fare media, by leveraging technology solutions like mobile phone and smart card payment mechanisms.

IX. Outcome Reporting

Actual revenue results sometimes vary from plans and projections, and staff will routinely report fare revenue results versus the plan to the Board of Directors. At minimum, such performance results will include average fare per passenger, farebox recovery, total ridership, and total fare revenue, all versus the long-term financial plan (shows compounding impact of differences between planned and actual fare revenues) and the current year budget. When appropriate, staff will recommend changes for Board consideration at mid-year and annual budget reviews.

APPENDIX A

FARE EQUITY ANALYSIS

Requirements

Under Title VI and Executive Order 12898 RT is required to conduct an equity analysis prior to the adoption of fare changes (including fare reductions), with the exception of Spare the Air days, temporary fare reductions that are mitigating measures for other actions, and promotional fare reductions lasting no more than six months. Paratransit and dial-a-ride fares are also outside the scope of FTA's Title VI fare equity analysis program. Title VI and the Executive Order require RT to establish a locally-developed definition for determining disparate impacts/disproportionate burdens (DI/DB) on minority/low-income populations, including a threshold for statistical significance.

Disparate Impacts

If a statistically significant adverse effect on minority populations is found to be likely, under Title VI RT must provide a substantial legitimate justification, including a finding that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals, before adopting the changes.

FTA defines a minority person as anyone who is an American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.

Disproportionate Burdens

Executive Order 12898 on Environmental Justice requires RT to analyze proposed changes to the fare structure to determine if they are likely to result in a disproportionate burden on low-income populations. A finding of disproportionate burden requires RT to take steps to avoid, minimize, or mitigate impacts where practicable and to describe alternatives available to low-income passengers affected by the changes.

FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. The HHS definition varies by year and household size. For 2012, poverty guidelines ranged from \$11,170 for a single-person household to \$38,890 for a household of eight. The poverty guidelines for a household of four were \$23,050.

FTA encourages transit agencies to use a locally-developed threshold for low-income status, provided that the threshold is at least as inclusive as the HHS poverty guidelines. Since survey data does not always include household size or exact household income, RT shall, when necessary, define low-income status according to the poverty guideline for a household of four, rounded up to the nearest bracket boundary. For example, if household income data is available in \$15,000 brackets, RT will consider household income less than \$30,000 to be low-income.

Definitions and Methodology

RT uses two different surveys to capture information on fare payment. First, an annual fare survey provides an estimate of ridership by mode and fare type, both in absolute and percent terms. Second, at least once every five years, RT conducts an on-board passenger survey that includes fare type, ethnicity, and household income.

When a fare change is proposed, RT uses data from the annual fare survey to determine ridership by fare type, media type, and mode (bus or light rail). Using data from the on-board survey, this data is further split into subsets for minority and low-income riders. RT then prepares a table comparing all fare categories to one another, including percent use by minority and low-income populations, and the proposed percent increase in fare.

Disparate impacts from fare changes are determined by comparing the average fare for all minority riders (aggregated over all fare types) to that for non-minority riders. RT's Title VI goal is for the percent increase in average fare for minority populations to be less than or equal to that for non-minority populations in the case of a net fare increase. In the case of a net fare decrease, the goal is for the percentage decrease in average fare for minority populations to be equal to or greater than that for non-minority populations. A disparate impact may exist if there is a statistically significant deficiency from this goal. RT defines a deficiency as statistically significant if the rates of change differ by more than 20 percent.

As an example, assume an increase is proposed to RT's single, daily, and monthly fares. RT's analysis finds that the rate of increase to the overall average fare for non-minority populations is likely to be 10 percent. Differences exceeding 2 percent (20 percent of 10 percent) are considered statistically significant. Therefore, if the rate of increase in overall average fare for minority populations exceeds 12 percent, there may be a potential disparate impact.

If a potential disparate impact on minority populations exists, then the fare change may be implemented only if (1) a legitimate justification has been prepared in written form, and (2) there are no alternatives that would have a less disparate impact on minority riders but would still accomplish RT's legitimate program goals.

Disproportionate burdens on low-income populations are determined in like fashion. If a potential disproportionate burden on low-income riders exists then RT must take steps to avoid, minimize, or mitigate impacts where practicable and must also describe alternatives to low-income passengers affected by the fare change.

Review and Approval

The Title VI fare equity analysis must be approved by the RT Board prior to adoption of any fare change, except as exempted above. Upon adoption of the equity analysis and the fare change, RT will retain records documenting the RT Board's consideration, awareness, and approval of the Title VI equity analysis.

Appendix L: Subrecipient Monitoring Plan

Sacramento Regional Transit District

Subrecipient Monitoring Plan

1.0 PURPOSE

SacRT is responsible to provide a schedule of subrecipient Title VI Program submissions and is required to monitor subrecipients for compliance with their Title VI Programs and Section 5307 requirements. When a subrecipient is also a direct recipient of FTA funds, then that entity reports directly to FTA and SacRT is not responsible for monitoring compliance of that subrecipient.

SacRT passes through federal funds from FTA to eight subrecipient agencies, four of which are also direct FTA recipients and therefore report federal compliance activities directly to FTA. In accordance with SacRT's annual certifications and assurances, SacRT monitors subrecipient compliance with applicable federal rules and regulations, including Title VI for non-direct FTA recipients, and Section 5307 for all recipients.

To ensure that SacRT and its subrecipients are following Title VI and Section 5307 requirements, SacRT's Planning department has developed a Subrecipient Monitoring Plan to assist in proper monitoring for these two specific areas. The plan directs monitoring steps, including information about:

- Tracking and recording subrecipient status;
- Use of checklist forms and templates;
- Analyzing and documenting findings; and
- Monitoring frequency,

2.0 PROCESS

New subrecipient information is provided upon the execution of a subrecipient agreement with SacRT Grants division. Grants staff will communicate with Planning staff of subrecipient status changes.

Grants staff maintains a 'Subrecipient List & Status' tracking spreadsheet. This tracker includes a list of subrecipients and full program status, and it identifies which sections of monitoring applies; shown in **Figure 1**.

The tracker is shared with all divisions that are responsible to monitor subrecipients. SacRT Planning staff is responsible to monitor the following sections:

- Title VI requirements;
- Section 5307 requirements (partial);
- School bus service requirements; and
- Charter bus service requirements.

Figure 1. Subrecipient List & Status

Subrecipient Monitoring List				Areas Requiring Monitoring																													
Direct FTA Recipient Contact Information				GRANTS		GRANTS		GRANTS/ENG.		GRANTS		BM/FACIL.		PROCURE		DBE		PLANNING		AS/ENG.		AS		TEO		PLANNING		PLANNING		LABOR REL.		PLANNING	
				Section 1 Legal (All subrecipients)		Section 2 Financial Management and Capacity (All subrecipients)		Section 4 Technical Capacity - Project Management (All Subrecipients)		Section 6 Satisfactory Continuing Control (All subrecipients)		Section 7 Maintenance (All subrecipients but type of review depends on project)		Section 8 Procurement (All subrecipients)		Section 9 DBE (Subrecipients with over \$200K in FTA contracting opportunities)		Section 10 Title VI (All subrecipients)		Section 11 ADA - General (Subrecipients with FTA funded facilities or service)		Section 12 ADA - Compl. Paratransit (Subrecipients with fixed route service [and DR for JARC/NFI])		Section 13 EBO (Subrecipients with 50+ transit employees and \$1M FTA capital/ops or \$25M in plan.)		Section 14 School Bus (Subrecipients who operate School Bus Service)		Section 15 Charter Bus (Subrecipients who operate Charter Bus Service)		Section 16 & 17 Drug & alcohol Program (Subrecipients with safety sensitive employees)		Section 18 Program Requirements (All subrecipients)	
subrecipient	Active	ID#	Project(s) Description	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date	Req	Date
City of Citrus Heights	Yes		Bus Stop Improvements	Y		Y		Y		Y		Y		N		Y		Y		N		N		N		N		Y		N		Y	
City of Folsom	Yes	Q053 Q060	Preventive Maintenance Preventive Maintenance	Y				Y		Y		Y		Y		N		Y		Y		Y		N		Y		Y		Y		Y	
City of Placerville	Yes		Park-and-Ride Lot	Y				Y		Y		Y		Y		Y		Y		N		N		N		Y		N		Y		Y	
City of Sacramento	Yes		Intermodal Facility -Preliminary Engineering -Structural Retrofit -Sprinkler Retrofit -Final Design Phase 2 Project Completed	Y				Y		Y		Y		Y		Y		Y		Y		N		N		N		Y		N		Y	
El Dorado Transit	Yes	Q057 Q058 Q059 Q062 Q063 Q066 Q067	Purchase Buses Preventive Main Automatic Bus Washer Preventive Main COVID-19 Ops Bus Replacement Preventive Main	Y		Y		Y		Y		Y		Y		Y		Y		Y		Y		Y		Y		Y		Y		Y	
Paratransit, Inc.	Yes	Q050 Q043 Q056 Q064	Bus Purchase Travel Training Mobility Management COVID-19 Ops	Y				Y		Y		Y		Y		Y		Y		Y		Y		N		Y		Y		Y		Y	
SACOG	Yes	Q052	Connect Card	Y				Y		Y		N		Y		Y		N/A		N		N		N		N		N		N		N	
Yuba Sutter Transit	Yes	Q024	Purchase Buses	Y				Y		Y		Y		Y		Y		N/A		Y		Y		N		Y		Y		Y		Y	

SacRT's Planning department partners with Grants staff to monitor Section 5307 requirements. Planning staff is responsible for making sure each subrecipient has a written, locally developed process for soliciting and considering public comments before raising a fare or carrying out a major transportation service reduction and is implementing half-fares for the elderly and disabled communities. Grants staff is responsible for making sure each subrecipient is developing, publishing, and providing the opportunity for a public hearing on a Program of Projects (POP).

2.1 Program review

Once Planning staff is alerted of a subrecipient, a full program review is conducted to ensure compliance with Title VI and Section 5307 (if applicable). Staff requests program documents from each subrecipient and completes a *Title VI Program Checklist*. The checklist is a step-by-step review process that provides a record of determinations for each program that is monitored (**Attachment 1**).

Staff will then document the review and findings from the checklist in the 'Subrecipient Monitoring Record', shown in **Figure 2**. The monitoring record includes each subrecipient's status and items that need to be addressed through communication with the program coordinators.

Figure 2. Subrecipient Monitoring Record

SUBRECIPIENT MONITORING TITLE VI, 5307 (partial), SCHOOL BUS & CHARTER BUS									
Subrecipient	Active Subrecipient	Required to Monitor	Requirement to Prepare & Submit a Title VI Program to RT every 3yrs (Ch 3 & Ch 4 requirements- if applicable)	Section 5307 Requirement for: Half-fare & Public Comment Process for Fare Increase/Major Service Reduction	School/Trippler Bus Service	Charter Bus Service	Agency/Project Notes	Findings/Compliance Notes	ACTION ITEMS
City of Folsom	Yes	*Sec. 5307	Ch 3 requirements 5.27.22-no longer receiving transit funding; no T6 monitoring required	N/A - recipient does not provide fixed-route transit service	N/A	N/A	City of Folsom transit service was annexed by SacRT in 2019; subject to Ch. 3 reqs only.	*Conducted web site check in 2019; observed online translation per LAP	Last program submitted in 2015; deficiencies found; program underwent several edits to bring the plan to compliance; final plan approved in 2017; next plan due 2020
City of Sacramento	Yes	*Title VI	Ch 3 requirements	N/A - recipient does not provide fixed-route transit service	N/A	N/A	Agency does not operate transit services. Project consists of preliminary engineering and design for structural and building improvements to an existing depot facility; including relocating/reconfiguring bus berths, vehicle and bike parking, and the light rail transit (LRT) station; refurbishing/rehabilitating the depot building; and providing passenger connection enhancements.	*Conducted site visit in 2018; observed posted Title VI notice in elevator	Last program approved in 2016; expired 2019; next update has been requested; awaiting submittal. 5.27.22-email sent to new contact, Jesse Gothan, requesting updated program; letter drafted Nov22- program received; findings from checklist; requested revisions to bring program to compliance
City of Citrus Heights	Yes	*Title VI	Ch 3 requirements	N/A - recipient does not provide fixed-route transit service	N/A	N/A	Agency does not operate transit service, subject to Ch. 3 reqs only. Project is for transit enhancements to existing bus stops.	*Conducted web site check in 2019; observed Title VI complaint form online	Approved June 2021; next update due 2024
El Dorado Transit	Yes	*Title VI *Sec. 5307	Ch 3 requirements	Verified by SP 4/9/18	N/A	N/A	Does not operate 50 or more fixed route vehicles in peak service.	Areas in compliance: *Title VI *Sec. 5307	Program approved December 2019; next program due in December 2022
Yuba-Sutter Transit	Yes	*Sec. 5307	N/A - direct recipient	Verified by SP 7/19/18	N/A	N/A	YST is a direct recipient of FTA. Per Federal Register Vol. 77, No. 167 August 28, 2012 Notices page 52123 direct recipients are responsible for reporting to FTA and the primary recipient is not responsible for Title VI monitoring compliance of that subrecipient.	Areas in compliance: *Sec. 5307	
City of Elk Grove	Yes	*Sec. 5307	N/A - direct recipient	Verified by SP 7/19/18	N/A	N/A	The City of Elk Grove is a direct recipient of FTA. Per Federal Register Vol. 77, No. 167 August 28, 2012 Notices page 52123 direct recipients are responsible for reporting to FTA and the primary recipient is not responsible for Title VI monitoring compliance of that subrecipient.	Areas in compliance: *Sec. 5307	

2.2 Quarterly Monitoring-

Title VI subrecipient monitoring is included in SacRT's Strategic Plan as a quarterly milestone. Performance and tactics for monitoring efforts are reported every quarter as a Planning department metric. Each quarter, SacRT completes a 'Subrecipient Checklist Form' (**Attachment 2**) to ensure compliance for one agency per quarter, and records any findings into the monitoring record. Staff will then report on the monitoring activities and any findings to the division.

In addition to checklists, SacRT intends to conduct site visits as a method of monitoring subrecipients; however, staff has been prevented from using this method due to the COVID-19 pandemic forcing office closures and/or limiting access to sites. All monitoring efforts have been completed via web and phone. Staff is prepared to begin site visits as locations become accessible for in-person monitoring.

3.0 COMMUNICATION

Regular contact with subrecipients is necessary to obtain the most current information, to request additional or clarifying information, or to address red flags that may need to be addressed. At least once a year, the agency contact information is verified to ensure all information is correct.

3.1 Subrecipient Contact Schedule-

Once Planning staff has reviewed subrecipient submitted material, staff may offer assistance and recommendations to strengthen the subrecipients Title VI Program, including corrective actions. A compliance review letter or email is issued following the completion of a review. The compliance review letter or email will provide proposed action plan to correct deficiencies. If there are no deficiencies, the review will be complete.

For regular monitoring activities and requests for information, staff follows a contact schedule shown in **Figure 3**.

Figure 3. Subrecipient Contact Schedule

Send correspondence approximately 12 months prior to program expiration as reminder that program will be expiring. Provide expiration date and request update by due date.
Send correspondence approximately 6 months prior to expiration as a reminder that program will be expiring. Provide expiration date and request update by due date.
Send correspondence approximately 3 months prior to expiration date. Request program be submitted by due date.
Send correspondence approximately 30 days prior to expiration date. Request program be submitted by due date.

If programs are received with deficiencies, staff will draft correspondence addressing items to be corrected. If programs have not been received before expiration, staff will draft correspondence providing notice that federal funding may be withheld.

In addition to scheduled contact, staff will communicate with subrecipients during quarterly reviews for any issues needing resolution.

Attachment 1

TITLE VI PROGRAM CHECKLIST

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI

Program. Subrecipients shall submit the information below to their primary recipient (the entity from whom the subrecipient receives funds directly), on a schedule to be determined by the primary recipient.

General Requirements (Chapter III)

All recipients must submit:

- ☐ Title VI Notice to the Public, including a list of locations where the notice is posted
- ☐ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ☐ Title VI Complaint Form
- ☐ List of transit-related Title VI investigations, complaints, and lawsuits
- ☐ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- ☐ Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- ☐ A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- ☐ Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions
- ☐ A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- ☐ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- ☐ Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

Requirements of Transit Providers (Chapter IV)

All Fixed Route Transit Providers must submit:

- ☐ All requirements set out in Chapter III (General Requirements)
Service standards

FTA C 4702.1B

App. A-2

- Vehicle load for each mode
- Vehicle headway for each mode
- On time performance for each mode
- Service availability for each mode
- Service policies
- Transit Amenities for each mode
- Vehicle Assignment for each mode

Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:

- Demographic and service profile maps and charts
- Demographic ridership and travel patterns, collected by surveys
- Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

Requirements of States (Chapter V)

States must submit:

- All requirements set out in Chapter III (General Requirements)
- The requirements set out in Chapter IV (Transit Provider) if the State is a provider of fixed route public transportation
- Demographic profile of the State
- Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects
- Analysis of the State’s transportation system investments that identifies and addresses any disparate impacts
- A description of the Statewide planning process that identifies the transportation needs of minority populations
- Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance
- Description of the procedures the agency uses to provide assistance to potential subrecipients, including efforts to assist applicants that would serve predominantly minority populations

Requirements of MPOs (Chapter VI)

Metropolitan Planning Organizations and other planning entities must submit:

- All requirements set out in Chapter III (General Requirements)

- The requirements set out in Chapter IV (Transit Provider) if the MPO is a provider of fixed route public transportation
- Demographic profile of the metropolitan area
 - A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process
 - Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects
 - Analysis of the MPO's transportation system investments that identifies and addresses any disparate impacts
 - Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance (if requested)
 - Description of the procedures the agency uses to provide assistance to potential subrecipients in a nondiscriminatory manner (if requested)

Attachment 2

Planning Department Procedure

Date: _____

Subrecipient Monitoring Checklist

Agency: _____

CHECKLIST – TITLE VI		COMMENTS
<input type="checkbox"/>	Verify program is current Link to page: _____ Program expiration date: _____	
<input type="checkbox"/>	Verify subrecipient contact details Name and/or Title: _____ Address: _____ Phone and Email: _____	
<input type="checkbox"/>	Verify Title VI Notice Is notice posted on premises Yes <input type="checkbox"/> No <input type="checkbox"/> Is notice online and accessible? Yes <input type="checkbox"/> No <input type="checkbox"/>	
<input type="checkbox"/>	Verify Complaint Form Is form online and accessible? Yes <input type="checkbox"/> No <input type="checkbox"/>	
<input type="checkbox"/>	Verify Language Assistance Plan Are translations available in languages identified? Yes <input type="checkbox"/> No <input type="checkbox"/>	
<input type="checkbox"/>	Verify Public Participation Plan Have there been any public meetings? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, was public notice provided? Yes <input type="checkbox"/> No <input type="checkbox"/>	
<input type="checkbox"/>	Verify Equity Analyses Have there been any construction projects, service, and/or fare changes that would warrant an equity analysis? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, were analyses completed? Yes <input type="checkbox"/> No <input type="checkbox"/>	
<input type="checkbox"/>	If any of these items do not meet requirements, email notice to contact listed above.	
CHECKLIST – SCHOOL BUS AND CHARTER BUS SERVICE		COMMENTS
<input type="checkbox"/>	Verify status of School and Charter Bus operations Operation of school bus service? Yes <input type="checkbox"/> No <input type="checkbox"/> Operation of charter bus service? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, the following corrective action is required _____	

CHECKLIST – SECTION 5307	COMMENTS
Subrecipient name:	
Program of Projects:	
Public Participation Plan for Service/Fare Changes:	
Half Fares:	