

Title VI Program

October 6, 2022



Submitted by:
Office of Civil Rights

Title VI Program

The Santa Clara Valley Transportation Authority (VTA) is an independent special district that is responsible for providing bus, light rail, and paratransit service throughout Santa Clara County, California. VTA also has the distinction of being the county's Congestion Management Agency (CMA) and is responsible for providing oversight on specific highway projects and countywide transportation planning.

Title VI (codified at 42 U.S.C §2000d et seq.) was enacted as part of the landmark Civil Rights Act of 1964 signed by President Lyndon B. Johnson. Title VI prohibits discrimination on the basis of race, color, and national origin by programs and activities receiving federal financial assistance. As a recipient of funding from the federal government, VTA must remain in strict compliance with these Title VI requirements.

In 2012, the Federal Transit Administration (FTA) released Circular 4702.1B in order to provide specific guidance for funding recipients on maintaining compliance with the requirements of Title VI. In accordance with the FTA Title VI Circular, VTA is required to submit a Title VI Program triennially. This Title VI Program is a compilation of documents, plans, maps, policies and standards, which demonstrate VTA's continued compliance with the mandatory requirements of Title VI. Guidance provided by the FTA Title VI Circular requires VTA's Title VI Program to be approved by its Board of Directors.

The Table of Contents was created from FTA Title VI Circular 4702.1B, Appendix A-1: Title VI Program Checklist.

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I. General Requirements

Section 1: Title VI Notice to the Public, Including a List of Locations Where Posted

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, recipients shall disseminate this information to the public by posting a Title VI notice on the agency's website and in public areas of the agency's office(s), including the reception desk, meeting rooms, etc. Recipients should also post Title VI notices at stations, stops, and/or on transit vehicles. The notices shall be translated into languages other than English, as needed and consistent with the DOT LEP Guidance and the recipient's language assistance plan.

VTA's Title VI Notice is posted at the following locations and is translated into 18 different languages other than English.

TITLE VI

– Know Your Rights



Customer Service: (408) 321-2300
(408) 321-2330 TTY, (408) 955-0892 Fax
customer.service@vta.org

Office of Civil Rights, Santa Clara VTA
(408) 952-8901
vta.org/about/title-vi
3331 North First Street
San Jose, CA 95134



The Santa Clara Valley Transportation Authority (VTA) operates its programs, activities, and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they or any specific class of persons have been subjected to discrimination on the basis of race, color, or national origin may by themselves or by a representative file a complaint with VTA. Complaints must be filed no later than 180 days of the alleged discrimination. Submit complaints by telephone or in writing to VTA's Office of Civil Rights or Customer Service.

Complaints may also be filed with:

Federal Transit Administration: transit.dot.gov/title6
Federal Highway Administration: highways.dot.gov
Caltrans: dot.ca.gov/programs/civil-rights
California Civil Rights Dept.: calcivilrights.ca.gov
Please review information on the respective agency websites for details about filing Title VI complaints.

Title VI – Conozca sus derechos

Santa Clara Valley Transportation Authority (VTA) opera sus programas, actividades y servicios sin distinción de raza, color o nacionalidad de origen de acuerdo con el Title VI de la ley Civil Rights Act de 1964. Cualquiera persona que crea que ella o cualquier clase específica de las personas han sido objeto de discriminación por motivos de su raza, color o nacionalidad de origen pueden, por sí mismas o por medio de un representante, presentar una queja ante VTA. Las quejas deben presentarse a más tardar 180 días después de que haya ocurrido la discriminación que se alega. Presente las quejas por teléfono o por escrito a la Office of Civil Rights de VTA o a la oficina de Servicio al Pasajero

También se pueden presentar quejas ante:

Federal Transit Administration: transit.dot.gov/title6
Federal Highway Administration: highways.dot.gov
Caltrans: dot.ca.gov/programs/civil-rights
California Civil Rights Dept.: calcivilrights.ca.gov

Revise la información en los sitios web de las agencias respectivas para obtener detalles sobre la presentación de quejas conforme al Title VI.

Title VI – Alamin ang mga Karapatan Mo

Inu-operate ng Santa Clara Valley Transportation Authority (VTA) ang mga programa, aktibidad, at mga serbisyo nito nang walang kinikilingan sa lahi, kulay, o bansang pinagmulan alinsunod sa Title VI ng Civil Rights Act ng 1964. Sinuman na naniniwalang sila o anumang mga espesipikong uri ng tao ang nakaranas ng diskriminasyon dahil sa kanyang lahi, kulay, o bansang pinagmulan ay maaaring sila mismo o ang kanilang kinatawan ay magsampa ng reklamo sa VTA. Dapat maisampa ang mga reklamo na hindi lalampas ng 180 araw mula nang maganap ang di-umano'y diskriminasyon. Isumiti ang mga reklamo sa pamamagitan ng pagtawag sa telepono o pagsulat sa VTA's Office of Civil Rights o sa Customer Service.

Maaari ring isampa ang mga reklamo sa:

Federal Transit Administration: transit.dot.gov/title6
Federal Highway Administration: highways.dot.gov
Caltrans: dot.ca.gov/programs/civil-rights
California Civil Rights Department: calcivilrights.ca.gov

Mangyaring repasuhin ang impormasyon na nasa mga website ng nakatalagang ahensya para makita ang mga detalye tungkol sa pagsampa ng mga reklamong Title VI.

Title VI – Biết Các Quyền của Quý Vị

Santa Clara Valley Transportation Authority (VTA) điều hành các chương trình, hoạt động và dịch vụ của họ mà không phân biệt chủng tộc, màu da hoặc nguồn gốc quốc gia căn cứ theo Title VI của Civil Rights Act năm 1964. Bất kỳ người nào tin rằng họ hoặc bất kỳ nhóm người cụ thể nào đã bị phân biệt đối xử trên cơ sở chủng tộc, màu da hoặc nguồn gốc quốc gia có thể tự mình hoặc nhờ người đại diện đệ trình than phiền với VTA. Phải đệ trình than phiền không muộn hơn 180 ngày kể từ ngày cáo buộc bị phân biệt đối xử. Đệ trình than phiền qua điện thoại hoặc bằng văn bản đến VTA's Office of Civil Rights hoặc Dịch Vụ Khách Hàng của VTA.

Cũng có thể đệ trình than phiền với:

Federal Transit Administration: transit.dot.gov/title6
Federal Highway Administration: highways.dot.gov
Caltrans: dot.ca.gov/programs/civil-rights
California Civil Rights Dept.: calcivilrights.ca.gov

Vui lòng xem lại thông tin trên các trang web của cơ quan tương ứng để biết chi tiết về việc đệ trình than phiền Title VI.

Title VI - 여러분의 권리를 알아보세요

Santa Clara Valley Transportation Authority (VTA)는 당국의 프로그램, 활동, 서비스를 인종, 피부색, 출신국에 관계없이 1964년 Civil Rights Act의 Title VI에 따라 운영하고 있습니다. 본인이 인종, 피부색, 출신국에 따라 차별을 받았다고 생각하시면 본인이 직접 또는 대리인을 통해 VTA에 불만을 제기할 수 있습니다. 불만 제기는 주장하는 차별이 발생한 시점으로부터 반드시 180일 이내에 하셔야 합니다. 전화로 불만을 제기하시거나 서면으로 VTA's Office of Civil Rights에 또는 고객센터에 제출해 주십시오.

불만 제기는 또한 다음 당국으로 제출하실 수 있습니다.

Federal Transit Administration: transit.dot.gov/title6
Federal Highway Administration: highways.dot.gov
Caltrans: dot.ca.gov/programs/civil-rights
California Civil Rights Department: calcivilrights.ca.gov

Title VI 불만 제기를 하는 것과 관련된 세부 사항은 각 당국 웹사이트에 게시된 정보를 확인해 주시기 바랍니다.



Title VI Notice Locations

Light Rail Stations/BRT Stations/Transit Centers:

1. Santa Teresa
2. Cottle
3. Snell
4. Blossom Hill
5. Ohlone/Chynoweth
6. Branham
7. Capitol
8. Curtner
9. Tamien
10. Virginia
11. Children's Discovery Museum
12. Convention Center
13. Paseo de San Antonio (North)
14. Paseo de San Antonio (South)
15. Santa Clara (North)
16. Santa Clara (South)
17. St. James (North)
18. St. James (South)
19. Japantown/Ayer
20. Civic Center
21. Gish
22. Metro
23. Karina
24. Component
25. Bonaventura
26. Orchard
27. Winchester
28. Tasman
29. Baypointe
30. Cisco Way
31. Alder

32. Great Mall
33. Milpitas
34. Cropley
35. Hostetter
36. Berryessa
37. Penitencia Creek
38. McKee
39. Alum Rock
40. Champion
41. Lick Mill
42. Great America
43. Old Ironsides
44. Reamwood
45. Vienna
46. Crossman
47. Fair Oaks
48. Borregas
49. Lockheed Martin
50. Moffett Park
51. Bayshore/NASA
52. Middlefield
53. Whisman
54. Downtown Mountain View
55. San Fernando
56. San Jose Diridon
57. Race
58. Fruitdale
59. Bascom
60. Hamilton
61. Downtown Campbell

Bus Shelters/Transit Centers:

1. Eastridge Transit Center
2. Palo Alto Transit Center
3. San Antonio Transit Center (Mountain View)
4. Mountain View Transit Center-Light Rail Station
5. Sunnyvale Transit Center
6. Lockheed Martin Transit Center
7. Santa Clara Transit Center
8. Alum Rock Transit Center
9. Gurdwara Stop
10. Gilroy Bus Transit Center
11. Santa Teresa Bus and Light Rail Transit Center
12. San José Diridon Transit Center

BART Shelters/Transit Centers:

1. Berryessa
2. Milpitas

BRT Stations

1. Santa Clara 17th (East)
2. Santa Clara Montgomery
3. Santa Clara 24th (East)
4. Capitol Nuestra Castillo
5. Alum Rock King (East)
6. Alum Rock Jackson (East)
7. Capitol Ocala (North)
8. Capitol Ocala (South)
9. Capitol Story
10. Santa Clara Cahill
11. Santa Clara 17th (West)
12. Santa Clara 24th (West)
13. Capitol Wilbur
14. Alum Rock King (West)
15. Alum Rock Jackson (West)

Universities/Colleges/Schools

1. DeAnza College (Cupertino) Line 23, 55, 25
2. West Valley College
3. Mission College
4. Evergreen College

VTA Administrative Complex and Customer Service Center

1. River Oaks Administrative Complex
2. VTA Customer Service Center in Downtown San José

Section 2: Title VI Complaint Procedure

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. FTA requires direct and primary recipients to report information regarding their complaint procedures in their Title VI Programs in order for FTA to determine compliance with DOT's Title VI regulations.

VTA's complaint process and form are professionally translated into languages that meet the Safe Harbor Provision as defined by the Department of Transportation. This provision indicates that transit agencies must translate vital documents into languages spoken by LEP populations and represented by five percent or 1,000 individuals, whichever is less, of a transit agency's overall service population. Vital documents may include documents such as written notices of rights, consent and complaint forms, and intake and application forms.

VTA used American Community Survey data and community outreach to identify the languages during the development of its 2022 Limited English Proficiency Plan update. Customers who wish to file complaints can simply click on their language identifier on the VTA webpage to read information in their primary language.

Complaint Process

The Santa Clara Valley Transportation Authority (VTA) grants all citizens equal access to its transportation services. It is further the intent of VTA that all citizens are aware of their rights to such access. This site is designed to serve as an educational tool for citizens so that they may understand the civil rights laws that serve to protect their access to VTA programs and services, specifically as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI (codified at 42 U.S.C. Sect. 2000d et seq.) was enacted as part of the landmark Civil Rights Act of 1964 signed by President Lyndon B. Johnson. It prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance.

Who are Limited English Proficient Persons?

Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English are considered limited English proficient, or "LEP." These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Differential treatment based on a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

How do I file a complaint?

Any person who believes they have been subjected to discriminatory treatment based on their race, color or national origin have the right to file a complaint with VTA's Office of Civil Rights by completing and submitting a complaint form. The complaint must be filed no later than 180 calendar days after the alleged discriminatory incident.

Complaints may be filed by phone or in writing to VTA's Office of Civil Rights or customer service department.

Office of Civil Rights
Attn: Title VI Coordinator
Santa Clara Valley Transportation Authority
3331 North First Street, Bldg. B-2
San Jose, CA 95134

(408) 952-8901
vta.org/about/title-vi

Customer Service
(408) 321-2300
(408) 321-2330 TTY
customer.service@vta.org

Complaints may also be filed with the Federal Transit Administration (FTA): transit.dot.gov/title6; the Federal Highway Administration (FHWA): highways.dot.gov; Caltrans: dot.ca.gov/programs/civil-rights; or California's Civil Rights Department: calcivilrights.ca.gov. Please review information on the respective agency websites for details on filing Title VI complaints.

Complaints filed with external agencies shall take precedence over VTA complaints. VTA will suspend its complaint investigation pending the outcome of the external agency's investigation.

When does the investigation begin?

Within 10 working days of receipt of a formal complaint, the Title VI Coordinator or their designee will notify the complainant and begin an investigation, unless the complainant also filed with an external agency.

Title VI complaints filed against any VTA employee, representative, or contractor will be investigated by the Office of Civil Rights.

The investigation may include interviews with all affected parties to include, but not limited to, the complainant, their representative, or witness.

The investigation will be conducted and completed within 60 days of receipt of the formal complaint.

The complainant will receive a letter with the final decision no later than 60 days after the complaint was filed.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the Federal Transit Administration, the Federal Highway Administration, Caltrans, or California's Civil Rights Department.

Section 3: Title VI Complaint Form

In addition to developing complaint procedures, recipients must also develop a Title VI complaint form. Both the form and procedure for filing a complaint shall be available on the recipient’s website.

Complaint Form



Title VI Complaint Form
 Santa Clara Valley Transportation Authority (VTA)
 Office of Civil Rights

VTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance completing this form, please contact the Office of Civil Rights by calling (408) 952-8901. Send completed forms to VTA Office of Civil Rights, 3331 North First Street, San Jose, CA 95134.

| | |
|--|--------------------------|
| Your Name: | Phone: |
| Street Address: | Alt Phone: |
| | City, State, & Zip Code: |
| Person(s) discriminated against (if someone other than complainant): | |
| Name(s): | |
| Street Address, City, State & Zip Code: | |

Which of the following best describes the reason for the alleged discrimination? (Circle All That Apply)

 Date of Incident:

- Race
- Color
- National Origin

Please describe the alleged discriminatory incident. Provide the names and titles of all VTA employees, representatives, or contractors involved, if available. Provide a detailed description of the incident. Please use the back of this form if additional space is required.

Agency:

Contact Name:

Street Address, City, State & Zip Code:

Phone:

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Complainant's Signature:

Date:

Print or Type Name of Complainant

VTA Office Use Only:

Date Received: _____

Received By: _____

Section 4: List of Transit Related-Title VI Investigations, Complaints, and Lawsuits

In order to comply with the requirements of 49 CFR Section 21.9(b), the FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by the entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response to, or final findings related to, the investigation, lawsuit, or complaint.

Lawsuits:

- **2020:** One Title VI lawsuit (race) was filed; it was dismissed and a Notice of Right to Sue was issued.
- **2021:** Two Title VI lawsuits (race, color, national origin) were filed. VTA submitted position statements.
- **2022:** No Title VI lawsuits were filed as of June 2022.

Complaints and Investigations:

- **2020:** Three race-based complaints were filed and investigated. All three complaints were substantiated and found to be in violation of policy Title VI/Non-Discrimination 100.013. The operators were counseled and given reinstruction.
- **2021:** One race-based complaint was filed and investigated. The complaint was substantiated and found to be in violation of policy Title VI/Non-Discrimination 100.013. The operator was counseled and reinstructed.
- **2022:** As of June 2022 no Title VI complaints were filed.

VTA - List of Title VI Lawsuits, Investigations and Complaints 2020

| | Date | Summary (include basis of complaint: race, color, or national origin) | Status | Action Item(s) Taken |
|--------------------------------------|-----------|--|--------|--|
| Lawsuits | | | | |
| | 6/23/2020 | Marital Status, Race | Closed | 8/5/21: Dismissal and Notice of Right to Sue Letter. |
| Complaints and Investigations | | | | |
| 1 | 03/10/20 | Race - The caller is an elderly Asian and said that as soon as he ran up to the bus, the driver told him that he shouldn't run because of the coronavirus. The first thing the driver did when the Asian man approached the doors was put on her mask. The caller said that the driver also told him he's not supposed to be outside. The caller told the operator that he needed to go to the store and that she didn't have the right to tell him not to be outside. Caller said the driver kept saying that she needed to protect her kids. Caller felt that the driver was going on with this tirade because the caller is Asian. The caller gave coach number 8342. | Closed | Office of Civil Rights (OCR) reviewed CCTV footage. The operator did not mention the coronavirus to either of the two other males (who appeared to be Indian and Hispanic) when they entered earlier but as soon as the Asian man attempted to board, she put on her mask and began lecturing him about the coronavirus and how she wanted to keep her kids safe. The operator was also observed saying, "I don't want people with coronavirus on my bus." This did appear to be discriminatory behavior by the operator, based on the passenger's race. VTA's Title VI/Non- Discrimination 100.013 (formerly policy AS-HR-PL-2580) policy was violated. Supervision met with operator and gave her policy and reinstruction on March 19, 2020. |
| 2 | 07/30/20 | Race - The caller is upset after witnessing two male passengers yelling at each other and then kicking one of them off of the bus. The caller stated that the bus operator was nice to everyone else except the passenger that was kicked off. Caller called back to add that the operator then came to a stop where police officers were visible and commented, "I should have dropped him off here." Both passengers were equally disruptive but the operator only kicked off the Black passenger and not the White passenger. | Closed | According to the Operator Rulebook, Section 4, #10.9, the operator should have called the operations control center (OCC) to ask for direction because of the disturbance, but did not. The operator forced the Black passenger to deboard although she did not request the White passenger, who had instigated the altercation, to deboard, thus showing more favoritism to the White passenger. The operator continued to show favoritism toward the White passenger when she repeatedly asked him if he was okay after the Black passenger had deboarded and walked near his seat to apologize for the Black passenger's behavior. She also made fun of the Black passenger by saying that she should have let him off where police had stopped along the road, to which the operator, the White passenger, and his White female companion all laughed. In addition, she said to the White passenger, "I knew that he was going to pull that race card stuff at one point" which shows she was viewing this as a racial issue during the incident. By favoring the White passenger over the Black passenger in this incident, despite the White passenger being the instigator, the perception to OCR, and even to the passenger who observed this incident and filed the complaint, is that the Operator showed favoritism towards the White passenger and discriminated against the Black passenger because of his race and therefore violated VTA's Title VI/Non- Discrimination 100.013 (formerly policy AS-HR-PL-2580) policy. OCR recommended that the bus operator attend VTA's Title VI training (part of VTT Training) to review Title VI policies and procedures, and that management meet with operator to review VTA policy Title VI/Non-Discrimination 100.013 (formerly policy AS- HR-PL-2580) to discuss how their actions can potentially be seen as discriminatory and to be mindful of this in future encounters with passengers. Supervision met with the operator and she reviewed the Title VI video. Operator was also spoken to about policy and procedures in regards to Title VI. |
| 3 | 12/1/2020 | Race - The complainant stated that he was at the bus stop and waved the operator down. The operator stopped a little past the bus stop area and as the complainant was walking towards the bus to board, the operator drove off. The complainant stated that two other people were able to board the bus but that the operator did not wait for him. The complainant stated there was no signage stating that the bus was full and felt that this was racially motivated. The complainant also mentioned that they had previous issues with other Middle-Eastern bus operators. The complainant felt that the operator closed the door in their face because they were an African-American male. | Closed | OCR reviewed the CCTV footage for this incident. It was observed that as soon as two of the people boarded the bus, the operator closed the door and began to pull away from the stop (even though one passenger had not even put his money in the farebox and was not behind the yellow line). The complainant was just approaching the door when the operator shut it. It does appear that the operator was in a hurry to leave the stop and African American man waiting to board the bus behind. In addition to VTA's Title VI/Non-Discrimination 100.013 (formerly policy AS-HR-PL-2580) policy, the pass-up violated Coach Operator's Rulebook rule 4-9.6: The operator shall never pass up passengers unless the coach is full to capacity, including standees. If it becomes necessary to pass up passengers, the operator shall immediately notify OCC and follow instructions. The operator, with union representation, met with supervision/management and was counseled regarding this incident. Supervision/management reviewed with the operator how to properly service stop, the pass-up policy, and notifying OCC if a pass-up occurs. |

VTA - List of Title VI Lawsuits, Investigations and Complaints 2021

| | Date | Summary (include basis of complaint: race, color, or national origin) | Status | Action Item(s) Taken |
|--------------------------------------|-----------|--|--------|---|
| Lawsuits | | | | |
| | 3/3/2021 | Race, Color, Age, Disability | Open | VTA submitted Position Statement on 4/16/21. |
| | 3/24/2021 | Retaliation, National Origin, Sex | Open | VTA submitted Position Statement on 4/30/21. |
| Complaints and Investigations | | | | |
| 1 | 6/17/2021 | Race - Caller stated that she felt that the operator was being racist because he wouldn't let her deboard from the front doors when she had her baby in a stroller. Caller mentioned that the operator refused to let her use the front ramp and that she had to exit from the rear doors instead. | Closed | <p>OCR reviewed the CCTV footage for this incident. A woman was observed requesting to deboard at the front of the coach with a baby in a stroller and young child at her side. The operator's response was, "No, go out the other doors." When she attempted to explain why she needed the ramp at the front doors with her limited English proficiency, the operator said, "I don't know or speak whatever it is you're saying!" He then repeatedly told the Hispanic female passenger to go out the rear doors instead of lowering the ramp for her as she requested. The passenger eventually made her way to the back doors and received help from a fellow passenger so that she could deboard and lower her stroller with the baby safely from the bus. OCR has determined that the operator responded to this passenger disrespectfully and dismissively after observing her limited English proficiency. In addition to VTA's Title VI/Non-Discrimination 100.013 (formerly policy AS-HR-PL-2580) policy, the denial of the ramp violated Coach Operator's Rulebook rule 4-8.5: the operator shall deploy ramp on request. Anyone may request use of the ramp.</p> <p>The operator, with union representation, met with management regarding this incident. The operator recalled incident and insisted that he did not intend to offend the Hispanic female customer. Management discussed operator training policies and procedures as well as the retaliation policy in case he sees the same customer again following this complaint. The operator expressed remorse and said that he will be more sensitive to passengers with strollers in the future.</p> |

VTA - List of Title VI Lawsuits, Investigations and Complaints 2022

| | Date | Summary (include basis of complaint: race, color, or national origin) | Status | Action Item(s) Taken |
|--------------------------------------|------|---|--------|----------------------|
| Lawsuits | | There were no Title VI lawsuits as of 6/30/22. | n/a | n/a |
| Complaints and Investigations | | No violations were found as of 6/30/22. | n/a | n/a |

Section 5: Public Participation Plan

The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan, which explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities. Efforts to involve minority and LEP populations in public participation activities can include both comprehensive measures, such as placing notices at all transit stations, stops, and vehicles, as well as targeted measures to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in a recipient's decision-making process.

VTA's Public Participation Plan (PPP) is a guide for VTA's public participation activities. The purpose of the PPP is to promote the use of effective methods to inform and provide meaningful opportunities for input by all members of the public. In recognition of the importance of having an inclusive process, this plan has a special focus on reaching traditionally under-represented communities such as low-income, minority, and limited English proficient (LEP) populations.

Public Participation Plan

October 6, 2022



Submitted by:
Office of Civil Rights (OCR)
Santa Clara Valley Transportation Authority
3331 North First Street, Building B-2
San Jose, CA 95134-1906
(408) 952-8901
www.vta.org

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Background

The Santa Clara Valley Transportation Authority's (VTA's) 2022 Public Participation Plan (PPP) provides guidance and requirements for compliance with VTA's public participation activities. The purpose of the PPP is to promote the use of effective methods used to connect, inform, and provide meaningful opportunities for input and engagement with all members of the public. It is a living document that is continuously reviewed and updated as needed. VTA values and embraces the importance of having an inclusive process. This plan has a special focus on reaching traditionally under-represented communities such as low-income, minority, and Limited English Proficient (LEP) populations¹.

Foreword – Present Pandemic

The pandemic that began in 2020 disrupted vital activities for residents of Santa Clara County, including for VTA riders. As a result, the inequities that were longstanding in healthcare, housing, economic stability, and transportation were brought into focus.

Even accounting for the federal, state, and local interventions that aimed to maintain social distancing, residents still needed to travel for essential means; work, preventative health appointments, to care for a loved one. All of this happened even as the environment around riders remained uncertain.

Between April 2021 and June 2022, more than 200 members of the community were transported to their COVID vaccine appointments through VTA's paratransit service. Most were referred through community-based organizations that Santa Clara County reached through a weekly vaccine stakeholder meeting with more than 100 organizations representing the Latinx, LGBTQIA+, small business, and labor community.

In this same vein, VTA continues to seek ways to ensure access that is meaningful to the public.

Executive Summary

VTA is an independent special district that provides sustainable, accessible, community-focused transportation options that are innovative, environmentally responsible, and promote the vitality of our region. VTA provides bus, light rail, and paratransit services, as well as participates as a funding partner in regional rail service including Caltrain, Capital Corridor, and the Altamont Corridor Express.

As the county's congestion management agency, VTA is responsible for countywide transportation planning, including congestion management, design and construction of highway, pedestrian, and bicycle improvement projects, as well as promotion of transit-oriented development.

VTA provides these services throughout all cities of the county:

- Campbell

¹ "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 less than very well, not well, or not at all." - Federal Transit Administration (FTA) issued Circular 4702.1B. 2411/10/2224

- Cupertino
- Gilroy
- Los Altos
- Los Altos Hills
- Los Gatos
- Milpitas
- Monte Sereno
- Morgan Hill
- Mountain View
- Palo Alto
- San Jose
- Santa Clara
- Saratoga
- Sunnyvale

In 2012, the Federal Transit Administration (FTA) issued Circular 4702.1B, which provides updated guidance on complying with Title VI, and Circular 4703.1, and updated guidance on incorporating Environmental Justice principles into public transportation decisions.

In addition to continuing the requirement that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years, Circular 4702.1B includes the specific requirement that a PPP be prepared.

This is a dynamic document that is continuously reviewed and updated. In recognition of the importance of having an inclusive process, this plan has a special focus on reaching traditionally under-represented communities such as low-income, minority, and LEP populations.

Service Area and Agency Functions

VTA is Santa Clara County's primary public transit provider. The core transit services are

- Bus
- Light rail
- Paratransit services.

VTA is also the congestion management agency for Santa Clara County. We are responsible for countywide transportation planning and projects including design, and construction of:

- Highway
- Pedestrian and bicycle infrastructure
- Light rail
- BART/heavy rail
- Light rail and BART Stations

VTA is also a funding partner in the greater Bay Area regional rail and bus transportation service including:

- Caltrain

- Capital Corridor
- Altamont Corridor Express
- Highway 17 Express

Under the umbrella of land use and transportation integration is VTA’s Transit-Oriented Development Program (TOD). Our TOD program seeks to create mixed-use and mixed-income developments through public-private and public-public partnerships on VTA-owned sites.

VTA is committed to creating a greener Santa Clara Valley through its Sustainability Program. The Sustainability Program seeks to strengthen VTA’s commitment to the environment through the conservation of natural resources, the reduction of greenhouse gases, the prevention of pollution, and the use of renewable energy and materials.

Goals and Approach to Public Participation

VTA embraces reaching under-represented populations, both as part of its commitment to being a valued community partner and in recognition of the significant proportion of its customer base which is included in these populations. Twenty-three percent (23%) of Santa Clara County residents live in residences classified as “low-income” households².

The average VTA customer is from a low-income household, identifies as minority, and more than half are identified as having a household income of less than approximately \$55,500 (³poverty line as defined by VTA for a four-person household). Additionally, VTA’s service population is twenty (20%)⁴ percent LEP, with 18 languages satisfying the Safe Harbor Provision⁵ as specified by the U.S. Department of Transportation (USDOT)⁶. The significance of these populations gives rise to the need for them to be a focal point of public participation.

Goals

- Involve stakeholders early and often throughout the process – Early engagement and regular communication has a significant impact on both the quality of input and the legitimacy of a project or proposed action outcome.
- Increase the participation of under-represented populations – VTA’s primary objective of the PPP is to involve participants with a range of socioeconomic, ethnic, and cultural perspectives including those that are identified as being low-income, minority, or LEP populations.
- Use public participation to improve outcomes – VTA values public participation as an input to successful decision making for projects and proposed actions.

² 2016-202 American Community Survey, Five-Year Estimates, U.S. Census Bureau

³The U.S. Department of Health and Human Services (HHS) publishes updates to the federal poverty line annually at <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines> and has published the 2022 poverty guidelines in the Federal Register, 87 FR 3315, on January 21, 2022. A household of four is defined as low-income if their combined income is less than \$27,750 in 2022. Due to the high cost of living in the Bay Area, the threshold used by VTA, MTC, and other local transit agencies is double the federal poverty line: In 2022, for a household of 4, it is \$55,500. Thus, households earning less than twice the federal poverty line are considered low - income households. The population of Santa Clara County (VTA’s service area) consists of 23 percent living in households earning less than twice the federal poverty line.

⁴ US Census Bureau, 2016-2020 American Community Survey.

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

⁶ Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons, USDOT, 2005

- Provide continuous public education – Both to inform and engage the public in the short term, while maintaining a longer-term perspective to increase the public’s capacity to understand the transportation system.
- Make public participation accessible – VTA addresses physical, geographical, temporal, linguistic, and cultural barriers to the full and fair participation by all potentially affected individual or group, in the transportation decision-making process.
- Make public participation relevant – Focus on the specific concerns, interests, and values of affected communities and stakeholders.
- Meet the requirements of federal funding and oversight agencies – In addition to supporting VTA’s organizational commitment to LEP, Title VI, and Environmental Justice (EJ), properly conducted public participation is also an important mechanism for maintaining funding opportunities to advance the interests of the community VTA serves.
- Maintain and create new partnerships – VTA is committed to being a valued community partner. VTA has been building its relationships with community-based organizations (CBOs) and other non-governmental organizations (NGOs), which has increased with building trust throughout the county and connecting with low-income, minority, and LEP populations.
- Function as a “living document” – The PPP is a dynamic document intended to continue to evolve to meet the changing needs of communities. VTA provides updates as needed, actively addressing stakeholder concerns and desires.
- Maximize input opportunities – VTA seeks to maximize participation by:
 - collaborating with intra-agency departments
 - collaborating with intra-agency partners to combine public participation opportunities
 - avoiding conflicting public participation schedules (other community meetings that might include the same audience)
 - providing alternative methods for input
 - reducing having continuous public participation demands focused on the same community, which could lead to participant overload and meeting fatigue
- VTA staff regularly meet to discuss and collaborate on public engagement strategies and projects to promote joint efforts and collaboration.

Approach to Public Participation

In planning for service and projects, VTA staff and consultants utilize The Spectrum of Community Engagement to Ownership (*Appendix-A*) to assist with the selection of the level of participation that defines the public’s role and opportunities in any public participation processes. The Spectrum is used in many public participation plans nationally and internationally.

The range in the attached Appendix A begins from ignoring the public and their access, to decision making processes, to empowering or deferring to public influence and implementation of public decisions. VTA continues to strive to fall in the upper tiers of the spectrum.

In consulting with the public, VTA is gathering input from the community. Moving up the spectrum the community is involved, ensuring community needs and assets are integrated

into processes and inform planning. On the upper end of the scale is collaboration with the community. At this level, we ensure community capacity to play a leadership role in implementation of decisions.

In addition to meeting the stated goals of public participation, VTA is committed to provide an appropriate customer experience for the community. These values encompass VTA's vision to meet the needs of public transit stakeholders.

- **Respect** – VTA recognizes the importance and value of each participant's contribution to projects and proposed actions.
- **Empathy** – VTA wants the public to know that we care that they are informed. VTA communicates with compassion, and promotes understanding of plans and actions.
- **Fairness** – VTA pays equal attention to all stakeholders and is ready to provide reasoning and rationale behind projects or proposed actions.
- **Equity** – VTA strives to identify and eliminate barriers that may prevent full participation of any individual or group, to ensure that there is fair treatment, access and opportunity to participate in VTA services, programs, and activities.
- **Inclusion** – VTA creates environments in which any individual or group, can feel welcomed, respected, and supported to participate in VTA services, programs, and activities.
- **Input** – Participants have an opportunity to provide feedback pertaining to their interests or concerns in the decision-making process, and are given explanations and context for specific outcomes.
- **Informative** – VTA strives to provide participants information about projects and proposed actions in a pertinent and time-sensitive manner.
- **Accurate** – Participants can expect to receive accurate information and honest communication with VTA.
- **Transparency** – VTA strives to communicate exactly where and what the community can influence, and how the community can collaborate with VTA on those elements.
- **Communication** – Communicate project/program/service benefits catalyzed by project/program/service.
- **Collaboration** - Develop community partnerships and programs to further project/program acceptance.

Language Access Plan (LAP)⁷

VTA's 2022 Language Access Plan (LAP) is used in conjunction with the Public Participation Plan as guidance on how to communicate most effectively with VTA's diverse customers, assist VTA staff in conducting outreach to individuals who are LEP, and to solicit feedback from the community on a continual basis.

LEP Populations

The individuals who would be considered LEP 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 less than very well, not well, or not at all.

According to the 2016–2020 American Community Survey (ACS) data used in the

⁷ VTA's complete 2022 LAP can be found in VTA's 2022 Title VI Program, which can be found at <https://www.vta.org/about/title-vi>
2811/10/2228

Language Access Plan, completed in accordance with the Federal Title VI Circular (FTA C 4702.1B), the amount of VTA's service population comprised of people who are Limited English Proficient (LEP) is 20% percent of the overall population of Santa Clara County. See *Appendix – B for reference*.

In 2022, 354,229 out of all 1,816,606 people that live in Santa Clara County are individuals who are LEP. This indicates a significant LEP population in the region, considering the percentage of LEP individuals in California overall is 17.4 percent and for the U.S. overall, it is 8.2 percent.⁸

In order to ensure meaningful access to programs and activities, VTA has conducted and continues to conduct a Four Factor Analysis consistent with FTA Circular 4702.1B as follows:

- Factor 1:** Identifying the number and proportion of persons who are LEP that are served or encountered in the eligible population
- Factor 2:** Determining the frequency with which individuals who are LEP come into contact with VTA's programs, activities, and services
- Factor 3:** Gauging the importance of VTA's programs, activities, and services to persons who are LEP
- Factor 4:** Assessing the current resources available and the costs to provide language assistance

Language Line Assistance

To ensure individuals who have limited English proficiency have meaningful access to VTA information, employees, programs and services, language line services are available through VTA's Customer Service department. When a customer, who is not fluent in English, contacts VTA's Customer Service and no onsite interpreter or staff member fluent in that particular language is available, VTA will contact the language line for support. This provides interpreters for customers to speak with VTA staff.

To promote the language assistance services more widely, language line cards were created so customers can identify their primary language and call Customer Service for assistance. During VTA's New Employee Orientation trainings and in Operator trainings, employees are made aware of the language assistance service. Operators receive a steady supply of these cards to hand them out to customers who are limited English proficient. See *Appendix - C* for reference to the Language Assistant Card.

VTA Vital Documents Plan

The VTA Vital Documents plan was created in order to ensure translations are completed for documents vital to the public when using VTA's services, and to ensure awareness of individual rights under applicable federal laws. Vital documents may include documents such as written notices of rights, consent and complaint forms, and application forms. This plan outlines how it prioritizes translations. See *Appendix - D* for reference to the Vital Documents Plan. See *Appendix - E* for reference to VTA's Title VI Fact Sheet translated in

⁸ <https://data.census.gov/cedsci/2911/10/2229>

various languages.

Public Participation/LEP Survey Outreach⁹

As part of VTA's outreach efforts for various projects and services, VTA reached out to numerous social services agencies, cultural centers, places of worship, residential communities, and community-based organizations (CBOs) that provide services to individuals who are LEP, with a 2022 Title VI Survey, that was translated in various languages. See *Appendix – F* for reference to the 2022 Title VI Survey translated in various languages.

Besides an online version and paper surveys of the 2022 Title VI Survey handed out at the VTA Customer Service Center, the VTA 2022 Title VI Survey focused on members of the public with limited English proficiency, administered in conjunction with several community-based organizations such as: AACSA (African American Community Service Agency), Korean American Community Services, and with the Office of Councilmember Magdalena Carrasco of District 5/East San José during the National Night Out event.

VTA received 150 survey responses total. Survey takers were asked about their transportation preferences: 77 percent use VTA buses and 42 percent VTA Light Rail. 71 percent find bus services and 65 percent light rail services very important. Over 40 percent are between 18 and 44 years old and almost 20 percent are over the age of 65 years. Roughly 30 percent are Hispanic or Latino, more than 20 percent are Asian and another 20 percent are White/Caucasian. Almost half of respondents are earning less than \$75,000, with 23 percent earning less than \$25,000.

When asked about preferences in receiving and seeking information, 41% reported using VTA websites "sometimes" and Google's search engine "often". 30% call VTA's Customer Service hotline "sometimes". Only 9% read the newspaper daily or listen to the radio, while 25-27% "often" check on Facebook or LinkedIn for updates.

On average, the use of social media is on par with traditional media (TV, radio, newspaper) - a trend which is likely here to stay. The usage of social media as news outlet and valid source of information is likely to increase in the future. This means VTA will continue to put efforts into social media marketing and channels to reach communities that use various information channels.

Community Outreach Strategies¹⁰

Strategies will be supported by actions, tools, and performance measures to support and evaluate the progress and contribution of each strategy. Not all strategies and tools are used simultaneously. Additional considerations will be reviewed for safety, practicality, and appropriateness.

- Identify stakeholders – who are affected, and how are they affected by a project, program, or service change

⁹ The shelter-in-place orders that kept community members safe also affected some of VTA's ability to participate in in-person outreach that was vital for spreading awareness.

¹⁰ Since March 2020, VTA public meetings have been held online, and they will be held in person/hybrid when it is safe to do so.

- Utilize VTA's Geographic Information Systems (GIS) staff to produce census data that further clarifies race and language data
- Project/Program education before proposed project/program feedback
- Develop educational materials/brochures/fact sheets
- Develop customized outreach/engagement plans for each project/program –leading with education
- Convey program and project information in multiple formats and languages
- Meet the community where they are – attend their meetings, go where they are
- Participate in community events and host pop up events, as public health conditions allow
- Request, maintain, and respond to stakeholder feedback - be clear how stakeholder input will be used
- Local knowledge: Enlist the experience of local facilitators when appropriate (English and non-English) on any stakeholder selection committee
- Online surveys in multiple formats and languages
- Staff will research local/city plans to learn what feedback the community may have already provided for the targeted area – VTA shall go in already aware of community concerns and feedback.
- Confirm there is local political support for the project/program.

Identifying Stakeholders

Stakeholder Tiers

Identify stakeholders and determine which tier may apply (tiers One through Three). These will be identified for each project. Consider which stakeholders are the most impacted and how, plus the political interest (Tier One) to those who are least impacted and perhaps passing by or curious (Tier Three).

The examples that follow are generalities and will be specifically defined for each project. Each project/program is unique. A stakeholder can fall into more than one tier.

Tier One

- Residents, businesses, and property owners who are directly impacted by project activities or service changes on properties located within ¼ mile to 1 mile of the affected area (distance depends on type of project and VTA will exceed outreach areas required by the county or a city in the county to ensure we reach stakeholders). Tier One Stakeholders also include: Mayor's Office and City Council Members, VTA Board of Directors, Standing Committees, Partner Stakeholders, and Project Advocates.

Tier Two

- Interested and involved constituencies, such as: News media, Chamber of Commerce, VTA riders (in TOD they might be Tier One), HOA/neighborhood groups, transit reliant communities such as senior centers, senior housing, etc.

Tier Three

- This group includes all community members/residents/businesses located just outside the mailing area of the project location, as well as stakeholders requiring less frequent updates (neighborhood groups/HOA's, schools), and the general public driving through the area/interchange impacted by the project and subsequent construction activities.

Key Partners for Public Participation

VTA Board of Directors¹¹

The VTA Board of Directors sets VTA policy and provides direction to staff. Previously, the VTA Board of Directors met on the first Thursday of every month at 5:30 p.m. at the County Government Center, 70 West Hedding Street, San Jose.

Approval by the Board of Directors is required for the following:

- Entering into service agreements worth more than \$500,000 per year for a maximum term of three years.
- Executing purchase orders for non-routine goods, supplies and equipment with a value over \$500,000.
- Amending the VTA Administrative Code.
- Supporting or opposing a piece of state or federal legislation.
- Adopting the annual VTA budget.
- Approving collective bargaining agreements.
- Recommending major capital improvement projects to the appropriate regional, state and federal funding authorities.

The Board of Directors may also authorize the General Manager, to act on its behalf.

To view the Board of Directors roster, see *Appendix – G*.

Link to Board Members webpage: <http://santaclaravta.iqm2.com/Citizens/Board/1000-Board-of-Directors>

Advisory Committees¹²

Bicycle and Pedestrian Advisory Committee (BPAC) - Consists of 16 members representing each of the 15 cities and the County. The BPAC advises the Board on funding and planning issues for bicycle and pedestrian projects. It also serves as the countywide bicycle advisory committee for Santa Clara County. The Committee generally meets on the Wednesday following the first Thursday of each month at VTA River Oaks Campus, 3331 North First Street, Conference Room B-106, at 6:30 p.m., or as otherwise posted.

11 Until further notice and pursuant to California Government Code section 54953(e), the VTA Board of Directors meetings are held by video conference and teleconference only.

12 Until further notice and pursuant to California Government Code section 54953(e), the Advisory Committee meetings will be held by video conference and teleconference only.

Citizens Advisory Committee (CAC) - Consists of thirteen (13) members appointed to represent stakeholder groups from either of two broad categories: (1) Community & Societal Interests; and (2) Business & Labor. The Committee also serves as the ballot-defined independent Citizens Watchdog Committee (CWC) for the 2000 Measure A Transit Sales Tax ("2000 Measure A") during the term of the Measure (April 2006 - March 2036). The Committee advises the Board on policy issues referred to the committee either by the Board or the General Manager in consultation with the CAC Chairperson. The Committee generally meets on the Wednesday following the first Thursday of each month, at VTA River Oaks Campus, 3331 North First Street, Conference Room B-106, at 4:00 p.m., or as otherwise posted.

Committee for Transportation Mobility and Accessibility (CTMA) - This Committee's members include seniors/persons with disabilities, representatives of human service organizations within the county, and a representative from VTA's paratransit provider and the VTA Board of Directors. The CTMA advises the Board on transportation mobility and accessibility issues for senior citizens and persons with disabilities, paratransit services, accessibility to VTA transit services, and VTA's efforts to fully comply with the federal Americans with Disabilities Act (ADA). The Committee generally meets every other month on the second Thursday of the month, at VTA River Oaks Campus, 3331 North First Street, Conference Room B-106, at 10:00 a.m., or as otherwise posted.

Policy Advisory Committee (PAC) - Consists of one city council member from each of the 15 cities and one member from the Santa Clara County Board of Supervisors. The PAC ensures that all jurisdictions within the county have access to the development of VTA's policies. The Committee generally meets on the second Thursday of the month at VTA River Oaks Campus, 3331 North First Street, Conference Room B-106, at 4:00 p.m., or as otherwise posted.

Technical Advisory Committee (TAC) - Consists of one senior staff member (usually the public works or planning director) from each of the county's 15 cities, the County of Santa Clara, and various other local government jurisdictions. The TAC advises the Board on technical aspects of transportation-related policy issues and initiatives.

The Committee generally meets on the Wednesday following the first Thursday of each month at VTA River Oaks Campus, 3331 North First Street, Conference Room B-106, at 1:30 p.m., or as otherwise posted.

Other Committees Working Groups, and Advisory Boards – For a comprehensive list, please go to this link, <https://www.vta.org/about/board-and-committees>

External Affairs Division

The External Affairs Division includes Government Affairs, Community Outreach and Public Engagement, Communications, Market Development, Creative Services, Customer Service, and the Board Office.

Government Affairs

Responsible for developing and coordinating VTA's legislative and intergovernmental programs at the federal, state, regional, and local levels. Staff analyzes the impact of legislative and regulatory issues and develops a coordinated strategy for responding to these issues. Government Affairs manages VTA's legislative advocacy efforts in Washington, D.C., Sacramento, and the Bay Area. Additionally, staff keeps close contact and serves as the main point of communication with elected officials at the federal, state, and local level.

3311/10/2233

Community Outreach and Public Engagement (COPE)

Actively educates, and is committed to informing, and sharing up-to-date planning and construction project information with residents, businesses, stakeholders, and the public. As an integral part of the External Affairs Division, COPE staff engages with the public and invites participation, collaboration, and feedback on critical transportation initiatives impacting their communities, neighborhood, and their lives.

Our core professional team values:

- Inform and engage our communities including providing information in the language of the community
- Build and maintain strong relationships with internal and external stakeholders
- Apply state of the art, innovative communication and outreach practices

Communications

Responsible for all media. The team conducts media briefings and interviews, writes press releases, and builds strong working relationships with media partners that includes print, television, radio, web, social media, and ethnic media. The focus is on sharing VTA news in a timely and relevant manner; addressing agency challenges with a high degree of transparency; and making multifaceted projects interesting and understandable to the media and the public.

Market Development & Sales

Creates award-winning marketing campaigns and communications programs that highlight the agency. The team develops creative promotions for VTA services and fares to Santa Clara County residents. Traditional and new media is used to deliver pertinent and timely messages to the public that have increased ridership and fare revenues (pre-Covid). VTA is promoted through a wide array of channels including print, digital/mobile, public and streaming radio, and television in multiple languages that promote inclusivity and reflects Santa Clara County's diversity.

Creative Services

VTA's in-house and primary resource for creative design and production services for printed materials and web graphics to support VTA departments and capital projects. These materials communicate information about VTA programs and services to both internal and external customers. Creatives Services also ensures that all VTA materials meet the established graphic standards, uphold and enhance VTA's image, and are easy to understand.

Customer Service

Keeps our customers moving in Santa Clara County by responding to their inquiries, comments, or concerns in a timely manner. The Customer Service department receives, tracks, and addresses customer inquiries and comments for all programs and services VTA provides (e.g., trip planning, Fare and Clipper Card and Mobile Payment, lost and found information).

VTA's Customer Service Information call center is open from Monday through Saturday. The Downtown San Jose office location is open as a community-facing alternative from Monday through Friday to assist customers. Automated information is available 24 hours a day through VTA's interactive voice response system.

To contact Customer Service:

3411/10/2234

customer.service@vta.org

Telephone: (408) 321-2300

Assistance can be provided through VTA's website vta.org

Board Office

Responsible for VTA Board and Committee support, which includes preparation and distribution of the meeting agenda and minutes, responding to Board compliance, developing, and maintaining relationships with Board and committee members and VTA constituencies, and providing support services to the Board of Directors. It is also responsible for preparing the annual Board and committee work plans, maintaining official records, and ensuring compliance with statutory noticing requirements.

To contact the VTA Board Secretary:

Board.secretary@vta.org

Telephone: (408) 321-5680

Office of Civil Rights (OCR)

The VTA Office of Civil Rights, led by the Title VI Coordinator, is responsible for ensuring that public participation meets regulatory requirements for under-represented communities such as low-income, minority, and LEP populations. The Office of Civil Rights monitors and ensures compliance with federal agency policies that affect the public participation activities carried out by VTA.

Investigative Process for Title VI Customer Complaints

If a person believes that they have been discriminated against on the basis of race, color or national origin, by a VTA employee or contractor, they have the right to file a complaint with VTA. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident. If they have a disability or need assistance completing the complaint form, they can contact VTA's Customer Service at (408) 321-2300, or customer.service@vta.org. Complaints may also be filed with the Federal Transit Administration (FTA): transit.dot.gov/title6; the Federal Highway Administration (FHWA): highways.dot.gov; Caltrans: dot.ca.gov/programs/civil-rights; or California's Civil Rights Department: calcivilrights.ca.gov. Please review information on the respective agency websites for details on filing Title VI complaints.

Within 10 working days of receipt of the formal complaint, the Title VI Coordinator, or their designee, will acknowledge receipt of the complaint, and start the investigation process. The investigation will address any allegations of discrimination based on race, color or national origin.

All interested parties may be included in the investigation. The complainant may be represented by an attorney or other representative of their own choosing and may bring witnesses and present testimony and evidence during the course of the investigation process.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the Title VI
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Coordinator, or their designee.

The complainant will receive a letter stating the final decision by the end of the 60-day time limit.

The complainant will have five (5) business days from receipt of the letter to appeal to VTA. If no appeal is received, the complaint will be closed. Appeals may also be made with the Federal Transit Administration (FTA): transit.dot.gov/title6; the Federal Highway Administration (FHWA): highways.dot.gov; Caltrans: dot.ca.gov/programs/civil-rights; or California's Civil Rights Department: calcivilrights.ca.gov. Please review information on the respective agency websites for details on filing appeals.

Title VI Coordinator Contact Information

VTA's Office of Civil Rights (Title VI Coordinator – Jaye Bailey)
3331 North First Street, Building B-2
San Jose, CA 95134-1906
(408) 321-2300

System Safety & Security

This division oversees VTA's safety and transit system security and law enforcement functions, which include oversight of the Protective Services Department, management of contracted security services provided by Allied Universal Security, and administration of VTA's contract with the Sheriff's Department for sworn law enforcement personnel.

Public Outreach

VTA uses a variety of tools to communicate and accommodate different learning and exchange styles. For a comprehensive list of outreach methods used please reference the Stakeholder and Communications Method Matrix, (*Appendix - H*). Not all tools are used all the time.

1. Printed Materials

Print materials such as newsletters, flyers, and posters are used to publicize marketing and outreach information and participation opportunities. These materials are provided by mail and at gathering locations such as community centers, churches, food pantries (such as Second Harvest), libraries, supermarkets, and other public areas. Bulletin boards, information kiosks, and other VTA station facilities are also effective locations to display outreach information and to promote opportunities for participation.

2. VTA Website

VTA's website, www.vta.org, provides information about VTA routes and schedules, projects, programs, and policies. The information and participation methods available on the website are also available in alternative locations and formats to accommodate users who do not have access to, or who prefer not to use, the internet.

VTA creates project webpages that are used throughout each project development phase to communicate information. COPE staff will continue to add additional pages as projects go online and are updated as needed to communicate upcoming milestones, community

meetings and events, and alert stakeholders on activities.

VTA's website includes access to MailChimp, an e-mail subscription management system that provides access to information by delivering new information through e-mail and wireless alerts, to provide ongoing communication with stakeholders.

The website provides links for customers to reach staff. An SMS option is currently under development and staff will be trained to use this later in 2022. It will allow members of the public to receive notification via text. Online language translation is embedded on VTA's website and powered by the Drupal platform since 2019. It provides web visitors with transportation information assistance in over 20 different languages. A Google Translate widget is placed at the bottom of VTA's website for reference.

VTA's website content is ADA-accessible and compatible with screen-reading devices for individuals with visual impairments.

3. Direct Mail

The use of direct mailings (postcards, letters, newsletters, etc.) is an effective method for reaching specific geographic areas or demographic groups. The effectiveness of direct mailings was confirmed by BART's PPP development process in which low-income, LEP, and minority survey respondents valued the use of postcards and letters distributed by mail. There are other pockets in the community that have expressed their preference for printed and delivered materials because they lack internet and computers at home.

4. Media

Public participation opportunities and outreach information is publicized through a variety of radio, television, and newspaper media that serve both English-speaking and language-specific audiences. These outlets can be effective in reaching targeted groups, particularly with the use of local newspapers. Survey results and community input received during BART's PPP process indicated that the majority of minority and LEP community members are likely to learn about events through ethnic media sources. VTA maintains a comprehensive inventory of print, television, radio, and internet media contacts that includes Spanish and Asian language media outlets.

5. Dedicated Phone Lines

Dedicated phone lines to Community Outreach, Customer Service, Silicon Valley BART Phase II, the Board Office, and Media serve as a source for information and a method to receive comments or input.

Calls are received for ridership information, construction project and program updates, to providing an option for affected traveling public or residents to find out the status of ongoing activities, or as a method for the public to get information or connect with people knowledgeable about a project or proposed action.

In its simplest form, VTA materials for a project or proposed action always include contact information pertinent to the subject matter. Consideration is given to utilizing VTA's established Language Line Services (LLS) or resolving a method for interpretation needs with the establishment of a facilitated communication with LEP individuals.

The LLS allows users to call the LLS number when a customer is unable to speak English. The professionally trained and tested LLS interpreters listen to the customer, analyze the message, and accurately convey its original meaning to the VTA staff member, then respond to the customer in their own language.

6. Email/Web Resources/Social Media

VTA currently uses e-mail, the website and blogs, as well as social media to notify the

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public of upcoming participation opportunities. Informational materials and videos can be posted online for advance review. Webcast meetings and public participation methods that allow remote viewing and participation are additional methods used. Webcast meetings include opportunities for online participants to ask questions or make comments through e-mail or other web-based applications. While cell phone ownership within VTA's service area is widespread, these devices are not necessarily smart phones with internet service. As a result, text messages may be the most effective means of sharing VTA information on mobile devices.

VTA uses Mail Chimp, an e-mail subscription management system that provides access to information by delivering information through e-mail and wireless alerts, to provide ongoing communication with stakeholders.

VTA will post in appropriate social media channels to promote public meetings and events for participation, deliver surveys, project updates, encourage use of transit, share fun facts about the community, job postings, project newsletters, and other news. The current platforms utilized include:

- Twitter
- NextDoor
- Facebook
- Instagram
- Linked-In
- TikTok
- YouTube

7. Government Meetings

VTA provides updates on its plans and projects to federal, state, and local elected officials through regularly scheduled government meetings throughout the service area. These meetings include city and town councils, planning commissions, and other regulatory agency board meetings. These regularly scheduled meetings are predictable, well publicized, and provide an opportunity to post applicable information on meeting agendas in advance of the meetings for public review and consideration. Due to the COVID-19 pandemic, all meetings of the VTA Board of Directors and VTA Committees are held online via Zoom.

8. Language Line Services

To ensure individuals who have limited English proficiency have meaningful access to VTA information, employees, programs and services, language line services are utilized through VTA's Customer Service, Community Outreach, and the Board Office staff. When a customer, who is not fluent in English, reaches out to VTA and there is no on-site interpreter or staff fluent in that language available, VTA contacts the language line for support. This provides interpreters for customers and other members of the public to speak with VTA staff in all Safe Harbor languages. The language line is utilized by staff in the field, for door-to-door project outreach, and ambassador events throughout the bus and light rail system.

9. Events

Special events to announce, highlight, or kick-off outreach about a new policy, program, project, or activity is the least effective outreach method for getting public participation, and most effective for receiving media attention. These events are localized and focus on a specific station or geographic area. Events are held during the week, in the morning, to coordinate with political participants. There are occasions when an event will be held (for instance, during BART Ph 1 station openings) to encourage community participation.

10. Community and Stakeholder Working Groups

The development of a working group is used to assist VTA in receiving feedback on projects and proposed actions. Working groups are effective when they represent a cross sampling of interests and concerns. Meetings provide opportunities to have a meaningful exchange of ideas and can be used as an opportunity to build trust and work toward consensus on a particular issue. VTA currently uses working groups comprised of members of CBOs, neighborhood associations, and other citizens active within the community to effectively get input and conduct project development. Working group participants serve as a conduit to the community or group they represent, facilitating feedback, and serving as a focal point for information and input on issues and concerns.

11. Surveys

Public surveys are used to gather input from a broad representation of the public. They are conducted online by VTA staff and consultants to collect opinions or information on specific topics or issues. VTA surveys are provided in multiple languages to allow everyone to participate. Community Outreach and Public Engagement staff monitor their project teams to ensure that translations are from a professional translation service to ensure accuracy. Best practices for surveys require that attention be given to who is invited to participate as the sample population can affect the results, questions are appropriately translated, they are created without inherent bias, be consistently applied, and certain statistical measures are achieved prior to conclusions being drawn. To increase the response rate from low-income, minority, and LEP populations, public notification of the availability of these surveys is typically provided in multiple languages.

12. Stakeholder Interviews

VTA staff meets with an individual or small group of stakeholders to collect information or gain insight on a particular perspective related to a project or proposed action. Often, as part of a series of interviews, staff may have standard questions in addition to allowing for some time for free form discussion regarding the specific stakeholder's knowledge base, interests, or concerns. VTA often uses interviews to solicit input from representatives of group or community stakeholders, including decision-makers, to identify key issues, concerns, and groups or communities which should be targeted as part of a public participation campaign.

13. Focus Groups/Steering Committee

Focus group meetings typically consist of small, targeted groups of participants whose discussions are led by an unbiased facilitator. Focus groups typically provide an opportunity for in-depth discussions about projects, plans, or issues that may impact a specific group or community. Low-income, minority, and LEP communities should be proactively included in these groups.

While there are several approaches to identifying participants for focus groups, several

types of CBOs can be good resources for identifying low-income, minority, and LEP participants, including faith-based, geographically specific resources such as tenant associations, neighborhood and community, education, social services, recreation, environmental, political, and youth- and senior-oriented organizations.

14. Public Meetings

Public meetings are used to communicate information and receive feedback on a project or proposed action. They are broadly advertised and open to all members of the public. Public meetings are a commonly used method for public participation. There are several different formats for public meetings that can be used to best accommodate the audience, topics, and input required. The appropriateness of the selected format can significantly impact both the quality of the participants experience and the extent and quality of information shared, and input received. Given the prominence of public meetings as a method utilized by VTA, a separate section is devoted to discussing it in greater detail.

15. Community Group Presentations

VTA COPE Staff will coordinate with CBOs, and other groups such as neighborhood associations, homeowners' associations, business associations, schools, or other interested parties as needed, with an emphasis on scheduling presentations near milestone dates of projects/programs. It is good practice to meet the community where they are and at their events.

16. Other Printed Materials

Coordinating with community partners' publications is often a cost-effective method for distributing information that is of interest to their respective groups. Local service providers and CBOs often regularly communicate with community members through their newsletters to provide information about local services and activities of interest. Notices and flyers can also be provided to schools, with students taking the notices home to their parents. Many local service providers and CBOs prepare their publications and notices in multiple languages, which can facilitate outreach to low-income, minority, and LEP populations.

17. Ethnic Media

Like traditional media relations, the service area's ethnic media plays an important role in communicating with and receiving feedback from various ethnic groups. Many minority- and LEP communities rely on ethnic media as a primary source of information. Ethnic media has been found to be a particularly effective method for reaching select low-income, minority, and LEP populations. However, given the significant diversity within Santa Clara County, this can require coordination with multiple outlets. VTA maintains a contact list of various media, such as ethnic print, television, radio, and online/digital/social media partners, that includes Spanish and Asian language media channels.

18. "Train the Trainer"

This is a recognized approach to reach target groups that might otherwise be very difficult to reach. Typically used as a teaching mechanism, this approach can also be used to disseminate or collect information as in the case where a CBO representative might assist in the implementation of a survey or collect information on a particular topic. Typically, it involves training or educating an individual who might more easily interact with or reach a particular segment of the population. This can be effective in overcoming situations where

individuals might be weary or untrusting of individuals outside their immediate group. It can also help in situations where language barriers might exist.

19. Passenger Interactions

Interacting with passengers on VTA's system, either onboard or while they are waiting on a platform or at a bus stop, can provide a valuable opportunity to collect information from system users. These interactions can either be formalized using a script and/or survey or be more informal. Depending on the nature of the contact, this type of interaction can be used to gather either quantitative or qualitative data. This method can also be effective to reach users who might not otherwise be inclined or able to attend a more formal public participation process.

20. Community Based Organizations

The ongoing activities of CBO groups, such as a food bank's delivery operations, provide VTA with an opportunity to expand its accessibility to diverse segments of the service area population. Because the recipients or targets of these CBO activities are presumably not readily able to participate in other, more mainstream, public participation activities, collaboration with these groups' activities improves VTA's outreach capabilities. Although CBO operations are often best suited to the delivery of information their operations can also provide a unique opportunity to gain access to and engage select low-income, minority, and LEP populations when carefully coordinated with the host CBO.

21. Community Events

In conjunction with a community organization's event, VTA can host an information table that provides materials about VTA services and or specific information about a project or proposed action that attendees at the event may find of interest. Depending on the audience and information desired to be shared or input received, VTA can bring staff and/or resources necessary to best communicate with attendees. These events can range in scale from large city-wide events to localized activities. Many community events can assist VTA in reaching specific audiences such as seniors, youth, families with children, and commuters in addition to targeting low-income, minority, or LEP populations. Depending on the meeting format, VTA may be able to solicit public input at these meetings utilizing a survey or through informal discussion with attendees. Care needs to be taken to appropriately match VTA subject matter to community events so that they result in effective engagement.

22. CBO Meetings

Attending regularly scheduled CBO meetings can afford VTA an opportunity to share information and get input, develop meaningful community relationships, and continually improve and update its understanding of both its customer and the broader community's needs. By participating in meetings that include multiple government and/or CBO organizations with a common focus, VTA can connect with individuals who represent a broad range of low-income, minority, and LEP populations as part of an overall strategy to reaching these groups.

23. Virtual Meetings

Since the onset of the COVID-19 pandemic and subsequent stay at home orders, VTA staff shifted from in-person community meetings to virtual meetings using the Zoom platform. As the Zoom platform features have improved, VTA staff have been able to provide

increasingly customized meetings.

As an example, VTA has evolved from sending out notices that advised a translator will be provided upon request, to automatically providing one and letting the community know upfront. Meetings have further evolved to facilitating meetings in their language, with reverse translation for staff that only speak English. This has led to an increase in members of the LEP community to participate provided they have access to internet and a computer/tablet/smartphone. Since going virtual, the increase in public participation has been an unexpected benefit. Virtual meetings allow everyone to remain at home. Since most meetings are held early in the evening, participants can interact with staff and not have to be concerned about parking, ADA accommodations, child-care, traffic, etc.

A challenge of hosting meetings in other languages is finding a facilitator and training them on the subject matter with scripts so that they are knowledgeable enough to communicate between staff and members of the public. This increases preparation time for the staff. Another challenge is providing enough budget for these types of meetings. It requires VTA to seek support outside of the organization. The agency strives to work with local CBOs, but these are traditionally stretched thin on time, staff, and budget, and VTA cannot pay them directly. Therefore, CBOs can be brought onboard as sub-consultants.

24. Mobile Application

VTA offers a mobile app for both the iPhone and Android smartphones, and the iPad. By downloading the free VTAlerts app, riders can call 911 in the event of an emergency or instantaneously report safety concerns to VTA's Transit Security. The test function even allows you to try out the app prior to real-time submission. VTA publicizes information on the VTAlerts app to encourage VTA customers to make use of this service offer. VTAlerts allows users to report the following: Unattended bag or package, medical emergency, safety concern, suspicious activity, vandalism, robbery or theft, crime in progress, assault or fight. Riders who do not own a smartphone can text-a-tip to (408) 610-1440.

Examples of Outreach Efforts

VTA-Hosted Events

VTA prepares a Communications and Outreach Plan for all its capital projects. The plans are evolving documents that are updated as needed to reflect relevant project activity and correlating communications and outreach efforts. Consistent with VTA's Project and Communications Outreach Procedure, capital projects such as the BART, Eastridge to BART Regional Connector extension projects, and major highway projects are required to develop project communications and outreach procedures containing the following four components:

- Stakeholder identification
- Communication methods, tools, and timing
- Strategies for identifying stakeholder groups
- Implementation and measurement of adherence to the communication plan

The following examples provide a snapshot of VTA's Capital Project communications, and
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Appendix I provides a list of VTA hosted public events held throughout 2021. Not all active projects are listed. The appendix is not listing several community partners such as HOAs, schools, VTA Board of Directors, Advisory Committee, and omits some meetings, such as pop-up events and presentations at neighborhood association meetings that also occurred over the year.

VTA's BART Silicon Valley Phase II is the largest single public infrastructure project ever constructed in Santa Clara County. VTA's BART Silicon Valley Phase II Project (Phase II) will extend BART service six miles from the Berryessa Transit Center into downtown San Jose up until city limits of Santa Clara. The project includes tunneling and building four new stations located at 28th Street/Little Portugal Station, Downtown San Jose Station, Diridon Station (connecting to light rail, Caltrain, Amtrak, Greyhound, and VTA Bus Services, and future High-Speed Rail), and Santa Clara Station. In addition to the meeting noted below, this project has 3 community-based working groups to represent community interests at the future station areas.

Eastridge to BART Regional Connector Project (EBRC)– Light Rail Extension is VTA's second largest project and brings about the final phase of extending light rail from the Alum Rock Station 2.4 miles to the Eastridge Transit Center with an elevated guideway primarily in the center of Capitol Expressway in E. San Jose. The Eastridge extension will include an elevated light rail station at Story Road, and an at-grade station located at the Eastridge Transit Center. E. San Jose is an area with a large LEP community. Newsletters and mailed notices are provided in multiple languages that represent the community. Presentations are provided with interpreters as needed. As we move toward construction, VTA hosted meetings will include facilitated meetings in Spanish. The meetings addressed below are the quarterly Stakeholder Working Group meetings. This snapshot does not include presentations VTA staff provided to neighborhood associations or school/parent presentation that were facilitated in English/Spanish.

Projects in the Transit-Oriented Development Portfolio seek to create mixed-use and mixed income developments through public-private and public-public partnerships on VTA-owned sites. Portfolio wide, 35% of the residential units will be affordable to residents that fall in the low to very low-income categories. Several of the developments will also provide supportive services to their residents. The community meetings are either facilitated in languages other than English or provide simultaneous interpretation. All notices are provided in multiple languages. See *Appendix J – Gilroy Meeting Notice, Online Community Meeting Gilroy Transit Center Transit Oriented Development, Feb. 2021*, and *Appendix K – Community Outreach Day After Report, Gilroy Station Transit-Oriented Development 2021*, as they provide examples of public noticing and a meeting review that follows.

US 101/SR 25 Highway Interchange Project: Addresses an aging interchange in south Santa Clara County, which has a high LEP Spanish speaking population. All materials mailed and presented are provided in English and Spanish (meetings include simultaneous interpretation).

US 101/De La Cruz Boulevard/Trimble Road Interchange Improvements proposes to reconstruct the **US 101/Trimble Road interchange** and to widen Trimble Road between De La Cruz Boulevard/Seaboard Avenue and Central Expressway in the City of San Jose and City of Santa Clara. This project is funded by the 2016 Measure B sales tax. A pre-construction meeting was held and noticed in a newsletter describing the project and what the public can expect to see/experience from construction activities. The area is in an industrial area and the meeting was held during the lunch hour to accommodate the business community attendees. The meeting was provided with simultaneous Spanish interpretation.

Conclusion

The PPP demonstrates VTA's accessible methods, community-focused approach, and commitment to meet and exceed the requirements of the FTA Circular 4702.1B, in consideration of Environmental Justice, Federal Highway Administration requirements, and on behalf of Limited English Proficient, low-income, and minority communities, and individuals with disabilities. The PPP ensures that no person shall, on the grounds of any other protected category described by state or federal law, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any VTA programs or activities.

APPENDICES

- Appendix – A, The Spectrum of Community Engagement
- Appendix – B, Santa Clara County Language Proficiency Chart
- Appendix – C, VTA's Language Assistant Card
- Appendix – D, VTA's 2022 Vital Documents Plan
- Appendix – E, VTA's Title VI Fact Sheet
- Appendix – F, VTA's 2022 Title VI Survey
- Appendix – G, VTA's Board of Director's Roster as of Feb. 7, 2022
- Appendix – H, VTA's Stakeholder and Communications Method Matrix
- Appendix – I, 2021 List of Public Outreach Meetings Hosted by VTA
- Appendix – J, Online Community Meeting Gilroy Transit Center Transit Oriented Development, Feb. 2021

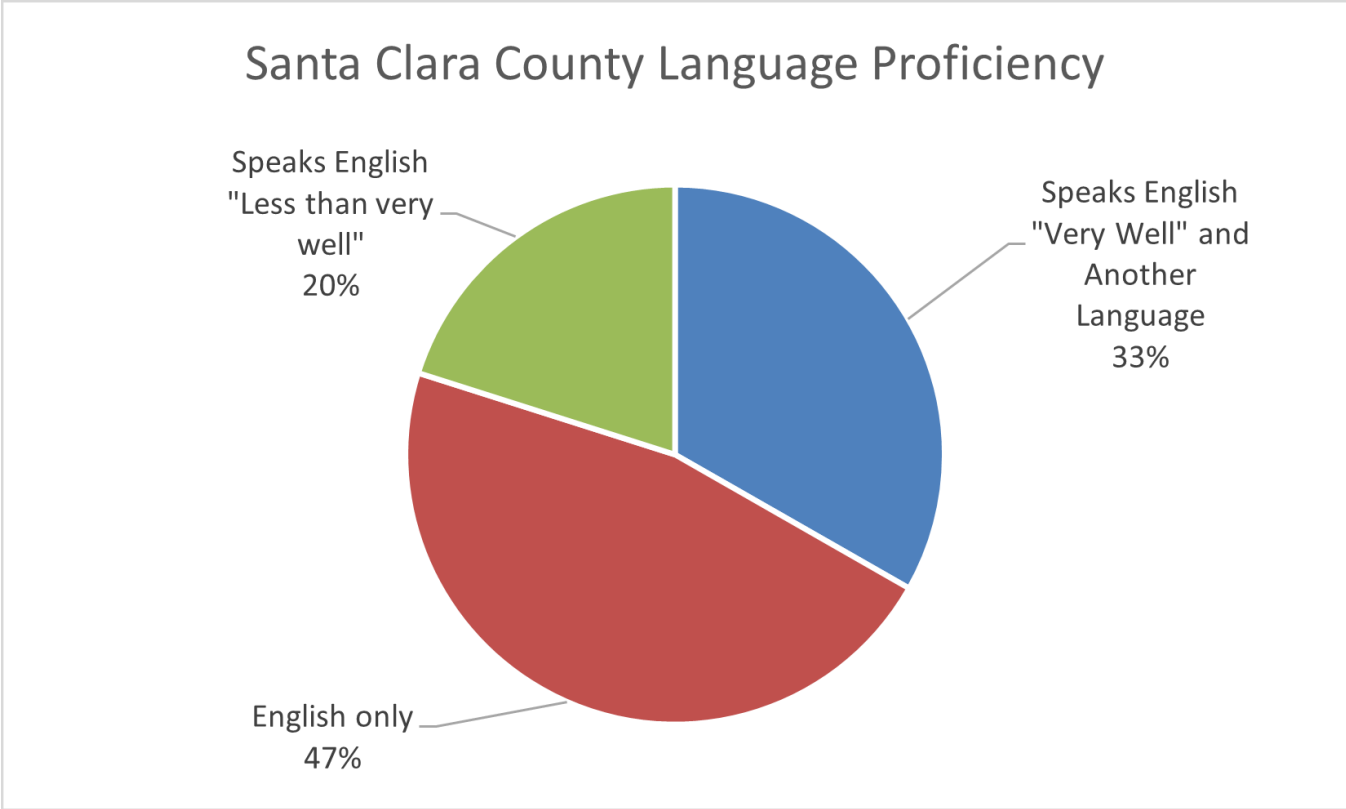
- Appendix – K, Community Outreach Day After Report, Gilroy Station Transit-Oriented Development 2021

Appendices

The Spectrum of Community Engagement to Ownership

| STANCE TOWARDS COMMUNITY | IGNORE | INFORM | CONSULT | INVOLVE | COLLABORATE | DEFERTO |
|----------------------------------|--|---|--|---|--|---|
| | 0 | 1 | 2 | 3 | 4 | 5 |
| IMPACT | Marginalization | Placation | Tokenization | Voice | Delegated Power | Community Ownership |
| COMMUNITY ENGAGEMENT GOALS | Deny access to decision-making processes | Provide the community with relevant information | Gather input from the community | Ensure community needs and assets are integrated into process & inform planning | Ensure community capacity to play a leadership role in implementation of decisions | Foster democratic participation and equity through community-driven decision-making; Bridge divide between community & governance |
| MESSAGE TO COMMUNITY | <i>Your voice, needs & interests do not matter</i> | <i>We will keep you informed</i> | <i>We care what you think</i> | <i>You are making us think, (and therefore act) differently about the issue</i> | <i>Your leadership and expertise are critical to how we address the issue</i> | <i>It's time to unlock collective power and capacity for transformative solutions</i> |
| ACTIVITIES | Closed door meeting Misinformation Systematic | Fact sheets Open Houses Presentations Billboards Videos | Public Comment Focus Groups Community Forums Surveys | Community organizing & advocacy House meetings Interactive workshops Polling Community forums | MOU's with Community-based organizations Community organizing Citizen advisory committees Open Planning Forums with Citizen Polling | Community-driven planning Consensus building Participatory action research Participatory budgeting Cooperatives |
| RESOURCE ALLOCATION RATIOS | 100% Systems Admin | 70-90% Systems Admin 10-30% Promotions and Publicity | 60-80% Systems Admin 20-40% Consultation Activities | 50-60% Systems Admin 40-50% Community Involvement | 20-50% Systems Admin 50-70% Community Partners | 80-100% Community partners and community-driven processes ideally generate new value and resources that can be invested in solutions |

Appendix - B



Source: US Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

VTA Language Assistant Card



(front)



(back)



VITAL DOCUMENTS PLAN

October 6, 2022

A vital document (paper or electronic) conveys information that is critical for the recipient or customer to access or obtain Valley Transportation Authority (VTA) services and/or benefits or is required by law. Valley Transportation Authority documents deemed vital to the public are contained in this Vital Documents Plan (VDP). Furthermore, the translation of vital documents ensures full and fair participation in the transportation decision-making process to persons who have limited English proficiency (LEP).

Department of Justice (DOJ) guidance states that “classification of a document as ‘vital’ depends upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. The determination of what documents are considered ‘vital’ is left to the discretion of individual components, which are in the best position to evaluate their circumstances and services within their language access planning materials.

Documents that may be considered ‘vital’ may include, but are not limited to:

- Administrative complaints, release, or waiver forms;
- Claim or application forms;
- Public outreach or educational materials (including web-based material);
- Written notices of rights, denial, loss, or decreases in benefits or services, parole, and other hearings;
- Forms or written material related to individual rights;
- Notices of community meetings or other case-related community outreach;
- Notices regarding the availability of language assistance services provided by the component at no cost to LEP individuals;
- Certain consent orders, decrees, Memoranda of Agreement, or other types of pleadings or litigation materials, within the discretion of the component.”

Department of Justice guidance also recommends that discretion be used to identify and prioritize vital documents or text to be translated. Agencies should ensure that translations are completed by qualified translators.

VTA’s Vital Documents Plan was initially created in consultation with staff, BART, and the community-based organizations’ Working Group, and finalized on January 24, 2013. The VDP was revised October 6, 2022.

VTA provides written translations of “Tier 1” vital documents (see list below) for each eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Written translations of “Tier 2” vital documents will be provided for those languages that meet the Top 5-language threshold in VTA’s service area; and “Tier 3” vital documents will be translated upon request, in whole or in part. The language groups for translation are identified using U.S Census data, American Community Survey (ACS) data, school district data from the county, passenger and/or community surveys, and usage reports from Language Line (VTA’s translation service). When VTA determines that it is in the best interest of the public, vital documents may be translated into further languages even if the LEP population does not meet the 5 percent / 1,000 persons threshold, in addition to those languages which meet the Safe Harbor provisions.

Vital documents include, but are not limited to the following:

Tier 1: Civil Rights Documents

Tier 1 documents are translated into each eligible LEP language group the constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered in VTA’s service area.

- Notice to the Public: Title VI and other civil rights obligations
- Title VI complaint form
- Online Title VI complaint form
- Notice advising LEP persons of free language assistance
- ADA accessible document formats
- Safety and emergency notices
 1. Bus bridges
 2. Re-routes due to emergencies
 3. Safety and Security Awareness Program

Tier 2: Service to Our Beneficiaries

Tier 2 documents are translated into each eligible LEP language that meets the Top 5-language threshold of the population of persons eligible to be served or likely to be affected or encountered in VTA’s service area.

- Public Participation Plan (PPP)
- Language Access Plan / Limited English Proficiency (LEP) Plan
- Applications to participate in programs, benefits, and services
 1. Paratransit services
 2. RTC card
- Instructional or informational ridership brochures
 1. Take One
 2. Clipper card
 3. Traveling tips
 4. Mobility Options Program

5. Securement requirements for mobility devices
 - Bus routes and schedules
 - Notices of service or fare changes
 - Notices of service disruptions
 1. Platforms retrofits
 2. Bus bridges
 3. Re-routes due to events
 - Notices of denials, losses, or decreases in benefits
 1. Right of way relocations
 - Public outreach
 1. Meeting notices
 2. Community outreach documents
 3. Documents that require public comment / public hearings
 4. Customer comment card (Blue Card)
 5. Public participation notices and minutes
 - Service and construction notices
 - BART Silicon Valley Extension Program (BSV)
 - Project fact sheets
 - Promotional events
 - Documents designed to help raise awareness about available programs and services to ensure equal access

Tier 3: Large, Technical Documents

Tier 3 documents are translated upon request, in whole or in part.

- Environmental documents
- Construction documents
- Congestion Management Program documents
- Planning documents
- BART Silicon Valley Extension Program (BSV) documents

Safe Harbor Provision:

“DOT (Department of Transportation) has adopted DOJ’s (Department of Justice’s) Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.”

VTA's Top 5 languages compiled from the US Census Bureau, 2016-2020 American Community Survey:

1. Spanish: 118,954
2. Chinese: 78,198
3. Vietnamese: 75,218
4. Tagalog: 19,062
5. Korean: 10,719

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Appendix - E



第六章 (Chinese)

第六章規定為何內容？

第六章為聯邦規章，內容規定，在接受聯邦財政資助的任何項目或活動中，任何人不得因種族、膚色或原住國等原因而被剝奪參與活動或享有應得利益的權利，也不應遭受任何其他方式的歧視。

哪些人受到第六章規定的保護？

任何人，無論其種族、膚色或原住國如何，均受第六章的保護。第六章有兩個行政指令：「環境正義」(Environmental Justice) 指令為低收入和少數族群提供保護；「英語能力有限者」(Limited English Proficiency, LEP) 指令旨在保護英語非主要語言的英語能力有限者。英語能力有限者指在英語說、讀、寫以及理解方面能力有限的個人。英語能力有限者可能具備某些形式的英語溝通能力(例如可對話或聽懂)，但在讀寫方面有些困難。

第六章規定是否只保護美國公民？

不是。所有美國居民，無論是否為美國公民，均受到第六章規定保護。



第六章規定如何惠及社區？

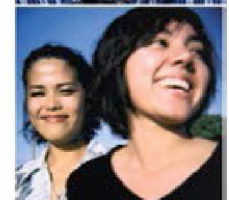
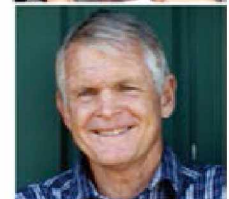
客戶可獲得以其主要語言提供的免費語言專線協助。客戶可致電 (408) 321-2300 要求協助。客戶可透過語言專線取得：

- 1 公車及輕軌鐵路行程規劃資訊。
- 1 如何購買 Clipper® 卡的資訊。
- 1 有關 VTA 會議的免費語言協助。
- 1 免費口譯員服務和 (或) 文件翻譯服務。



VTA 如何與社區溝通有關第六章規定內容？

在考慮變動公車路線、車費或改善公車停靠站和服務時，VTA 都會徵詢客戶的意見。客戶的意見可使我們作出符合社區需求的決定。若要了解已排定的 VTA 會議日期、時間和地點，請查看或查詢：(a) “VTA Take-One” (VTA 放在車上的通訊)；(b) VTA 網站：www.vta.org；(c) 地方主流和各族裔報紙；(d) 社區中心；(e) 圖書館；(f) 社區商店及其他來源。



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Title VI Survey



The Santa Clara Valley Transportation Authority (VTA) embraces opportunities to ensure that our policies, services, and programs are delivered by communication tools and processes that are inclusive and effective.

Your response will help us improve the ways we reach out to you and how to make it easier for you to give us input on our services and projects.

You can enter a random drawing to win one of three \$50 Amazon gift cards by including your email address on the survey. Thank you for your participation!

Email: _____

Q1. Which do you ride on regularly?

- VTA bus route(s) _____
- VTA light rail line(s) _____
- Paratransit service _____
- If no, please tell us why not? _____

Q2. How important is VTA **bus** service to you?

- Very important
- Somewhat important
- Somewhat unimportant
- Unimportant
- I don't use it/No opinion

Q3. How important is VTA **light rail** service to you?

- Very important
- Somewhat important
- Somewhat unimportant
- Unimportant
- I don't use it/No opinion

Q4. How important is VTA **paratransit** service to you?

- Very important
- Somewhat important
- Somewhat unimportant
- Unimportant
- I don't use it/No opinion

Q5. Please tell us how often you use the following means of receiving and/or finding information for VTA's services, projects, and programs.

| | Not at all | Rarely | Sometimes | Often | Daily |
|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Google | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VTA.org | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 511.org | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facebook | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Twitter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| LinkedIn | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Instagram | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Nextdoor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Newspaper | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Radio | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| TV | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Community Center/Group | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VTA Customer Service Call Center | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Email | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q6. Are you limited or prevented from the following activities because of language? Check all that apply.

- Buying tickets
- Using transit services
- Getting VTA information
- Attending public meetings
- Other language barriers: _____

Q7. What language do you prefer to communicate?

Speak _____
 Read _____
 Write _____
 Understand _____

(continue)

Q8. How well do you speak, read, write, and understand English?

| | Not at all | Not Very Well | Fairly well | Well | Very Well |
|------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Speak | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Read | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Write | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Understand | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q9. Are you aware that VTA can provide free assistance in your primary language to help you use the bus, light rail, and participate in public meetings?

- Yes No

Q10. What is your current age?

- Under 18
 18-24
 25-34
 35-44
 45-54
 55-64
 65+
 Prefer not to state

Q11. Which ethnicities (cultural/national original) and/or race do you identify with? Check all that apply.

- Hispanic or Latino
 American Indian or Alaskan Native
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White/Caucasian
 Two or more races
 Prefer not to state/No Answer

Q12. What is your total annual household income?

- \$ 0 - \$24,999
 \$25,000 - \$49,999
 \$50,000 - \$74,999
 \$75,000 - \$99,999
 \$100,000 - \$149,999
 \$150,000 - \$199,999
 \$200,000 - \$249,999
 \$250,000 and above

Thank you!

If you have any questions about this survey, or VTA's Title VI program, contact VTA's Office of Civil Rights at (408) 952 - 8901, email: customer.service@vta.org, or visit our webpage, www.vta.org/title-vi.

Encuesta del Título VI



Santa Clara Valley Transportation Authority (VTA) acoge todas las oportunidades que sean necesarias para garantizar que nuestras políticas, servicios y programas se difundan mediante herramientas y procesos de comunicación que sean inclusivos y efectivos.

Sus respuestas nos ayudarán a mejorar la forma en que nos comunicamos con usted y para hacer que sea más fácil para usted darnos su opinión sobre nuestros servicios y proyectos.

Puede ingresar a un sorteo para ganar una de las tres tarjetas de regalo de Amazon de \$50 al incluir su dirección de correo electrónico en la encuesta. ¡Gracias por su participación!

Email: _____

Q1. ¿Qué tipo de transporte utiliza regularmente?

- Ruta(s) de autobús de VTA _____
- Línea(s) del tranvía de VTA _____
- Servicio de paratransito _____
- Si no utiliza ninguno, díganos por qué no _____

Q2. ¿Qué tan importante es el servicio de **autobús** de VTA para usted?

- Muy importante
- Algo importante
- Casi sin importancia
- Sin importancia
- No lo uso/No tengo una opinión

Q3. ¿Qué importancia tiene para usted el servicio del **tranvía** de VTA?

- Muy importante
- Algo importante
- Casi sin importancia
- Sin importancia
- No lo uso/No tengo una opinión

Q4. ¿Qué importancia tiene para usted el servicio de **paratransito** de VTA?

- Muy importante
- Algo importante
- Casi sin importancia
- Sin importancia
- No lo uso/No tengo una opinión

Q5. Díganos con qué frecuencia utiliza los siguientes medios para recibir y/o encontrar información sobre los servicios, proyectos y programas de VTA.

| | Para nada | Raramente | A veces | A menudo | Diariamente |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Google | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VTA.org | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 511.org | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facebook | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Twitter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| LinkedIn | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Instagram | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Nextdoor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Periódico | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Radio | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Televisión | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Centro Comunitario/ Grupo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Centro de llamadas de Servicio al Pasajero de VTA | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Correo Electrónico | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q6. ¿Tiene limitaciones o está impedido de realizar las siguientes actividades debido al idioma? Marque todo lo que corresponda.

- Comprar boletos
- Uso de los servicios de transporte público
- Obtener información relacionada con VTA
- Asistir a reuniones públicas
- Otras barreras provocadas por el idioma:

(continue)

Q7. ¿En qué idioma prefiere comunicarse?

Hablo _____

Leo _____

Escribo _____

Entiendo _____

Q8. ¿Qué tan bien habla, lee, escribe y entiende inglés?

| | Nada | No muy bien | Más o menos bien | Bien | Muy bien |
|----------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Hablo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Leo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Escribo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Entiendo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q9. ¿Sabe que VTA le puede brindar asistencia gratuita en su idioma materno para ayudarlo a usar el autobús, el tranvía y participar en las reuniones públicas?

- Sí No

Q10. ¿Qué edad tiene en este momento?

- Menos de 18
 18-24
 25-34
 35-44
 45-54
 55-64
 65 para adelante
 Prefiero no decirlo

Q11. ¿Con qué etnicidad (cultural/origen nacional) y/o raza se identifica? Marque todo lo que corresponda.

- Hispano o latino
 Indígena americano o nativo de Alaska
 Asiático
 Negro o afroamericano
 Nativo de Hawái u otra isla del Pacífico
 Blanco/caucásico
 Dos o más razas
 Prefiero no decirlo/sin respuesta

Q12. ¿Cuál es el ingreso total anual de su grupo familiar?

- \$0 - \$24,999
 \$25,000 - \$49,999
 \$50,000 - \$74,999
 \$75,000 - \$99,999
 \$100,000 - \$149,999
 \$150,000 - \$199,999
 \$200,000 - \$249,999
 \$250,000 para adelante

¡Gracias!

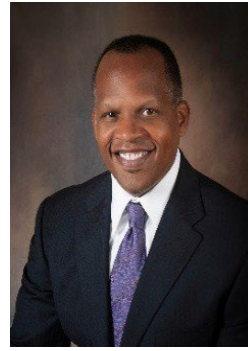
Si tiene alguna pregunta sobre esta encuesta o el programa del Título VI de VTA, comuníquese con la Oficina de Derechos Civiles de VTA llamando al (408) 952 - 8901, envíe un correo electrónico a: customer.service@vta.org, o visite nuestra página web: www.vta.org/title-vi.

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BOARD OF DIRECTORS
as of February 7, 2022



Charles "Chappie" Jones
Chairperson



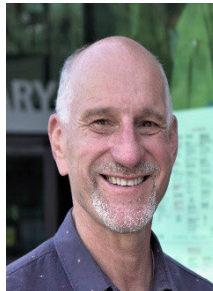
Rich Constantine
Vice Chairperson



Margaret Abe-Koga
Ex-Officio



Marie Blankley
Alternate Member



Pat Burt
Member



Magdalena Carrasco
Member



Cindy Chavez
Member



Dev Davis
Alternate Member



Glenn Hendricks
Member



Sudhanshu "Suds" Jain
Member



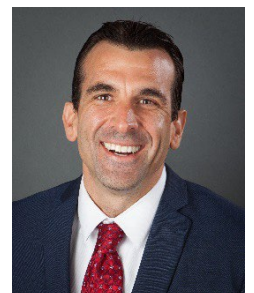
Sergio Jimenez
Member



Otto Lee
Member



Lynette Lee-Eng
Alternate Member



Sam Liccardo
Member



Carmen Montano
Alternate Member



Darcy Paul
Member



Raul Perez
Member



Rob Rennie
Alternate Member

January 2022
Chappie Jones, Chairperson
Rich Constantine, Vice Chairperson

GROUP 1 (San Jose)

City of San José

Charles “Chappie” Jones
Sergio Jimenez
Magdalena Carrasco
Sam Liccardo*
Raul Peralez
Devora “Dev” Davis, Alternate

GROUP 2 (North West)

City of Los Altos
Town of Los Altos Hills
City of Mountain View
City of Palo Alto

Lynette Lee Eng, Alternate

Patrick “Pat” Burt

GROUP 3 (West Valley)

City of Campbell
City of Cupertino
Town of Los Gatos
City of Monte Sereno
City of Saratoga

Darcy Paul
Rob Rennie, Alternate

GROUP 4 (South County)

City of Gilroy
City of Morgan Hill

Marie Blankley, Alternate
Rich Constantine

GROUP 5 (North East)

City of Santa Clara
City of Sunnyvale
City of Milpitas

Sudhanshu “Suds” Jain
Glenn Hendricks
Carmen Montano, Alternate

GROUP 6 (Santa Clara County)

County of Santa Clara

Cindy Chavez*
Otto Lee
Vacant, Alternate

Ex-Officio**

Metropolitan Transportation Commission (MTC) Commissioners representing Santa Clara County, Cities of Santa Clara County, and City of San Jose

Margaret Abe-Koga*

**These individuals also serve on the MTC.*

The Board of Directors generally meets on the first Thursday of the month at 5:30 PM. Meeting dates, times, and location can be found on www.vta.org.

Please address all correspondence to:

Office of the Board Secretary
Santa Clara Valley Transportation Authority
3331 North First Street, Bldg. B-1
San José, CA 95134-1927
Telephone: 408.321.5680
E-Mail: board.secretary@vta.org.

Appendix - H

| Stakeholder Group --> | City Council | City Partners | Commuters | Concerned Citizens | Developers and/or Contractor Communities | Funding and Partnering Agencies | Individuals, business employees/ customers, institutions (real estate impacts) | Individuals, business employees/ customers, institutions (no real estate impacts) | Individuals, business employees/ customers, institutions (near boundaries, disruptions to access, etc.) | Internal Project and Service Operator Staff | Internal Staff (Other) | Investors | Legislative Delegates | Media | Neighborhood/Business Associations | Public Safety Agencies | Special Event Promoters | Business, Residents, Patrons and Commuters | Current Transit Users/ Future Service Recipients | Special Interest Groups | Transit Advocates | Transit Agencies - BART, SamTrans, AC Transit | Transit Related Organizations - Caltrans | Transportation Circles - APTA, CTC, MTI | Santa Clara County | Bay Area Wide | |
|---|--------------|---------------|-----------|--------------------|--|---------------------------------|--|---|---|---|------------------------|-----------|-----------------------|-------|------------------------------------|------------------------|-------------------------|--|--|-------------------------|-------------------|---|--|---|--------------------|---------------|---|
| Advertisements | | | X | | X | | X | X | X | | | X | | | X | | X | X | X | | | | | | X | X | |
| Briefings | X | X | | X | X | X | | | | X | X | | X | X | X | X | | | | | | | X | X | X | | |
| Brochures | X | | | | | | | | | | | | X | | X | | | | | | | | | | X | X | |
| Celebratory/Recognition Events | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Changeable Message Signs | | | X | | | | X | X | X | | | | | | | | | X | X | | | | | | | | |
| Construction Message Line | X | X | X | X | X | | X | X | X | X | X | | X | X | X | | X | X | X | X | X | X | X | X | | | |
| Construction Relations Officer | | | X | X | X | | X | X | X | X | | | | | | | | X | X | | | | | | | | |
| Customer Relations Management (CRM) | X | X | X | X | X | | X | X | X | X | X | | X | X | X | | X | X | X | X | X | X | X | X | X | X | X |
| Dedicated Staff | X | | | | | | | | | | | | | | X | | | | | | | | | | | | |
| Door-to-Door Visits | | | | | | | X | | X | | | | | | X | | | | | | | | | | | | |
| Emails | X | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | | |
| Field Office Hours | | | | X | X | X | X | X | X | X | X | | | X | X | | | | | | | | | | | | |
| Flyers | | | | | | | X | X | X | | | | | | X | X | X | X | | | | | | | | | |
| GovDelivery/Salesforce | X | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | | X | X | X | X | | X | X | | | |
| Interpreters | | | | | | | X | X | X | | | | | X | X | X | | | | X | X | | | | | | |
| Local Business Centers/Districts promotion support – ads, outdoor signage, etc. | | | | | | | X | X | X | | | | | | | | X | | | | | | | | | | |
| Media Outreach | | | X | X | | | | X | X | | | | | X | X | | X | X | X | X | X | | | X | | X | X |
| Newsletters | | | | X | X | X | | X | X | X | X | X | | | X | X | | X | X | X | X | X | X | X | X | | |
| Other Groups Meetings | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | | |
| Other Groups Publications | X | X | X | | X | X | X | X | X | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | | |
| Personal Communications | X | X | X | X | X | X | X | X | X | | X | X | X | | | | | | | | | | | | | | |
| Phone Calls | X | X | | X | X | X | X | X | X | | X | X | X | X | X | X | | | X | X | X | | | | | | |
| Presentations | X | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | | X | | X | X | X | X | X | | | |
| Press Events | X | X | | | | | | | | | | | X | X | | | X | | | | | | | | | | |
| Public Meetings/Workshops | | | X | X | X | | | X | X | | | | | | X | | | X | X | X | X | | | | | | |
| Public Service Announcements (PSAs) | | | X | X | | | | | | | | | | | | | | X | X | X | X | | | | X | X | |
| Real Time Information | | | X | X | | | | X | X | X | X | | | X | X | X | | X | X | X | X | | X | X | | | |
| Signage – Construction Areas | | | X | X | X | X | | | X | | | | | | | | | X | X | | | | | | | X | X |
| Signage – Project Corridor | | | X | X | X | X | X | X | X | | | | | | | | | X | X | | | | | | | X | X |
| Social Networking Sites (Facebook/Twitter) | | | X | X | X | X | | X | X | X | X | X | | X | X | | X | X | X | X | X | X | X | X | X | X | X |
| Speaking Engagements, Presentations or Forums | | | | X | X | X | | X | X | X | X | X | | | X | | | | X | X | X | X | X | X | | | |
| Special Contract Provisions (ex. "no work during holiday hours") | | | | | X | X | | X | X | | | | | | X | X | | X | X | | | | | | | | |
| Take One Customer Newsletter | | | | | | | | | | | | | | | | | | | X | | X | X | X | X | | | |
| Television Cable Buys | | | X | X | | | | | | | | | | | | | | | | X | | | | | | X | X |
| Television Community Programming | | | | X | | | | | X | | | | | | X | | | | | | | | | | | | |
| Timepoint Employee Newsletter | | | | | | | | | | X | X | | | | | | | | | | | | | | | | |
| Tours | X | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | | | | X | X | X | X | X | | | |
| Translations | | | | | | | X | X | X | | | | | X | X | | | | | | X | | | | | X | X |
| Visuals | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | | X | X | X | X | X | X | X | X | X |
| Website | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | | X | X | X | X | X | X | X | X | X |
| Web Camera | X | X | | X | X | X | X | X | X | X | X | X | | X | X | X | | | | | | | | | | | |
| Word of Mouth | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |

Appendix - I

List of Public Outreach Meetings hosted by VTA 2021

| Date | Project | Topic | Outreach | Translation Provided |
|-----------|--|--|---|--|
| 2/9/2021 | BART Phase II Downtown-Diridon Community Working Group | Downtown-Diridon Station Area Follow-up Items; CWG Member Report Back; Government Affairs; Phase II Update; Community Engagement; Diridon Station Area Update; Next Steps | Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp | |
| 2/10/2021 | BART Phase II 28 th Street/Little Portugal Community Working Group | 28 th Street/Little Portugal Station Area Follow-up Items; CWG Member Report Back; Government Affairs; Phase II Update; Community Engagement; Diridon Station Area Update; Next Steps | Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp | |
| 2/11/2021 | BART Phase II Santa Clara Community Working Group | Santa Clara Station Area Follow-up Items; CWG Member Report Back; Government Affairs; Phase II Update; Community Engagement; Diridon Station Area Update; Next Steps | Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp | |
| 2/18/2021 | Gilroy TOD | TOD Program Education, Project Consideration, Opportunities, Community Values and Vision | Project webpage www.vta.org/gilroydevelopment Mail, Social Media, Partner, Door- Door, Flyers at Park and Ride, A- Frames, Public spaces, CBO assists, VTA Blog | Facilitated in English – Spanish translation provided |
| 2/24/2021 | Gilroy TOD | TOD Program Education, Project Consideration, Community Values and Vision | Project webpage www.vta.org/gilroydevelopment Mail, Social Media, Partner, Door- Door, Flyers at Park and Ride, A- Frames, Public spaces, CBO assists, VTA Blog | Facilitated in Spanish – English translation provided. Appendix XX – Gilroy TOD Meeting Notice |

Appendix - I

| | | | | |
|-----------|--|--|--|--|
| | | | | Appendix XX – Summary of Gilroy-SP-Day After Report |
| 2/25/2021 | EBRC Stakeholder Working Group Meeting (quarterly) | <ul style="list-style-type: none"> • Next Generation High-Capacity Transit Study • Video rendering of light rail extension • Ocala Area History • Project Status Updates • 2021 SWG Work Plan | Project web page, www.vta.org/eastridgetobart , Project and Policy Advisory Board Stakeholder email/Mailchimp (people who want project emails), partner posts (Council Offices) | |
| 4/22/2021 | Gilroy TOD | Follow up meeting – What we heard, Project Consideration, Community Values and Vision | Project webpage www.vta.org/gilroydevelopment Mail, Social Media, Partner, Door-Door, Flyers at Park and Ride, A-Frames, Public spaces, CBO assists, VTA Blog | Facilitated in Spanish – English translation provided. Intent was to bring the Spanish and English-speaking communities together. We had a noticeable drop in Spanish speaking participants from the previous meeting that was facilitated vs. simultaneous translation. |
| 4/28/2021 | Branham Station TOD | TOD Program Education, Project Consideration, Opportunities, Community Values and Vision | Project webpage www.vta.org/branhamdevelopment Mail, Social Media, Partner, Door-Door, Flyers at Park and Ride, A-Frames, Public spaces, CBO assists, VTA Blog | Mailed notice included Spanish, Vietnamese, Chinese translated text. Meeting was facilitated in English with simultaneous Spanish interpretation. |
| 5/11/2021 | BART Phase II Downtown-Diridon Community Working Group | Downtown-Diridon Station Area ; Follow-up Items; CalMod Update; Phase II Update; Phase II Funding; Phase II Disadvantaged Business Enterprises (DBE) / | Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement | |

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| | | Small Business Enterprises (SBE) Opportunities; Real Estate & Transit-Oriented Development; Community Outreach; CWG Member Report Out; Review Action Items and Next Meeting Dates | Stakeholder/Mailchimp | |
| 5/12/2021 | BART Phase II Community Working Group Meeting | 28 th Street/Little Portugal Station Follow-up Items; En Movimiento Update; Phase II Update; Phase II Funding; Phase II Disadvantaged Business Enterprises (DBE) / Small Business Enterprises (SBE) Opportunities; Real Estate & Transit-Oriented Development; Community Outreach; CWG Member Report Out; Review Action Items and Next Meeting Dates | Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp | |
| 5/13/2021 | BART Phase II Santa Clara Community Working Group | Santa Clara Station Area Follow-up Items; CalMod Update; Phase II Update; Phase II Funding; Phase II Disadvantaged Business Enterprises (DBE) / Small Business Enterprises (SBE) Opportunities; Real Estate & Transit-Oriented Development; Community Outreach; CWG Member Report Out; Review Action Items and Next Meeting Dates | Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp | |
| 6/9/2021 | US 101/SR 25 | Proposed project introduction, phased approach, share proposed designs and discuss. Additionally: Quarterly updates are provided to the Mobility Partnership . The Mobility Partnership provides policy oversight and direction to VTA staff and the Council of San Benito County Governments regarding potential mobility improvements between US 101 and I-5 in southern Santa Clara and northern San Benito Counties. | Mail, Social Media, Nextdoor, partner postings, VTA Blog, CBO assists, VTA webpage/project page www.vta.org/sr25 , utilized outreach and connections developed through Gilroy TOD outreach. | Facilitated in English with simultaneous Spanish interpretation |

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| 6/24/2021 | EBRC Stakeholder Working Group Meeting (quarterly) | <p>May meeting was postponed following the mass shooting tragedy at VTA's rail yard on 5/26/2021:</p> <p>Topics:</p> <ul style="list-style-type: none"> • Tree removal and mitigation • Construction Schedule – funding from RM3 • Overview of bridge construction • Project Status Updates • Community Outreach overview • Utilities Relocation Presentation | <p>Project web page, www.vta.org/eastridgetobart, Project and Policy Advisory Board Stakeholder email/Mailchimp, partner posts (Council Offices)</p> | |
| 8/25/2021 | US 101/Trimble | <p>Introduce the project, project benefits, construction schedule, construction impacts.</p> | <p>Project web page www.vta.org/trimbleimprovement notices, mailed notices, door-door/businesses, partner posts from City of San Jose, City of Santa Clara, Caltrans, VTA blog, social media, and NextDoor</p> | <p>Facilitated in English with simultaneous Spanish interpretation.</p> |
| 8/26/2021 | EBRC Stakeholder Working Group Meeting (quarterly) | <ul style="list-style-type: none"> • Community Outreach review • Project Status Updates • Station Art Enhancements Program • Noise and Vibration from Construction • Policy Advisory Board Update | <p>Project web page, www.vta.org/eastridgetobart, Project and Policy Advisory Board Stakeholder email/Mailchimp, partner posts (Council Offices)</p> | |
| 9/21/2021 | BART Phase II Downtown-Diridon Community Working Group | <p>Downtown-Diridon Station Area Follow-up Items; CalMod Update; Phase II Update; Phase II Project Delivery Methods; Look & Feel of the Stations; Station Access & Circulation; Community Outreach; CWG Member Report Out; Review Action Items and Next Meeting Dates</p> | <p>Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement</p> <p>Stakeholder/Mailchimp</p> | |
| 9/22/2021 | Branham and Capitol Station TOD | <p>TOD Program Education, Project Consideration, Opportunities at both sites, Community Values and Vision</p> | <p>Mail, Social Media, Partner, Door-Door, Flyers at Park and Ride, A-</p> | <p>Mailed notice included Spanish, Vietnamese, Chinese translated text.</p> |

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| | | | Frames, Public spaces, CBO assists, VTA Blog, stakeholder briefings www.vta.org/branhamdevelopment www.vta.org/capitoldevelopment | Meeting was facilitated in English with simultaneous Spanish interpretation. |
| 9/22/2021 | BART Phase II Community Working Group Meeting | 28 th Street/Little Portugal Station Follow-up Items; Phase II Update; Phase II Project Delivery Methods; Look & Feel of the Station; Five Wounds Urban Villages Plan Update & 28th Street/Little Portugal Station Design Development Framework; Station Access & Circulation; CWG Member Report Out; Review Action Items and Next Meeting Dates | Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp | |
| 9/23/2021 | BART Phase II Santa Clara Community Working Group | Santa Clara Station Area Follow-up Items; Phase II Update; Phase II Project Delivery Methods; Look & Feel of the Station; Station Access & Circulation; Community Outreach; CWG Member Report Out; Review Action Items and Next Meeting Dates | Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp | |
| 10/27/2021 | BART Phase II Community Meeting | <ul style="list-style-type: none"> • Project overview and updates • Stations • Additional Project Elements • Contracting Methodology • Early Construction Activities • Community Outreach • Next Steps | Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement Stakeholder/Mailchimp | |
| 10/28/2021 | Berryessa/North San Jose TOD | TOD Program Education, <ul style="list-style-type: none"> • Project Consideration, Opportunities at both sites, Community Values and Vision | Project webpage: www.vta.org/berryessadevelopment Mail, Social Media, Partner, Door-Door, Flyers, A-Frames, Public spaces, CBO assists, VTA Blog, stakeholder briefings | Mailed notices and presentations provided in Spanish, Vietnamese, and Chinese. Simultaneous translation was |

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| | | | | provided in Spanish, Vietnamese, and Chinese. |
| 10/30/2021 | BART Phase II Community Meeting | <ul style="list-style-type: none"> • Project overview and updates • Stations • Additional Project Elements • Contracting Methodology • Early Construction Activities • Community Outreach • Next Steps | <p>Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement</p> <p>Stakeholder/Mailchimp</p> | Facilitated in Spanish. |
| 11/3/2021 | BART Phase II Community Meeting | <ul style="list-style-type: none"> • Project overview and updates • Stations • Additional Project Elements • Contracting Methodology • Early Construction Activities • Community Outreach • Next Steps | <p>Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement</p> <p>Stakeholder/Mailchimp</p> | Facilitated in Vietnamese |
| 11/4/2021 | BART Phase II Community Meeting | <ul style="list-style-type: none"> • Project overview and updates • Stations • Additional Project Elements • Contracting Methodology • Early Construction Activities • Community Outreach • Next Steps | <p>Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement</p> <p>Stakeholder/Mailchimp</p> | Facilitated in Portuguese |
| 11/17/2021 | BART Phase II Community Working Group Meeting-Combined Groups | <ul style="list-style-type: none"> • 28th Street/Little Portugal Station • Downtown-Diridon Station • Santa Clara Station | <p>Project webpage https://www.vta.org/projects/bart-sv/phase-ii/public-engagement</p> <p>Stakeholder/Mailchimp</p> | |
| 11/18/2021 | EBRC Stakeholder Working Group Meeting (quarterly) | <ul style="list-style-type: none"> • Community Outreach Review • Project updates • Utility Relocation | <p>Project web page, www.vta.org/eastridgetobart, Project and Policy Advisory Board</p> | |

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| | | <ul style="list-style-type: none">• Vibration/Noise moderating/mitigation plan | Stakeholder email/Mailchimp, partner posts (Council Offices) | |
|--|--|--|--|--|

This snapshot does not include table, guest speaker, celebratory, or pop-up events, etc.

Online Community Meeting Gilroy Transit Center Transit Oriented Development

February 18 and 24, 2021

**Zoom video and teleconference links for both meetings
are provided at the end of this notice.**

The Santa Clara Valley Transportation Authority (VTA) would like to invite you to a community meeting about a proposed Transit-Oriented Development (TOD) located at VTA's Gilroy Transit Center. The property is located next to the Gilroy Caltrain Station, on Monterey Highway and 7th Street in Gilroy. VTA is considering a TOD project that could provide additional affordable housing in the area.

This meeting will provide you with an opportunity to learn about VTA's TOD program. VTA wants to hear from you and is very interested in your ideas and feedback for this site and encourages your participation at this meeting.

This meeting will be held in English on February 18, and then will be repeated in Spanish on February 24, 2021. Individuals who require other language translation are requested to contact VTA Community Outreach at (408) 321-7575/TTY (408) 321-2330, or email community.outreach@vta.org, by February 11, 2021. Visit www.vta.org/gilroydevelopment for additional project information and to sign up for project updates.



See below how to participate, RSVP (encouraged, but not mandatory) and more information.

Community Meeting – English • 2/18/21, 6:00 p.m.
gilroy-tod-community-meeting.eventbrite.com

Community Meeting – Spanish • 2/24/21, 6:00 p.m.
reunion-comunitaria-gilroy-tod.eventbrite.com

Community Meeting

Community Meeting – English

2/18/21 6:00 p.m.

Community Meeting – Spanish

2/24/21 6:00 p.m.

Reunión Comunitaria en línea Centro de transbordos Gilroy Transit Center Construcción Orientada al Transporte Público

24 de febrero de 2021: español

Los enlaces de video y teleconferencia de Zoom para ambas reuniones se proporcionan al final de este aviso.

Santa Clara Valley Transportation Authority (VTA) desea invitarlo a una reunión comunitaria sobre un Proyecto de Construcción Orientada al Transporte Público (TOD) ubicado en el centro de trasbordos Gilroy Transit Center perteneciente a VTA. La propiedad se localiza junto a la estación Gilroy de Caltrain, entre Monterey Highway y 7th Street en Gilroy. VTA está considerando un proyecto TOD que podría proporcionar viviendas asequibles adicionales en el área.

Esta reunión le brindará la oportunidad de informarse sobre el programa TOD de VTA. VTA quiere escucharlo y estamos muy interesados en sus ideas y comentarios para este lugar y lo invitamos a participar en esta reunión.

La reunión se llevará a cabo en inglés el 18 de febrero y luego se repetirá en español el 24 de febrero de 2021. Se solicita a las personas que necesiten traducción en otro idioma que se comuniquen con la oficina de Alcance a la Comunidad de VTA, llamando al (408) 321-7575 / TTY (408) 321 -2330, o enviando un correo electrónico a community.outreach@vta.org, antes del 11 de febrero de 2021. Visite: www.vta.org/gilroydevelopment para obtener información adicional sobre el proyecto y registrarse para recibir actualizaciones del proyecto.

A continuación puede ver la manera sobre cómo participar, confirmar su asistencia (se recomienda, pero no es obligatorio) y más información.

Reunión Comunitaria – Ingles • 2/18/21, 6:00 p.m.

gilroy-tod-community-meeting.eventbrite.com

Reunión Comunitaria – Español • 2/24/21, 6:00 p.m.

reunion-comunitaria-gilroy-tod.eventbrite.com

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Community Outreach “Day After” Report

| | |
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| Submitted by | Jolene Bradford |
| Date submitted: | 3/4/2021 |
| Meeting date, time, and location: | Thursday, February 18, 2021 6:00 p.m.. Zoom and live stream via SCVTA/YouTube |
| Organization Sponsor: | VTA |
| Topic presented/discussed: | Gilroy Station TOD-Project Update |
| How was meeting noticed? | <p>VTA – COPE</p> <ul style="list-style-type: none"> • Mailer ½ mile radius from Gilroy Transit Center, included residents, businesses, absentee property owners - 3165 • A-Frames Notices at Gilroy Transit Center (2/8) • Flyer Vehicles at parked at the transit center and on the street – 75 (2/8) • Flyer Drop - business across the street and adjacent to transit center - 34 (2/8) • Next Door Posts in Spanish (2/9; 2/17; 2/22)-16,083/ 47 Neighborhoods • VTA Blog (2/12) • Social Media Posts (Facebook, Twitter) (2/17) • Flyer in Spanish (2/19) • Spanish Flyer Drop – Gardner South County Health Center – 100 (2/23) <p>Via VTA COPE – City of Gilroy outreach included reaching out to:</p> <ul style="list-style-type: none"> • Chamber of Commerce • Downtown Business Association • COB’s • Gilroy City Council <ul style="list-style-type: none"> ○ Tracked additional sharing from <ul style="list-style-type: none"> ▪ Councilmember Zach Hilton – His own words in English and Spanish (2/17) ▪ Mayor Marie Blankley <p>Additional City of Gilroy Communications Team, led by Rachelle Bedell, shared VTA’s notice:</p> <ul style="list-style-type: none"> • Gilroy Weekly Newsletter 2/12 • Weekly email 2/16 • Gilroy City Social Media Posts (These are in addition to VTA’s Social Media Posts on Nextdoor, FB, Twitter, Linked-In) <ul style="list-style-type: none"> ○ Next Door 2/16 ○ FB 2/16 ○ Instagram 2/16 • Shared Spanish Flyer with city staff (2/23) <p>Gilroy communications team is working closely with the Spanish speaking community and currently focused on COVID and vaccination effort</p> <p>VTA Board Secretary</p> <ul style="list-style-type: none"> • VTA Board of Directors |

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| | <ul style="list-style-type: none"> • VTA committees <p>Community Facilitator Jorge Mendoza reached out to the following to support VTA's outreach effort.</p> <ul style="list-style-type: none"> • Carry the Vision • San Ysidro Nueva Vida • Un Nuevo Amanecer Gilroy • Iglesia Catolica Santa Maria (I think Catholic Church of Santa Maria) • Cancer survivors • Community leaders • Families and businesses located in between Alexander, Egleberry, 7th Street, and 10th Streets |
| Length of presentation/meeting: | 111 minutes |
| Meeting attendees: | Attendee List is attached – Zoom 105; YouTube Live 3 (staff & Interpreters subtracted from meeting attendees) |
| Demographic estimate: | Residents, business owners, CBO's, Housing Advocates. |
| Special accommodations: | None Requested |
| Title VI, Limited English Proficiency (LEP) Outreach: | Meeting notice, Next Door Post in Spanish. This meeting was conducted in Spanish. There was an English interpretation room available. |
| Presentation format: | PowerPoint |
| Media present: | |
| Elected officials present: | Council Member Rebeca Armendariz |
| Key attendees: | Consuelo Hernandez – Santa Clara County, Office of Supported Housing Diana Castillo – Santa Clara County, Office of Supported Housing Andrew Barnes – Santa Clara County, Office of Supported Housing |
| VTA staff present: | Jolene Bradford – Community Outreach Kathleen Podrasky – Community Outreach Jessie Solis – Real Estate Jessica Hitchcock – Real Estate Janet Smith-Heimer - Real Estate Janice Soriano-Ramos – Planning |
| Consulting team present: | Bruce Brubaker Cliff Lau Ricardo Pozos Angelica Garcia Jorge Mendoza – Community Facilitator Rebecca Garcia – Community Facilitator |
| Materials provided at event: | |
| Questions/Comments: (Questions answered by staff) | Chat log and meeting notes attached. |
| Meeting Pictures: | None – YouTube video available www.vta.org/gilroydevelopment |

Office of Civil Rights (OCR)
Santa Clara Valley Transportation Authority
3331 North First Street, Building B-2
San Jose, Ca 95134-1906
(408) 952-8901
www.vta.org



Section 6: Language Access Plan

Consistent with Title VI of the Civil Rights Act of 1964, the DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), 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 are limited English proficient (LEP). The recipient shall develop an assistance plan to address the identified needs of the LEP population(s) it services.

The four-factor analysis included in the 2022 Language Access Plan Update identifies appropriate language assistance measures needed to improve access to Santa Clara Valley Transportation Authority (VTA) services and benefits by limited English proficient persons (LEP). The four-factor analysis is taken from guidance provided by the Department of Transportation, and it is used to ensure that information on VTA's customers who are LEP has been validated amongst several data sources. It further establishes that the needs and concerns of individuals who are LEP and use VTA are taken into account in future projects in order to both maintain and improve their access to services.

VTA supports the goal of the DOT's LEP Guidance to provide meaningful access to its services for LEP persons. This Language Access Plan (LAP) update, attached as Exhibit 4, reflects LEP compliance by VTA and its continuous efforts to comply fully with the USDOT/FTA guidelines, ***“Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons; A Handbook for Public Transportation Providers” (April 13, 2007)***. The 2022 LAP Plan update assesses language needs in the VTA service area which includes Santa Clara countywide transportation planning, including services to the cities of Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San Jose, Santa Clara, Saratoga, and Sunnyvale.

Language Access Plan

October 6, 2022



Submitted by:

Office of Civil Rights (OCR)

Santa Clara Valley Transportation Authority

3331 North First Street, Building B-2

San Jose, CA 95134-1906

(408) 952-8901

www.vta.org

Executive Summary

The Santa Clara Valley Transportation Authority (VTA) is an independent special district which provides sustainable, accessible, community-focused transportation options that are innovative, environmentally responsible, and promote the vitality of the Region. VTA provides bus, light rail, and paratransit services throughout Santa Clara County and is a recipient of funding from the federal government. As such, VTA must comply with strict federal requirements under Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. National origin discrimination can occur when individuals with limited English proficiency (LEP) are not given meaningful access to the information and services provided by funding recipients.

In 2000, Executive Order 13166 further emphasized this requirement by explicitly prohibiting practices that discriminate against LEP populations by failing to provide meaningful access to individuals who, because of their national origin, may be limited English proficient. The Department of Justice released additional guidance for funding recipients which defined limited English proficiency as “a limited ability to read, write, speak, or understand English.” According to the U.S. Census, a person is considered to have limited English proficiency if they “speak English less than ‘very well’.” In 2012, the Department of Transportation released Circular 4702.1B to provide specific guidance on how recipients can comply with Title VI requirements. This guidance contains a four-factor analysis which provides recipients with information that should be used to ensure equal access for LEP populations to all the recipient’s programs and activities. This analysis requires recipients to examine the needs of LEP populations, and to determine whether it is necessary to provide additional language services to improve their level of access. The four-factor analysis in this document is taken from guidance provided by the Department of Transportation, and it is used to ensure that information on VTA’s customers who are LEP has been validated amongst several data sources. It further establishes that the needs and concerns of individuals who are LEP and use VTA are considered in future projects to maintain and improve their access to services.

VTA has created a Language Access Plan (LAP) as it is committed to maintaining strict compliance with Title VI. The following update was conducted to reexamine the language needs within VTA’s service area since the previous LAP was released in 2020. The information provided in this plan update includes what languages are currently spoken most frequently in VTA’s service area, which VTA services are utilized most often, how VTA customers get information about public transportation, and if customers experience any barriers to accessing VTA services. VTA’s LAP is used in conjunction with the Public Participation Plan as guidance on how to communicate most effectively with its customers, assist VTA staff in conducting outreach to individuals who are LEP, and soliciting feedback from the community on a continual basis.

VTA’s community outreach efforts as part of this update included the administration of a survey that was designed to show trends within the community, and to identify any

potential difficulties faced by LEP populations relating to VTA's services, programs, or activities. The survey was translated into 18 languages other than English and was administered in a variety of settings. The survey examined what languages are frequent, the level of English-speaking ability, and if customers experience any language barriers to accessing VTA services.

While the results of the survey administered to LEP individuals have limited validity due to the small number of responses (75 in total), there are some noteworthy trends: A quarter of all respondents experience language barriers when buying tickets and when using VTA services. Over one third of all respondents report language barriers when attempting to retrieve information about VTA services, programs, and projects. One fifth of LEP survey takers experience language barriers when attending public meetings. Over one third of the LEP individuals describe their ability to speak English as "not very well" or "not at all"; 30 percent their ability to understand English as "not very well" or "not at all". Fifty-five percent are aware of language services offered through the Customer Services hotline and when requesting language assistance for public meetings. Survey takers were asked about their transportation preferences: 84 percent use VTA buses and 35 percent VTA Light Rail. Seventy-nine percent find bus services and 67 percent Light Rail services very important. Forty-eight percent are between 18 and 44 years old and 17 percent are over the age of 65 years. Forty-one percent are Hispanic or Latino and 25 percent are Asian. Sixty-four percent earn less than \$75,000, with almost one third of respondents earning less than \$25,000. Asked about preferences in receiving and seeking information, 75 percent reported using VTA websites often or sometimes, and 43 percent use Google's search engine often. Almost 30 percent call VTA's customer service hotline from time to time and almost one fifth receives community updates through their respective community centers. Only 13 percent read the newspaper or listen to the radio daily, whereas 32 percent often check on Facebook or LinkedIn for updates. 16 percent get their information from traditional news outlets such as TV, newspaper, and radio, but social media is catching up: 10 percent use social media daily as news outlet and another 14 percent use these channels often. This means VTA will continue to make use of various channels (VTA websites and emails, traditional news outlets, and social media marketing) to reach a wide audience in diverse languages and provide opportunities for the public to give feedback or ask questions in their native voices.

In addition to the information provided through the survey, this update also incorporates the most recently available American Community Survey data (U.S. Census data) dated 2016–2020, and data from language line services utilized by VTA's customer service call center. This information will continue to be utilized by VTA to ensure that all members of the community have meaningful access to its services, regardless of their level of English proficiency.

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Foreword – Present pandemic

The pandemic that began in 2020 disrupted vital activities for residents of Santa Clara County, including for VTA riders. As a result, the inequities that were longstanding in healthcare, housing, economic stability, and transportation were brought into focus.

Even accounting for the federal, state, and local interventions that aimed to maintain social distancing, residents still needed to travel for essential means; work, preventative health appointments, to care for a loved one. All of this happened even as the environment around riders remained uncertain.

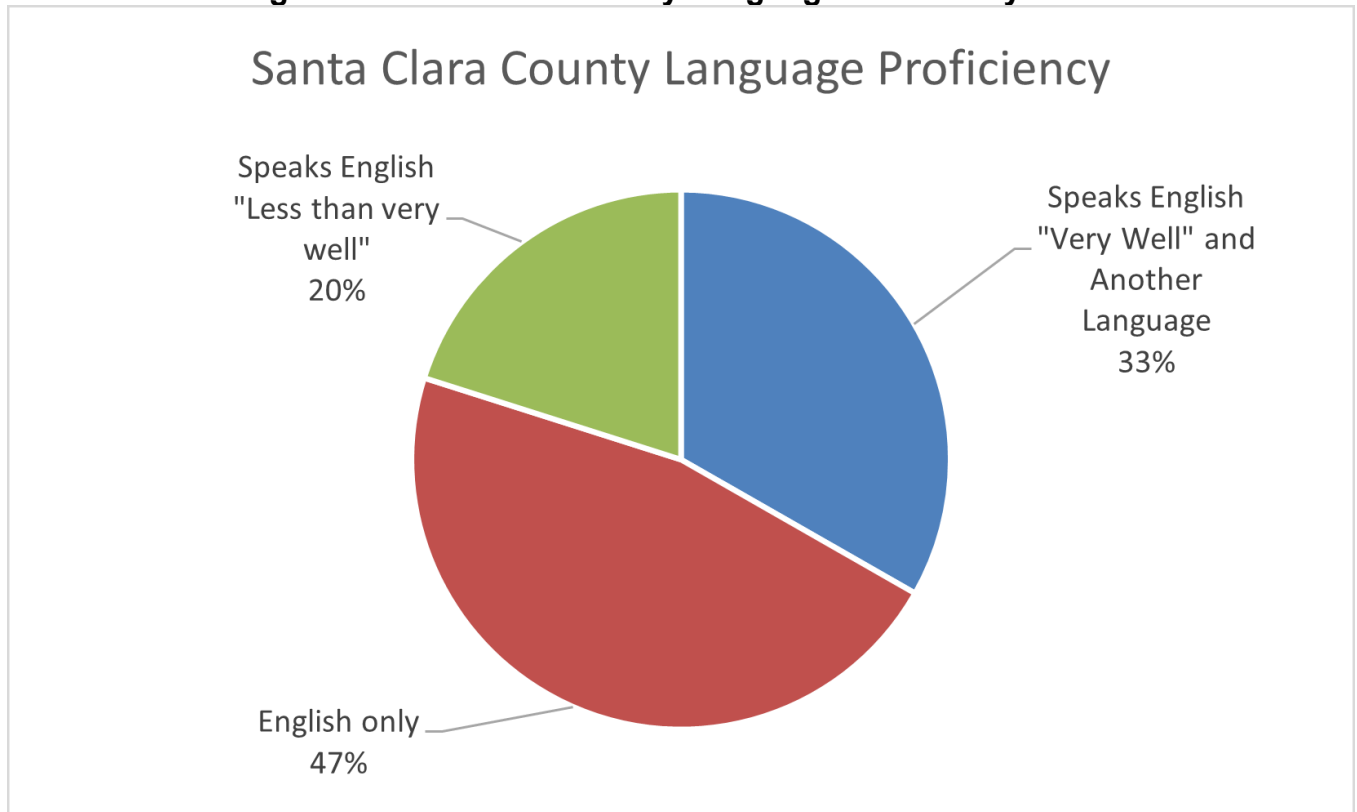
Between April 2021 and June 2022, more than 200 members of the community were transported to their COVID vaccine appointments through VTA's paratransit service. Most were referred through community-based organizations that Santa Clara County reached through a weekly vaccine stakeholder meeting with more than 100 organizations representing the Latinx, LGBTQIA+, small business, and labor community. In this same vein, VTA continues to seek ways to ensure access that is meaningful to the public.

Introduction

VTA is an independent special district that provides sustainable, accessible, community-focused transportation options that are innovative, environmentally responsible, and promote the vitality of the region. VTA provides bus, light rail and paratransit operations; congestion management; highway improvement projects, and countywide transportation planning. The agency provides these services throughout Santa Clara County and surrounding areas, including the cities of Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San Jose, Santa Clara, Saratoga and Sunnyvale.

According to the 2016–2020 American Community Survey (ACS) data used in this Language Access Plan, completed in accordance with the Federal Title VI Circular (FTA C 4702.1B), the amount of VTA's service population comprised of people who are Limited English Proficient (LEP) is 20 percent of the overall population of Santa Clara County (see Figure 1). In 2022, 354,229 out of all 1,816,606 people that live in Santa Clara County are individuals who are LEP. This indicates a significant LEP population in the region, considering the percentage of LEP individuals in California overall is 17.4 percent and for the U.S. overall, it is 8.2 percent.

Figure 1: Santa Clara County Language Proficiency



Source: US Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

Title VI Organizational Commitment

VTA is committed to ensuring its regulatory requirements under Title VI are met. The organization is structured such that oversight and management of regulatory compliance, policy development, training, reporting, and monitoring of all anti-discrimination policies as it relates to Title VI and limited English proficiency are centralized in one department: the Office of Civil Rights, under the Office of the General Manager.

With respect to Title VI, VTA will:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on communities who have been marginalized, and those who earn a low income.
- Promote full and fair participation of all affected populations in transportation decision-making.
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit marginalized populations or low-income populations.

- Ensure meaningful access to programs and activities by individuals who have limited English proficiency.

Authority and Guidance

Title VI of the Civil Rights Act of 1964, 42 U.S.C. §§ 2000d, et seq. provides that no person 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.”

Executive Order 13166 was issued on August 11, 2000: “Improving Access to Services for Persons with Limited English Proficiency.” Under that order, funding recipients are forbidden from “restrict[ing] an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program” or from “utilize[ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.” According to the Federal Transit Administration’s (FTA) brochure on limited English proficiency, “different treatment based on a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination.”

Circular 4702.1B explains the administrative and reporting requirements for recipients and sub recipients of FTA financial assistance to comply with Title VI and its executive orders on limited English proficiency and environmental justice. Chapter V of the Circular “provides program specific guidance for recipients that provide service to geographic areas with a population of 200,000 people or greater under 49 U.S.C. § 5307.”

The FTA’s publication “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers,” provides technical guidance to assist public transportation providers with implementing “DOT LEP Guidance, Federal Register, vol. 70, no. 239, pp. 74087-74100, December 14, 2005.”

VTA’s Language Access Plan details the four-factor analysis and implementation plan completed to comply with requirements of Department of Transportation (DOT) LEP guidance.

Furthermore, Circular 4703.1, which was approved on August 15, 2012, provides updated guidance on including environmental justice principles into plans, projects, and activities for recipients of FTA financial assistance. Although the purpose and requirements of Title VI and environmental justice are different, depending on the circumstances, they are often both required and complimentary focuses of plans, projects, and activities. Environmental justice requires that recipients of FTA financial assistance, “avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority

populations and low-income populations.”

Four-Factor Analysis

VTA’s Language Access Plan update reflects information and input received as of August 12, 2022. This information was obtained through community outreach in the form of a survey to include feedback from individuals who use VTA services, the most up-to-date American Community Survey data (U.S. Census data) dated 2016 to 2020, and data from language line services utilized by VTA’s customer service call center. The survey results help VTA incorporate viewpoints of people who have limited English proficiency (LEP) in VTA’s service area within Santa Clara County.

VTA seeks input from language groups meeting FTA’s Safe Harbor Provision. This provision indicates that transit agencies translate vital documents into languages spoken by LEP populations represented by 5 percent or 1,000 individuals, whichever is less, of a transit agency’s overall service population. Vital documents may include documents such as written notices of rights, consent and complaint forms, and intake and application forms. VTA has created a Vital Documents Plan that outlines how it prioritizes translations.

Because of the large size of Santa Clara County’s population, (1,816,606 people according to 2016 – 2020 American Community Survey data), there are 18 languages that meet this Safe Harbor criteria for Santa Clara County, further reflecting the great diversity within VTA’s service area. The languages that fit these criteria are listed below:

1. Spanish
2. Vietnamese
3. Chinese
4. Korean
5. Tagalog
6. Punjabi
7. Hindi
8. Russian
9. Telugu
10. Tamil
11. Arabic
12. Farsi
13. Japanese
14. Khmer (Cambodian)
15. Portuguese
16. Somalian
17. Tigrinya
18. Amharic

This Language Access Plan promotes and guides VTA’s continuous LEP outreach efforts. VTA will continue to meet with LEP organizations to engage with community

members and update the LAP as we obtain feedback.

VTA has conducted and continues to conduct the following analysis using the four factors identified in the Department of Transportation LEP Guidance:

- Factor 1:** Identifying the number and proportion of persons who are LEP that are served or encountered in the eligible service population
- Factor 2:** Determining the frequency with which individuals who are LEP come into contact with VTA's programs, activities, and services
- Factor 3:** Gauging the importance of VTA's programs, activities, and services to persons who are LEP
- Factor 4:** Assessing the current resources available and the costs to provide language assistance

Identification of Individuals who are LEP

For the first step of the four-factor needs assessment, the individuals who would be considered LEP are defined as those persons who reported to the U.S. Census Bureau that they "Speak English less than 'very well'."

According to the 2016 – 2020 American Community Survey data used in this document, completed in accordance with the Federal Title VI Circular (FTA C 4702.1B), 20 percent of VTA's service population is LEP.

After looking at VTA specific data, the 2017 On-Board Passenger Survey showed that the typical VTA passenger is a minority youth from a low-income household: More than half of VTA passengers (41.5 percent) have a household income of less than \$40,000. The largest percentage of VTA passengers is from the 18- to 34-year-old group (53.8 percent). Forty-three percent speak another language than English at home. Of those, 81.3 percent said that they speak English "well" or "very well."

Factor 1: The Number and Proportion of Persons who are LEP that are Served or Encountered in the Eligible Service Populations

Task 1, Step 1: Prior experiences with individuals who are LEP

This step involves reviewing the relevant benefits, services, and information provided by VTA and determining the extent to which individuals who are LEP have come into contact with these functions.

Call Center Data

This information has been collected for the period between March 2020 and June 2022 through phone record data from language line, a service available through VTA's call center that provides interpreters in the safe harbor languages of VTA's service area. This data is significant because it shows which languages VTA staff encounters the most through its call center, and in turn, likely reflects the languages most present in our service area. By having this information, we can tailor our services in a way that meets the needs of our diverse community.

Table 1: Language Line Data – 2020

| | Language | Number of Calls (percent) | Percent of Minutes | Average Length (Minutes) |
|----|------------|------------------------------|-----------------------|-----------------------------|
| 1 | Spanish | 70.2 | 62.0 | 7.2 |
| 2 | Vietnamese | 11.7 | 11.5 | 8.0 |
| 3 | Mandarin | 10.1 | 15.2 | 12.3 |
| 4 | Cantonese | 2.0 | 3.8 | 15.1 |
| 5 | Russian | 1.8 | 2.8 | 12.3 |
| 6 | Farsi | 1.4 | 0.2 | 9.3 |
| 7 | Korean | 0.7 | 0.3 | 9.4 |
| 8 | Malayalam | 0.7 | 0.3 | 11.4 |
| 9 | Hindi | 0.3 | 0.0 | 9.3 |
| 10 | Tagalog | 0.2 | 0.1 | 12.5 |
| 11 | Punjabi | 0.1 | 0.1 | 18.0 |
| 12 | Thai | 0.1 | 0.0 | 3.0 |
| 13 | Tigrigna | 0.1 | 0.8 | 7.0 |
| 14 | Burmese | 0.1 | 0.1 | 7.0 |

Source: VTA Language Line Data, March 2020 to December 2020

As reflected in Table 1, between March 2020 and December 2020, customers who spoke 14 different languages requested assistance through VTA's call center. Spanish speaking callers represented 70.2 percent of those who requested assistance. Vietnamese speakers represented 11.7 percent of all calls, Mandarin speakers represented 10.1 percent of all calls, and Cantonese speakers represented 2.0 percent of all calls. The remaining 10 languages amounted to 5.5 percent of all language line calls collectively.

Table 2: Language Line Data – 2021

| | Language | Number of Calls (percent) | Percent of Minutes | Average Length (Minutes) |
|----|-----------------|--------------------------------------|-------------------------------|---------------------------------|
| 1 | Spanish | 63.6 | 57.0 | 7.7 |
| 2 | Vietnamese | 11.2 | 11.7 | 9.0 |
| 3 | Mandarin | 17.5 | 19.5 | 9.6 |
| 4 | Tagalog | 0.5 | 0.3 | 6.4 |
| 5 | Cantonese | 1.5 | 3.1 | 18.6 |
| 6 | Farsi | 1.5 | 2.0 | 11.8 |
| 7 | Amharic | 0.5 | 0.7 | 12.4 |
| 8 | Arabic | 0.3 | 0.5 | 14.3 |
| 9 | Burmese | 0.1 | 0.2 | 17.0 |
| 10 | Croatian | 0.1 | 0.0 | 3.0 |
| 11 | Hindi | 0.5 | 0.6 | 11.4 |
| 12 | Khmer | 0.1 | 0.2 | 19.0 |
| 13 | Korean | 0.6 | 1.1 | 15.1 |
| 14 | Punjabi | 0.8 | 1.4 | 14.3 |
| 15 | Russian | 1.0 | 1.1 | 9.5 |
| 16 | Tamil | 0.1 | 0.0 | 4.0 |
| 17 | Tigrigna | 0.2 | 0.3 | 12.5 |
| 18 | Toishane | 0.1 | 0.1 | 12.0 |
| 19 | Tongan | 0.1 | 0.1 | 13.0 |

Source: VTA Language Line Data, Calendar Year 2021

As reflected in Table 2, during calendar year 2021, customers who spoke 19 different languages requested assistance. Roughly 63.6 percent of all callers who requested assistance spoke Spanish. Mandarin speakers represented 17.5 percent of all calls, Vietnamese speakers approximately 11.2 percent, and Cantonese speakers represented 1.5 percent of all calls. The remaining 17 languages represented 6.1 percent of all language line calls collectively.

Finally, in Table 3 between January 2022 and June 2022, customers who spoke 14 different languages requested assistance. 60.3 percent of all callers who requested assistance spoke Spanish. Vietnamese speakers represented 15.9 percent of all calls, Mandarin speakers represented 12.3 percent of all calls, and Cantonese speakers represented 3.7 percent of all calls. The remaining 10 languages represented approximately 7 percent of all language line calls collectively.

Table 3: Language Line Data – 2022

| | Language | Number of Calls (percent) | Percent of Minutes | Average Length (Minutes) |
|----|-----------------|--------------------------------------|-------------------------------|---------------------------------|
| 1 | Spanish | 60.3 | 52.0 | 7.9 |
| 2 | Vietnamese | 15.9 | 14.4 | 8.3 |
| 3 | Mandarin | 12.3 | 12.9 | 9.6 |
| 4 | Cantonese | 3.7 | 11.3 | 27.9 |
| 5 | Russian | 2.3 | 2.6 | 10.1 |
| 6 | Farsi | 2.0 | 2.6 | 12.2 |
| 7 | Korean | 1.2 | 0.9 | 7.2 |
| 8 | Malayalam | 0.6 | 1.3 | 20.0 |
| 9 | Hindi | 0.6 | 0.6 | 9.7 |
| 10 | Tagalog | 0.4 | 0.6 | 14.0 |
| 11 | Punjabi | 0.2 | 0.1 | 6.0 |
| 12 | Thai | 0.2 | 0.1 | 7.0 |
| 13 | Tigrigna | 0.2 | 0.4 | 21.0 |
| 14 | Burmese | 0.2 | 0.2 | 9.0 |

Source: VTA Language Line Data, January 2022 to June 2022

The top three languages routed to the Language Line Service—Spanish, Vietnamese, and Mandarin Chinese—remained consistent throughout 2020, 2021, and 2022. Translation in Croatian was only requested in 2021. The differences in data between 2020, 2021, and 2022 can be explained by the fact that when compared, languages other than the top five comprise less than 7 percent of all calls that were routed to the Language Line. Because of this, the sample size is small. As such, the variability is likely to be high.

Task 1, Step 2: Data from the U.S. Census Bureau

The Federal Transit Administration (FTA) identifies data collected by the US Census Bureau as a primary data source. Their American Community Survey (ACS), conducted annually, uses smaller samples than the decennial census, which makes the data less representative but affords more current estimates. For this assessment, the one-year estimate from 2019 for geographic units called Public Use Microdata Areas (PUMA) was used to analyze population estimates of LEP individual populations in Santa Clara County, which comprises most of VTA’s service area. The census data used throughout this document is 2016–2020 American Community Survey (ACS). This data is available online at <https://data.census.gov/cedsci/>. The ACS data collection operations were significantly impacted during the COVID-19 pandemic which prevented data collection from certain segments of the population, making data less representative of the U.S. population. Therefore, the release of 5-year estimates is delayed in order to refine Census methodology reducing the impact of the nonresponse bias on the estimates and to ensure the methodology performed appropriately at various levels of geography^[OBJ]. Data obtained from the 2016–2020 ACS for individuals over five years of age is the most current census data which indicates the languages spoken in VTA’s service area. The top five non-English languages spoken in Santa Clara County households are shown in Table 4 below. It is important to note, however, that the data reflected in this

table includes people who are proficient in English, not just individuals who have limited English proficiency (LEP).

Table 4: Top Five Non-English Languages Spoken in Santa Clara County

| | Language | Estimate # of LEP Speakers | Percent of Total Population |
|----------|--------------------------------|-----------------------------------|------------------------------------|
| 1 | Spanish | 118,954 | 6.57% |
| 2 | Chinese (Mandarin & Cantonese) | 78,198 | 4.32% |
| 3 | Vietnamese | 75,218 | 4.15% |
| 4 | Tagalog | 19,062 | 1.05% |
| 5 | Korean | 10,719 | 0.59% |

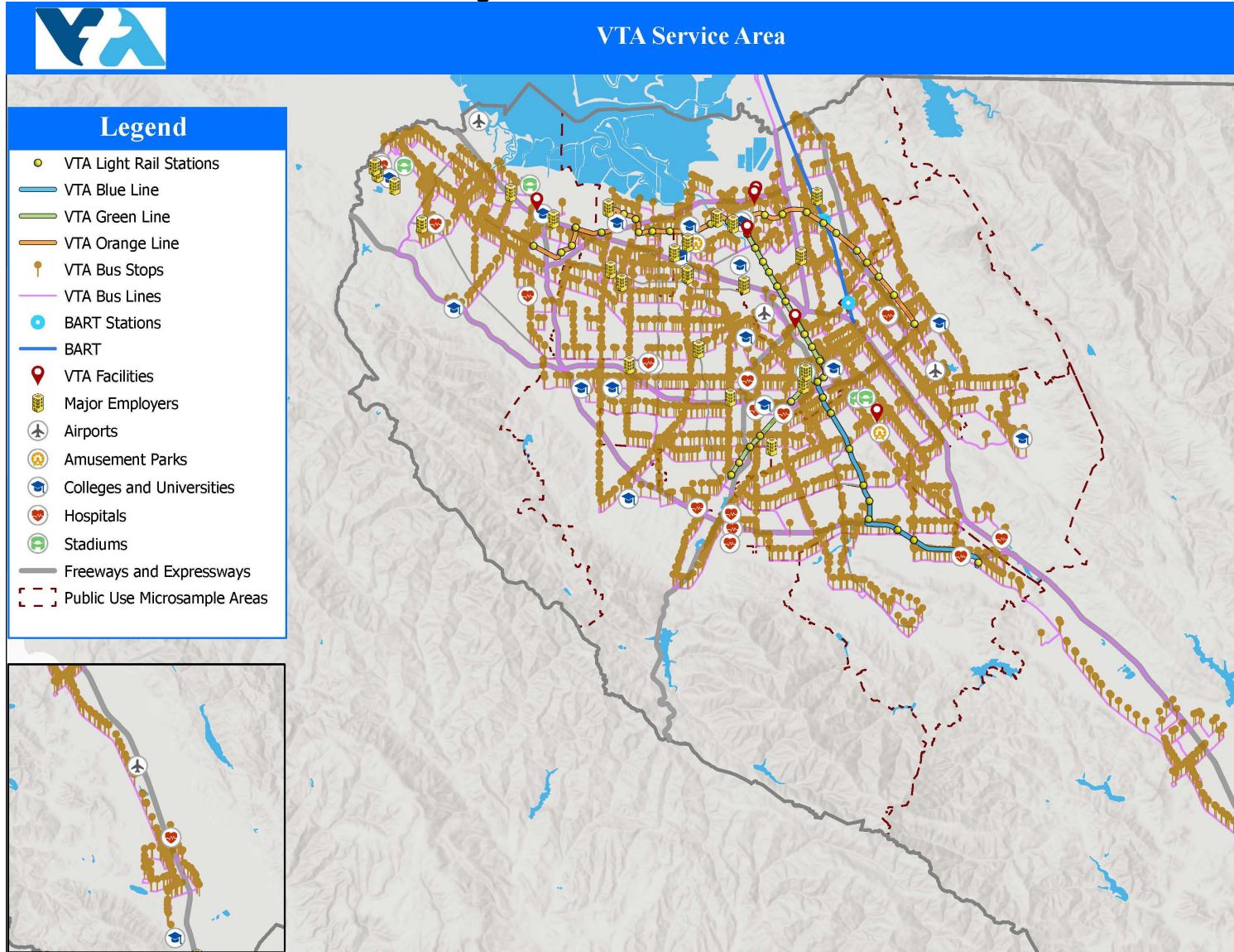
Source: US Census Bureau, 2016-2020 American Community Survey, 5-Year Estimates (Language Category: Persons over the age of 5 years who speak English “less than very well”)

The data shown in Table 4 has the same top five languages represented by the top five LEP groups in Santa Clara County, as noted by 2016 – 2020 ACS data.

Task 1, Step 2A: Geographic boundaries of the VTA service area

The following map (Figure 2) shows the public use microsample areas (PUMAs) and major life activity centers for the service area VTA encompasses. VTA’s primary service area is Santa Clara County.

Figure 2: VTA Service Area



Task 1, Step 2B: Obtain Census data on the LEP population in your service area

This step involves using the Census Bureau Data to obtain information showing the population that is Limited English Proficient (LEP) in VTA's service area. Individuals who are considered LEP are those who "Speak English less than 'very well'." Although call center data had variations from the previous years' data, the data below shows fairly consistent data compared to 2010-2014 American Community Survey (ACS) data analyzed in the previous LAP submission. This can probably be explained by the fact that ACS data is collected for considerably more people than VTA's call center can reflect.

Table 5: Population of Individuals who are LEP in VTA Service Area
(Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over)

| Language | Estimated number of persons | Margin of Error | Percent of Total Population |
|--|-----------------------------|-----------------|-----------------------------|
| Total: | 1,816,606 | ±390 | 100.00% |
| Speak only English | 830,761 | ±17,538 | 45.73% |
| Spanish: | 319,936 | ±10,443 | 17.61% |
| Speak English "very well" | 205,177 | ±9,370 | 11.29% |
| Speak English less than "very well" | 114,759 | ±6,193 | 6.32% |
| French (incl. Cajun): | 9,368 | ±2,901 | 0.52% |
| Speak English "very well" | 8,552 | ±2,783 | 0.47% |
| Speak English less than "very well" | 816 | ±426 | 0.04% |
| Haitian: | 230 | ±217 | 0.01% |
| Speak English "very well" | 40 | ±65 | 0.00% |
| Speak English less than "very well" | 190 | ±189 | 0.01% |
| Italian: | 3,424 | ±1,067 | 0.19% |
| Speak English "very well" | 2,733 | ±896 | 0.15% |
| Speak English less than "very well" | 691 | ±428 | 0.04% |
| Portuguese: | 9,129 | ±2,380 | 0.50% |
| Speak English "very well" | 7,047 | ±2,125 | 0.39% |
| Speak English less than "very well" | 2,082 | ±695 | 0.11% |
| German: | 10,210 | ±3,057 | 0.56% |
| Speak English "very well" | 8,917 | ±2,639 | 0.49% |
| Speak English less than "very well" | 1,293 | ±624 | 0.07% |
| Yiddish, Pennsylvania Dutch or other West Germanic languages: | 1,603 | ±754 | 0.09% |
| Speak English "very well" | 1,179 | ±609 | 0.06% |
| Speak English less than "very well" | 424 | ±386 | 0.02% |
| Greek: | 2,380 | ±1,503 | 0.13% |
| Speak English "very well" | 1,865 | ±1,447 | 0.10% |
| Speak English less than "very well" | 515 | ±366 | 0.03% |

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|---|---------------|---------------|--------------|
| Russian: | 17,197 | ±3,094 | 0.95% |
| Speak English "very well" | 10,640 | ±2,039 | 0.59% |
| Speak English less than "very well" | 6,557 | ±1,744 | 0.36% |
| Polish: | 1,536 | ±695 | 0.08% |
| Speak English "very well" | 1,110 | ±558 | 0.06% |
| Speak English less than "very well" | 426 | ±394 | 0.02% |
| Serbo-Croatian: | 4,523 | ±2,777 | 0.25% |
| Speak English "very well" | 3,719 | ±2,425 | 0.20% |
| Speak English less than "very well" | 804 | ±551 | 0.04% |
| Ukrainian or other Slavic languages: | 1,209 | ±757 | 0.07% |
| Speak English "very well" | 881 | ±598 | 0.05% |
| Speak English less than "very well" | 328 | ±269 | 0.02% |
| Armenian: | 1,172 | ±864 | 0.06% |
| Speak English "very well" | 801 | ±562 | 0.04% |
| Speak English less than "very well" | 371 | ±396 | 0.02% |
| Persian (incl. Farsi, Dari): | 16,140 | ±3,716 | 0.89% |
| Speak English "very well" | 9,976 | ±2,324 | 0.55% |
| Speak English less than "very well" | 6,164 | ±1,861 | 0.34% |
| Gujarati: | 10,195 | ±2,514 | 0.56% |
| Speak English "very well" | 8,605 | ±2,223 | 0.47% |
| Speak English less than "very well" | 1,590 | ±713 | 0.09% |
| Hindi: | 40,563 | ±3,851 | 2.23% |
| Speak English "very well" | 35,015 | ±3,698 | 1.93% |
| Speak English less than "very well" | 5,548 | ±1,263 | 0.31% |
| Urdu: | 5,570 | ±2,171 | 0.31% |
| Speak English "very well" | 4,771 | ±1,821 | 0.26% |
| Speak English less than "very well" | 799 | ±790 | 0.04% |
| Punjabi: | 13,782 | ±4,360 | 0.76% |
| Speak English "very well" | 9,520 | ±3,413 | 0.52% |
| Speak English less than "very well" | 4,262 | ±1,403 | 0.23% |
| Bengali: | 4,054 | ±1,576 | 0.22% |
| Speak English "very well" | 3,359 | ±1,288 | 0.18% |
| Speak English less than "very well" | 695 | ±560 | 0.04% |
| Nepali, Marathi, or other Indic languages: | 13,498 | ±2,704 | 0.74% |
| Speak English "very well" | 11,552 | ±2,212 | 0.64% |
| Speak English less than "very well" | 1,946 | ±1,025 | 0.11% |
| Other Indo-European languages: | 4,209 | ±1,304 | 0.23% |
| Speak English "very well" | 3,735 | ±1,225 | 0.21% |
| Speak English less than "very well" | 474 | ±363 | 0.03% |
| Telugu: | 17,372 | ±3,728 | 0.96% |

| | | | |
|--|----------------|----------------|--------------|
| Speak English "very well" | 16,391 | ±3,681 | 0.90% |
| Speak English less than "very well" | 981 | ±455 | 0.05% |
| Tamil: | 19,560 | ±3,322 | 1.08% |
| Speak English "very well" | 18,297 | ±3,179 | 1.01% |
| Speak English less than "very well" | 1,263 | ±620 | 0.07% |
| Malayalam, Kannada, or other Dravidian languages: | 12,816 | ±2,873 | 0.71% |
| Speak English "very well" | 11,963 | ±2,640 | 0.66% |
| Speak English less than "very well" | 853 | ±587 | 0.05% |
| Chinese (incl. Mandarin, Cantonese): | 176,552 | ±9,274 | 9.72% |
| Speak English "very well" | 99,698 | ±6,442 | 5.49% |
| Speak English less than "very well" | 76,854 | ±5,576 | 4.23% |
| Japanese: | 10,858 | ±2,265 | 0.60% |
| Speak English "very well" | 6,414 | ±1,507 | 0.35% |
| Speak English less than "very well" | 4,444 | ±1,265 | 0.24% |
| Korean: | 24,171 | ±4,261 | 1.33% |
| Speak English "very well" | 12,916 | ±2,917 | 0.71% |
| Speak English less than "very well" | 11,255 | ±2,381 | 0.62% |
| Hmong: | 567 | ±382 | 0.03% |
| Speak English "very well" | 492 | ±348 | 0.03% |
| Speak English less than "very well" | 75 | ±130 | 0.00% |
| Vietnamese: | 122,296 | ±10,483 | 6.73% |
| Speak English "very well" | 50,568 | ±5,945 | 2.78% |
| Speak English less than "very well" | 71,728 | ±6,636 | 3.95% |
| Khmer: | 2,235 | ±892 | 0.12% |
| Speak English "very well" | 784 | ±361 | 0.04% |
| Speak English less than "very well" | 1,451 | ±776 | 0.08% |
| Thai, Lao, or other Tai-Kadai languages: | 3,273 | ±1,216 | 0.18% |
| Speak English "very well" | 1,242 | ±523 | 0.07% |
| Speak English less than "very well" | 2,031 | ±1,114 | 0.11% |
| Other languages of Asia: | 7,558 | ±2,215 | 0.42% |
| Speak English "very well" | 5,151 | ±1,646 | 0.28% |
| Speak English less than "very well" | 2,407 | ±1,067 | 0.13% |
| Tagalog (incl. Filipino): | 60,721 | ±6,985 | 3.34% |
| Speak English "very well" | 39,913 | ±4,526 | 2.20% |
| Speak English less than "very well" | 20,808 | ±3,927 | 1.15% |
| Ilocano, Samoan, Hawaiian, or other Austronesian languages: | 11,042 | ±2,521 | 0.61% |
| Speak English "very well" | 7,055 | ±1,639 | 0.39% |
| Speak English less than "very well" | 3,987 | ±1,423 | 0.22% |

| | | | |
|---|--------------|---------------|--------------|
| Arabic: | 6,888 | ±1,993 | 0.38% |
| Speak English "very well" | 5,445 | ±1,695 | 0.30% |
| Speak English less than "very well" | 1,443 | ±817 | 0.08% |
| Hebrew: | 6,126 | ±1,964 | 0.34% |
| Speak English "very well" | 5,531 | ±1,870 | 0.30% |
| Speak English less than "very well" | 595 | ±372 | 0.03% |
| Amharic, Somali, or other Afro-Asiatic languages: | 9,512 | ±3,134 | 0.52% |
| Speak English "very well" | 6,364 | ±2,276 | 0.35% |
| Speak English less than "very well" | 3,148 | ±1,446 | 0.17% |
| Yoruba, Twi, Igbo, or other languages of Western Africa: | 712 | ±495 | 0.04% |
| Speak English "very well" | 684 | ±494 | 0.04% |
| Speak English less than "very well" | 28 | ±46 | 0.00% |
| Swahili or other languages of Central, Eastern, and Southern Africa: | 353 | ±556 | 0.02% |
| Speak English "very well" | 295 | ±466 | 0.02% |
| Speak English less than "very well" | 58 | ±94 | 0.00% |
| Navajo: | 371 | ±612 | 0.02% |
| Speak English "very well" | 371 | ±612 | 0.02% |
| Speak English less than "very well" | 0 | ±216 | 0.00% |
| Other Native languages of North America: | 363 | ±378 | 0.02% |
| Speak English "very well" | 277 | ±321 | 0.02% |
| Speak English less than "very well" | 86 | ±142 | 0.00% |
| Other and unspecified languages: | 2,571 | ±1,760 | 0.14% |
| Speak English "very well" | 2,221 | ±1,481 | 0.12% |

Source: US Census Bureau, 2016-2020 American Community Survey

Task 1, Step 2C: Data Analysis

Based on 2016-2020 census (ACS) data that has been collected, the languages most frequently spoken by individuals who are LEP in Santa Clara County must be determined.

According to 2016-2020 ACS data, there are 18 safe harbor languages (represented by 5 percent or 1,000 LEP individuals, whichever is less, of the overall service population) for Santa Clara County. Table 5 shows LEP populations in Santa Clara County that meet this criterion. As shown in Table 5, for VTA's service area, 985,845 persons over the age of five years (54.27 percent) do not only speak English at home, compared to 830,761 (45.73 percent) who speak English only. The following percentages are based on the total number of individuals who are LEP in Santa Clara County: Spanish (37.20 percent), Vietnamese (19.79 percent), Chinese (17.68 percent), Tagalog (5.34 percent), and Korean (3.31 percent). Although more people in VTA's service area speak Hindi, more Korean speakers are LEP.

Table 6: The Top Five Languages Spoken by LEP Individuals

| 2016 | 2020 | 2022 |
|---------------------------------|---------------------------------|---------------------------------|
| Spanish (136,084 individuals) | Spanish (114,357 individuals) | Spanish (118,954 individuals) |
| Vietnamese (72,377 individuals) | Chinese (76,649 individuals) | Chinese (78,198 individuals) |
| Chinese (64,674 individuals) | Vietnamese (72,736 individuals) | Vietnamese (75,218 individuals) |
| Tagalog (19,525 individuals) | Tagalog (16,833 individuals) | Tagalog (19,062 individuals) |
| Korean (12,108 individuals) | Korean (9,927 individuals) | Korean (10,719 individuals) |

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

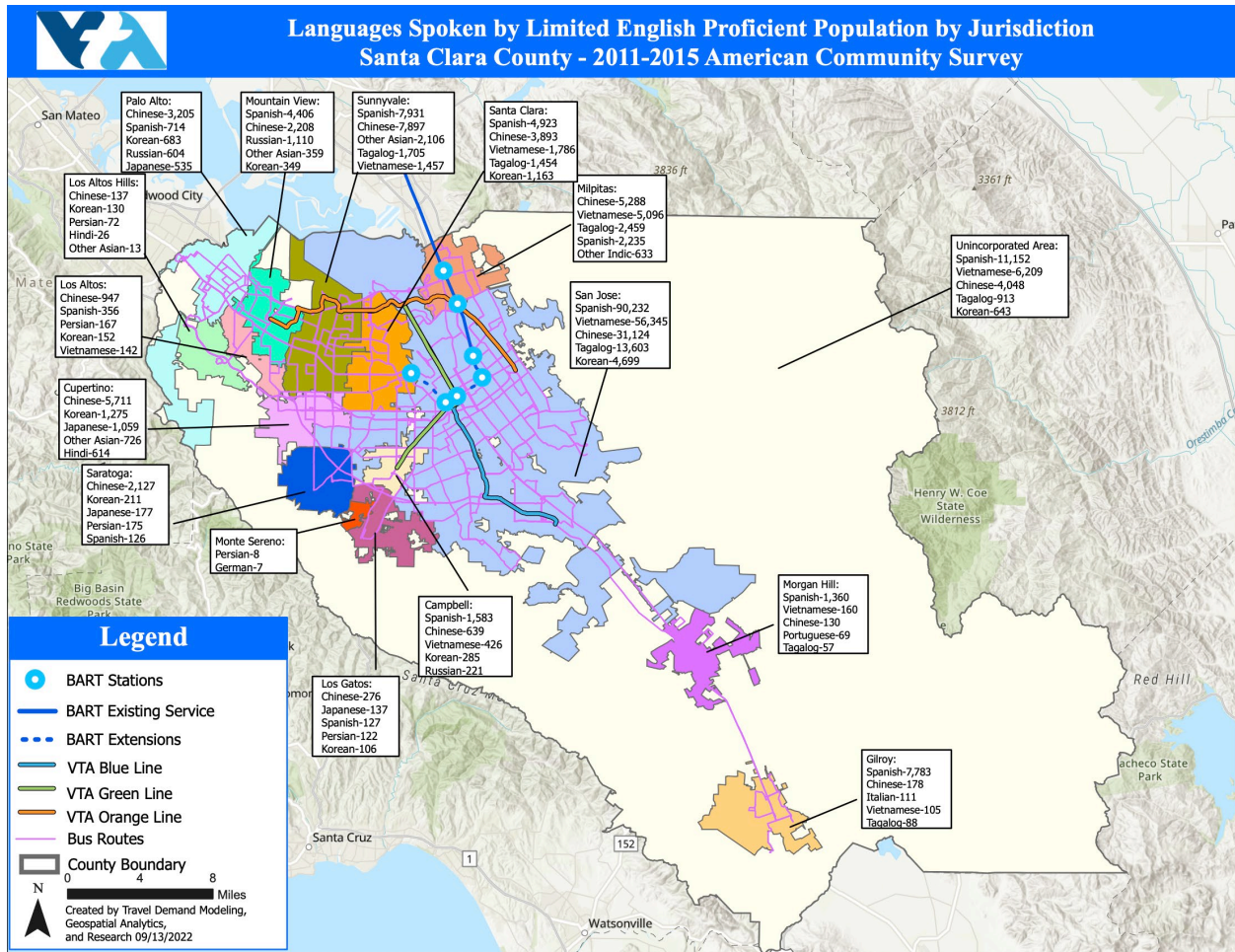
Table 6 shows the top five languages spoken by LEP individuals. In 2020, the second most spoken language by LEP individuals changed from Vietnamese to Chinese. This has remained the same as of June 2022, when the latest 5-year estimates were released. Between the last LAP submission in 2020 and this one, there were three new counties that met the 100,000-population threshold for this analysis. Even so, the data in Table 7 for California counties shows that Santa Clara County had one of the highest percentages of individuals over the age of five who speak languages other than English. Los Angeles County followed by Monterey County had the highest percentages.

Table 8 (see appendix G) includes 2016 - 2020 American Community Survey (ACS) data on the number of individuals who are limited English proficient (LEP), sorted by language, for cities with access to VTA services. This table shows the languages VTA will most likely encounter since a large portion of its customers live in these cities. This data shows that San Jose, the city with largest total population in Santa Clara County, also has the largest number of individuals who are limited English proficient. San Jose is the only city with a French-Creole and a Hungarian-speaking LEP population, and together with Mountain View the only cities with a Yiddish-speaking population. All cities combined, individuals who are LEP represent 34 languages in addition to several subcategories of languages not specified in the US Census.

Table 9 lists information on the top five languages for LEP populations of each city with available census data (2010-2014 ACS). Consistent with data for Santa Clara County overall, the top language for LEP populations in four of the seven cities listed is Spanish.

The map shown in Figure 3 gives indications how VTA should plan its outreach efforts with a particular emphasis on the different languages it may encounter in each city.

Figure 3: Languages Spoken by Limited English Proficient Population



Source: US Census Bureau, 2016-2020 American Community Survey, Table B16001: 5-year estimates based on 2015 data

Table 7: State of California (by County with Population Over 100,000)
 (Percent of Persons Over 5 Years Who Speak Non-English Languages)

| Geographic Area | Percent |
|------------------------|----------------|
| California | 43.9% |
| County | |
| Alameda County | 45.7% |
| Butte County | 15.5% |
| Contra Costa County | 35.3% |
| El Dorado County | 11.7% |
| Fresno County | 44.2% |
| Humboldt County | 11.8% |
| Imperial County | 75.1% |
| Kern County | 43.9% |
| Kings County | 41.6% |
| Los Angeles County | 56.1% |
| Madera County | 45.1% |
| Marin County | 21.1% |
| Merced County | 52.5% |
| Monterey County | 54.7% |
| Napa County | 34.2% |
| Orange County | 45.2% |
| Placer County | 15.1% |
| Riverside County | 41.1% |
| Sacramento County | 32.4% |
| San Bernardino County | 41.7% |
| San Diego County | 37.0% |
| San Francisco County | 42.6% |
| San Joaquin County | 40.5% |
| San Luis Obispo County | 17.1% |
| San Mateo County | 45.6% |
| Santa Barbara County | 40.1% |
| Santa Clara County | 53.4% |
| Santa Cruz County | 32.4% |
| Shasta County | 8.6% |
| Solano County | 29.1% |
| Sonoma County | 25.9% |
| Stanislaus County | 42.6% |
| Tulare County | 51.0% |
| Ventura County | 37.9% |
| Yolo County | 36.4% |

Source: US Census Bureau, 2016-2020 American Community Survey 5-Year Estimates

Table 8: Top Five Languages of Populations that are LEP in Cities within Santa Clara County
(Population 5 Years and Over)

| Cupertino | | Milpitas | | Mountain View | | Palo Alto | | San Jose | | Santa Clara | | Sunnyvale | |
|--------------------------|--------|----------------------------|--------|----------------------------|--------|----------------------------|--------|----------------------------|---------|----------------------------|--------|----------------------------|--------|
| Pacific Island languages | 20,837 | Pacific Island languages | 22,619 | Pacific Island languages | 40,321 | Pacific Island languages | 38,273 | Pacific Island languages | 405,382 | Pacific Island languages | 53,496 | Pacific Island languages | 61,031 |
| Chinese: | 5,968 | Vietnamese: | 5,629 | Spanish or Spanish Creole: | 4,748 | Chinese: | 3,125 | Spanish or Spanish Creole: | 92,657 | Spanish or Spanish Creole: | 4,811 | Spanish or Spanish Creole: | 7,908 |
| Korean: | 1,129 | Chinese | 5,622 | Navajo: | 4,748 | Spanish or Spanish Creole: | 769 | Navajo: | 92,657 | Navajo: | 4,811 | Navajo: | 7,908 |
| Japanese: | 844 | Tagalog | 2,670 | Chinese: | 2,669 | Navajo: | 769 | Vietnamese: | 60,363 | Chinese: | 4,080 | Chinese: | 7,361 |
| Hindi: | 618 | Spanish or Spanish Creole: | 2,245 | Russian: | 1,219 | Korean: | 683 | Chinese: | 32,946 | Vietnamese | 1,715 | Other Asian languages: | 2,005 |

Source: US Census Bureau, 2016-2020 American Community Survey, Table B16001: 5-year estimates based on 2015 data

Linguistic Isolation:

Linguistic isolation occurs when all members of a household over the age of 14 have some difficulty with English. As shown in Table 9 below, 11.3 percent of all households in Santa Clara County are linguistically isolated as of the review period. The largest group of people who are linguistically isolated speak Asian and Pacific Island languages at 27.2 percent, followed by Spanish speakers at 19.7 percent. This data helps VTA staff identify which language groups in its service area may experience linguistic isolation and thus would require the assistance of translation and interpretation services.

There is a possibility that there will be variations between this data and what is true now, eight years later. Unfortunately, this data was not available at the time of publishing. However, the Office of Civil Rights will monitor data releases as early as September 2022 when the American Community Survey releases more data to keep its analysis current.

Table 9: Linguistic Isolation in Santa Clara County

(No household member aged 14 or older speaks only English or speaks English very well)

| Subject | Estimate | Margin of Error |
|------------------------------------|-----------------|------------------------|
| All households | 11.3% | +/-0.2 |
| Households speaking: | | |
| - Spanish | 19.7% | +/-0.8 |
| - Other Indo-European languages | 11.0% | +/-0.8 |
| - Asian & Pacific Island languages | 27.2% | +/-0.7 |
| - Other languages | 16.0% | +/-2.1 |

Source: US Census Bureau, 2010-2014 American Community Survey

Task 1, Step 2D: Identification of concentrations of persons who are LEP within service area

This step involves working with VTA staff who access Geographic Information System (GIS) mapping to obtain maps that show the concentration of individuals who speak each of the top 5 non-English languages in Santa Clara County.

Santa Clara County has 15 cities. Of those cities, San Jose has the largest population and the largest concentration of persons who are LEP. Figure 4 on the next page depicts VTA's concentration areas of individuals who are LEP in proximity to light rail and bus routes. Figures 5 through 9 depict LEP populations by language, census tract, and proximity to light rail and bus routes.

Figure 10 depicts school district boundaries. In addition to data for LEP populations in the VTA service area, since VTA also enforces Environmental Justice policies in its programs and services, this document also contains maps of the VTA service area which display low-income and minority population concentrations in Figure 11 and Figure 12, respectively.

Figure 5: Number of Spanish Speaking Persons – VTA Service Area

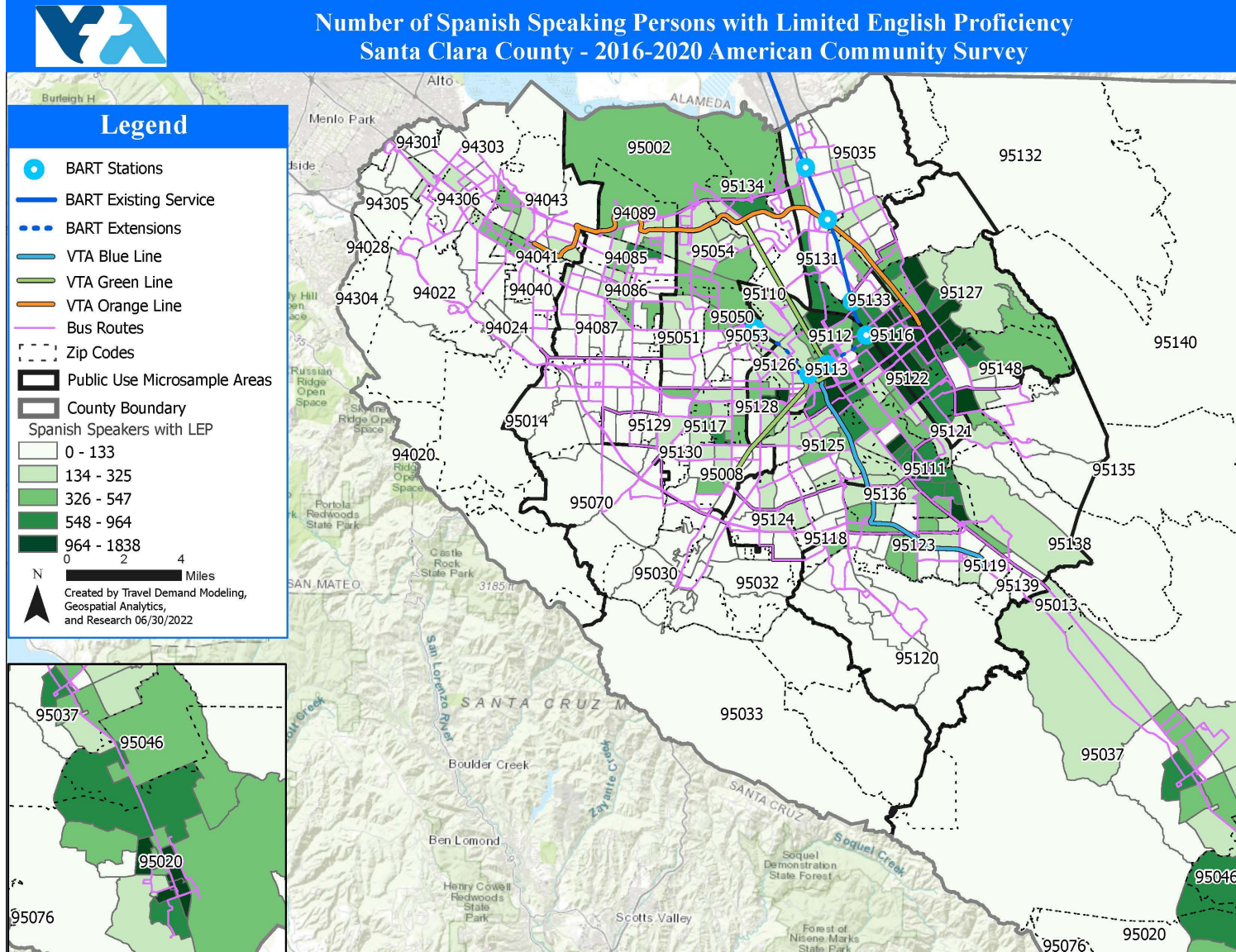


Figure 6: Number of Vietnamese Speaking Persons – VTA Service Area

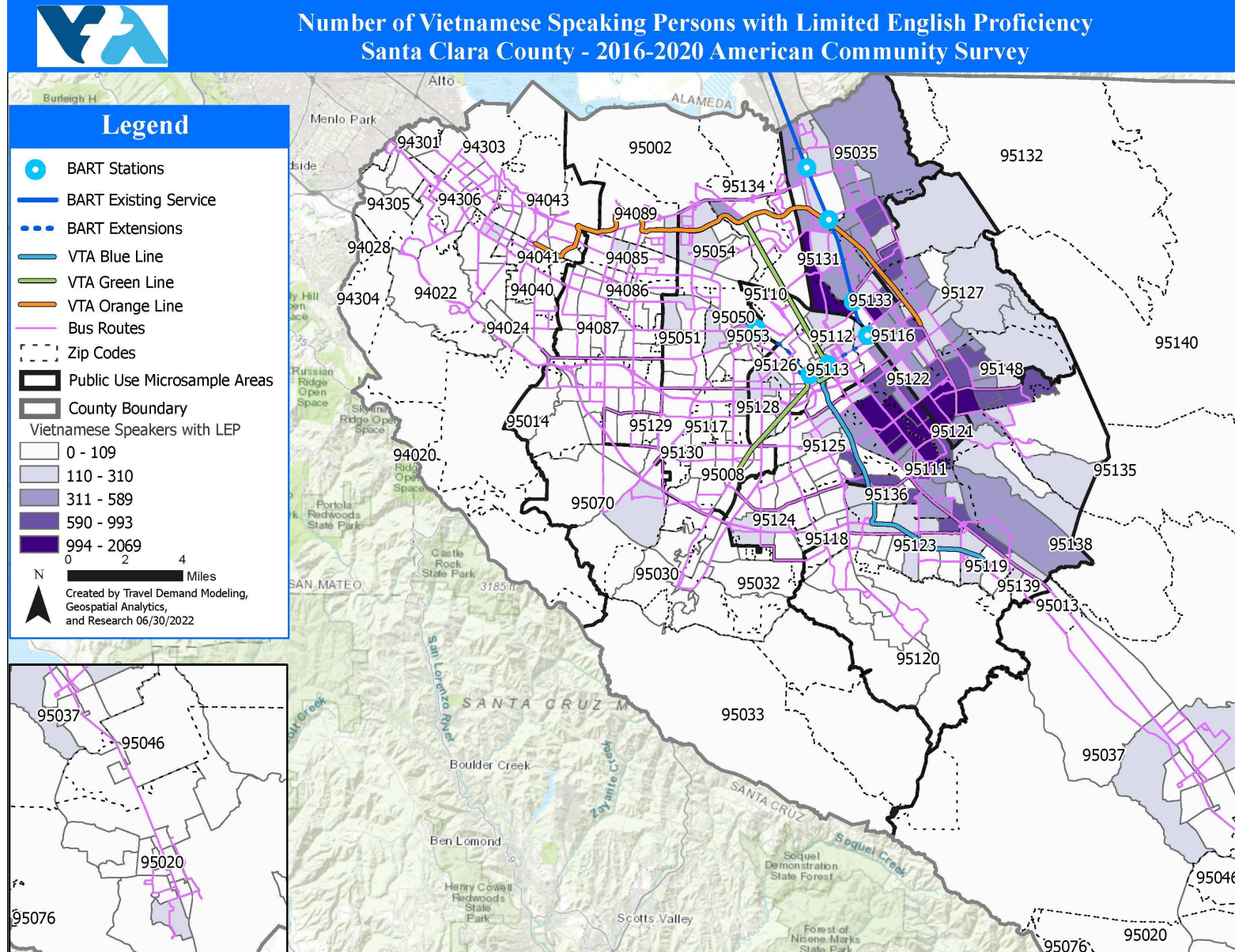


Figure 7: Number of Chinese Speaking Persons – VTA Service Area

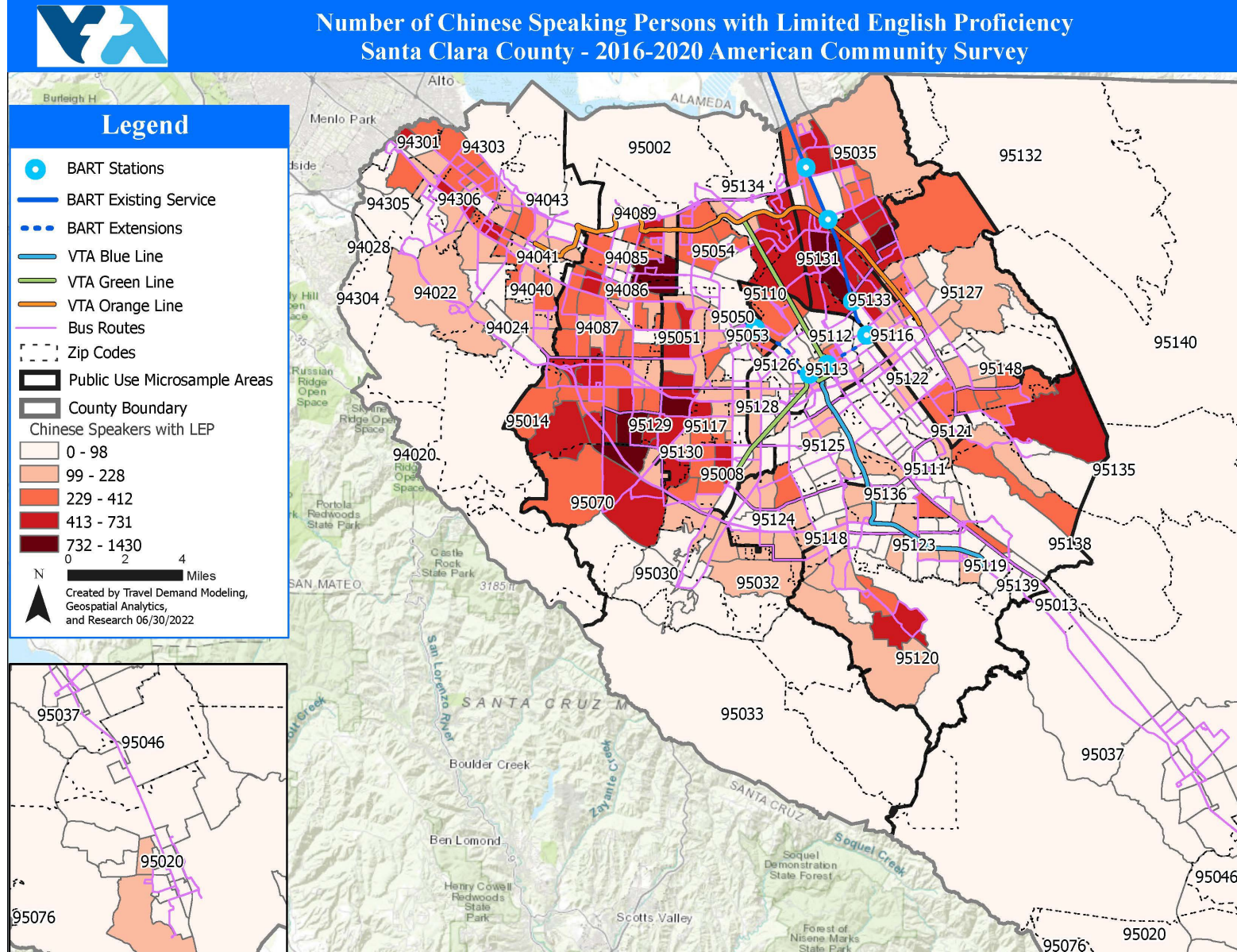


Figure 9: Number of Korean Speaking Persons – VTA Service Area

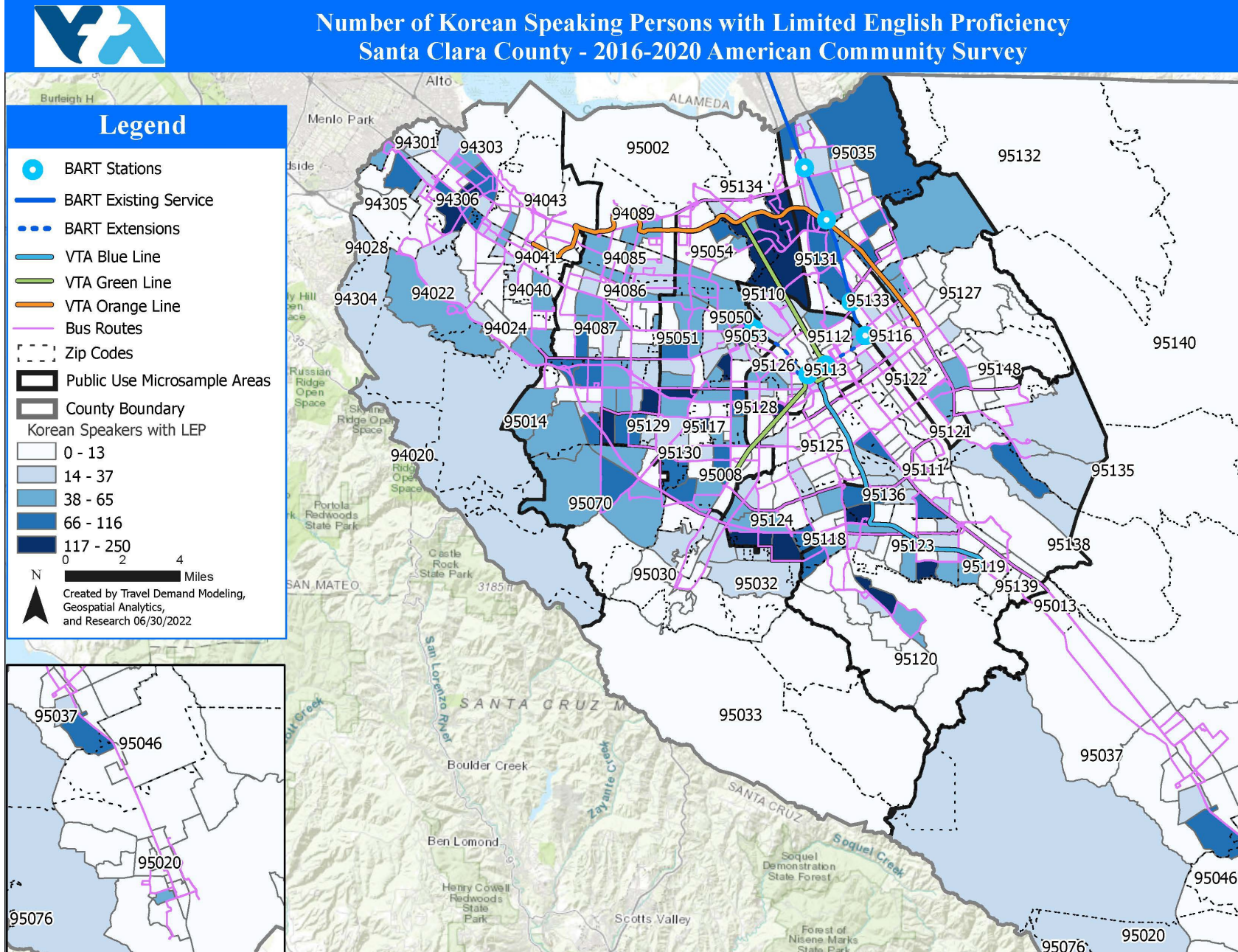


Figure 10: VTA Service Area School Districts

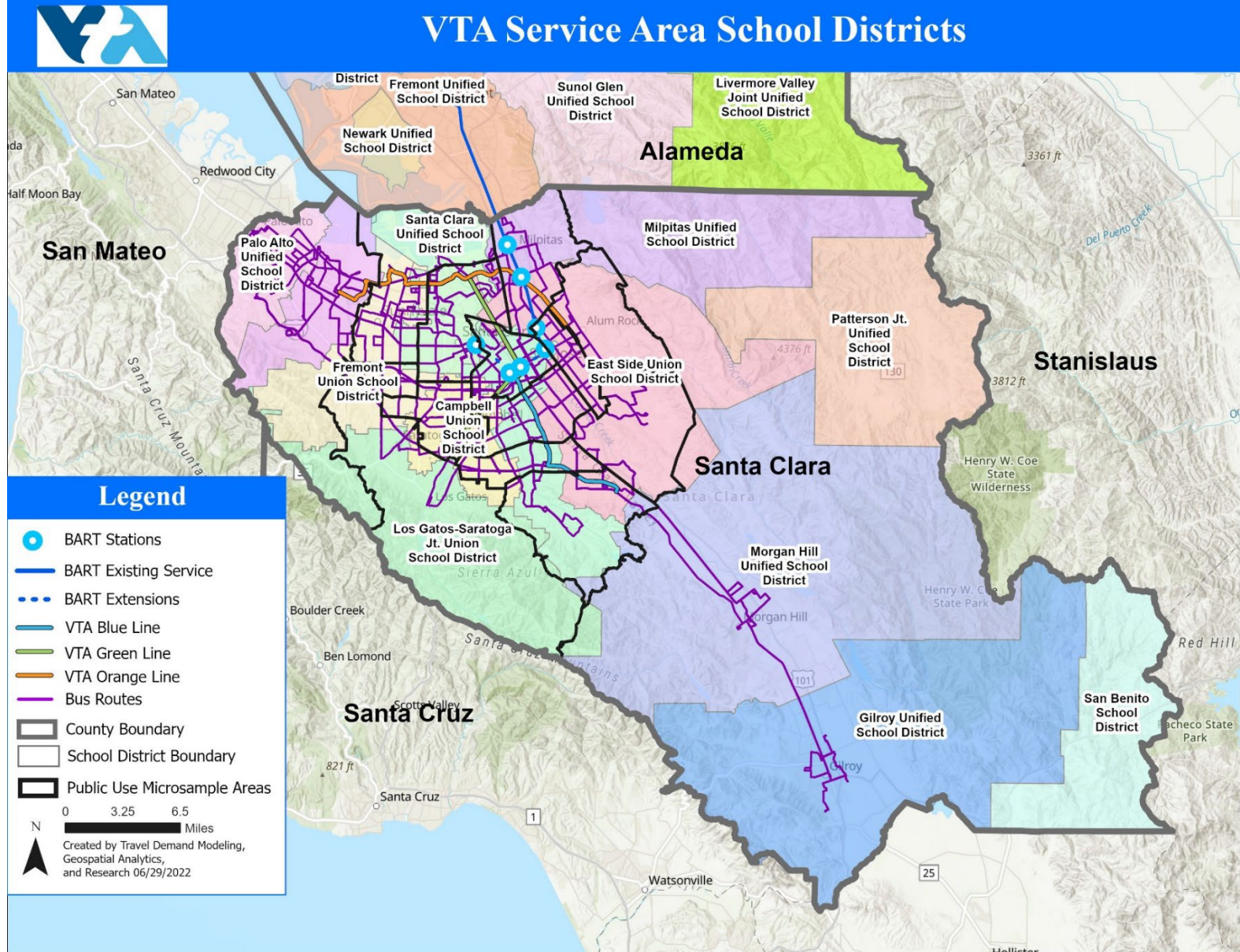


Figure 11: Concentration of Low-Income Population – VTA Transit Service Area

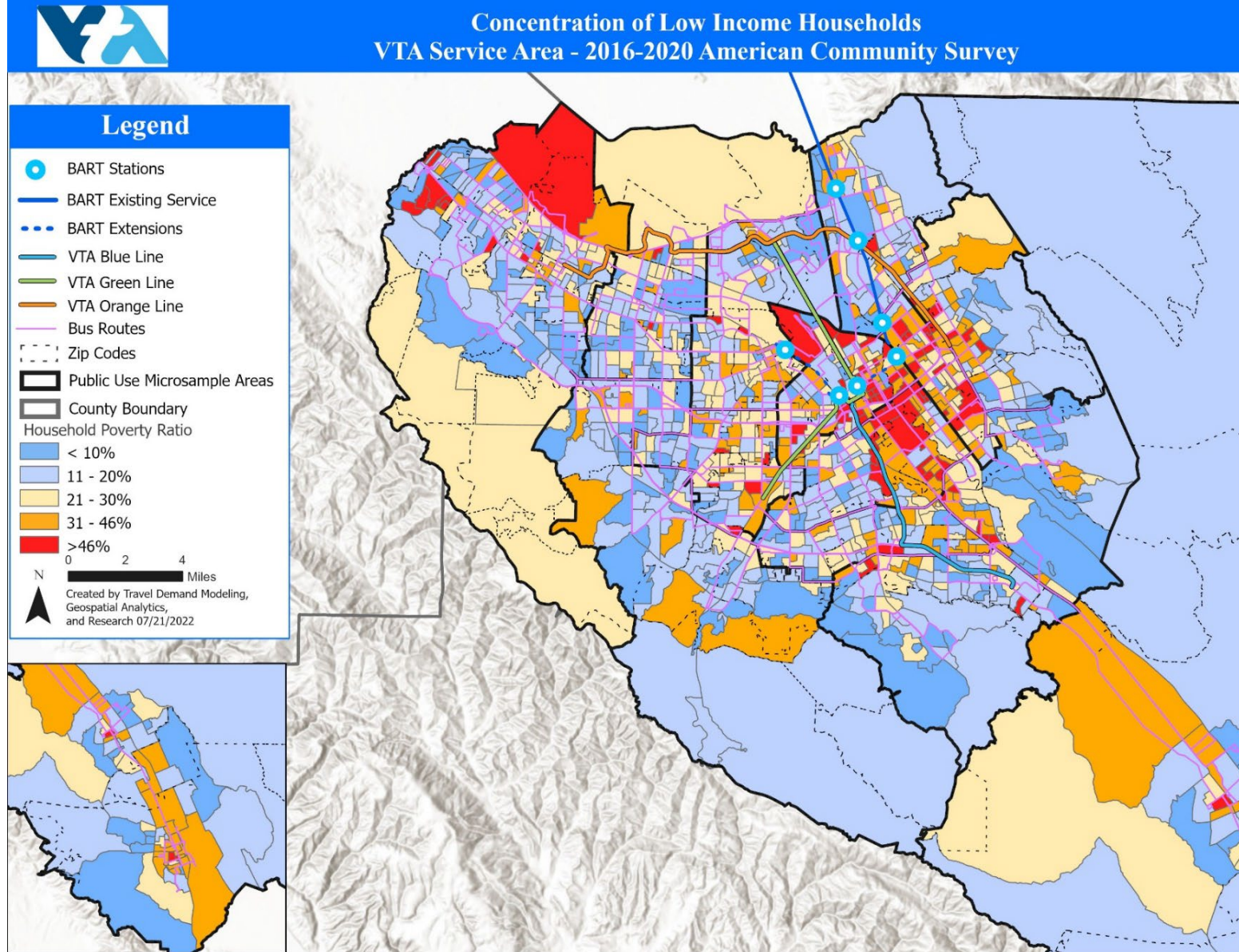
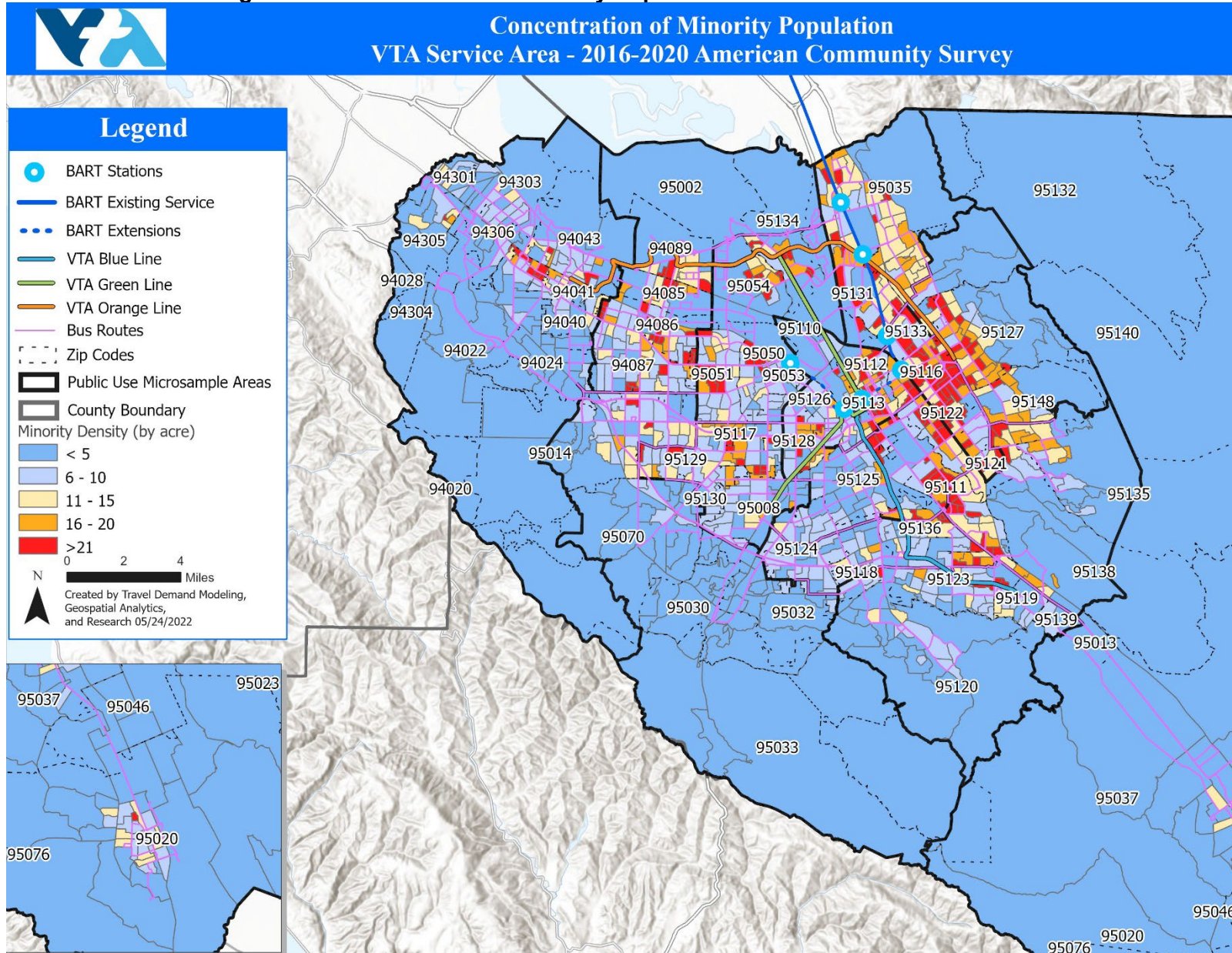


Figure 12: Concentration of Minority Population – VTA Transit Service Area



Task 1, Step 3: Consult state and local sources of data

This step involves locating data sources from local government entities, comparing it to census data, and noting similarities and differences.

Table 10 provides the number of English learners by language for school districts within Santa Clara County, and Table 11 provides data on the threshold languages for Santa Clara County according to the database for the state's Medicare system, referred to in California as Medi-Cal. Both tables confirm the 2016 – 2020 American Community Survey's data of the top four of the five languages amongst individuals who are Limited English Proficient (LEP) in Santa Clara County. These languages are Spanish, Vietnamese, Chinese, and Tagalog. Table 11 runs closely parallel to the data shown in 2016-2020 Census Bureau data; confirming that Spanish remains the top language in terms of number of speakers.

Of particular note in Table 10 is that the profile of English language learners has changed since the data reflected in the previous LAP submission. Whereas Korean used to be one of the five most spoken languages by English learners, it is now the sixth most spoken among school-aged English learners. The five most popular languages among English learners are: Spanish, Vietnamese, Mandarin, Tagalog, and Japanese.

Of interest is that compared to the data in the last LAP, which reflected data from 2015, there was a significant decrease in the number of English learners in almost every language with very few exceptions. There may be several reasons why the composition of English Language learners is different from the overall demographic profile of Santa Clara County, but it is plausible that it is related to the cost of living. According to data presented in the 2022 State of the Valley Report, between July 2020 to July 2021, more than 20,000 residents left the Bay Area. Those who moved out were likely to be in-person workers and renters.

Table 10: Santa Clara County School District Language Groups

| Language Group | Number of English Learners | Percent of All Students |
|----------------------------------|-----------------------------------|--------------------------------|
| Spanish | 34,769 | 14.41% |
| Vietnamese | 5,912 | 2.45% |
| Mandarin | 2,530 | 1.05% |
| Filipino | 1,126 | 0.47% |
| Japanese | 949 | 0.39% |
| Korean | 879 | 0.36% |
| Russian | 697 | 0.29% |
| Hindi | 677 | 0.28% |
| Telugu | 673 | 0.28% |
| Cantonese | 600 | 0.25% |
| All Other Non-English Languages | 5,454 | 2.3% |
| English Learners Subtotal | 48,812 | 20.2% |
| English Speaking Students | 192,510 | 79.7% |
| Total Students Enrolled | 241,322 | 100.0% |

Source: California Department of Education, English Learners by Grade and Language (2021)

Table 11: Summary of Medi-Cal Threshold Languages for Santa Clara County

| Primary Language Population | Number of Individuals Eligible for Medi-Cal | Percent of Eligible Population |
|------------------------------------|--|---------------------------------------|
| Entire Population | 438,855 | 100.0% |
| Spanish | 123,080 | 28.0% |
| Vietnamese | 45,592 | 11.1% |
| Mandarin | 11,049 | 2.5% |
| Tagalog | 4,792 | 1.1% |
| Cantonese | 4,264 | 1.0% |
| Farsi | 3,207 | 0.7% |

Source: California Department of Health Care Services, Summary of Threshold Languages by County (2022)

Task 1, Step 4: Community organizations that serve persons who are LEP

This step involves conducting community outreach with organizations in VTA's service area that work with LEP populations.

As part of its outreach efforts for various projects and services, VTA reached out to numerous social services agencies, cultural centers, places of worship, residential communities, and community-based organizations (CBOs) that provide services to individuals who are LEP, with a Title VI Survey, that was translated in various languages (See Figure 13 below for Title VI Survey). Although VTA reached out to many of the organizations that it had to for previous outreach, very few were able to coordinate surveys. It's abundantly clear that before 2019, community-based organizations had limited resources and time. However, in the past two years, reliance on these organizations by local government have intensified because of their ability to reach their communities more efficiently.

That said, one of the main resources VTA uses to identify CBOs that serve communities

that are LEP is the Refugee and Immigrant Forum (RIF) of Santa Clara County. This group is an umbrella organization for smaller CBOs and agencies that serve minorities, low-income clients, and individuals that are LEP. Although not an assurance that these groups are from the LEP community, data shows that socioeconomic factors are a proxy for the LEP community. Some members of the forum include American Red Cross, Catholic Charities of Santa Clara County, and the Santa Clara Social Services Agency, amongst others. The forum itself meets monthly to discuss resources, events, and opportunities for the clients its member agencies serve. By serving as a member of RIF, VTA can connect with any number of these organizations to remain in touch with the needs of the community.

Another opportunity that VTA took to engage with the community was at an in-person event called National Night Out. VTA staff were able to collect feedback about current projects in the East San Jose area. VTA staff also answered questions regarding discounted fares and general questions about how to buy passes. This event informed VTA that educational events are vital for the community's positive experience with transit. Many community members expressed not knowing about the discounted fares that are made available through community-based organizations.

The purpose of the survey distributed at National Night Out, as well as other organizations in the Bay Area, was to ask questions that would inform VTA staff of important information, such as, which of its services clients use most often, which services they consider most important, how they access information about public transit. It also served to provide information about demographics of these individuals including their English proficiency, their preferred language, race/ethnicity, and income. VTA wanted to focus as much of our outreach as possible on LEP groups. For these individuals, we wanted to see if they noted experiencing any language barriers while using VTA and if they were aware of VTA's free language assistance services.

Figure 13 – VTA Title VI Survey



The Santa Clara Valley Transportation Authority (VTA) embraces opportunities to ensure that our policies, services, and programs are delivered by communication tools and processes that are inclusive and effective. Your response will help us improve the ways we reach out to you and how to make it easier for you to give us input on our services and projects.

You can enter a random drawing to win one of three \$50 Amazon gift cards by including your email address on the survey. Thank you for your participation!

Email: _____

Q1. Which do you ride on regularly?

- VTA bus route(s) _____
- VTA light rail line(s) _____
- Paratransit service _____
- If no, please tell us why not? _____

Q2. How important is VTA bus service to you?

- Very important
- Somewhat important
- Somewhat unimportant
- Unimportant
- I don't use it/No opinion

Q3. How important is VTA light rail service to you?

- Very important
- Somewhat important
- Somewhat unimportant
- Unimportant
- I don't use it/No opinion

Q4. How important is VTA paratransit service to you?

- Very important
- Somewhat important
- Somewhat unimportant
- Unimportant
- I don't use it/No opinion

Q5. Please tell us how often you use the following means of receiving and/or finding information for VTA's services, projects, and programs.

| | Not at all | Rarely | Sometimes | Often | Daily |
|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Google | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VTA.org | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 511.org | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facebook | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Twitter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| LinkedIn | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Instagram | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Nextdoor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Newspaper | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Radio | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| TV | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Community Center/Group | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VTA Customer Service Call Center | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Email | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q6. Are you limited or prevented from the following activities because of language? Check all that apply.

- Buying tickets
- Using transit services
- Getting VTA information
- Attending public meetings
- Other language barriers: _____

Q7. What language do you prefer to communicate?

Speak _____
 Read _____
 Write _____
 Understand _____

(continue)

Q8. How well do you speak, read, write, and understand English?

| | Not at all | Not Very Well | Fairly well | Well | Very Well |
|------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Speak | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Read | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Write | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Understand | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q9. Are you aware that VTA can provide free assistance in your primary language to help you use the bus, light rail, and participate in public meetings?

- Yes No

Q10. What is your current age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- Prefer not to state

Q11. Which ethnicities (cultural/national original) and/or race do you identify with? Check all that apply.

- Hispanic or Latino
- American Indian or Alaskan Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White/Caucasian
- Two or more races
- Prefer not to state/No Answer

Q12. What is your total annual household income?

- \$ 0 - \$24,999
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 - \$199,999
- \$200,000 - \$249,999
- \$250,000 and above

Thank you!

If you have any questions about this survey, or VTA's Title VI program, contact VTA's Office of Civil Rights at (408) 952 - 8901, email: customer.service@vta.org, or visit our webpage, www.vta.org/title-vi.

Examples of Continuous Public Outreach:

2019 Transit Service Plan conducted in 2019 and 2020

Other examples of VTA's public outreach are exemplified by the 2019 project to present the new Transit Service plan. VTA hosted six community meetings throughout Santa Clara County to present the 2019 New Service Plan, which was attended by more than 250 members of the public, in January and February of 2019. Staff also presented the plan at twenty (20) additional meetings hosted by community-based organizations, city councils, and VTA committees, allowing for an amplified audience. The exhibit in Appendix H demonstrates the granularity of the outreach plan which included strategies to communicate in languages of the ridership and other potentially affected individuals. A virtual meeting was held to allow feedback from people who could not attend previous events in person but still wanted to engage with staff about the service changes. More than 130 individuals tuned in to the live meeting and the replay has received nearly 800 views to date.

The public input and comment period ended on February 28, 2019. In total, VTA received more than 1,250 questions and comments via email, on the "New Transit Plan"-website, and in person. Throughout the month of March 2019, the VTA planning staff integrated the feedback from the public into the finalized plan. The plan was presented to the VTA committees in April and the VTA Board adopted the plan in May of 2020.

The new service plan rolled out on December 28, 2019, with dozens of VTA "Street Teams" on hand at bus and light rail stops throughout Santa Clara County to answer customer questions and explain the changes. Street Team members consisted of trained VTA employees and contract translators. Even after 18 months of public engagement, traditional and social media messaging and discussions at VTA board and committee meetings, there were still many questions and more feedback from customers about the newly designed service. On-site customer service was key to helping riders navigate the new system and the Street Team members were invaluable to this effort.

BART Silicon Valley Outreach conducted in 2021

In 2021, the BART Silicon Valley project team met with a Community Working Group where interpreters could be requested to facilitate a dialogue with individuals who preferred to communicate in their primary language. VTA also built out a constituent management program in Salesforce which helps classify every engagement and every individual. For example, residents who live within 1,000 feet of the alignment of the 28th Street/Little Portugal construction site will be kept informed on construction project progress, expected noise levels and/or road closures. This database helps to determine what materials need to be sent to each group of people (e.g., postcards, distribution of fact sheets), besides doing general outreach in the neighborhood which informs residents and local businesses of upcoming work in the vicinity.

To engage with community members who do not typically participate in community meetings due to language barriers, VTA Community Outreach and Transit-Oriented

development staff worked with its contractors to hire two local community facilitators to support the Outreach staff in engaging the Latinx community. The agency made efforts to provide multiple opportunities for the community to access information about projects in a meaningful way. VTA held three community meetings. One in English with simultaneous interpretation in Spanish available. The second meeting was held in Spanish, with simultaneous interpretation in English available. The third meeting was held in English and Spanish focus on the information that was gathered during the first two community meetings.

Gilroy Transit-Oriented Development Program Community Outreach conducted in 2021

To encourage the participation and engage the Latinx community, VTA staff worked with the city staff and community-based organizations to share the information via social media, city website, and sharing meeting information with programs that serviced the Latinx community. With the support of the community facilitators, VTA was able to engage community leaders, community members, community and faith-based organizations, schools, business groups and advocates. This approach proved to be successful in achieving a large of turn out and participation from community members who would not typically participate in a meeting of this type.

2023 Transit Service Plan Outreach, conducted in 2022

In June and early July 2022, staff engaged the community to gather feedback on a draft plan. The effort involved a variety of online engagement and in-person meetings to ensure safety, encourage accessible engagement, and accommodate varying comfort levels in engagement. Engagement methods included:

- Three VTA-hosted virtual meetings, subsequently available as recorded webinars on YouTube
- Spanish and Vietnamese language interpreters translating the VTA-hosted virtual meetings in real time
- Five VTA-hosted Transit Center Pop-Up events held at VTA's busiest transit centers
- Focused virtual presentations to 12 community-based organizations, social service agencies, and other organizations
- Four community tabling events hosted by social service agencies and other community organizations
- Multilingual bus stop notices posted at all bus stops and light rail stations
- Audible announcements aboard all buses and light rail cars while in service
- Mailers sent to community-based organizations, neighborhood associations, social service agencies, and community groups
- *vta.org* blog posts to engage discussion on the draft plans
- Email blasts to transit subscribers
- Social media engagements on Twitter, Nextdoor, and Facebook
- A robust multilingual dedicated project page for details on the draft plan and for feedback submission, translated in six languages
- Interactive online system maps

- A dedicated Passenger Comment Form/Survey for the plan, accessible online and as a paper form at in-person events
- Direct line to VTA Customer Service to address questions and record feedback via email and over the phone

Staff engaged thousands of riders and residents to hear their concerns and ideas to improve the plan. Staff interacted live with nearly 400 attendees across all virtual meetings, and heard from over 800 individuals via email, phone, and the 2023 Service Plan Passenger Comment Form. The recorded presentations were also viewed over 200 times on YouTube. Through these channels as well as through direct in-person conversations at meetings and events, staff ultimately received over 2,000 de-aggregated comments and suggestions that offered suggestions on specific routes, feedback on the quality of today's transit service, and expressed their transit service recovery values and priorities. The feedback was instrumental for staff to better understand the community's priorities and preferences as staff revised the plan. The feedback included specific questions about Rapid, early morning, late-night, and weekend service. In addition, room was made to listen to comments regarding safety and missed trips due to operator shortage. After the community engagement period ended on July 8, 2022, staff incorporated the feedback to develop a final plan, which will be presented to VTA committees in August and September and considered for adoption by the Board in October.

The hybrid approach to offering both virtual meetings and in-person meetings was successful in achieving the overarching goal of reaching a wide array of riders, while prioritizing meeting riders where they are. To staff, "meeting riders where they are" meant accommodating different comfort levels engaging in person in light of the pandemic, leveraging virtual engagement tools for communicating with LEP riders in their native language, and catching riders in the moments before and after boarding the bus or train.

The 2023 Transit Service Plan was the second opportunity since the pandemic where staff incorporated live interpreters at virtual meetings. Several meetings and dry runs were held prior to the virtual meetings to review content for interpretation and rehearse delivery and pace of the draft service plan presentation alongside interpreters. Although it was difficult to gauge the number of attendees utilizing the interpretation services at the virtual meetings, providing the service was worthwhile to ensure details of the service plan was accessible to the LEP community. Continuing to carve time to prep meetings with interpreters, briefing VTA Customer Service staff who field calls from LEP riders, and thinking through other models to incorporate interpreters either at future in-person events or language-specific events at cultural or other community centers would expand VTA's reach to the LEP community. Additionally, a robust array of online materials (e.g., project web pages, route detail tables, system maps, passenger surveys/comment forms, etc.) translated in VTA's six focus languages continues to be necessary for successful virtual engagement with LEP communities.

While efforts were made to engage multilingual riders virtually, the most impactful means of reaching VTA's historically hardest to reach riders was through in-person

events, especially at the staff-hosted transit center popups and farmers markets. Spanish, Vietnamese and Chinese were among the most spoken non-English languages at these events. These events were effective in reaching those who may not have been aware of the upcoming service plan, as well as those who may otherwise have not been available to attend any of the three virtual meetings hosted midday or in the evening.

Task 1, Step 4: Identify and contact community organizations

This step involves identifying and contacting community organizations that serve individuals who are LEP to ask if their clients are willing to provide feedback on VTA services. Community-based organizations (CBOs) were identified based on the ethnicities and language groups they serve, as well as the size of their member or client base, and their effectiveness in serving diverse communities spread throughout the VTA service area. Attempts were made to connect with the Catholic Charities of Santa Clara County, PARS Equality Center, several gurdwaras and the Muslim Community Association, the Russian-speaking living complex administration of Paulson Park Apartments, and the Day Worker Centers in Mountain View and Gilroy.

Staff members initially reached out via email, phone, and in-person visits to multiple organizations. It was important to reach out to organizations that were most likely to serve community members who were LEP. Staff scheduled time virtually, or over email to learn about the challenges CBOs in the area are facing in serving their communities. After this, staff members followed up with requests for time with the communities they serve in virtual as well as in-person meetings and events.

While some CBOs signaled interest in connecting and receiving VTA updates, their staff shortages and challenges in organizing in-person events with their communities due to the ongoing COVID-19 pandemic often did not allow for a presentation by VTA staff at their communal meetings. As the pandemic is evolving into an endemic and safety precautions can ease up, more opportunities should present themselves to get more direct feedback from the diverse communities in the future.

VTA was able to participate in East San Jose's National Night Out in conjunction with the Councilmember of District 5 and in the Annual Block Party and Backpack Drive of the African American Community Service Agency. Furthermore, VTA reached out to the Korean American Community Services, gathering general information on the clients they serve, how these clients are using VTA services, and how they seek out and receive information and updates.

Factor 2: The Frequency with which Individuals who are LEP Come into Contact with Your Programs, Activities, and Services

Task 2, Steps 1-3: Review the relevant programs, activities, and services provided and information obtained from community organizations to consult directly with people who are LEP

This step involves listing VTA's programs, activities, and services which individuals who

have limited English proficiency (LEP) encounter most frequently, and reviewing the feedback obtained from the individuals and community groups contacted as part of this update to VTA's 2022 Language Access Plan.

The Title VI 2022 survey from Figure 13 was translated into 18 languages other than English. This is a critical part of ensuring that the different LEP populations served by VTA are also able to participate in the survey and provide our organization with valuable feedback regarding its services.

While only a total of 75 out of the 150 responses could be evaluated based on answers such as "I speak English less than very well" or because the respondent reported language barriers when using VTA services, some trends are noteworthy: Almost a quarter of survey takers experience language barriers when buying tickets and when using VTA services. More than a third of all respondents find it difficult to get transit information because of language limitations. More than one fifth experience language barriers when attending public meetings. 36 percent describe their ability to speak English as "not very well" or "not at all"; 34 percent their ability to understand as "not very well" or "not at all". Higher numbers report their reading and writing skills as "fairly well" or "well". 55 percent are aware of language services offered through the Customer Services hotline and when requesting language assistance during public meetings, but 39 percent of participants indicated that they were unaware of VTA's free language assistance services. The number of participants in the online survey is less than the number of responses VTA was able to gather during the 2016 update in collaboration with Community-Based Organizations (CBOs), which is why one aim for future outreach efforts is building out relationships with community leaders and active CBOs. For an equitable outreach to the public, VTA distributes certain promotional materials in paper format instead of email or website updates which reaches people with limited or no access to the internet and smartphones. Using translated handouts for LEP-heavy neighborhoods contributes to the meaningful access of the public to decision making and information of services and project execution.

Some demographics of the surveyed LEP individuals:

- 48 percent of survey takers are between 18 and 44 years old, 17 percent are over the age of 65 years.
- Most participants are Hispanic or Latino. Forty-one percent are Hispanic or Latino, and 25 percent are Asian.
- 64 percent of respondents earn less than \$50,000, a third earns less than \$25,000.

Survey takers were asked about their transportation preferences: 84 percent use VTA buses and 35 percent VTA Light Rail. Seventy-nine percent find bus services and 67 percent Light Rail services very important. Asked about preferences in receiving and seeking information, 75 percent reported using VTA websites often or sometimes, and 43 percent use Google's search engine often. Almost 30 percent call VTA's customer service hotline from time to time and almost one fifth receives community updates through their respective community centers. Only 13 percent read the newspaper or

listen to the radio daily, whereas 32 percent often check on Facebook or LinkedIn for updates. 16 percent get their information from traditional news outlets such as TV, newspaper, and radio, but social media is catching up: 10 percent use social media daily as news outlet and another 14 percent use these channels often. This means VTA will continue to make use of various channels (VTA websites and emails, traditional news outlets, and social media marketing) to reach a wide audience in diverse languages and provide opportunities for the public to give feedback or ask questions in their native voices.

Factor 3: The Importance of Your Program, Activities and Services to Persons who have Limited English Proficiency (LEP)

Task 3, Step 1: Identification of the agency's most critical services

This step involves identifying which VTA services would render serious consequences if language barriers prevented a person from accessing them.

Most of VTA's customers who have limited English proficiency that were surveyed for this Plan use both bus and light rail service, with a higher percentage using only bus services. The 2017 Onboard survey revealed that many riders are relying on VTA for transportation to important locations such as work, school, and medical appointments. If there were interruptions to our bus or light rail services, and no language assistance services were available, VTA's customers who have limited English proficiency would be unable to access many critical places. Since VTA also takes part in many construction projects, a lack of language assistance services could also result in safety hazards for these customers.

During the height of the COVID-19 pandemic, VTA conducted the "Trust in Transit" survey which took place from October 16th to November 30th, 2020. The agency received 232 responses from the LEP community. The goal of the survey was to measure the perceptions regarding VTA services, identify reasons why the public is not riding VTA, and identify opportunities to persuade the public to use VTA's services.

Noticeable in the survey results was that Spanish speakers were less represented even though they contribute to the largest LEP community in Santa Clara County. The survey was translated into the top five languages. The majority of those who responded did so in Chinese and Korean. Also of note is that there is a potential to have skewed results, as the majority of the survey administration took place online. As such, there may be an oversampling of younger adults. That said, in order to draw reliable inferences, we'll only focus on the results that came in from the Chinese and Korean speaking respondents.

The results revealed that the Chinese-speaking community were more likely to have decreased their usage of public transit (43.3 percent) compared to the English-speaking community at 33.7 percent. The reason for no longer using VTA services that the Chinese speaking population cited was the fear of contracting COVID-19 while in public. The Korean-speaking community cited the fear of the possibility of contracting COVID-19 a little more than 50 percent of the time.

Task 3, Step 2: Input from community organizations and persons who are LEP

This step involves documenting the importance of different services provided by VTA to individuals who are LEP, as well as suggestions and requests these individuals have made.

Korean Community Services

During outreach to the Korean Community Services, the representatives expressed their gratitude for the Korean voices to be heard. They expressed the importance of public transport for the elderly community which has little ability to express themselves in English, making the language cards operators have on hand upon request, as well as flexible Customer Service representatives engaging language services when speaking to LEP individuals, even more essential to VTA's mission to serve the public. After reviewing feedback from the surveys administered as part of this update to VTA's 2020 Language Access Plan, it is clear that more communication needs to reach diverse communities of the levels of language assistance available to them at no cost. Even though VTA was not able to come into direct contact with many of the members of CBOs that were responsive, several invitations were made to attend future events in the fall of 2022, with an expressed wish to elaborate on route and connection schedules as well as any options to participate in reduced fare programs.

Day Worker Center of Mountain View

Staff reached out to the Day Worker Center of Mountain View because the community that this organization serves is mainly comprised of residents who work as day laborers, many coming from Spanish-speaking countries.

Although there were no available dates to coordinate an outreach event with them, staff were able to meet virtually with its education supervisor, Carlos Arreola, to talk about the organization and the work that they do. According to a supervisor there, many day laborers rely on public transit to commute to their work sites. The Day Workers Center of Mountain View serves as a connector to local employers, offers help with employment-related official forms, and teaches ESL (English as a Second Language). The Day Worker Center does not act as an intermediary for payment; instead, day workers are empowered to collect their payments directly as well as set their own fees. According to the call with the education supervisor, partnerships are very important to this organization to support each other geographically; that is, to offer similar services to day workers directly in places where they reside or work nearby.

In fall of 2022, agency staff will conduct outreach at the Day Workers Center of Mountain View to aid with any questions about how to buy a ticket, increase awareness about low fare programs, and gather comments and feedback about their experience with VTA programs and services.

Factor 4: The Resources Available to the Recipient and Costs

Task 4, Step 1: Inventory language assistance measures currently being provided, along with associated costs

This step involves consulting VTA staff on the different language assistance measures provided to individuals who are limited English proficient (LEP) to help them access services and information.

VTA utilizes the following resources to ensure LEP populations in its service area can access its services without any language barriers:

- Language line service is available through VTA's customer service call center. Between March 2020 and June 2022, customer service representatives, through the language line, provided real-time interpretation for 2,585 customers who spoke 25 different languages.
- Bilingual customer service representatives provide real-time language assistance services for customers over the phone, in-person at the downtown customer service center, and at public meetings. VTA staff also translate documents, when needed. Language assistance may occasionally be required for risk management claims, safety and security reasons, and for real-estate transactions.
- VTA contracts with vendors that provide professional translation of documents, review for quality control of those translated documents, and interpretation services.

- VTA's Title VI webpage has professionally translated documents for its Notice to the Public, complaint process and complaint form.
- VTA's Public Participation Plan (PPP) serves as guidance on how to meaningfully engage the public relating to VTA services, activities, and projects. This PPP is a living document that is continually reviewed and has been updated in 2022 to capture major organizational changes, projects progress and accomplishments. VTA preserves its commitment to consider the needs of the community in all transportation-related matters.
- VTA provides staff with document accessibility training classes in accordance with VTA Policy Nr. 350.007 - Accessible Information and Communications. Trainings are offered twice per quarter (2.5 hours each training), with a newly designed advanced class for more complex documents (including tables, graphs, etc.). Employees learn how to communicate with individuals with disabilities as equally as effective as the agency is communicating with individuals without disabilities. Through a consultant, VTA staff is trained on how to create accessible Microsoft Office Word documents, PowerPoint presentations, as well as accessible PDF documents, that comply with the Web Content Accessibility Guidelines (WCAG) 2.1. VTA is committed to ensuring that communications to its employees and members of the public are effective and that information is provided in formats that are accessible to individuals with disabilities, as mandated by the American with Disabilities Act of 1990 (ADA); 28 Code of Federal Regulations (CFR) Parts 35 and 36; 49 Code of Federal Regulations Part 37; Section 504 of the Rehabilitation Act of 1973, as amended; and California's Unruh Civil Rights Act.

Task 4, Step 2: Determine what, if any, additional services are needed to provide meaningful access

This step involves reviewing the top languages spoken in VTA's service area and ensuring that an appropriate amount of language assistance services is being provided to individuals who are LEP and use VTA.

The results of the 2022 Title VI/LEP survey indicated that 39 percent of survey respondents were not aware of VTA's free language assistance services. With such a large portion of the public being unaware that VTA offers this service, many individuals are not able to take full advantage of our language assistance services, and as a result they may face language barriers in using VTA.

VTA has also posted condensed Title VI notices on all buses and light rail trains with translations in Spanish and Vietnamese. Full Title VI notices which have been translated into the safe harbor languages are posted on light rail platforms and bus stop shelters where space is available, as well as on the VTA website. VTA has developed a custom Geographical Language Search Tool to assist with community outreach, so that staff are able to gain an increased awareness of the community dynamics and determine whether translation and interpretation services may be necessary for

effective outreach efforts. VTA bilingual staff are available to assist customers, as well as the language line where riders can have access to real time bus information. Increased efforts are needed to spread awareness of these resources, so LEP populations know that VTA is working to meet their needs.

In order to ensure individuals who are LEP can access VTA services, project, and activities without language barriers, VTA offers the following language assistance services:

- Language line services through VTA's customer service call center. This provides interpreters for customers to speak with VTA staff in all safe harbor languages through VTA's service center.
- VTA has bilingual staff to provide interpretation at VTA public meetings and events, which are held virtually for the time being.
- In case VTA does not have staff that speaks a customer's primary language, there are contracted services to provide interpretation at VTA public meetings and events for customers who require language assistance services.
- VTA also has contracted services to provide translation of documents, which is done for all documents as listed in the Vital Documents Plan (Appendix G). These services are also available upon request.
- VTA participates in community events within its service region to spread awareness about the discounted passes offered through community-based organizations.

Task 4, Step 3: Budget analysis

This step involves determining what amount of VTA's budget is being devoted to language assistance measures for individuals who use VTA services and are LEP.

Total expenditures related to LEP-related matters was \$221,709.55 for the calendar years of 2014 and 2015. Between March 2020 and June 2022, VTA spent \$259,712.85 on community outreach, language assistance, document accessibility for persons with disabilities. One of the efforts that was decreased since the last submission was the number of in-person events, necessary during shelter-in-place orders and the rise of COVID-19 related infections. Between March 2020 and June 2022, the agency spent \$109,597.15 in community outreach. This figure encompasses the costs associated with translation, reviewer time, interpretation, and services contracted by community partners. For language line services, the agency spent \$7,997.05 in 2020, \$9,449.30 in 2021, and \$4,719.83 between January and June 2022.

In addition to these language assistance efforts, VTA also reinvigorated ADA-related training on how to make documents accessible for people with disabilities. For the calendar year 2022, a total of \$9,600.00 will be spent on staff training.

The previous Title VI submissions (including the Language Assistance Plan and Public Participation Plan) were converted into accessible formats by an ADA consultant for a

total of \$7,272. All in all, accessibility efforts amounted to \$16,872.00 between March 2020 and June 2022.

VTA will continue to analyze the effectiveness of its language assistance services by obtaining community feedback. Additionally, if public health guidance continues to advise that outdoor events are relatively safe, VTA will continue to engage at in-person events with the community. Please refer to Table 12 below for more details on VTA’s expenditures for language assistance services.

Table 12: VTA Title VI Expenses (March 2020 – June 2022)
Agency/Contractor **March 2020 to June 2022**

| | |
|---|---------------------|
| Community Outreach | \$109,597.15 |
| VTA Bilingual Staff Pay Differential | \$100,975.52 |
| Legal Deposition Costs | \$10,102.00 |
| Language Line Assistance | \$22,166.18 |
| ADA Accessibility (Document Conversion and Training) | \$16,872.00 |
| Total | \$259,712.85 |

Task 4, Step 4: Consider cost-effective practices for providing language services

This step involves determining what cost-effective practices VTA is utilizing to provide language assistance measures to individuals who are LEP, or who would prefer to speak in a language of their choosing.

For spoken and written translation services, VTA goes through a formal process for certifying employees with proficiency in languages other than English. The employee’s work requires eliciting and explaining information in a language other than English (or in sign language) to the general public on a continuous basis. The most important criteria are that the translation activity must be an inherent part of the employee’s duties and must be performed regularly/continuously as opposed to just occasionally. Whenever possible, the agency’s outreach departments seek to utilize internal resources to translate. This practice ensures that translated material is distributed at the same time as English language material. This is a cost-effective measure that allows the community to hear directly from staff who are involved in their overall experience as a rider. In the future, the agency will distribute this list of eligible employees more widely, so that multiple departments can be aware of these services.

As for printed material, VTA is in the process of updating Title VI-related signage with UV-resistant, weatherproof materials which will ensure higher durability and longevity.

In the future, as services and ridership increase, VTA plans to increase the number of documents that can be translated such as bus schedules and Take Ones (VTA rider

newsletter) for members of smaller LEP communities with less representation and agency who frequently use our services. As mentioned above, in order to assess the needs of VTA’s ridership as effectively as possible, outreach to different community groups is done to determine which translations are needed in the VTA service area.

In addition, the agency will print materials such as Take Ones more judiciously. At the height of the pandemic, these materials were printed less because of the decrease in service and the related decrease in needing print information. However, as service increases in the future, the agency seeks to print more materials for various LEP communities on a gradual basis.

Conclusion

The LAP demonstrates VTA’s accessible methods, community-focused approach, and commitment to meet and exceed the requirements of the FTA Circular 4702.1B, in consideration of the limited English proficient community and their intersections with Environmental Justice and Federal Highway Administration requirements. The LAP ensures that no person shall, on the grounds of any other protected category described by state or federal law, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any VTA programs or activities.

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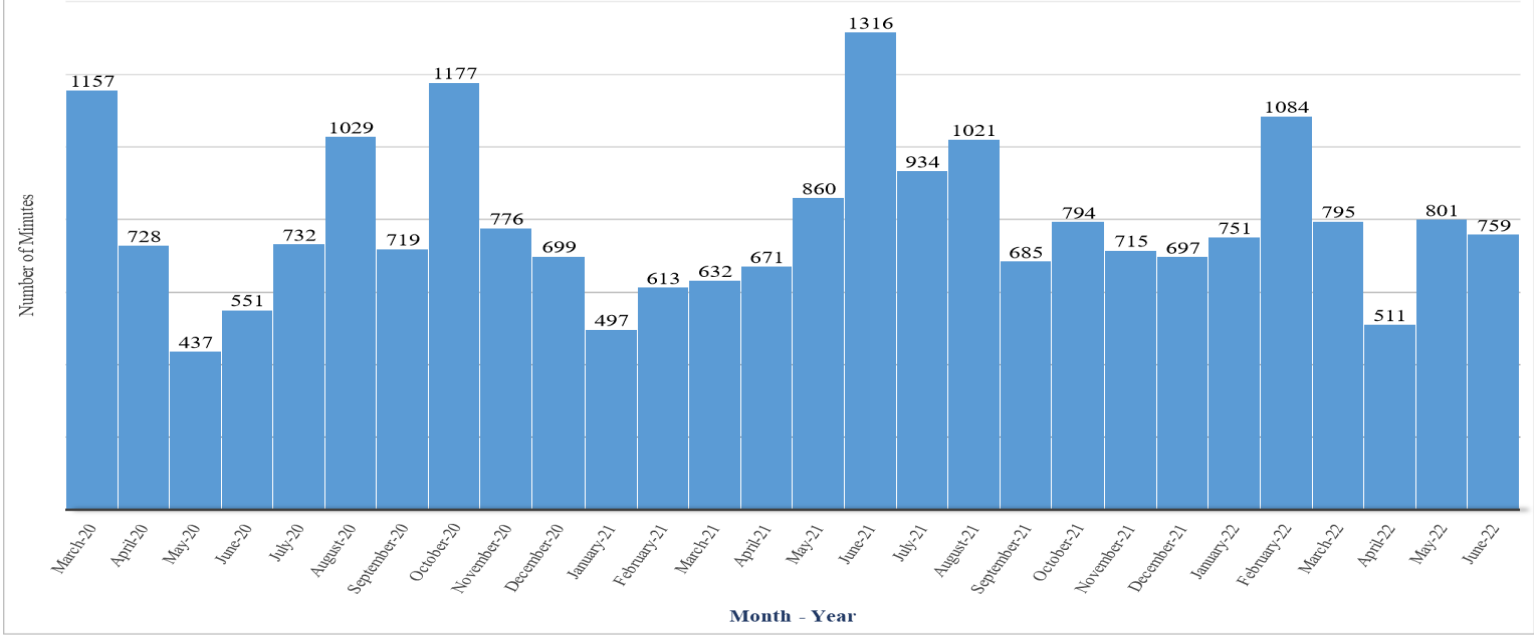
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Appendix A

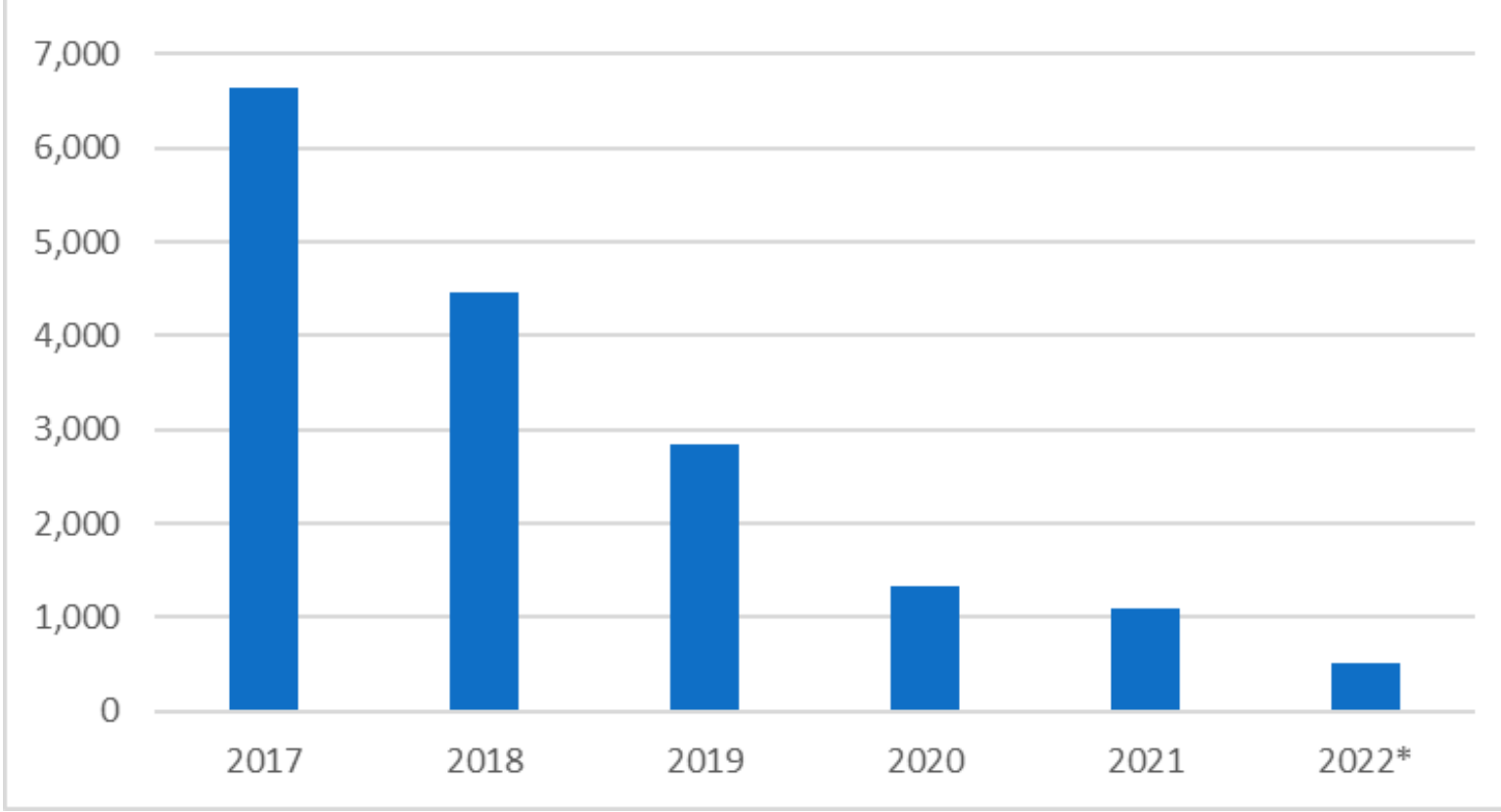
Language Line Data

Number of Minutes of Language Line Services Per Month



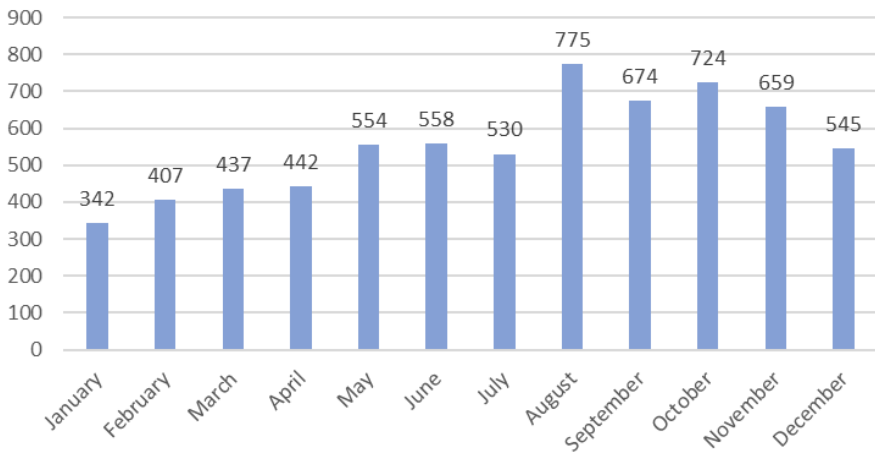
Total monthly minutes

Total Calls to Language Line per year

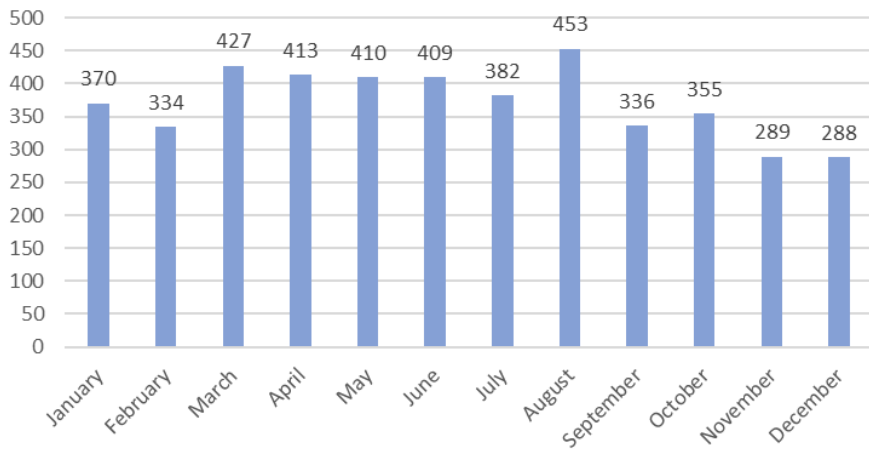


Breakdown of number of calls in the past 5 years

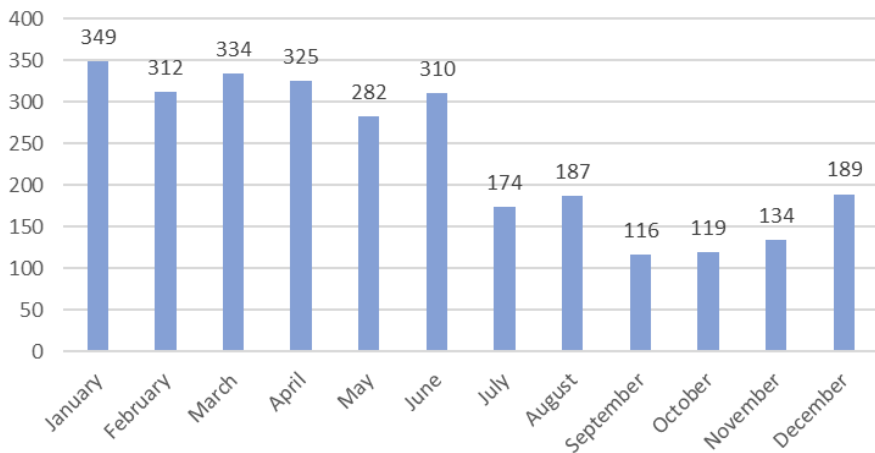
Number of Calls to Language Line in 2017



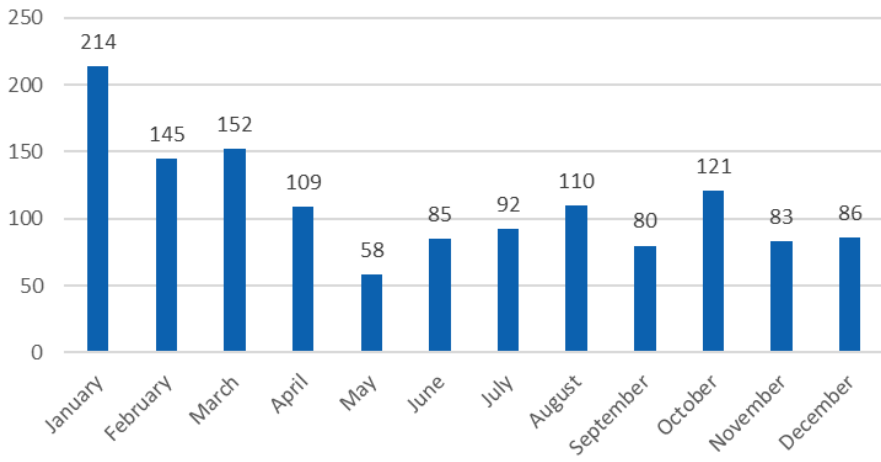
Number of Calls to Language Line 2018



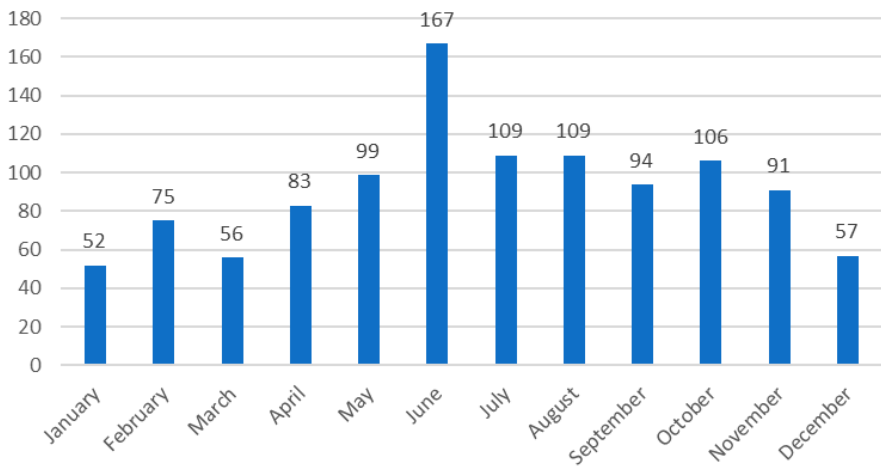
Number of Calls to Language Line in 2019



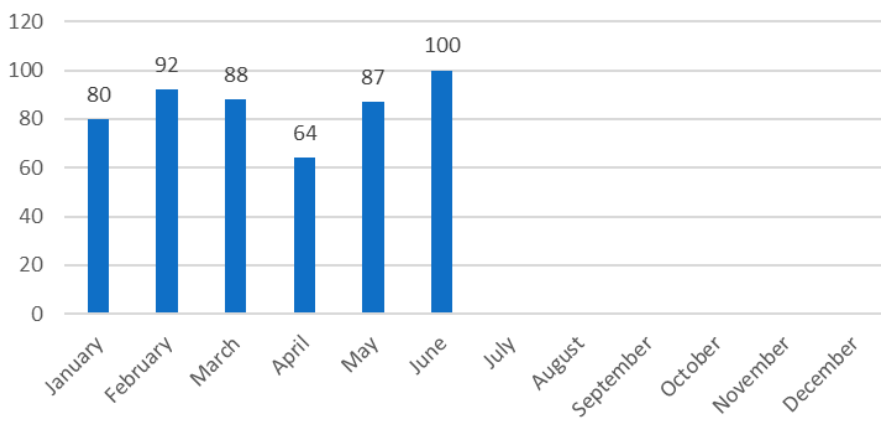
Number of Calls to Language Line in 2020



Number of Calls to Language Line in 2021



Number of Calls to Language Line between January 2022 - June 2022



Appendix B: Title VI Survey



Encuesta del Título VI



Santa Clara Valley Transportation Authority (VTA) acoge todas las oportunidades que sean necesarias para garantizar que nuestras políticas, servicios y programas se difundan mediante herramientas y procesos de comunicación que sean inclusivos y efectivos.

Sus respuestas nos ayudarán a mejorar la forma en que nos comunicamos con usted y para hacer que sea más fácil para usted darnos su opinión sobre nuestros servicios y proyectos.

Puede ingresar a un sorteo para ganar una de las tres tarjetas de regalo de Amazon de \$50 al incluir su dirección de correo electrónico en la encuesta. ¡Gracias por su participación!

Email: _____

Q1. ¿Qué tipo de transporte utiliza regularmente?

- Ruta(s) de autobús de VTA _____
- Linea(s) del tranvía de VTA _____
- Servicio de paratransito _____
- Si no utiliza ninguna, díganos por qué no _____

Q2. ¿Qué tan importante es el servicio de autobús de VTA para usted?

- Muy importante
- Algo importante
- Casi sin importancia
- Sin importancia
- No la uso/No tengo una opinión

Q3. ¿Qué importancia tiene para usted el servicio del tranvía de VTA?

- Muy importante
- Algo importante
- Casi sin importancia
- Sin importancia
- No la uso/No tengo una opinión

Q4. ¿Qué importancia tiene para usted el servicio de paratransito de VTA?

- Muy importante
- Algo importante
- Casi sin importancia
- Sin importancia
- No la uso/No tengo una opinión

Q5. Díganos con qué frecuencia utiliza los siguientes medios para recibir y/o encontrar información sobre los servicios, proyectos y programas de VTA.

| | Para nada | Raramente | A veces | A menudo | Diariamente |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Google | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VTA.org | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 511.org | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facebook | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Twitter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| LinkedIn | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Instagram | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Nextdoor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Periódica | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Radio | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Televisión | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Centro Comunitario/ Grupo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Centro de llamadas de Servicio al Pasajero de VTA | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Correo Electrónico | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q6. ¿Tiene limitaciones o está impedido de realizar las siguientes actividades debido al idioma? Marque todo lo que corresponda.

- Comprar boletos
- Uso de los servicios de transporte público
- Obtener información relacionada con VTA
- Asistir a reuniones públicas
- Otras barreras provocadas por el idioma:

Q7. ¿En qué idioma prefiere comunicarse?

Hablo _____

Leo _____

Escribo _____

Entiendo _____

Q8. ¿Qué tan bien habla, lee, escribe y entiende inglés?

| | Nada | No muy bien | Más o menos bien | Bien | Muy bien |
|----------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Hablo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Leo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Escribo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Entiendo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q9. ¿Sabe que VTA le puede brindar asistencia gratuita en su idioma materno para ayudarlo a usar el autobús, el tranvía y participar en las reuniones públicas?

- Sí No

Q10. ¿Qué edad tiene en este momento?

- Menos de 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 para adelante
- Prefiero no decirlo

Q11. ¿Con qué etnicidad (cultural/origen nacional) y/o raza se identifica? Marque todo lo que corresponda.

- Hispano o latino
- Indígena americano o nativo de Alaska
- Asiático
- Negro o afroamericano
- Nativo de Hawái u otra isla del Pacífico
- Blanco/caucásico
- Dos o más razas
- Prefiero no decirlo/sin respuesta

Q12. ¿Cuál es el ingreso total anual de su grupo familiar?

- \$0 - \$24,999
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 - \$199,999
- \$200,000 - \$249,999
- \$250,000 para adelante

¡Gracias!

第六篇民意調查



聖達卡拉谷交通局 (VTA) 把握機會確保我們的政策、服務和計畫通過包容性和有效的溝通工具和流程得以實施。您的回覆將幫助我們改進與您聯繫的方式，以及如何讓您可更容易向我們提供有關我們服務和項目的意見。您可在調查中加入您的電子郵件地址，參加贏得三張 50 美元 Amazon 禮卡之中一張的隨機抽獎。在此感謝您的參與!

Email: _____

1. 您經常搭乘以下哪一項?

- VTA 公車路線 _____
- VTA 輕軌鐵路 _____
- 殘障人士特別服務 _____
- 如果都不是，請告訴我們為什麼? _____

2. VTA 公車服務對您有多重要?

- 非常重要
- 重要
- 不太重要
- 不重要
- 我不乘坐/沒意見

3. 對您 VTA 輕軌鐵路的服務有多重要?

- 非常重要
- 重要
- 不太重要
- 不重要
- 我不乘坐/沒意見

4. VTA 殘障人士特別服務對您有多重要?

- 非常重要
- 重要
- 不太重要
- 不重要
- 我不乘坐/沒意見

5. 請告訴我們您多常使用以下管道接收和/或查尋 VTA 服務、項目和計畫資訊。

| | 完全不會 | 很少 | 很少 | 常常 | 每天 |
|------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Google | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VTA.org | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 511.org | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facebook | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Twitter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| LinkedIn | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Instagram | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Nextdoor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 報紙 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 收音機 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 電視 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 社區中心/團體 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| VTA 客戶服務 電話中心 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 電子郵件 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**6. 您是否因為語言原因而限制或無法進行以下活動?
請勾選所有適用選項。**

- 購票
- 利用捷運系統
- 獲取 VTA 資訊
- 參加公開會議
- 其他語言障礙: _____

7. 您喜歡用什麼語言交流?

- 說 _____
- 讀 _____
- 寫 _____
- 理解 _____

(continues)

8. 您的說、讀、寫和理解英語的水平如何?

| | 完全不會 | 不是很好 | 還算不錯 | 很好 | 非常好 |
|----|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 說 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 讀 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 寫 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 理解 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. 您是否知道VTA可以用您的主要語言提供免費的幫助，如助您搭公車、輕軌鐵路和參加公開會議?

- 是
 否

10. 您現在幾歲?

- 18歲以下
 18-24
 25-34
 35-44
 45-54
 55-64
 65+
 不想表明

11. 您認為您是什麼種族 (文化/原生國家) 和/或種族?
請勾選所有適用選項。

- 西班牙裔或拉丁裔
 美洲印第安人或阿拉斯加原住民
 亞裔
 黑人或美籍非裔
 夏威夷原住民或其他太平洋島民
 白人/高加索人
 兩種或兩種以上種族混合
 不想表明/不回答

12. 您的家庭年總收入是多少?

- \$0 - \$24,999
 \$25,000 - \$49,999
 \$50,000 - \$74,999
 \$75,000 - \$99,999
 \$100,000 - \$149,999
 \$150,000 - \$199,999
 \$200,000 - \$249,999
 \$250,000 和以上

非常感謝!

如果您對本次調查或 VTA 的第六篇計畫有任何疑問，請致電 (408) 952-8901 聯繫 VTA 的民權辦公室，
或發送電子郵件至: customer.service@vta.org 或上網 www.vta.org/title-vi 瀏覽。

Appendix C

Vital Documents Plan



VITAL DOCUMENTS PLAN

October 6, 2022

A vital document (paper or electronic) conveys information that is critical for the recipient or customer to access or obtain Valley Transportation Authority (VTA) services and/or benefits or is required by law. Valley Transportation Authority documents deemed to be vital to the public are contained in this Vital Documents Plan (VDP). Furthermore, the translation of vital documents ensures full and fair participation in the transportation decision-making process to persons who have limited English proficiency (LEP).

Department of Justice (DOJ) guidance states that “classification of a document as ‘vital’ depends upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. The determination of what documents are considered ‘vital’ is left to the discretion of individual components, which are in the best position to evaluate their circumstances and services within their language access planning materials.

Documents that may be considered ‘vital’ may include, but are not limited to:

- Administrative complaints, release, or waiver forms;
- Claim or application forms;
- Public outreach or educational materials (including web-based material);
- Written notices of rights, denial, loss, or decreases in benefits or services, parole, and other hearings;
- Forms or written material related to individual rights;
- Notices of community meetings or other case-related community outreach;
- Notices regarding the availability of language assistance services provided by the component at no cost to LEP individuals;
- Certain consent orders, decrees, Memoranda of Agreement, or other types of pleadings or litigation materials, within the discretion of the component.”

Department of Justice guidance also recommends that discretion be used to identify and prioritize vital documents or text to be translated. Agencies should ensure that translations are completed by qualified translators.

VTA's Vital Documents Plan was initially created in consultation with staff, BART, and the community-based organizations' working group, and finalized on January 24, 2013. The Vital Documents Plan was reviewed and updated on August 26, 2022. The VDP was revised October 6, 2022.

VTA provides written translations of "Tier 1" vital documents (see list below) for each eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Written translations of "Tier 2" vital documents will be provided for those languages that meet the Top 5-language threshold in VTA's service area; and "Tier 3" vital documents will be translated upon request, in whole or in part. The language groups for translation are identified using U.S Census data, American Community Survey (ACS) data, school district data from the county, passenger and/or community surveys, and usage reports from Language Line (VTA's translation service). When VTA determines that it is in the best interest of the public, vital documents may be translated into further languages even if the LEP population does not meet the 5 percent / 1,000 persons threshold, in addition to those languages which meet the Safe Harbor provisions.

Vital documents include, but are not limited to the following:

Tier 1: Civil Rights Documents

Tier 1 documents are translated into each eligible LEP language group the constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered in VTA's service area.

- Notice to the Public: Title VI and other civil rights obligations
- Title VI complaint form
- Online Title VI complaint form
- Notice advising LEP persons of free language assistance
- ADA accessible document formats
- Safety and emergency notices
 1. Bus bridges
 2. Re-routes due to emergencies
 3. Safety and Security Awareness Program

Tier 2: Service to Our Beneficiaries

Tier 2 documents are translated into each eligible LEP language that meets the Top 5-language threshold of the population of persons eligible to be served or likely to be affected or encountered in VTA's service area.

- Public Participation Plan
- Language Access Plan / Limited English Proficiency (LEP) Plan
- Applications to participate in programs, benefits, and services
 1. Paratransit services
 2. RTC card
- Instructional or informational ridership brochures

1. Take One
 2. Clipper card
 3. Traveling tips
 4. Mobility Options Program
 5. Securement requirements for mobility devices
- Bus routes and schedules
 - Notices of service or fare changes
 - Notices of service disruptions
 1. Platforms retrofits
 2. Bus bridges
 3. Re-routes due to events
 - Notices of denials, losses, or decreases in benefits
 1. Right of way relocations
 - Public outreach
 1. Meeting notices
 2. Community outreach documents
 3. Documents that require public comment / public hearings
 4. Customer comment card (Blue Card)
 5. Public participation notices and minutes
 - Service and construction notices
 - BART Silicon Valley Extension Program (BSV)
 - Project fact sheets
 - Promotional events
 - Documents designed to help raise awareness about available programs and services to ensure equal access

Tier 3: Large, Technical Documents

Tier 3 documents are translated upon request, in whole or in part.

- Environmental documents
- Construction documents
- Congestion Management Program documents
- Planning documents
- BART Silicon Valley Extension Program (BSV) documents

Safe Harbor Provision:

“DOT (Department of Transportation) has adopted DOJ’s (Department of Justice’s) Safe Harbor Provision, which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of written materials for LEP populations. The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served

or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations."²

VTA's Top 5 languages³ compiled from the US Census Bureau, 2016-2020 American Community Survey:

1. Spanish: 118,954
2. Chinese: 78,198
3. Vietnamese: 75,218
4. Tagalog: 19,062
5. Korean: 10,719

Appendix D

2019 – Transit Service Plan

NTS-RIDER OUTREACH CAMPAIGN (12/18-1/28)

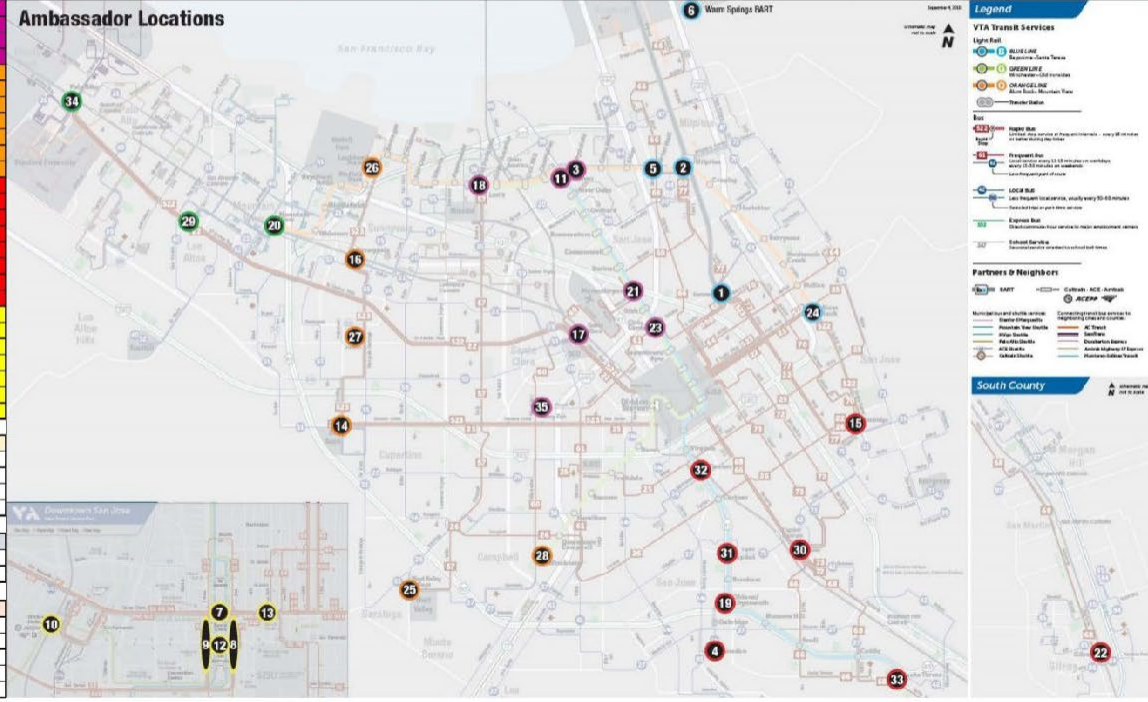
| Location | Map# | District | PHASE I | | | | | | | | | | | | | | | |
|---------------------|----------|--------------------|---------------------|------------|---------------------|------------|---------------------|------------|---------------------|--------------|---------------------|------------|---------------------|------------|---------------------|------------|---------------------|-----------|
| | | | #s | 12/18/2019 | #s | 12/26/2019 | #s | 12/27/2019 | #s | *12/28/2019* | #s | 12/29/2019 | #s | 12/30/2019 | #s | 12/31/2019 | #s | |
| Berrysessa BART | 1 | 1 (BLUE) | VTA Ambassadors | 26 | VTA Ambassadors | 15 | VTA Ambassadors | 15 | VTA Ambassadors | 26 | VTA Ambassadors | 31 | VTA Ambassadors | 30 | VTA Ambassadors | 31 | VTA Ambassadors | 14 |
| Milpitas BART | 2 | 1 (BLUE) | Caribou | 0 | Caribou | 0 | Caribou | 0 | Caribou | 0 | Caribou | 14 | Caribou | 15 | Caribou | 15 | Caribou | 11 |
| Great Mall TC | 5 | 1 (BLUE) | Total needed | 26 | Total needed | 15 | Total needed | 15 | Total needed | 26 | Total needed | 45 | Total needed | 45 | Total needed | 45 | Total needed | 25 |
| Warm Springs BART | 5 | 1 (BLUE) | PHASE II | | | | | | | | | | | | | | | |
| Alum Rock Station | 24 | 1 (BLUE) | SJSU & West Valley | | | | | | | | | | | | | | | |
| Mountain View TC | 20 | 2 (GREEN) | 1/2/2020 | #s | 1/3/2020 | #s | 1/6/2020 | #s | 1/7/2020 | #s | 1/8/2020 | #s | 1/23/2020 | #s | 1/27/2020 | #s | 1/28/2020 | #s |
| San Antonio TC | 29 | 2 (GREEN) | VTA Ambassadors | 28 | VTA Ambassadors | 28 | VTA Ambassadors | 37 | VTA Ambassadors | 35 | VTA Ambassadors | 28 | VTA Ambassadors | 7 | VTA Ambassadors | 9 | VTA Ambassadors | 9 |
| Palo Alto TC | 34 | 2 (GREEN) | Caribou | 14 | Caribou | 14 | Caribou | 16 | Caribou | 16 | Caribou | 16 | Caribou | 0 | Caribou | 0 | Caribou | 0 |
| Total needed | 3 | 3 (MAGENTA) | Total needed | 42 | Total needed | 42 | Total needed | 53 | Total needed | 51 | Total needed | 44 | Total needed | 7 | Total needed | 9 | Total needed | 9 |

| | | |
|-------------------------------|----|-------------|
| Baypointe Station | 3 | 3 (MAGENTA) |
| Tasman Station | 11 | 3 (MAGENTA) |
| Old Ironsides/Tasman | 18 | 3 (MAGENTA) |
| 1st @ Metro Station | 21 | 3 (MAGENTA) |
| Civic Center Station | 23 | 3 (MAGENTA) |
| Stevens Creek & Stelling | 14 | 4 (ORANGE) |
| Sunnyvale TC | 16 | 4 (ORANGE) |
| West Valley College | 25 | 4 (ORANGE) |
| Lockheed Martin TC | 26 | 4 (ORANGE) |
| Fremont High School | 27 | 4 (ORANGE) |
| Winchester Station | 28 | 4 (ORANGE) |
| Valley Fair TC | 35 | 4 (ORANGE) |
| Almaden Station | 4 | 5 (RED) |
| Castroville TC | 15 | 5 (RED) |
| Ottomoni/Chrysoth Station | 19 | 5 (RED) |
| Glory TC | 22 | 5 (RED) |
| Montezuma & Serster | 30 | 5 (RED) |
| Capital Station | 31 | 5 (RED) |
| Terrace Station | 32 | 5 (RED) |
| Santa Teresa Station | 33 | 5 (RED) |
| Santa Clara @ 1st/2nd | 7 | 6 (YELLOW) |
| 2nd @ Santa Clara/San Antonio | 3 | 6 (YELLOW) |
| 1st @ Santa Clara/San Antonio | 9 | 6 (YELLOW) |
| Diridon Station | 10 | 6 (YELLOW) |
| San Fernando @ 1st/2nd | 12 | 6 (YELLOW) |
| Santa Clara @ 5th/6th | 13 | 6 (YELLOW) |
| Santa Clara TC | 17 | 6 (YELLOW) |

| Location Summary | |
|----------------------------|--|
| 35 Locations | |
| 6 Districts | |
| 3-8 Locations per District | |
| 2-4 shifts per Location | |

| Project Partners | |
|------------------------------------|--|
| Caribou Public Relations | |
| City Year-Saturdays & Sundays only | |

| Important Dates | |
|-----------------|----------------------------------|
| Oct 1-Dec 2 | Ambassador recruitment |
| Dec 2-6 | Ambassador training sessions |
| Dec 9th | Phase I shifts open for bid |
| Dec 16-20 | District Lead team briefings |
| Dec 28th | BART Openings (heavy deployment) |

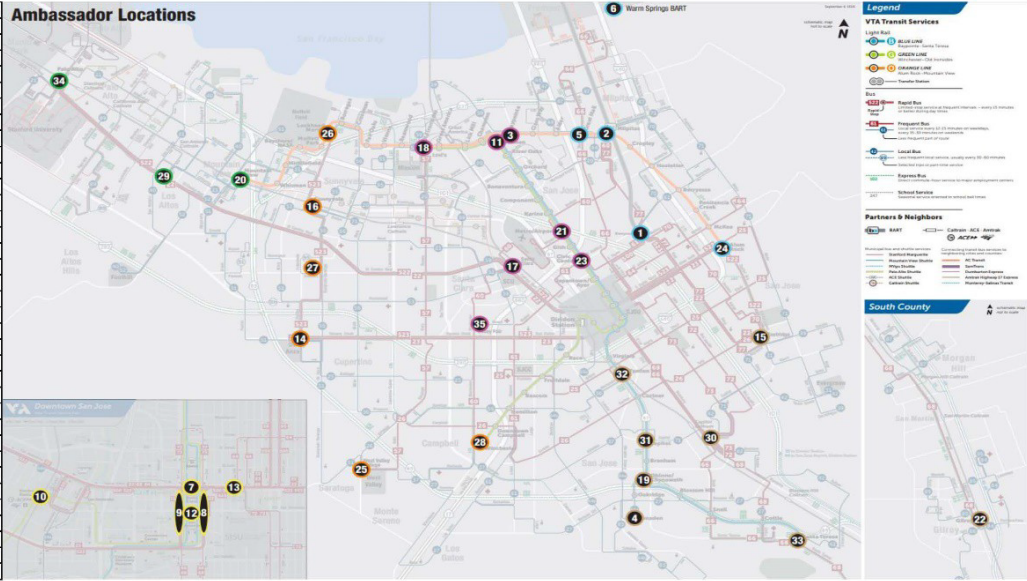


Rider Outreach Campaign Map

Languages by District

| | Locations | Map# | District | English | Spanish | Chinese | Vietnamese | Tagalog |
|----|-------------------------------|------|------------|---------|---------|---------|------------|---------|
| | Berrysa BART | 1 | 1 (BLUE) | 27% | 11% | 7% | 10% | 3% |
| | Milpitas BART | 2 | 1 (BLUE) | 31% | 3% | 9% | 10% | 3% |
| H | Great Mall TC | 5 | 1 (BLUE) | 30% | x | 9% | 8% | 3% |
| I | Warm Springs BART | 6 | 1 (BLUE) | pending | pending | pending | pending | pending |
| GH | Alum Rock Station | 24 | 1 (BLUE) | 22% | 25% | x | 8% | 3% |
| | Baypointe Station | 3 | 2 (PURPLE) | 36% | x | 4% | x | x |
| | Tasman Station | 11 | 2 (PURPLE) | 37% | 3% | 4% | x | x |
| | Santa Clara TC | 17 | 2 (PURPLE) | 61% | 5% | x | x | x |
| | Old Ironsides/Tasman | 18 | 2 (PURPLE) | 45% | 5% | 4% | x | 4% |
| | 1st @ Metro Station | 21 | 2 (PURPLE) | 40% | 10% | 3% | 5% | x |
| | Civic Center Station | 23 | 2 (PURPLE) | 47% | 11% | x | 3% | x |
| | Valley Fair TC | 35 | 2 (PURPLE) | pending | pending | pending | pending | pending |
| | Almaden Station | 4 | 3 (TAN) | 62% | 4% | x | x | x |
| | Eastridge TC | 15 | 3 (TAN) | 25% | 14% | 3% | 14% | 4% |
| | Ohlone/Chynoweth Station | 19 | 3 (TAN) | 61% | 6% | x | 3% | x |
| | Gilroy TC | 22 | 3 (TAN) | 46% | 23% | x | x | x |
| M | Monterey & Senter | 30 | 3 (TAN) | 42% | 12% | x | 10% | x |
| E | Capitol Station | 31 | 3 (TAN) | 61% | 4% | x | 4% | x |
| D | Tamien Station | 32 | 3 (TAN) | 53% | 14% | x | x | x |
| I | Santa Teresa Station | 33 | 3 (TAN) | 60% | 4% | x | 3% | x |
| U | Santa Clara @ 1st/2nd | 7 | 4 (YELLOW) | 52% | 13% | x | x | x |
| M | 2nd @ Santa Clara/San Antonio | 8 | 4 (YELLOW) | 48% | 15% | x | x | x |
| | 1st @ Santa Clara/San Antonio | 9 | 4 (YELLOW) | 52% | 12% | x | x | x |
| | Diridon Station | 10 | 4 (YELLOW) | 55% | 12% | x | x | x |
| | San Fernando @ 1st/2nd | 12 | 4 (YELLOW) | 52% | 12% | x | x | x |
| | Santa Clara @ 5th/6th | 13 | 4 (YELLOW) | 46% | 16% | x | x | x |
| | Stevens Creek & Stelling | 14 | 5 (ORANGE) | 35% | x | 11% | x | x |
| | Sunnyvale TC | 16 | 5 (ORANGE) | 42% | 7% | 6% | x | x |
| | West Valley College | 25 | 5 (ORANGE) | 53% | x | 8% | x | x |
| | Lockheed Martin TC | 26 | 5 (ORANGE) | 45% | 10% | 5% | x | x |
| | Fremont High School | 27 | 5 (ORANGE) | 45% | x | 7% | x | x |
| | Winchester Station | 28 | 5 (ORANGE) | 69% | 4% | x | x | x |
| L | Mountain View TC | 20 | 6 (GREEN) | 57% | 7% | 3% | x | x |
| O | San Antonio TC | 29 | 6 (GREEN) | 56% | 4% | 5% | x | x |
| W | Palo Alto TC | 34 | 6 (GREEN) | 64% | x | 3% | x | x |

Ambassador Locations



Ambassador Locations - Languages by District

Appendix E

BART Silicon Valley Project:

Sample Fact Sheet in Vietnamese

TỜ THÔNG TIN:

DỰ ÁN MỞ RỘNG BART THUNG LŨNG SILICON GIAI ĐOẠN II CỦA VTA



Nhìn sơ lược



54.600
hành khách từ Thứ Hai
đến Thứ Sáu



75.000
việc làm được tạo ra hoặc hỗ trợ
thông qua xây dựng*



4
trạm mới của BART



đầu tiên
Tàu điện ngầm một lối
đầu tiên ở Hoa Kỳ



6-Mile
Gia hạn thêm 6 dặm
của dịch vụ BART

VTA's BART Silicon Valley Extension Giai đoạn II (Dự án Giai đoạn II) là một phần mở rộng gồm sáu dặm, bốn trạm của BART từ Ga Berryessa / North San José (mở cửa vào năm 2020) qua trung tâm thành phố San José đến Thành phố Santa Clara. Kế hoạch dự án Giai đoạn II được bao gồm một tàu điện ngầm dài khoảng 5 dặm, ba ga tàu với các sân ga ngầm (28th Street / Little Portugal, Downtown San José, và Diridon), một ga trên mặt đất (Santa Clara), một trạm bảo trì xe lửa và lưu trữ cơ sở vật chất, và các cơ sở vật chất bổ sung khác.

* trực tiếp, gián tiếp và thông qua lợi ích gây ra

Lợi ích



Vòng quanh Vịnh

Tận hưởng chuyến đi một chỗ ngồi từ San José và Santa Clara đến các điểm đến quanh Vùng Vịnh thông qua phương tiện di chuyển thường xuyên và đáng tin cậy.



Một chuyến đi nhanh hơn

Bỏ qua đèn giao thông và tắc nghẽn bằng cách nhảy trên BART. Đọc, nhắn tin hoặc nghe nhạc và bạn sẽ đến điểm đến của mình trước khi bạn nhận ra điều đó.



Sức sống kinh tế

Ngoài nhiều công việc được tạo ra trong quá trình kỹ thuật và xây dựng, Dự án Giai đoạn II sẽ kết nối cộng đồng với hàng nghìn công việc xung quanh Vịnh.



Giảm ảnh hưởng xây dựng

Thông qua phương pháp xây dựng một lối khoan sáng tạo, việc xây dựng tàu điện ngầm sẽ diễn ra sâu dưới lòng đất, để lại phần lớn đường phố, các tiện ích và cơ sở kinh doanh bên trên không bị xáo trộn.



Thúc đẩy cộng đồng có định hướng chuyên tuyến

Cơ hội chỉ có một lần trong thế kỷ để tạo ra những nơi bình đẳng và có thể đi bộ để sống, làm việc, mua sắm và vui chơi thông qua sự phát triển thu nhỏ, sử dụng hỗn hợp xung quanh phương tiện giao thông.



Không khí sạch hơn

Với các cộng đồng định hướng chuyên tuyến và sự cải thiện của các phương tiện công cộng, bạn sẽ không cần phải lái xe nữa. Ít chuyến xe hơn đồng nghĩa với việc giảm phát thải khí nhà kính.

lịch trình



Sự chấp thuận của cử tri

2000-2018

- Nghiên cứu đầu tư chính
- Dự án chia thành hai giai đoạn
- Đánh giá môi trường
- Sự tham gia của cộng đồng
- Ban chấp thuận VTA

CHÚNG TA ĐANG Ở THỜI ĐIỂM NÀY



Lập kế hoạch, Kỹ thuật & Tìm Kiếm

2018-2022

- Nỗ lực lập kế hoạch
- Cải tiến Kỹ thuật
- Đơn xin tài trợ liên bang
- Phát triển Chương trình Quản lý Tiếp cận Xây dựng
- Phát triển Chương trình Nguồn lực Doanh nghiệp
- Mua lại Bất động sản
- Nghiên cứu Chiến lược Cộng đồng Định hướng Chuyên tuyến



Thiết kế-xây dựng

2022-2028

- Lựa chọn nhà thầu thiết kế - xây dựng
- Hoàn thành thiết kế cuối cùng
- Xây dựng đường hầm, đường ray, nhà ga, cơ sở vật chất và hệ thống



Kiểm tra hệ thống và an toàn

2028-2030

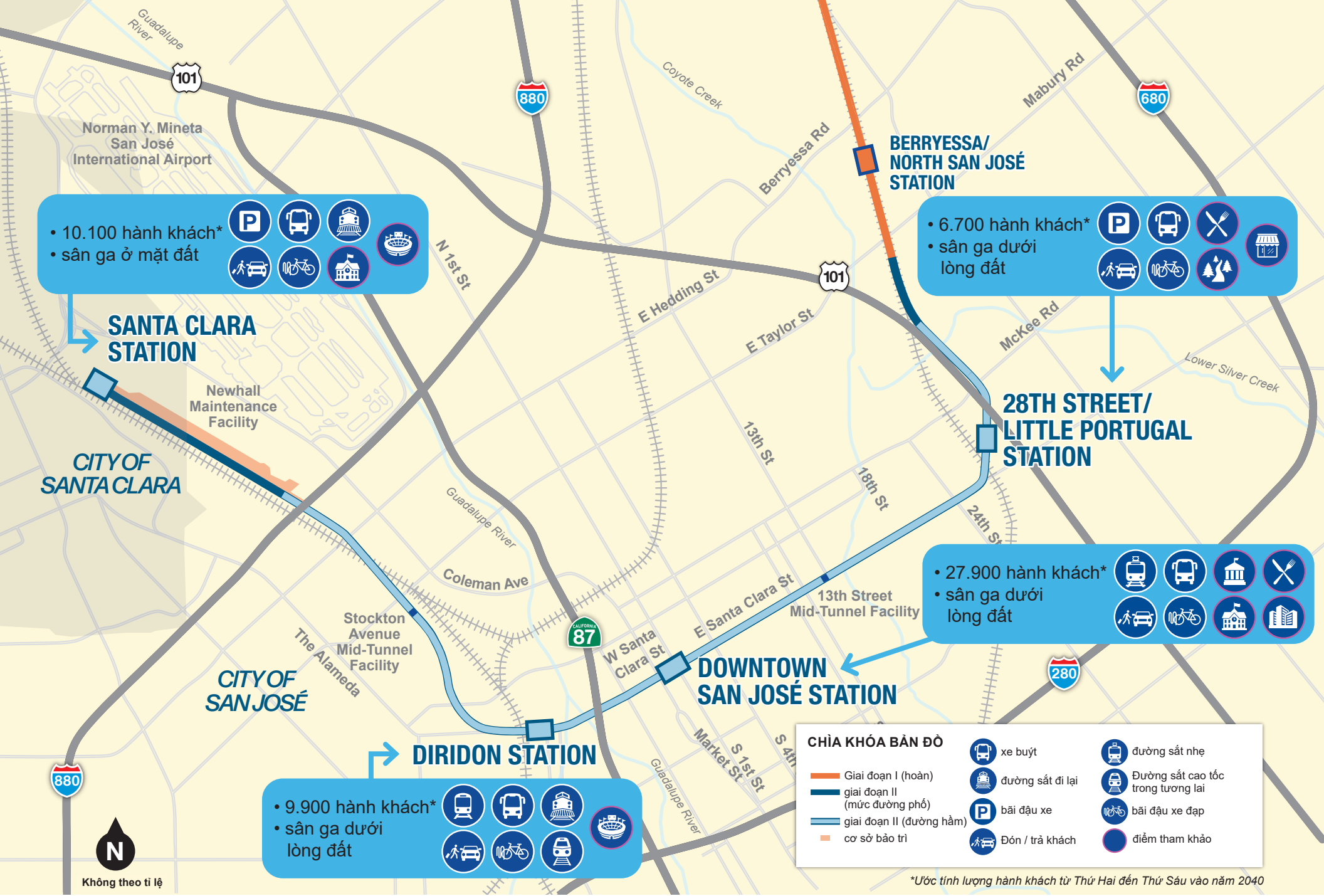
- Tiến hành kiểm tra hệ thống và an toàn
- Chấp nhận và chứng nhận đường sắt
- Bắt đầu dịch vụ

tiếp tục trên trang tiếp theo

đối tác tài trợ



Dự án mở rộng BART Thung lũng Silicon giai đoạn II của VTA



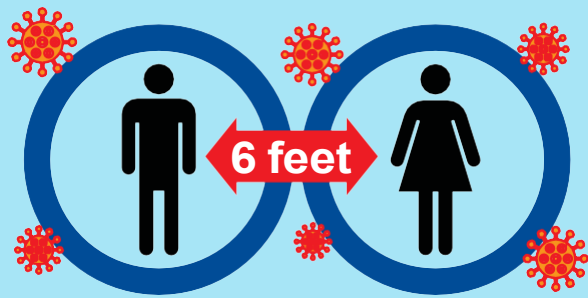
Không theo tỉ lệ

Appendix F

COVID-19 Notice

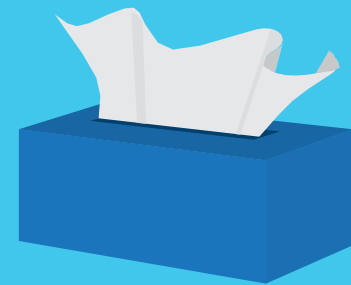
By Order of the Health Officer of the County of Santa Clara and to help prevent the spread of respiratory diseases like COVID-19, please:

Do not enter this facility if you have a cough or fever



Maintain a six-foot distance from one another

Sneeze or cough into a tissue, cloth, or elbow



Do not shake hands or engage in any unnecessary physical contact

NO ENTRE esta instalación si tiene tos, fiebre o si se encuentra enfermo.

Por favor:

- Mantenga una distancia mínima de seis pies de persona a persona
- Estornude y tose en un paño, pañuelo o cubriéndose la boca y nariz con su codo
- No le dé la mano a otra persona, ni participe en ningún contacto físico innecesario.

如果您咳嗽，發燒，感到不舒服，請勿進入此設施。

請：

- 彼此保持最小六英尺的距離
- 打噴嚏和咳嗽到一塊布，薄紙或自己的肘部
- 請勿握手或進行任何不必要的身體接觸

KHÔNG VÀO cơ sở này nếu bạn bị ho, sốt hoặc cảm thấy không khỏe.

Xin vui lòng:

- Duy trì khoảng cách tối thiểu sáu feet với nhau
- Hắt hơi và ho vào vải hoặc khăn giấy hoặc khuỷu tay của chính bạn
- Không bắt tay hoặc tham gia vào bất kỳ liên hệ vật lý không cần thiết

For more information, visit www.cdc.gov/COVID19



Appendix G

Table 8: City Populations of Individuals who are LEP within VTA Service Area

Table 8: City Populations of Individuals who are LEP within VTA Service Area
 (Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over)

| | Cupertino | | Milpitas | | Mountain View | | Palo Alto | | San Jose | | Santa Clara | | Sunnyvale | |
|-------------------------------------|-----------|-----------------|----------|-----------------|---------------|-----------------|-----------|-----------------|----------|-----------------|-------------|-----------------|-----------|-----------------|
| | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error | Estimate | Margin of Error |
| Total: | 56,804 | ±377 | 66,997 | ±383 | 72,597 | ±413 | 63,230 | ±363 | 933,261 | ±1,203 | 112,210 | ±641 | 136,072 | ±824 |
| Speak only English | 20,837 | ±1,046 | 22,619 | ±1,071 | 40,321 | ±1,160 | 38,273 | ±1,160 | 405,382 | ±3,913 | 53,496 | ±1,772 | 61,031 | ±1,892 |
| Spanish or Spanish Creole: | 1,358 | ±404 | 6,742 | ±698 | 11,113 | ±1,219 | 3,584 | ±603 | 220,040 | ±3,209 | 14,189 | ±1,368 | 18,252 | ±1,586 |
| Speak English "very well" | 979 | ±365 | 4,497 | ±570 | 6,365 | ±798 | 2,815 | ±479 | 127,383 | ±2,643 | 9,378 | ±944 | 10,344 | ±1,061 |
| Speak English less than "very well" | 379 | ±140 | 2,245 | ±376 | 4,748 | ±795 | 769 | ±338 | 92,657 | ±2,453 | 4,811 | ±953 | 7,908 | ±926 |
| French (incl. Patois, Cajun): | 203 | ±95 | 183 | ±91 | 890 | ±223 | 1,245 | ±303 | 2,813 | ±436 | 277 | ±127 | 1,148 | ±266 |

| | | | | | | | | | | | | | | |
|-------------------------------------|-----|------|-----|------|-----|------|-------|------|-------|------|-------|------|-----|------|
| Speak English "very well" | 173 | ±91 | 156 | ±90 | 787 | ±206 | 1,097 | ±270 | 2,502 | ±424 | 240 | ±117 | 862 | ±222 |
| Speak English less than "very well" | 30 | ±49 | 27 | ±29 | 103 | ±70 | 148 | ±88 | 311 | ±111 | 37 | ±30 | 286 | ±124 |
| French Creole: | 0 | ±28 | 0 | ±28 | 0 | ±28 | 0 | ±28 | 70 | ±62 | 9 | ±17 | 10 | ±17 |
| Speak English "very well" | 0 | ±28 | 0 | ±28 | 0 | ±28 | 0 | ±28 | 64 | ±64 | 9 | ±17 | 10 | ±17 |
| Speak English less than "very well" | 0 | ±28 | 0 | ±28 | 0 | ±28 | 0 | ±28 | 6 | ±9 | 0 | ±28 | 0 | ±28 |
| Italian: | 152 | ±129 | 99 | ±97 | 261 | ±90 | 245 | ±175 | 1,643 | ±256 | 268 | ±109 | 103 | ±62 |
| Speak English "very well" | 109 | ±82 | 70 | ±57 | 181 | ±58 | 176 | ±133 | 1,320 | ±226 | 196 | ±77 | 103 | ±62 |
| Speak English less than "very well" | 43 | ±53 | 29 | ±45 | 80 | ±52 | 69 | ±69 | 323 | ±105 | 72 | ±53 | 0 | ±28 |
| Portuguese or | 102 | ±113 | 219 | ±164 | 271 | ±132 | 119 | ±88 | 4,799 | ±667 | 1,135 | ±353 | 524 | ±199 |

| | | | | | | | | | | | | | | |
|-------------------------------------|-----|------|----|-----|-----|------|-----|------|-----|------|-----|-----|-----|------|
| Other West Germanic languages: | 37 | ±35 | 10 | ±16 | 26 | ±39 | 151 | ±102 | 673 | ±191 | 102 | ±71 | 280 | ±166 |
| Speak English "very well" | 29 | ±28 | 10 | ±16 | 26 | ±39 | 119 | ±65 | 673 | ±191 | 81 | ±69 | 258 | ±164 |
| Speak English less than "very well" | 8 | ±12 | 0 | ±28 | 0 | ±28 | 32 | ±47 | 0 | ±28 | 21 | ±27 | 22 | ±34 |
| Scandinavian languages: | 130 | ±142 | 10 | ±15 | 225 | ±103 | 170 | ±80 | 439 | ±163 | 35 | ±36 | 110 | ±72 |
| Speak English "very well" | 130 | ±142 | 10 | ±15 | 186 | ±84 | 127 | ±86 | 391 | ±151 | 27 | ±32 | 97 | ±72 |
| Speak English less than "very well" | 0 | ±28 | 0 | ±28 | 39 | ±36 | 43 | ±50 | 48 | ±41 | 8 | ±15 | 13 | ±21 |
| Greek: | 0 | ±28 | 0 | ±28 | 70 | ±64 | 92 | ±79 | 938 | ±340 | 69 | ±54 | 61 | ±79 |
| Speak English "very well" | 0 | ±28 | 0 | ±28 | 70 | ±64 | 51 | ±47 | 687 | ±236 | 69 | ±54 | 61 | ±79 |
| Speak English less | 0 | ±28 | 0 | ±28 | 0 | ±28 | 41 | ±65 | 251 | ±151 | 0 | ±28 | 0 | ±28 |

| | | | | | | | | | | | | | | |
|-------------------------------------|-----|------|----|-----|-------|------|-------|------|-------|------|-----|------|-------|------|
| than "very well" | | | | | | | | | | | | | | |
| Russian: | 522 | ±220 | 90 | ±57 | 2,230 | ±403 | 1,822 | ±489 | 3,977 | ±569 | 959 | ±295 | 1,862 | ±470 |
| Speak English "very well" | 259 | ±141 | 62 | ±43 | 1,011 | ±218 | 1,232 | ±430 | 2,459 | ±425 | 594 | ±240 | 1,047 | ±309 |
| Speak English less than "very well" | 263 | ±152 | 28 | ±22 | 1,219 | ±269 | 590 | ±175 | 1,518 | ±330 | 365 | ±164 | 815 | ±241 |
| Polish: | 34 | ±38 | 39 | ±40 | 104 | ±72 | 86 | ±63 | 625 | ±238 | 126 | ±60 | 253 | ±150 |
| Speak English "very well" | 26 | ±31 | 29 | ±27 | 94 | ±70 | 86 | ±63 | 488 | ±190 | 92 | ±53 | 200 | ±133 |
| Speak English less than "very well" | 8 | ±12 | 10 | ±17 | 10 | ±14 | 0 | ±28 | 137 | ±77 | 34 | ±30 | 53 | ±51 |
| Serbo-Croatian: | 55 | ±52 | 10 | ±15 | 125 | ±92 | 63 | ±57 | 1,344 | ±406 | 554 | ±384 | 211 | ±120 |
| Speak English "very well" | 24 | ±40 | 10 | ±15 | 125 | ±92 | 36 | ±35 | 756 | ±268 | 516 | ±354 | 120 | ±87 |
| Speak English less | 31 | ±35 | 0 | ±28 | 0 | ±28 | 27 | ±45 | 588 | ±243 | 38 | ±46 | 91 | ±65 |

| | | | | | | | | | | | | | | |
|-------------------------------------|-----|------|-----|------|-----|------|-----|------|-------|------|-----|------|-----|------|
| than "very well" | | | | | | | | | | | | | | |
| Other Slavic languages: | 104 | ±102 | 0 | ±28 | 140 | ±98 | 136 | ±85 | 654 | ±261 | 197 | ±105 | 191 | ±118 |
| Speak English "very well" | 104 | ±102 | 0 | ±28 | 117 | ±92 | 110 | ±78 | 434 | ±233 | 155 | ±89 | 102 | ±78 |
| Speak English less than "very well" | 0 | ±28 | 0 | ±28 | 23 | ±37 | 26 | ±31 | 220 | ±116 | 42 | ±46 | 89 | ±69 |
| Armenian: | 25 | ±23 | 5 | ±7 | 111 | ±173 | 75 | ±77 | 374 | ±140 | 95 | ±69 | 149 | ±142 |
| Speak English "very well" | 14 | ±23 | 5 | ±7 | 50 | ±78 | 71 | ±76 | 225 | ±102 | 84 | ±63 | 119 | ±121 |
| Speak English less than "very well" | 11 | ±20 | 0 | ±28 | 61 | ±95 | 4 | ±7 | 149 | ±100 | 11 | ±19 | 30 | ±37 |
| Persian: | 903 | ±402 | 335 | ±169 | 629 | ±224 | 467 | ±232 | 6,694 | ±939 | 791 | ±329 | 838 | ±275 |
| Speak English "very well" | 471 | ±224 | 242 | ±134 | 376 | ±146 | 297 | ±153 | 3,997 | ±661 | 448 | ±210 | 484 | ±177 |

| | | | | | | | | | | | | | | |
|-------------------------------------|-------|------|-------|------|-------|------|-----|------|--------|--------|-------|------|-------|------|
| Speak English less than "very well" | 432 | ±290 | 93 | ±72 | 253 | ±139 | 170 | ±104 | 2,697 | ±450 | 343 | ±211 | 354 | ±152 |
| Gujarati: | 418 | ±217 | 804 | ±326 | 113 | ±71 | 45 | ±42 | 2,675 | ±475 | 715 | ±230 | 952 | ±296 |
| Speak English "very well" | 394 | ±208 | 540 | ±224 | 73 | ±46 | 28 | ±31 | 2,178 | ±425 | 485 | ±160 | 789 | ±264 |
| Speak English less than "very well" | 24 | ±27 | 264 | ±188 | 40 | ±55 | 17 | ±28 | 497 | ±165 | 230 | ±147 | 163 | ±93 |
| Hindi: | 3,845 | ±762 | 2,249 | ±478 | 1,786 | ±393 | 707 | ±241 | 13,723 | ±1,681 | 5,355 | ±891 | 7,019 | ±863 |
| Speak English "very well" | 3,227 | ±680 | 2,012 | ±449 | 1,647 | ±378 | 597 | ±207 | 11,915 | ±1,488 | 4,644 | ±837 | 6,014 | ±778 |
| Speak English less than "very well" | 618 | ±250 | 237 | ±108 | 139 | ±75 | 110 | ±70 | 1,808 | ±418 | 711 | ±228 | 1,005 | ±308 |
| Urdu: | 300 | ±187 | 278 | ±196 | 204 | ±177 | 437 | ±262 | 2,052 | ±479 | 1,252 | ±412 | 424 | ±225 |
| Speak English "very well" | 263 | ±173 | 235 | ±171 | 186 | ±168 | 282 | ±164 | 1,615 | ±406 | 978 | ±342 | 354 | ±204 |

| | | | | | | | | | | | | | | |
|-------------------------------------|--------|------|-------|------|-------|------|-------|------|--------|--------|-------|------|--------|--------|
| Speak English less than "very well" | 37 | ±29 | 43 | ±41 | 18 | ±31 | 155 | ±176 | 437 | ±168 | 274 | ±157 | 70 | ±45 |
| Other Indic languages: | 2,534 | ±507 | 1,920 | ±600 | 865 | ±314 | 346 | ±163 | 12,126 | ±1,263 | 2,305 | ±567 | 3,666 | ±724 |
| Speak English "very well" | 2,187 | ±484 | 1,247 | ±392 | 641 | ±245 | 321 | ±156 | 8,369 | ±987 | 1,742 | ±421 | 2,856 | ±637 |
| Speak English less than "very well" | 347 | ±134 | 673 | ±290 | 224 | ±124 | 25 | ±28 | 3,757 | ±567 | 563 | ±274 | 810 | ±258 |
| Other Indo-European languages: | 151 | ±155 | 20 | ±23 | 149 | ±81 | 100 | ±91 | 1,137 | ±351 | 440 | ±267 | 243 | ±181 |
| Speak English "very well" | 137 | ±144 | 7 | ±13 | 124 | ±68 | 48 | ±47 | 698 | ±199 | 296 | ±189 | 188 | ±161 |
| Speak English less than "very well" | 14 | ±22 | 13 | ±20 | 25 | ±25 | 52 | ±81 | 439 | ±200 | 144 | ±129 | 55 | ±69 |
| Chinese: | 14,217 | ±920 | 8,927 | ±946 | 5,955 | ±660 | 8,512 | ±791 | 61,222 | ±2,681 | 8,235 | ±840 | 14,454 | ±1,170 |

| | | | | | | | | | | | | | | |
|-------------------------------------|-------|------|-------|------|-------|------|-------|------|--------|--------|-------|------|-------|------|
| Speak English "very well" | 8,249 | ±697 | 3,305 | ±423 | 3,286 | ±502 | 5,387 | ±623 | 28,276 | ±1,674 | 4,155 | ±501 | 7,093 | ±642 |
| Speak English less than "very well" | 5,968 | ±641 | 5,622 | ±763 | 2,669 | ±364 | 3,125 | ±430 | 32,946 | ±1,696 | 4,080 | ±564 | 7,361 | ±791 |
| Japanese : | 1,396 | ±383 | 238 | ±202 | 710 | ±188 | 1,297 | ±353 | 5,854 | ±842 | 1,176 | ±342 | 1,432 | ±359 |
| Speak English "very well" | 552 | ±226 | 199 | ±194 | 499 | ±166 | 758 | ±229 | 2,867 | ±511 | 528 | ±207 | 730 | ±224 |
| Speak English less than "very well" | 844 | ±304 | 39 | ±32 | 211 | ±96 | 539 | ±211 | 2,987 | ±493 | 648 | ±245 | 702 | ±238 |
| Korean: | 1,724 | ±449 | 747 | ±269 | 919 | ±274 | 1,529 | ±505 | 10,519 | ±1,180 | 2,323 | ±595 | 2,184 | ±484 |
| Speak English "very well" | 595 | ±218 | 356 | ±172 | 500 | ±195 | 846 | ±324 | 5,381 | ±759 | 1,037 | ±336 | 1,045 | ±309 |
| Speak English less than "very well" | 1,129 | ±344 | 391 | ±155 | 419 | ±162 | 683 | ±279 | 5,138 | ±687 | 1,286 | ±356 | 1,139 | ±315 |
| Mon-Khmer, | 39 | ±54 | 37 | ±43 | 92 | ±104 | 23 | ±41 | 3,139 | ±599 | 92 | ±93 | 75 | ±68 |

| | | | | | | | | | | | | | | |
|-------------------------------------|----|-----|-----|------|----|------|-----|------|-------|------|-----|------|-----|------|
| Cambodian : | | | | | | | | | | | | | | |
| Speak English "very well" | 13 | ±24 | 9 | ±16 | 39 | ±52 | 23 | ±41 | 1,230 | ±313 | 44 | ±54 | 52 | ±50 |
| Speak English less than "very well" | 26 | ±34 | 28 | ±32 | 53 | ±53 | 0 | ±28 | 1,909 | ±387 | 48 | ±65 | 23 | ±34 |
| Hmong: | 0 | ±28 | 77 | ±114 | 0 | ±28 | 0 | ±28 | 300 | ±189 | 6 | ±12 | 0 | ±28 |
| Speak English "very well" | 0 | ±28 | 50 | ±75 | 0 | ±28 | 0 | ±28 | 174 | ±131 | 6 | ±12 | 0 | ±28 |
| Speak English less than "very well" | 0 | ±28 | 27 | ±39 | 0 | ±28 | 0 | ±28 | 126 | ±106 | 0 | ±28 | 0 | ±28 |
| Thai: | 79 | ±90 | 138 | ±107 | 96 | ±112 | 224 | ±277 | 1,036 | ±279 | 182 | ±141 | 219 | ±160 |
| Speak English "very well" | 34 | ±38 | 68 | ±63 | 96 | ±112 | 29 | ±33 | 504 | ±166 | 124 | ±141 | 92 | ±84 |
| Speak English less than "very well" | 45 | ±52 | 70 | ±59 | 0 | ±28 | 195 | ±273 | 532 | ±165 | 58 | ±57 | 127 | ±92 |
| Laotian: | 0 | ±28 | 114 | ±102 | 0 | ±28 | 0 | ±28 | 691 | ±268 | 237 | ±261 | 0 | ±28 |

| | | | | | | | | | | | | | | |
|-------------------------------------|-------|------|-------|--------|-------|------|-----|------|--------|--------|-------|------|--------|------|
| Speak English "very well" | 0 | ±28 | 27 | ±28 | 0 | ±28 | 0 | ±28 | 321 | ±141 | 237 | ±261 | 0 | ±28 |
| Speak English less than "very well" | 0 | ±28 | 87 | ±82 | 0 | ±28 | 0 | ±28 | 370 | ±163 | 0 | ±28 | 0 | ±28 |
| Vietnamese: | 466 | ±265 | 9,348 | ±1,025 | 504 | ±227 | 446 | ±321 | 96,213 | ±3,002 | 3,510 | ±694 | 2,264 | ±496 |
| Speak English "very well" | 261 | ±148 | 3,719 | ±602 | 264 | ±159 | 348 | ±298 | 35,850 | ±1,529 | 1,795 | ±492 | 832 | ±287 |
| Speak English less than "very well" | 205 | ±141 | 5,629 | ±756 | 240 | ±139 | 98 | ±78 | 60,363 | ±2,058 | 1,715 | ±372 | 1,432 | ±378 |
| Other Asian languages: | 5,321 | ±688 | 2,324 | ±436 | 1,877 | ±473 | 932 | ±325 | 17,575 | ±1,501 | 6,376 | ±760 | 10,085 | ±901 |
| Speak English "very well" | 4,706 | ±628 | 1,881 | ±347 | 1,504 | ±432 | 815 | ±300 | 14,462 | ±1,369 | 5,183 | ±667 | 8,080 | ±778 |
| Speak English less than "very well" | 615 | ±209 | 443 | ±227 | 373 | ±160 | 117 | ±84 | 3,113 | ±464 | 1,193 | ±318 | 2,005 | ±360 |

| | | | | | | | | | | | | | | |
|-------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|---------|--------|---------|--------|
| Tagalog: | 500 | ±212 | 8,007 | ±928 | 1,063 | ±275 | 304 | ±120 | 35,820 | ±1,794 | 4,532 | ±707 | 3,965 | ±712 |
| Speak English "very well" | 453 | ±231 | 5,337 | ±719 | 859 | ±238 | 221 | ±108 | 21,817 | ±1,362 | 3,078 | ±519 | 2,298 | ±495 |
| Speak English less than "very well" | 47 | ±60 | 2,670 | ±507 | 204 | ±127 | 83 | ±49 | 14,003 | ±1,121 | 1,454 | ±369 | 1,667 | ±352 |
| Other Pacific Island languages: | 274 | ±179 | 648 | ±287 | 332 | ±193 | 85 | ±81 | 5,730 | ±734 | 717 | ±324 | 917 | ±355 |
| Speak English "very well" | 56,804 | ±377 | 66,997 | ±383 | 72,597 | ±413 | 63,230 | ±363 | 933,261 | ±1,203 | 112,210 | ±641 | 136,072 | ±824 |
| Speak English less than "very well" | 20,837 | ±1,046 | 22,619 | ±1,071 | 40,321 | ±1,160 | 38,273 | ±1,160 | 405,382 | ±3,913 | 53,496 | ±1,772 | 61,031 | ±1,892 |
| Navajo: | 1,358 | ±404 | 6,742 | ±698 | 11,113 | ±1,219 | 3,584 | ±603 | 220,040 | ±3,209 | 14,189 | ±1,368 | 18,252 | ±1,586 |
| Speak English "very well" | 979 | ±365 | 4,497 | ±570 | 6,365 | ±798 | 2,815 | ±479 | 127,383 | ±2,643 | 9,378 | ±944 | 10,344 | ±1,061 |

| | | | | | | | | | | | | | | |
|--|-----|------|-------|------|-------|------|-------|------|--------|--------|-------|------|-------|------|
| Speak English less than "very well" | 379 | ±140 | 2,245 | ±376 | 4,748 | ±795 | 769 | ±338 | 92,657 | ±2,453 | 4,811 | ±953 | 7,908 | ±926 |
| Other Native North American languages: | 203 | ±95 | 183 | ±91 | 890 | ±223 | 1,245 | ±303 | 2,813 | ±436 | 277 | ±127 | 1,148 | ±266 |
| Speak English "very well" | 173 | ±91 | 156 | ±90 | 787 | ±206 | 1,097 | ±270 | 2,502 | ±424 | 240 | ±117 | 862 | ±222 |
| Speak English less than "very well" | 30 | ±49 | 27 | ±29 | 103 | ±70 | 148 | ±88 | 311 | ±111 | 37 | ±30 | 286 | ±124 |
| Hungarian: | 0 | ±28 | 0 | ±28 | 0 | ±28 | 0 | ±28 | 70 | ±62 | 9 | ±17 | 10 | ±17 |
| Speak English "very well" | 0 | ±28 | 0 | ±28 | 0 | ±28 | 0 | ±28 | 64 | ±64 | 9 | ±17 | 10 | ±17 |
| Speak English less than "very well" | 0 | ±28 | 0 | ±28 | 0 | ±28 | 0 | ±28 | 6 | ±9 | 0 | ±28 | 0 | ±28 |
| Arabic: | 152 | ±129 | 99 | ±97 | 261 | ±90 | 245 | ±175 | 1,643 | ±256 | 268 | ±109 | 103 | ±62 |

| | | | | | | | | | | | | | | |
|-------------------------------------|-----|------|-----|------|-----|------|-----|------|-------|------|-------|------|-----|------|
| Speak English "very well" | 109 | ±82 | 70 | ±57 | 181 | ±58 | 176 | ±133 | 1,320 | ±226 | 196 | ±77 | 103 | ±62 |
| Speak English less than "very well" | 43 | ±53 | 29 | ±45 | 80 | ±52 | 69 | ±69 | 323 | ±105 | 72 | ±53 | 0 | ±28 |
| Hebrew: | 102 | ±113 | 219 | ±164 | 271 | ±132 | 119 | ±88 | 4,799 | ±667 | 1,135 | ±353 | 524 | ±199 |
| Speak English "very well" | 102 | ±113 | 64 | ±59 | 168 | ±96 | 105 | ±84 | 3,104 | ±579 | 588 | ±208 | 323 | ±138 |
| Speak English less than "very well" | 0 | ±28 | 155 | ±115 | 103 | ±61 | 14 | ±22 | 1,695 | ±311 | 547 | ±201 | 201 | ±106 |
| African languages: | 191 | ±113 | 114 | ±58 | 753 | ±266 | 390 | ±153 | 2,277 | ±322 | 253 | ±113 | 820 | ±284 |
| Speak English "very well" | 181 | ±112 | 100 | ±50 | 524 | ±191 | 337 | ±132 | 2,034 | ±297 | 228 | ±109 | 740 | ±259 |
| Speak English less than "very well" | 10 | ±12 | 14 | ±16 | 229 | ±129 | 53 | ±42 | 243 | ±87 | 25 | ±30 | 80 | ±90 |
| Other and | 0 | ±28 | 0 | ±28 | 10 | ±17 | 0 | ±28 | 17 | ±29 | 0 | ±28 | 0 | ±28 |

| | | | | | | | | | | | | | | |
|-------------------------------------|---|-----|---|-----|----|-----|---|-----|----|-----|---|-----|---|-----|
| unspecified languages: | | | | | | | | | | | | | | |
| Speak English "very well" | 0 | ±28 | 0 | ±28 | 10 | ±17 | 0 | ±28 | 17 | ±29 | 0 | ±28 | 0 | ±28 |
| Speak English less than "very well" | 0 | ±28 | 0 | ±28 | 0 | ±28 | 0 | ±28 | 0 | ±28 | 0 | ±28 | 0 | ±28 |

Source: US Census Bureau, 2016-2020 American Community Survey, Table B16001: 5-year estimates based on 2015 data

Section 7: Minority Representation on Planning and Advisory Bodies

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.” Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, 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.

The Citizens Advisory Committee (CAC) and the Committee for Transit Mobility and Accessibility (CTMA) are two VTA advisory committees that are comprised of non-elected members who are selected by VTA. VTA does not have any other committees where members are non-elected and selected by VTA. A list of the survey questions used to query members about their racial identity and/or ethnicity, a table depicting the racial breakdown of the committees, and efforts to encourage participation of minorities on those committees are shown below.

Questionnaire:

By self-identification, what is your ethnicity (cultural or national origin) and/or race?

- **Hispanic, Latino, or Spanish Origin**
 - A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- **White (Not Hispanic or Latino)**
 - A person having origins in any of the original peoples of Europe, the Middle East or North Africa.
- **Black or African-American (Not Hispanic or Latino)**
 - A person having origins in any of the black racial groups of Africa.
- **Native Hawaiian or other Pacific Islander (Not Hispanic or Latino)**
 - A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- **American Indian or Alaska Native (Not Hispanic or Latino)**
 - A person having origins in any of the original people of the North and South American Continent (including Central America), and who maintain tribal affiliation or community attachment.
- **Asian (Not Hispanic or Latino)**
 - A person having origins in any of the original people of the Far East, Southeast Asia, or the Indian Subcontinent, including for example, Cambodia, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand or Vietnam.
- **Two or more races (Not Hispanic or Latino)**
 - All persons who identify with more than one of the above listed races.
- **Decline to provide ethnicity and/or race information**

Table 1: Racial Breakdown of the Membership of Advisory Committees

| | Citizens Advisory Committee (CAC) | Committee for Transit Accessibility (CTA) |
|--|--|--|
| Approved Membership Positions | 13 | 17 |
| Filled Membership Positions | 10 | 9 |
| Members Completing Survey | 8 | 5 |
| | Responses | |
| Hispanic, Latino, or Spanish Origin | 0 | 1 |
| White | 6 | 3 |
| Black or African-American | 0 | 0 |
| Native Hawaiian or other Pacific Islander | 0 | 0 |
| American Indian or Alaska Native | 0 | 0 |

| | | |
|-------------------|---|---|
| Asian | 2 | 0 |
| Two or more races | 0 | 1 |

Outreach Efforts to Encourage Participation

VTA values the ethnic and cultural diversity of the public it serves in Santa Clara County. Accordingly, VTA actively seeks and encourages the participation of traditionally underrepresented groups on its non-elected committees when filling a vacancy.

VTA makes concerted efforts to provide the opportunity for qualified individuals from underrepresented ethnic groups to join its advisory committees so that these bodies accurately represent the ethnic, gender, and geographic diversity of the county.

VTA utilizes a number of strategies to promote meaningful participation by these groups, including targeted outreach. Methods may include, but are not limited to, one or more of the following:

- Announcements of committee vacancies and solicitation to apply for membership at Board and Committee meetings.
- VTA blog posts were shared via social media channels.
- Posting committee vacancies on VTA's website:
 - <https://www.vta.org/blog/help-shape-future-transportation>
 - <https://www.vta.org/blog/make-your-voice-heard-join-vta-advisory-committee>
 - <https://www.vta.org/blog/searching-members-committee-transportation-mobility-accessibility>
- Encouragement of our Board and Committee members to share the recruitment with their constituents/network.
- Flyers were distributed in paratransit vehicles.
- Automated voice information through the VTA Access paratransit scheduling number (callers are greeted with recruitment messages when calling).
- Posting links to apply on the committee landing pages on the agenda portal.
- Placing informational signs on VTA buses, light rail vehicles, bus stops and shelters, light rail stations, Park & Rides, and other facilities.

Section 8: Description of How Subrecipients are Monitored

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

Santa Clara VTA (VTA) entered into a two-year agreement with Peninsula Family Service (PFS) to provide grant funding for its DriveForward Vehicle Loan Program; a consumer lending program that provided affordably priced automobile loans. Through the Metropolitan Transportation Commission's (MTC) Fifth-Cycle of the Lifeline Transportation Program, VTA claimed 5307 funds in the amount of \$237,000 on behalf of the PFS to fund the loan program. Peninsula Family Service submitted its Title VI Program to VTA staff. The Program was determined to be compliant with FTA Title VI Circular 4702.1B and PFS did not have any Title VI complaints, investigations, or lawsuits.

Section 9: Title VI Equity Analysis for the Construction of a Facility

The recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Facilities include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Facilities do not include bus shelters and transit stations,

power substations, etc. which are evaluated during project development of the NEPA process.

VTA has not built any transit facilities since the submittal of its last Title VI Program. To the extent that any transit facilities are planned for construction, VTA is prepared to complete the required analyses and has created a policy to provide guidance for that process.

Section 10: Approval of Title VI Program by Governing Entity

The recipient must provide a copy of board meeting minutes, resolutions, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions has reviewed and approved the Title VI Program. The approval must occur prior to submission to the FTA.



APPROVED ACCEPTED ADOPTED AMENDED DEFERRED REVIEWED
Santa Clara Valley Transportation Authority
Board of Directors

By: Thalia Niny
Thalia Niny, Board Secretary

DATE: 10/6/22

Date: September 29, 2022
Current Meeting: October 6, 2022
Board Meeting: October 6, 2022

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
Board of Directors

THROUGH: General Manager/CEO, Carolyn M. Gonot

FROM: Director of Policy & Compliance, Jaye Bailey

SUBJECT: 2022 Title VI Program

Policy-Related Action: Yes

Government Code Section 84308 Applies: No

RESOLUTION NO. 2022.10.42

RECOMMENDATION:

Adopt a resolution approving VTA’s 2022 Title VI Program.

EXECUTIVE SUMMARY:

- Title VI prohibits discrimination in programs and activities for entities that receive federal funding.
- The Federal Transit Administration (FTA) requires the VTA Board of Directors approve the Title VI Program.
- VTA’s Title VI Program is made up sixteen (16) elements that include policies, plans, maps, surveys, and equity analyses. It is compliant with FTA Title VI Circular 4702.1B guidelines.

STRATEGIC PLAN/GOALS:

This action aligns with VTA’s Strategic Plan Business Line 2: Delivering Projects and Programs.

FISCAL IMPACT:

There is no direct fiscal impact that will result from the adoption of the Title VI Program.

BACKGROUND:

Title VI (42 U.S.C. §2000 et seq.) was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and

activities receiving federal financial assistance.

The Board of Directors is required to approve specific documents of the Title VI Program as detailed in FTA Title VI Circular 4702.1B:

- Major Service Change and Disparate Impact Policy (once and any amendments)
- Results of the Monitoring Program (every three years)
- Title VI Program (every three years)
- Equity Analysis (as necessary for any major service or fare changes)

The following documents have been approved by the Board:

- **Next Network Final Plan (equity analysis):** Adopted May 4, 2017
- **New Transit Service Plan (equity analysis):** Adopted May 2, 2019
- **Results of the 2019 Monitoring Program:** Adopted February 6, 2020
- **2019 Title VI Program:** Adopted February 6, 2020
- **Results of 2022 Service Monitoring Report:** Adopted September 1, 2022

DISCUSSION:

VTA's Title VI Program is compliant with FTA Title VI Circular 4702.1B guidelines as detailed in the Resolution, (Attachment A). The Program (Attachment B) is made up of sixteen (16) elements that include policies, plans, maps, surveys, and equity analyses.

Staff recommends that the Board of Directors approve the 2022 Title VI Program.

CLIMATE IMPACT:

There is no direct climate impact.

ALTERNATIVES:

The VTA Board of Directors could decide not to adopt the 2022 Title VI Program, or request staff to provide additional information or re-evaluate certain aspects of the Program. However, the Office of Civil Rights will need to submit the Title VI Program in its entirety to the Federal Transit Administration no later than November 30, 2022.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

The Administration & Finance Committee received this item at their September 15, 2022, meeting under the regular agenda and recommended Board approval.

Prepared by: Camille Williams/Mark S. Greene
Memo No. 8331

ATTACHMENTS:

- Resolution (PDF)
- Title VI Program PPT (PDF)
- Title VI Program 9-6-22 (PDF)

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ATTACHMENT

RESOLUTION NO. 2022.10.42

**RESOLUTION OF THE SANTA CLARA VALLEY TRANSPORTATION AUTHORITY
TO ADOPT ITS 2022 TITLE VI PROGRAM**

WHEREAS, Title VI (codified at 42 U.S.C. §2000d et seq.) of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance; and

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

WHEREAS, the above-referenced Circular details required elements of the Title VI Program, which each recipient of FTA assistance must submit to the FTA triennially; and

WHEREAS, the above-referenced Circular requires VTA's Board of Directors to approve VTA's Title VI Program before it is submitted to the FTA; and

WHEREAS, VTA's Title VI Program expires January 31, 2023.

WHEREAS, VTA's Title VI Program must contain numerous elements, including but not limited to, VTA's:

1. Title VI Notice to the Public
2. Title VI Complaint Procedures
3. Title VI Complaint Form
4. List of Transit-related Title VI Investigations, Complaints, and Lawsuits
5. Public Participation Plan
6. Language Assistance Plan
7. Racial Composition of Non-elected Boards and Committees
8. Monitoring of Subrecipients
9. Demographic Maps
10. On-Board Surveys
11. Title VI Equity Analysis for Facilities
12. Copy of the Board Meeting Minutes Approving the Title VI Program
13. System-wide Service Standards and Policies (SSSPs)
14. Board Approval of the Results of the Monitoring Program for the SSSPs
15. Public Engagement Process to set the Major Service Change Policy
16. Service and Fare Equity Analyses

WHEREAS, staff has developed a proposed Title VI Program (provided to the Board via staff report), including the above-referenced items and evidencing VTA’s compliance with Title VI, for Board consideration and approval.

NOW THEREFORE, BE IT RESOLVED that the Board of Directors of the Santa Clara Valley Transportation Authority hereby adopts the VTA Title VI Program; and

BE IT FURTHER RESOLVED that the Board of Directors authorizes the General Manager, or a designee, to:

1. Include evidence of the Board’s consideration and approval of the final VTA Title VI Program
2. Submit the final VTA Title VI Program to the FTA; and
3. Take any other steps necessary to give effect to this Resolution, including responding to any follow-up inquiries from the FTA.

PASSED AND ADOPTED by the Santa Clara Valley Transportation Authority Board of Directors this 6th day of October 2022, by the following votes:

AYES: DIRECTORS Burt, Constantine, Hendricks, Jain, Jimenez, Jones, Lee, Paul, Peralez

NOES: DIRECTORS

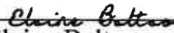
ABSENT: DIRECTORS Carrasco, Chavez, Liccardo

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Charles “Chappie” Jones, Chairperson
Board of Directors

ATTEST:

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 Elaine Baltao
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 Board Secretary

APPROVED AS TO FORM:

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 Evelyn Tran
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 General Counsel

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Presentation Overview

- What is Title VI?
- Title VI Applicability to VTA
- Why is Title VI Important?
- What is the VTA Title VI Program?
- Required Board Action
- Title VI Program Submission Timeline
- Work We Will Do – Next Steps



What is Title VI?

Title VI (codified at 42 U.S.C. §2000d et seq.) was enacted as part of the landmark Civil Rights Act of 1964 signed by President Lyndon B. Johnson. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.



Title VI Applicability to VTA

- As clarified by the Civil Rights Restoration Act of 1987, Title VI covers all operations of federal aid recipients without regard to whether specific portions of the recipients' programs or activities are federally funded.
- As a recipient of federal financial assistance, all VTA programs, services, and activities are subject to Title VI.



Why is Title VI Important?

7.3.b

- The US DOT is reinvigorating programmatic enforcement of Title VI
- Ensures that public services, including transportation, are provided in a nondiscriminatory manner
- Requires opportunities for public participation in decision-making without regard to race, color, or national origin
- Removes barriers to public transportation for persons who are limited English proficient



Non-compliance with Title VI can cause federal funding to be conditioned or withheld.

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What is the VTA Title VI Program?

- A compilation of plans, policies, surveys, equity analyses, maps, and demographic data that demonstrate a recipient's compliance with Title VI
- Submitted to the FTA triennially
- Requires approval by VTA's Board of Directors



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What is the VTA Title VI Program?

- A compilation of plans, policies, surveys, equity analyses, maps, and demographic data that demonstrate a recipient's compliance with Title VI
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Non-compliance with Title VI can cause federal funding to be conditioned or withheld.

Title VI Program Elements

1. Title VI Notice to the Public
2. Title VI Complaint Procedures
3. Title VI Complaint Form
4. List of Transit-related Title VI Investigations, Complaints, and Lawsuits
5. Public Participation Plan
6. Language Access Plan
7. Racial Composition of Non-elected Boards and Committees
8. Monitoring of Subrecipients
9. Demographic Maps
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12. Board Approval of Service and Fare Equity Analyses
13. System-wide Service Standards and Policies (SSSPs)
14. Board Approval of the Results of the Monitoring Program for the SSSPs
15. Public Engagement Process to set the Major Service Change Policy
16. Copy of the Board Meeting Minutes Approving the Title VI Program



Required Board Action

Elements that Require Board of Director Adoption and Approval:

- Results of the Service Monitoring Report – Approved in Sept. 2022
- Results of Service and/or Fare Equity Analyses (2023 Transit Service Plan) – Requesting Approval in Oct. 2022
- 2022 Title VI Program – Requesting Approval in Oct. 2022



Title VI Program Submission Timeline

7.3.b

- **November 30, 2022:** VTA's 2022 Title VI Program will be submitted to the FTA.
- **January 31, 2023:** VTA's 2019 Title VI Program expires.



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Work We Will Do – Next Steps

7.3.b

- **Language Justice: Building/sustaining multilingual spaces, so that everyone's voice can be heard, both as an individual and as part of a diversity of communities and cultures.**
 - Dismantle language barriers, equalize power dynamics, and build strong communities for social and racial justice.
- **Inclusive Language: Communicating intentionally using unbiased words that acknowledge diversity, convey respect, and support an environment of equitable opportunity.**
 - Embracing people of diverse backgrounds and making them feel part of the group.
- **Continued Community Engagement: Know the communities we serve.**
 - Communicate/explain VTA processes, listen, share power, language assistance services/translating and making documents accessible, conduct meetings at various locations/times, be proactive, stay connected.



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II. Requirements of Transit Providers

Section 11: System-wide Service Standards

This requirement applies to all fixed route providers of public transportation service. Appendix C to 49 CFR part 21 provides in Section (3)(iii) that “[n]o person or group of persons shall be discriminated against with regard to the routing, scheduling, or quality of service of transportation service furnished as a part of the project on the basis of race, color, or national origin. Frequency of service, age, and quality of vehicles assigned to routes, quality of stations serving different routes, and location of routes may not be determined on the basis of race, color, or national origin.”

Service standards must include:

- *Vehicle load for each mode*
- *Vehicle headway for each mode*
- *On-time performance for each mode*
- *Service availability for each mode*

Section 12: System-wide Service Policies

FTA requires fixed route transit providers to develop a policy for each of the following service indicators. Transit providers may set policies for additional indicators as appropriate.

Policies must include:

- *Distribution of transit amenities for each mode*
- *Vehicle assignment for each mode*

The Santa Clara VTA’s revised System-wide Service Standards and Policies, Document Number: 350.002, version 2, dated March 4, 2020 was adopted by the VTA Board of Directors on June 4, 2020.

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| POLICY | Document Number: | Version Number: | Date: |
| | Title VI Systemwide Service Standards & Policies | 350.002 | 2 |
| | | | 3/4/2020 |

- 1.0
- 2.0
- 3.0

Purpose:

As outlined in Title VI Circular 4702.1B and Environmental Justice Circular 4703.1, the Federal Transit Administration (FTA) requires that all fixed route transit providers establish and monitor a set of service standards and policies that can be used to measure system performance and ensure that transit services are being provided in a fair and equitable manner. The purpose of this document is to revise the existing Title VI standards and policies used by the Santa Clara Valley Transportation Authority (VTA) and submitted to the FTA as part of the triennial Title VI Program. The revision is necessary to reflect the new transit network structure under VTA’s recently adopted and implemented 2019 New Transit Service Plan.

4.0 Scope:

These standards and policies apply to all VTA transit service and passenger facilities.

5.0 Responsibilities:

General oversight for the following Title VI policies is performed by VTA’s Office of Civil Rights. The Service & Operations Planning Department is responsible for the ongoing implementation and execution of these policies.

6.0 Policy:

In accordance with FTA Title VI requirements, VTA shall regularly monitor the performance of its fixed bus and light rail routes relative to systemwide service standards for the following indicators to ensure that minority and non-minority routes are being operated in a fair and equitable manner.

- Vehicle Load;
- Vehicle Headways;
- On-Time Performance;
- Service Availability; and
- Ridership Productivity

Any significant service deficiencies identified through this process must be evaluated further to determine the extent to which minorities are affected. If the negative effect on minority persons is proportionally higher than the effect on non-minority persons, additional steps may be necessary to address the discrepancy.

VTA shall also monitor its *vehicle assignments* and the distribution of *transit amenities* based on the policies outlined in this document to prevent discriminatory practices.

A. Route Categories



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In order to develop appropriate standards for the different types of VTA transit service, each route is classified as belonging to one of the five categories listed below. These classifications are used to identify service standards which are specific to each route category.

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Title VI Systemwide Service Standards & Policies

- **Frequent.** Frequent bus routes provide high-frequency service with extended service spans to some of the busiest corridors in the region. The routes are longer and serve major trip generators such as universities, regional shopping malls, and high-density housing and employment areas.
- **Local.** Local bus service usually operates on medium-length corridors and offers slightly lower levels of service. These routes will often serve smaller trip generators such as schools, hospitals, small shopping centers, and medium-density housing and employment sites.
- **Express.** Express bus routes provide quicker, more direct service along major freeway corridors and to large employment centers. These routes are designed for commuters and typically only operate during weekday peak periods.
- **Rapid.** Rapid routes provide enhanced, rapid, high-frequency service with limited stops in major transit corridors.
- **Light Rail.** Light rail trains operate on dedicated tracks in San Jose, Campbell, Santa Clara, Milpitas, Mountain View and Sunnyvale.

B. Systemwide Service Standards

The following sections outline the five primary service indicators that will be used to monitor VTA bus and light rail lines and draw comparisons between minority and non-minority routes. Each standard is set based on the five service categories listed above and the specified time periods. VTA defines weekday peak periods as 5:00 to 9:00 AM and 2:30 to 6:30 PM.

The data samples used to compare route performance to these standards should be collected over a representative time period to ensure that the data samples provide an accurate snapshot of each route. To ensure consistency, VTA typically uses data from March, April, September or October, which represent the busiest months of the year in terms of ridership. These months also serve as good comparison points because schools are in session and few major holidays are observed. Data collection time periods may also fluctuate based on data availability.

Vehicle Loads

The FTA Title VI Circular describes vehicle loads as follows:

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

VTA service planners monitor load factor data on all routes to prevent overcrowding and determine when additional service is needed. The load factor for each route is calculated based on the average maximum load of each trip on a route during the peak and midday weekday periods. Load factors are not typically a major influence on weekend service planning decisions, so no weekend load data is included.

The following table outlines the vehicle load factor standards, which are based upon historical data, industry practices, and staff analyses. If a route exceeds its respective load factor standard,

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Title VI Systemwide Service Standards & Policies

VTA staff will review the service to determine if additional capacity should be provided. Express routes are subject to a reduced load factor standard of 1.0 to ensure passenger safety on routes that operate on highways.

Table 1 – Vehicle Load Factor Standards

| Category | Seated Capacity | Peak Load Factor | Peak Passengers | Midday Load Factor | Midday Passengers |
|------------|-----------------|------------------|-----------------|--------------------|-------------------|
| Frequent | 37 | 1.2 | 44 | 1.0 | 37 |
| Local | 37 | 1.2 | 44 | 1.0 | 37 |
| Express | 39 | 1.0 | 39 | 1.0 | 39 |
| Rapid | 57 | 1.2 | 68 | 1.0 | 49 |
| Light Rail | 65 | 1.2 | 78 | 1.0 | 65 |

Vehicle Headways

The FTA Title VI Circular describes vehicle headways as follows:

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. A shorter headway corresponds to more frequent service. Vehicle headways are measured in minutes (e.g., every 15 minutes); service frequency is measured in vehicles per hour (e.g., 4 buses per hour). Headways and frequency of service are general indications of the level of service provided along a route. Vehicle headway is one component of the amount of travel time expended by a passenger to reach his/her destination. A vehicle headway standard is generally expressed for peak and off-peak service as an increment of time (e.g., peak: every 15 minutes; and off peak: every 30 minutes). Transit providers may set different vehicle headway standards for different modes of transit service. A vehicle headway standard might establish a minimum frequency of service by area based on population density. For example, service at 15-minute peak headways and 30-minute off-peak headways might be the standard for routes serving the most densely populated portions of the service area, whereas 30-minute peak headways and 45-minute off-peak headways might be the standard in less densely populated areas. Headway standards are also typically related to vehicle load. For example, a service standard might state that vehicle headways will be improved first on routes that exceed the load factor standard or on routes with the highest load factors.

Vehicle headways are largely determined by ridership demand and vary widely by route, time, and day. Based on changes in ridership levels, headways may be adjusted by agency staff during the quarterly schedule change process.



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Title VI Systemwide Service Standards & Policies

Table 2 –Vehicle Headway Standards

| Category | Peak | Off-Peak |
|------------|-----------------------|----------|
| Frequent | 15 | 15 |
| Local | 60 | 60 |
| Express* | 3 trips per direction | n/a |
| Rapid | 15 | 15 |
| Light Rail | 15 | 15 |

**Most Express routes provide one-way service and are only available during peak commuting periods. These lines often operate with fewer than 10 trips each day and are scheduled based on passenger surveys to maximize ridership, ideally with a minimum of 3 trips per direction.*

VTA calculates headways as the average length of time between the scheduled arrival times of subsequent vehicles on a specific route. The preceding table outlines the vehicle headway standards by route category and time of day. These standards represent typical headways for each route category; however, many routes operate with more frequent service based on ridership demand.

On-Time Performance

The FTA Title VI Circular describes on-time performance as follows:

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

VTA regularly monitors on-time performance to increase service reliability and determine if running time changes are needed. As part of the quarterly schedule update process, running times on each route are reviewed and adjusted as warranted by changing traffic conditions.

VTA has previously established an on-time performance goal of 92.5% for bus and 95% for bus.



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For bus routes, “on time” is defined as arriving no more than three minutes before or five minutes after the scheduled arrival time. Light rail trips are considered to be “on time” if the train arrives less than one minute before or five minutes after the scheduled arrival time. This goal also applies as the weekday on-time performance standard for all five route categories.

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Title VI Systemwide Service Standards & Policies

Table 3 – On-Time Performance Standards

| Category | OTP |
|------------|-------|
| Frequent | 92.5% |
| Local | 92.5% |
| Express | 92.5% |
| Rapid | 92.5% |
| Light Rail | 95.0% |

Service Availability

The FTA Title VI Circular describes service availability as follows:

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

VTA’s approach to service availability is shaped largely by the *VTA Transit Service Guidelines (2018)*. This policy mandates the use of a market-based approach in determining when and where transit service will be operated. More specifically, it “provides a framework for the efficient and effective expenditure of transit funds, and for realizing the highest return on investment in terms of public good and ridership productivity.” Therefore, instead of requiring VTA to make service available to a larger geographic region, these guidelines enable VTA to provide frequent, high-quality service to the areas with the highest ridership demand. This approach has proven to be particularly effective at fulfilling the transit needs of Santa Clara County’s minority and low-income populations.

Although VTA utilizes this ridership-based approach to service availability, the agency has developed stop-spacing standards for each of the route categories. These standards are based on the current average distance between stops for all of the routes for each category. Distances between individual stops vary significantly based on nearby land uses, development densities, geographic characteristics, ridership demand and other local conditions.



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Table 4 – Service Availability Standards

| Category | Stop Spacing |
|------------|--------------------|
| Frequent | 4 stops per mile |
| Local | 5 stops per mile |
| Express | n/a* |
| Rapid | 1-2 stops per mile |
| Light Rail | 1-2 stops per mile |

**Average stop spacing on VTA Express routes varies significantly between lines. Express Lines typically serve 4-6 pick-up stops in residential areas before traveling long distances to drop-off locations in major employment areas. Due to these large variations, no Express route stop spacing standards are specified.*

Ridership Productivity

The VTA *Transit Service Guidelines (2018)* policy identifies a series of ridership-based standards that are used to monitor and evaluate route performance. Based on historical ridership and staff analyses, the primary standard for measuring service productivity is boardings per total hour. For evaluation purposes, a specific standard is applied to each route category, with a systemwide categorical minimum standard of 15 boardings per total hour. Bus routes that do not receive third-party funding support and consistently operate below their respective thresholds and are unresponsive to marketing, restructuring, and operational refinements are subject to discontinuation.

A complete summary of the minimum ridership productivity standards by service category is shown below.

Table 5 – Ridership Productivity Standards

| Category | Weekday Minimum Productivity | Saturday Minimum Productivity | Sunday Minimum Productivity |
|------------|------------------------------|-------------------------------|-----------------------------|
| Frequent | 20 | 15 | 15 |
| Local | 15 | 15 | 15 |
| Express | 15 | 15 | 15 |
| Rapid | 25 | 15 | 15 |
| Light Rail | 60 | 50 | 40 |

C. Systemwide Service Policies

These policies are intended to provide guidance and instruction to ensure that vehicle assignment and passenger amenity distribution practices do not result in discrimination on the basis of race, color or national origin.

Vehicle Assignment

The FTA Title VI Circular describes vehicle assignment as follows:

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

The VTA bus fleet features over 450 active vehicles divided among three different bus divisions – Chaboya, North, and Cerone. The bus fleet includes a mix of six different vehicle types: 35-foot diesel-electric hybrid buses, 40-foot diesel buses, 40-foot diesel-electric hybrid buses, 40-foot diesel-electric hybrid express buses, 40-foot electric buses, and 60-foot articulated diesel-electric hybrid buses. Buses are typically assigned to one of the three divisions based on the size of the yard, the operational or ridership characteristics of certain routes located near that division, and the geographical distribution of routes so that the total time required for the buses and operators to travel between the bus yard and the route is minimized as much as possible.

All articulated buses must operate out of the North Division for maintenance reasons. Electric buses must operate out of Cerone Division because due to the necessary charging equipment. Each of the other vehicle types operate out of all three bus divisions.

VTA maintains extremely high safety standards and closely monitors the age and condition of its vehicles to determine when new buses are needed and to guarantee that buses are equitably distributed among the three bus divisions. As a general policy for vehicle assignment, staff will continue to monitor vehicle age data at each of the three divisions to ensure that the average vehicle age at each division is as consistent as possible.

The VTA light rail fleet is maintained at the Guadalupe Yard and includes 99 vehicles. All 99 light rail vehicles were acquired as part of the same series, are roughly the same age, and are distributed among the four light rail lines as needed. When light rail vehicles are replaced or added to the fleet in the future, the use of both new and older vehicles will be distributed equitably among all lines. Light rail trains range in length from one to three cars. The number of cars assigned to each train is determined based on operational and ridership demands.

Transit Amenities

The FTA Title VI Circular describes transit amenities as follows:

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a



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policy to ensure equitable distribution of transit amenities across the system. Transit providers may have different policies for the different modes of service that they provide. Policies in this area address how these amenities ar

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distributed within a transit system, and the manner of their distribution determines whether transit users have equal access to these amenities. This... is not intended to impact funding decisions for transit amenities. Rather, this... applies after a transit provider has decided to fund an amenity.

VTA provides a wide array of transit amenities which include bus shelters, benches, trash cans, lighting, real-time information displays, and posted stop-specific schedule information. These amenities are distributed throughout the service area based on ridership, staff analysis, and customer requests. Light rail and Rapid stations have unique amenities such as enhanced shelters, detailed system maps and schedules, and automated ticket vending machines.

VTA has recently completed a Transit Passenger Environment Plan (TPEP) that provides a comprehensive analysis of the system’s transit amenities and provides specific guidelines for how amenities should be provided in the future. The recommendations from TPEP form the basis of VTA’s transit amenity distribution procedures. General policies for the distribution of bus shelters, benches, trash cans, lighting fixtures, and posted schedule information are outlined below. VTA staff monitors the locations of all transit amenities to ensure that they are equitably distributed to minority and low-income areas.

Bus Shelters

Bus shelters are provided at nearly 600 stops throughout the VTA system. The installation of bus shelters is generally based upon ridership and staff input. Spatial constraints may also limit where bus shelters can and cannot be installed.

Benches

Benches are provided at over 2,000 stops throughout the VTA system. The installation of benches is based upon ridership, customer requests and staff input. Stops located near medical and senior facilities are also furnished with benches as much as possible.

Trash Cans

Trash cans are installed and maintained at over 1,000 stops in the VTA system. The trash cans are distributed based on ridership, customer requests, maintenance considerations and staff input.

Lighting

As part of its focus on passenger safety, VTA installs lighting at many of its bus stop locations. Most have been converted to energy efficient LED lighting. Additional solar-powered lights have been added to stops throughout the service area to promote safety and energy-efficiency. The distribution of lighting fixtures is primarily based upon ridership, customer requests, safety considerations, and staff recommendations.

Posted Schedule Information

VTA currently features stop-specific “information signs” at over 160 bus stops. These information signs provide scheduled departure times for all trips departing from the stop. The



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installation of information signs is generally based upon ridership, transfer activity, and staff input. Signs are typically also provided for stops with common interagency transfers.

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Title VI Systemwide Service Standards & Policies

Real-Time Information Signs

VTA is in the process of implementing an extensive real-time information system that will provide up-to-the-minute information on bus and light rail arrival times. Installation of the “back end” data infrastructure is complete, and passengers can now use computers or mobile devices to look up when the next bus or light rail vehicle is due to arrive at a specific stop or station. Every bus and light rail stop in the system has a unique Real Time Stop ID (posted on the bus stop sign or at light rail station) which passengers can use to find out when the next bus is due to arrive.

As part of this project, VTA has installed 240 Real Time Message Signs of various designs at transit centers, light rail stations, and bus stops throughout the system and plans to install more as resources allow. The locations of these real-time signs are determined based on ridership data, transfer activity, operational considerations, and staff recommendations.

7.0 Definitions:

7.1 Environmental Justice

The overarching objective of environmental justice is a fair distribution of the benefits or burdens associated with Federal programs, policies, and activities.

7.2 Fare Change

An increase or decrease in a transit provider’s fare. All fare changes, except the following, are subject to a fare equity analysis:

- “Spare the air days” or other instances when a local municipality or transit agency has declared that all passengers ride free.
- Temporary fare reductions that are mitigating measures for other actions.
- Promotional fare reductions. If promotional or temporary fare reductions last longer than six months, then FTA considers the fare reduction permanent and the transit provider must conduct a fare equity analysis.

7.3 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.

7.4 Minority Population

Means a readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.



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7.5 Title VI

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participated in, be denied the benefits

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Title VI Systemwide Service Standards & Policies

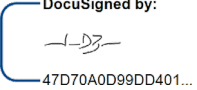

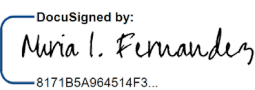
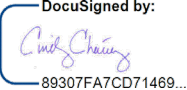
of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

8.0 Summary of Changes:

The revisions in this version update the policy to reflect VTA’s new transit network structure and operating conditions established as part of the 2019 New Transit Service Plan and the recently adopted *Transit Service Guidelines (2018)*:

- Renames the Core service class to Frequent
- Eliminates the Community Bus service class and all policies associated with it
- Eliminates the Limited Stop service class and all policies associated with it
- Renames the Bus Rapid Transit service class to Rapid
- Revises the weekday PM peak period to 2:30 – 6:30 PM
- Revises Frequent routes’ Off-Peak vehicle headway standard
- Revises the vehicle load standards to reflect the current fleet
- Establishes Express routes’ vehicle headways standard as a minimum trip count
- Revises service availability (stop spacing) standards
- Establishes weekday boardings per total hour as the ridership productivity standard
- Revises ridership productivity standards
- Revises the description of vehicle types currently operated to reflect current fleet
- Revises the description of transit passenger facilities to reflect current amenities
- Revises the description of the real-time information signs to reflect progress to date
- Replaces the old VTA logo with the new version

9.0 Approval Information:

| <i>Prepared by</i> | <i>Reviewed by</i> | <i>Approved by</i> | <i>Adopted by</i> |
|---|---|--|---|
|  47D70A0D99DD401... |  EA59061FEFD24C2... |  8171B5A964514F3... |  89307FA7CD71469... |
| Jay Tyree Service Planning Manager | Deborah Dagang Director of Planning & Programming | Nuria I. Fernández General Manager/CEO | Cindy Chavez VTA Board Chairperson VTA Board of Directors |

Adopted by the VTA Board of Directors: June 4, 2020



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Section 13: Results of Monitoring Program and Report

In order to ensure compliance with DOT's Title VI regulations, the FTA requires transit agencies to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e. vehicle load, vehicle assignment, transit amenities, etc.) no less than every three years. Agencies shall submit the results of the monitoring program as well as documentation (e.g., a resolution, copy of meeting minutes, or similar documentation) to verify the Board's consideration, awareness, and approval of the monitoring results to the FTA every three years as part of the Title VI Program.

The results of VTA's monitoring program relative to the system-wide service standards and service policies are attached is with a resolution for Board of Director approval of the results of the monitoring program.

Justification of the two disparate impacts found in the results of the monitoring program:

- a. Minority Frequent bus routes have higher peak loads (carry more passengers) than non-minority Frequent bus routes during the Sunday midday time period, exceeding the 10% threshold. This result indicates a disparate impact. Further conclusions:
 - i. **Substantial legitimate justification.** The disparate impact is due to ongoing pandemic effects that are limiting the pace of VTA's restoration of service on Sundays, leading to higher Sunday loads on some routes. As the pandemic has limited VTA's ability to restore service due to a shortage of bus operators, Sunday service levels have not yet been fully restored. Ridership demand on Sundays is particularly strong on the minority Frequent routes, leading to a disparate impact. However, none of the service periods have loads that exceed the guidelines in Table 2 and there is ample capacity onboard buses and trains.
 - ii. **Less discriminatory alternatives.** Staff will prioritize the restoration of Sunday service as new operators become available to mitigate the disparate impact.
- b. Minority Frequent bus routes have higher peak loads (carry more passengers) than non-minority Frequent bus routes during the Sunday midday time period, exceeding the 10% threshold. This result indicates a disparate impact. Further conclusions:
 - i. **Substantial legitimate justification.** The disparate impact is due to ongoing pandemic effects that are limiting the pace of VTA's restoration of service on Sundays, leading to higher Sunday loads on some routes. As the pandemic has limited VTA's ability to restore service due to a shortage of bus operators, Sunday service levels have not yet been fully restored. Ridership demand on Sundays is particularly strong on the minority Frequent routes, leading to a disparate impact. However, none of the service periods have loads that exceed the guidelines in Table 2 and there is ample capacity onboard buses and trains.
 - ii. **Less discriminatory alternatives.** Staff will prioritize the restoration of Sunday service as new operators become available to mitigate the disparate impact.

Board Approval of 2022 Results of the Monitoring Report

Adopted September 1,
2022

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7.2



Date: August 25, 2022
Current Meeting: September 1, 2022
Board Meeting: September 1, 2022

BOARD MEMORANDUM

APPROVED ACCEPTED ADOPTED AMENDED DEFERRED REVIEWED
Santa Clara Valley Transportation Authority
Board of Directors
Elaine F. Baltas, Board Secretary
BY: *[Signature]*
DATE: 9/1/22

TO: Santa Clara Valley Transportation Authority
Board of Directors
THROUGH: General Manager/CEO, Carolyn M. Gonot
FROM: Chief Planning and Programming Officer, Deborah Dagang
SUBJECT: 2022 Title VI Service Monitoring Report

Policy-Related Action: No

Government Code Section 84308 Applies: No

RESOLUTION NO. 2022.09.30

RECOMMENDATION:

Adopt a resolution approving the VTA 2022 Monitoring Program report.

EXECUTIVE SUMMARY:

The purpose of this action is to adopt the results of the VTA 2022 Monitoring Program report. The monitoring program measures a total of seven performance metrics, which are divided into two distinct sections.

The **Systemwide Service Standards** are used to compare the performance of VTA bus and light rail routes that are primarily used by minority passengers with routes that are primarily used by non-minority passengers to identify any disparate impacts. The report concluded:

- **Vehicle loads:** the minority Frequent bus routes have higher loads on Sundays than their non-minority counterparts, due to ongoing pandemic impacts related to operator availability, which has limited the pace at which VTA has been able to restore service.
- **Vehicle headways:** no disparate impacts.
- **On-time performance:** no disparate impacts.
- **Service availability:** no disparate impacts.
- **Ridership productivity:** the minority light rail route (Orange Line) is less productive than the non-minority rail lines. This finding is a result of the pandemic's uneven impact on ridership demand and staff will monitor the relative performance of minority routes as

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ridership demand returns and settles into a “new normal” after the pandemic.

The **Systemwide Service Policies** are used to monitor VTA vehicle assignments and the distribution of transit amenities to ensure that such practices are not conducted in a discriminatory manner. The report concluded:

- **Vehicle assignment:** no disparate impacts.
- **Distribution of transit amenities:** no disparate impacts.

STRATEGIC PLAN/GOALS:

This resolution is required per FTA guidelines. The monitoring program ensures that transit service is aligned with four VTA core values: Integrity, Quality, Diversity, and Accountability.

FISCAL IMPACT:

There is no fiscal impact with this resolution.

BACKGROUND:

Title VI (42 U.S.C. §2000 et seq.) was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

The Board of Directors is required to approve specific documents of the Title VI Program as detailed in FTA Title VI Circular 4702.1B:

- Major Service Change and Disparate Impact Policy (once and any amendments)
- Results of the Monitoring Program (every three years)
- Title VI Program (every three years)
- Equity Analysis (as necessary for any major service or fare changes)

This action is a Board resolution approving the results of the 2022 Monitoring Program. To comply with FTA Title VI Circular (FTA C 4702.1B) and Environmental Justice Circular (FTA C 4703.1) guidelines, VTA is required to create and adopt a set of systemwide service standards & policies, which are used to monitor service performance, vehicle assignment, and the distribution of transit amenities. VTA’s systemwide service standards & policies compare the service performance of transit routes that are predominantly used by minority passengers against the service performance of routes predominantly used by non-minority passengers. The systemwide service policies provide guidance on VTA’s vehicle assignment and transit amenity distribution practices to ensure that system resources are allocated in a fair and equitable manner. These standards and policies were created by VTA staff based on VTA procedures, system performance data, common industry standards, and staff analyses. The policy was approved by the Board of Directors on November 7, 2013 and was subsequently updated to reflect VTA’s Next Network service redesign on June 4, 2020 (350.002).

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DISCUSSION:

The monitoring program measures a total of seven performance metrics, divided into two distinct sections, to monitor transit service and ensure that it is provided in a fair and equitable manner. The resolution and 2022 Monitoring Program report is included as Attachment A.

The **Systemwide Service Standards** are used to compare the performance of VTA bus and light rail routes that are primarily used by minority passengers with routes that are primarily used by non-minority passengers to identify any disparate impacts. The report concluded:

- **Vehicle loads:** One disparate impact. Minority Frequent bus routes have higher peak loads than non-minority Frequent bus routes on Sundays. The disparate impact is due to ongoing pandemic effects that are limiting the pace of VTA's restoration of service on Sundays, leading to higher Sunday loads on some routes. As the pandemic has limited VTA's ability to restore service due to a shortage of bus operators, Sunday service levels have not yet been fully restored. Ridership demand on Sundays is particularly strong on the minority Frequent bus routes, leading to a disparate impact. However, none of the loads exceed VTA's passenger load guidelines and there is ample capacity onboard the buses. Staff will prioritize the restoration of Sunday service as new operators become available to mitigate the disparate impact.
- **Vehicle headways:** No disparate impacts.
- **On-time performance:** No disparate impacts.
- **Service availability:** No disparate impacts.
- **Ridership productivity:** One disparate impact. The minority light rail route (Orange Line) and the minority Rapid bus routes are less productive than their corresponding non-minority routes. The disparate impact is due to ongoing pandemic effects that are impacting ridership demand unevenly, leading to comparatively lower productivity on the Orange line. Ridership demand on the Orange line is heavily dependent on BART ridership (through connections at the Milpitas Transit Center) and technology employee commute trips, two markets that have been severely diminished due to the pandemic. As a result, the return of ridership demand on the Orange line has lagged behind the other rail lines, leading to lower comparative productivity. Although this metric would suggest that VTA is providing too much service on the Orange line at current ridership levels, reducing service to resolve this disparate impact would result in a less equitable outcome for minority riders, which is not desirable. As such, there is no less discriminatory alternative, and staff will continue to monitor relative productivity on the rail lines as ridership returns.

The **Systemwide Service Policies** are used to monitor VTA vehicle assignments and the distribution of transit amenities to ensure that such practices are not conducted in a discriminatory manner. The report concluded:

- **Vehicle assignment:** No disparate impacts.
- **Distribution of transit amenities:** No disparate impact.

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VTA’s monitoring of its Systemwide Service Standards and Policies is compliant with FTA guidelines. These policies and standards achieve their stated purpose of ensuring that VTA’s transit service and distribution of transit amenities are provided without discrimination on the basis of race, color, or national origin, and with consideration of adverse impacts being predominately borne by minority passengers.

ALTERNATIVES:

The Board of Directors could defer adoption, request staff provide additional information, request staff re-evaluate certain aspects of the monitoring program, or take another unspecified action. However, a delay in adopting the results of the monitoring program may jeopardize VTA’s ability to submit a Title VI Program to the Federal Transit Administration on time.

CLIMATE IMPACT:

There is no climate impact associated with this report.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

The Safety, Security, Transit Planning, and Operations Committee discussed this item at their August 18, 2022 meeting and voted unanimously to recommend Board adoption. Committee members expressed support for looking at VTA’s performance in delivering equitable transit service. Committee members asked staff to clarify the methodology and purpose of the metrics that assess the share of minority riders boarding at stops with a shelter and at stops with a bench.

Prepared by: Jay Tyree
Memo No. 8283

ATTACHMENTS:

- Attachment A - 2022 Monitoring Report (PDF)
- Monitoring Report Presentation (PDF)

I certify that the foregoing instrument is a true and exact copy of the original on file in the Secretary of the Board of Directors office.

Thalia Yuy

Date 9/6/22

Resolution No. 2022.09.30

**RESOLUTION OF THE SANTA CLARA VALLEY
TRANSPORTATION AUTHORITY BOARD OF DIRECTORS
TO ADOPT THE RESULTS OF ITS MONITORING PROGRAM**

WHEREAS, Title VI (codified at 42 U.S.C. §2000d et seq.) of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance; and

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

WHEREAS, the above-referenced Circular requires the Santa Clara Valley Transportation Authority (VTA) to monitor compliance with its “Systemwide Service Standards and Policies” to ensure non-discrimination on the basis of race, color, or national origin regarding the provision of transit services and benefits, including, but not limited to, routing, scheduling, and quality of service; and

WHEREAS, staff has applied VTA’s “Systemwide Services Standards and Policies” to evaluate the performance of the monitoring program attached hereto as Exhibit A, confirming that VTA’s services are provided equitably; and

WHEREAS, the above-referenced Circular requires the Santa Clara Valley Transportation Authority (VTA) to monitor compliance with its “Systemwide Service Standards and Policies” to ensure non-discrimination on the basis of race, color, or national origin regarding the provision of transit services and benefits, including, but not limited to, routing, scheduling, and quality of service; and

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Santa Clara Valley Transportation Authority, hereby approve the results of its Monitoring Program (Exhibit A).

PASSED AND ADOPTED by the Santa Clara Valley Transportation Authority Board of Directors on this first day of September, 2022 by the following vote:

AYES: Burt, Carrasco, Chavez, Constantine, Jain, Jimenez, Jones, Lee, Liccardo, Montano, Paul, Peralez

NOES: None

ABSENT: None

DocuSigned by:
Chappie Jones
771E9EF16CD444B

Charles “Chappie” Jones, Chairperson
Board of Directors

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Attachment A

I HEREBY CERTIFY AND ATTEST that the foregoing resolution was duly and regularly introduced, passed and adopted by the Board of Directors of the Santa Clara Valley Transportation Authority, California, at a meeting of said Board of Directors on the date indicated, as set forth above.

ATTEST:

DocuSigned by:
Elaine Baltao
42A94D7F99F9463...
Elaine F. Baltao, Board Secretary

APPROVED AS TO FORM:

DocuSigned by:
Evelynn Tran
B990C5823D324E4...
Evelynn Tran, General Counsel

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Resolution No. 2022.09.30

2022 Service Monitoring Report

Title VI Program

Adopted September 2022



Solutions that move you

Resolution No. 2022.09.30

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Resolution No. 2022.09.30

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2 BACKGROUND

As outlined in Title VI Circular 4702.1B and Environmental Justice Circular 4703.1, the Federal Transit Administration (FTA) requires that all fixed route transit providers establish and monitor a set of systemwide service standards and policies that can be used to measure system performance and ensure that transit services are being provided in a fair and equitable manner. VTA regularly monitors service accordingly and produces a "monitoring report" with the results every three years. The purpose of this report is to present the results of VTA's service monitoring program for the three-year period ending in 2022 and identify any performance deficiencies that may bear a disproportionately negative effect on VTA's minority passengers.

There are two components of the Title VI monitoring program: The Systemwide Service Standards and the Systemwide Service Policies. The Systemwide Service Standards are used to compare the performance of VTA bus and light rail routes that are primarily used by minority passengers ("minority routes") with routes that serve a greater proportion of non-minority passengers ("non-minority routes"). Conversely, the Systemwide Service Policies are designed to monitor vehicle assignments and the distribution of transit amenities to ensure that such practices are not conducted in a discriminatory manner.

The monitoring program uses the methodology and thresholds established in VTA's Title VI and Environmental Justice Policies (AS-HR-PL-2582), adopted by the Board of Directors on November 7, 2013, as a guide for analysis.

2.1 COVID-19 PANDEMIC

The onset of the COVID-19 pandemic in March 2020 had wide-ranging and lasting impacts on VTA, including operator availability, service delivery, on-time performance, ridership demand, and passenger carrying capacities. This monitoring report uses data from February 2022 as an indicative period to measure trends as we transition out of pandemic emergency conditions and into a "new normal." While many pandemic factors remain in flux, the conclusions from February 2022 provide insight into how well VTA is meeting its goal of providing transit service in a fair and equitable manner. Several pandemic factors impact the results herein:

- In March 2020, VTA implemented an emergency 41% reduction in service levels in response to a sudden pandemic-induced decline in operator availability. Operator availability has gradually improved since, allowing VTA to progressively restore service in phases. By February 2022, service levels were restored to 91% of VTA's pre-pandemic full-service level, and VTA continues to prioritize restoring the remaining 9% as quickly as possible. As service is gradually restored in pieces across the network, staff have prioritized the restoration of minority routes first.
- For a roughly 12-month period from summer 2020 through summer 2021, VTA was subject to federal, state, and/or county health directives that severely limited passenger capacity onboard VTA buses and trains. As a result, many buses and trains were occasionally at maximum capacity and therefore the operators had to "pass up" or deny boarding to riders wanting to ride. The pass-ups occurred throughout the system, on minority and non-minority routes alike. In response, staff implemented several measures to reduce the number of pass-ups, most notably adding standby buses to provide extra service as needed and increasing frequencies on routes with substantial

pass-ups. In June 2021, capacity restrictions were lifted, so buses and trains regained their full capacity to carry riders and the problem was resolved.

- Bus and rail routes are not presently being held to normal ridership productivity standards, in recognition of the pandemic's substantial impact on transit demand nationwide. In pre-pandemic times, VTA could rely on ridership productivity measures as a useful metric of transit performance, but ridership productivity is not meaningful while the pandemic impacts ridership demand through factors such as remote work practices, remote education practices, new attitudes towards safety in public/crowded spaces, and realignment of living preferences. As these factors evolve as we transition out of pandemic conditions, transit demand remains in flux, making it difficult to isolate internal versus external factors on transit productivity results. As we settle into a new normal, the transit productivity measure will become a more valuable metric to gauge performance once again.

3 SYSTEMWIDE SERVICE STANDARDS

In accordance with FTA Title VI requirements, VTA regularly monitors the performance of its bus and light rail routes relative to its board-adopted Systemwide Service Standards to ensure that minority and non-minority routes are being operated in a fair and equitable manner. The revised VTA Systemwide Service Standards, which were adopted by the VTA Board of Directors on June 4, 2020, provide a series of performance benchmarks for the various route classes based on the following five service indicators:

- Vehicle Load
- Vehicle Headways
- On-Time Performance
- Service Availability
- Ridership Productivity

The five metrics in the Systemwide Service Standards section assess whether minority routes are operated in a fair and equitable manner. The methodology to perform the assessments in this section is to:

1. Designate each bus and light rail route as a minority or non-minority route, based on the areas it serves. A route is classified as a minority route if the percentage of minority residents within its service area exceeds the percentage of minority residents in the county as a whole (VTA's service area).¹
2. Measure each route's performance on the metric.
3. Determine the average performance for the minority routes in each route class (Rapid, Local, etc.), and for all routes in the class.

¹ For VTA's Title VI purposes, a minority is a non-white and/or Hispanic resident and a non-minority is a white and non-Hispanic resident.



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4. For each route class, determine the percentage difference between the average performance for minority routes and the average performance for the entire class.
5. A potential disparate impact exists when the minority routes perform at least 10% worse than the route class average. For some metrics, >10 percent could be worse, whereas for others <-10 percent could be worse.

3.1 ROUTE CLASSES

To evaluate the performance of the different types of VTA transit service based on the five indicators in this section, each VTA bus and light rail line is classified as belonging to one of the following six route categories, as shown in Table 1:

- **Light Rail.** Light rail trains operate on dedicated tracks in San Jose, Campbell, Santa Clara, Milpitas, Mountain View, and Sunnyvale.
- **Frequent.** Frequent bus routes provide high-frequency service with extended service spans to some of the busiest corridors in the county. The routes serve major trip generators such as universities, regional shopping malls, medical centers, and high-density housing and employment areas.
- **Rapid.** Rapid routes provide enhanced and fast service with limited stops in major transit corridors.
- **Local.** Local bus service typically offers lower levels of service on corridors where ridership demand does not yet warrant higher service levels.
- **Express.** Express bus routes provide fast and direct service to large employment centers, typically via freeway corridors. These routes are operated in partnership with employer sponsors, who contribute a portion of the route's operating cost. They are designed for commuters and typically only operate during weekday peak periods.
- **Other.** A small number of routes do not fall into any of the other route classes because they are not subject to VTA's typical standards and policies due to their special service purpose and unique service design. For example, VTA operates routes that provide school-oriented service to meet student demand at bell times.

Each bus and light rail route is classified as a minority or non-minority route, based on the areas it serves. A route is classified as a minority route if the percentage of minority residents within its service area exceeds the percentage of minority residents in the county (VTA's service area). Based on this definition, 27 of 56 bus routes and 1 of 3 light rail routes are classified as minority routes.

For purposes of this report, the two variants of Route 64 are analyzed separately as 64A and 64B since they serve different areas and therefore serve a different rider demographic. Similarly, the variant 51H is analyzed separately from Route 51.

TABLE 1: VTA'S FAMILY OF SERVICES AND TITLE VI DESIGNATIONS

| Route | Title VI Designation | Route | Title VI Designation |
|-------------------|--|----------------|--|
| Light Rail | 1 Minority, 2 Non-Minority Routes | Local | 11 Minority, 13 Non-Minority Routes |
| Blue | Non-Minority | 20 | Minority |
| Green | Non-Minority | 21 | Non-Minority |
| Orange | Minority | 27 | Non-Minority |
| | | 31 | Minority |
| Rapid | 3 Minority, 1 Non-Minority Routes | 37 | Non-Minority |
| 500 | Non-Minority | 39 | Minority |
| 522 | Minority | 40 | Non-Minority |
| 523 | Minority | 42 | Minority |
| 568 | Minority | 44 | Minority |
| | | 47 | Minority |
| Frequent | 8 Minority, 7 Non-Minority Routes | 51 | Non-Minority |
| 22 | Non-Minority | 51H | Non-Minority |
| 23 | Minority | 52 | Non-Minority |
| 25 | Minority | 53 | Non-Minority |
| 26 | Non-Minority | 55 | Minority |
| 57 | Non-Minority | 56 | Non-Minority |
| 60 | Non-Minority | 59 | Non-Minority |
| 61 | Non-Minority | 71 | Minority |
| 64A | Non-Minority | 83 | Non-Minority |
| 64B | Non-Minority | 84 | Minority |
| 66 | Minority | 85 | Minority |
| 68 | Minority | 86 | Minority |
| 70 | Minority | 87 | Non-Minority |
| 72 | Minority | 89 | Non-Minority |
| 73 | Minority | | |
| 77 | Minority | Express | 2 Minority, 2 Non-Minority Routes |
| | | 101 | Non-Minority |
| Other | 3 Minority, 6 Non-Minority Routes | 102 | Non-Minority |
| 246 | Minority | 103 | Minority |
| 247 | Minority | 104 | Minority |
| 256 | Non-Minority | | |
| 270 | Minority | SYSTEM | 28 MINORITY (47%) |
| 287 | Non-Minority | | 31 NON-MINORITY (53%) |
| 288 | Non-Minority | | 59 TOTAL ROUTES (100%) |
| 288L | Non-Minority | | |
| 288M | Non-Minority | | |
| SCVMC | Non-Minority | | |



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3.2 VEHICLE LOADS

To prevent overcrowding and identify when additional service may be warranted, VTA monitors passenger loads for all bus and light rail service.

Passenger loads are measured by computing the load factor, which is the number of passengers onboard a vehicle divided by the seated capacity of the vehicle. For example, a bus carrying a full seated load with no standees has a load factor of 100 percent. The *peak* vehicle load metric is calculated at the busiest point on the route during the busiest hour. VTA's load guidelines, as adopted by the Board of Directors in VTA's *Transit Service Guidelines*², specify the load that is considered acceptable (see Table 2). These guidelines are based on VTA vehicle capacities and transit industry standards, and are designed to balance safety, passenger comfort, and operating efficiency. If the guidelines are consistently exceeded for a route, two different techniques are used to increase capacity and keep passenger loads within acceptable levels. The first is to use a larger bus type or add cars to trains to alleviate overcrowding. The second method is to provide more frequent service.

TABLE 2: PASSENGER LOAD GUIDELINES

| | Light Rail | Rapid | Frequent | Local | Express |
|---|------------|-------|----------|-------|---------|
| Average Passenger Load Maximum (percent of seated capacity) | | | | | |
| Peak Weekday | 120% | 120% | 120% | 120% | 100% |
| All Other Times | 100% | 100% | 100% | 100% | 100% |

Source: VTA Transit Service Guidelines (2018)

Average peak loads from February 2022 are summarized in Table 3 (lower numbers are better). Findings:

- The minority rail route (the Orange line) has lower peak loads than the non-minority rail routes (the Blue and Green lines) during the weekday peak, weekday midday, and Saturday midday periods, and slightly higher during the Sunday midday period, although less than the 10% threshold. **No disparate impact.**
- Minority Rapid bus routes have higher peak loads (carry more passengers) than non-minority Rapid bus routes during all time periods, but none exceed the 10% threshold that would indicate a potential disparate impact. **No disparate impact.**
- Minority Frequent bus routes have higher peak loads (carry more passengers) than non-minority Frequent bus routes during the weekday peak, weekday midday, and Saturday midday time periods, but none exceed the 10% threshold that would indicate a potential disparate impact. **No disparate impact.**
- Minority Frequent bus routes have higher peak loads (carry more passengers) than non-minority Frequent bus routes during the Sunday midday time period, exceeding the 10% threshold. **This result indicates a disparate impact.** Further conclusions:
 - **Substantial legitimate justification.** The disparate impact is due to ongoing pandemic effects that are limiting the pace of VTA's restoration of service on Sundays, leading to higher Sunday loads on some routes. As the pandemic has

² Available at vta.org (search "Transit Service Guidelines")

limited VTA's ability to restore service due to a shortage of bus operators, Sunday service levels have not yet been fully restored. Ridership demand on Sundays is particularly strong on the minority Frequent routes, leading to a disparate impact. However, none of the service periods have loads that exceed the guidelines in Table 2 and there is ample capacity onboard buses and trains.

- **Less discriminatory alternatives.** Staff will prioritize the restoration of Sunday service as new operators become available to mitigate the disparate impact.
- Minority Local bus routes have lower peak loads (carry fewer passengers) than non-minority Local bus routes during all time periods. **No disparate impact.**
- Systemwide, minority routes have higher peak loads (carry more passengers) than non-minority routes during the weekday peak, weekday midday, and Sunday midday time periods, but none exceed the 10% threshold that would indicate a disparate impact. **No disparate impact.**

TABLE 3: AVERAGE PEAK LOAD FACTOR (PERCENT)

| | Weekday Peak | Weekday Midday | Saturday Midday | Sunday Midday |
|------------------------------------|--------------|----------------|-----------------|---------------|
| Rail | | | | |
| Minority Routes | 22 | 21 | 21 | 21 |
| Non-Minority Routes | 27 | 25 | 22 | 20 |
| Minority-to-Average | -12% | -11% | -3 | 1% |
| Disparate Impact? (>10%) | no | no | no | no |
| Rapid Bus | | | | |
| Minority Routes | 23 | 24 | 22 | 19 |
| Non-Minority Routes | 17 | 19 | 16 | 17 |
| Minority-to-Average | 7% | 5% | 9.7% | 4% |
| Disparate Impact? (>10%) | no | no | no | no |
| Frequent Bus | | | | |
| Minority Routes | 29 | 31 | 27 | 27 |
| Non-Minority Routes | 25 | 25 | 23 | 21 |
| Minority-to-Average | 8% | 9.9% | 9% | 11% |
| Disparate Impact? (>10%) | no | no | no | YES |
| Local Bus | | | | |
| Minority Routes | 14 | 15 | 14 | 16 |
| Non-Minority Routes | 18 | 18 | 20 | 18 |
| Minority-to-Average | -12% | -8% | -14% | -4% |
| Disparate Impact? (>10%) | no | no | no | no |
| Systemwide | | | | |
| Minority Routes | 20 | 22 | 21 | 22 |
| Non-Minority Routes | 19 | 21 | 21 | 20 |
| Minority-to-Average | 3% | 3% | -1% | 6% |
| Disparate Impact? (>10%) | no | no | no | no |

Data from February 2022; Bus routes in the Other classification are excluded because of their specialized design



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3.3 VEHICLE HEADWAYS

Headway, or service frequency, refers to the time interval between two vehicles traveling in the same direction on the same route. Frequency has a major influence on transit usefulness; high-frequency service is a fundamental requirement for attractive service. At the same time, frequency has a significant impact on operating costs, and service resource requirements increase with improvements in service frequency.

The frequency on a route is determined by demand and policy. Routes with higher ridership demand warrant higher-frequency service (more buses per hour, where vehicles come more often), while routes with lower ridership demand warrant lower-frequency service (fewer buses per hour, where vehicles come less often). Also, the delineation of minimum service frequencies by service class is a policy decision established in VTA's *Transit Service Guidelines* that gives long-term consistency to the system and helps riders better understand and use transit. The service frequency minimums are used to balance passenger convenience, resources, and costs.

Frequencies throughout the VTA network were temporarily reduced due to the pandemic, and the frequency analysis reflects those lower frequencies. As VTA transitions out of pandemic conditions and restores service frequencies, staff will continue to monitor the comparative impact on minority and non-minority routes.

The frequencies for all VTA routes in February 2022 are summarized in Table 4 (lower numbers are better). Findings:

- Average frequencies for minority rail routes are equal to the average frequencies for non-minority routes for all time periods. **No disparate impact.**
- Minority Rapid bus routes have lower frequencies (larger numbers in the table) than non-minority Rapid bus routes during weekday peak and weekday midday time periods, but neither exceeds the 10% threshold that would indicate a potential disparate impact. The minority Rapid routes have higher frequencies (smaller numbers in the table) than non-minority Rapid bus routes during the Saturday and Sunday midday time periods. **No disparate impact.**
- Minority Frequent bus routes have higher frequencies (smaller numbers in the table) than non-minority Frequent bus routes during all time periods. Minority Frequent bus routes benefit from more frequent service. **No disparate impact.**
- Minority Local bus routes have lower frequencies (larger numbers in the table) than non-minority Local bus routes during weekday midday, Saturday midday, and Sunday midday time periods, but none exceed the 10% threshold that would indicate a potential disparate impact. The minority Local routes have slightly higher frequencies (smaller numbers in the table) than non-minority Local bus routes during the weekday peak time period. **No disparate impact.**
- Systemwide, minority routes have higher frequencies (smaller numbers in the table) than non-minority routes during weekday peak and weekday midday time periods. Minority routes have slightly lower frequencies (larger numbers in the table) than non-minority routes during the Saturday and Sunday midday time periods, but neither exceeds the 10% threshold that would indicate a potential disparate impact. **No disparate impact.**

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TABLE 4: AVERAGE SERVICE FREQUENCY (MINUTES) BY SERVICE PERIOD

| | Weekday Peak | Weekday Midday | Saturday Midday | Sunday Midday |
|------------------------------------|-----------------|-------------------|--------------------|------------------|
| Rail | | | | |
| Minority Routes | 20 | 20 | 30 | 30 |
| Non-Minority Routes | 20 | 20 | 30 | 30 |
| Minority-to-Average | - | - | - | - |
| Disparate Impact? (>10%) | no | no | no | no |
| Rapid Bus | | | | |
| Minority Routes | 22 | 22 | 25 | 25 |
| Non-Minority Routes | 15 | 15 | 30 | 30 |
| Minority-to-Average | 8% | 8% | -6% | -6% |
| Disparate Impact? (>10%) | no | no | no | no |
| Frequent Bus | | | | |
| Minority Routes | 15 | 15 | 21 | 24 |
| Non-Minority Routes | 19 | 19 | 28 | 28 |
| Minority-to-Average | -13% | -13% | -13% | -7% |
| Disparate Impact? (>10%) | no | no | no | no |
| Local Bus | | | | |
| Minority Routes | 41 | 41 | 51 | 54 |
| Non-Minority Routes | 41 | 39 | 44 | 47 |
| Minority-to-Average | -1% | 2% | 5% | 5% |
| Disparate Impact? (>10%) | no | no | no | no |
| Systemwide | | | | |
| Minority Routes | 28 | 28 | 34 | 36 |
| Non-Minority Routes | 32 | 30 | 34 | 35 |
| Minority-to-Average | -5% | -2% | 1% | 2% |
| Disparate Impact? (>10%) | no | no | no | no |

Data from February 2022; Bus routes in the Express and Other classifications are excluded because they have so few trips



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3.4 ON-TIME PERFORMANCE

VTA monitors on-time performance on a regular basis to determine if running-time changes are needed and to ensure the highest levels of service reliability. As part of the quarterly schedule update process, running times are reviewed and adjusted as warranted by changing traffic conditions. For bus routes, "on time" is defined as arriving no more than three minutes before or five minutes after the scheduled arrival time (Rapid bus routes are allowed to run up to 5 minutes early). Light rail trips are "on time" if the train arrives less than one minute before or five minutes after the scheduled arrival time.

VTA's on-time performance for February 2022 is summarized in Table 5 (higher numbers are better). Findings:

- None of VTA's bus and light rail routes meet the systemwide on-time performance standard of 92.5 percent for bus and 95% for light rail, with the exception of the minority rail line (the Orange line) during Sunday service.
- VTA's minority rail line (the Orange line) has lower (worse) on-time performance than the non-minority rail lines during the weekday peak, weekday midday, and Saturday midday time periods, though none exceed the 10% threshold. The minority rail line has higher (better) on-time performance than the non-minority rail lines during the Sunday midday time period. **No disparate impact.**
- VTA's minority Rapid bus routes have lower (worse) on-time performance than the non-minority Rapid bus routes during all time periods, though none exceed the 10% threshold. **No disparate impact.**
- VTA's minority Frequent bus routes have lower (worse) on-time performance than the non-minority Rapid bus routes during the weekday midday, Saturday midday, and Sunday midday time periods, though none exceed the 10% threshold. The minority Frequent bus routes have higher (better) on-time performance than the non-minority Frequent bus routes during the weekday peak time period. **No disparate impact.**
- VTA's minority Local bus routes have higher (better) on-time performance than the non-minority Local bus routes during all time periods. **No disparate impact.**
- Systemwide, VTA's minority routes have on-time performance that is lower (worse) or equal to the non-minority routes during all time periods, though none exceed the 10% threshold that would indicate a disparate impact. **No disparate impact.**
- VTA continues to work on traffic issues with local jurisdictions to implement transit priority measures on local streets that would reduce transit delay and reduce variability in running times. In addition, traffic congestion levels are rapidly evolving as travel patterns continue to be impacted by the pandemic.

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TABLE 5: ON-TIME PERFORMANCE (PERCENT ON-TIME) BY SERVICE PERIOD

| | Weekday Peak | Weekday Midday | Saturday Midday | Sunday Midday |
|-------------------------------------|-----------------|-------------------|--------------------|------------------|
| Rail | | | | |
| Minority Routes | 89 | 87 | 89 | 96 |
| Non-Minority Routes | 91 | 92 | 93 | 89 |
| Minority-to-Average | -2% | -4% | -3% | 6% |
| Disparate Impact? (<-10%) | no | no | no | no |
| Rapid Bus | | | | |
| Minority Routes | 69 | 71 | 72 | 75 |
| Non-Minority Routes | 87 | 90 | 90 | 87 |
| Minority-to-Average | -6% | -7% | -8% | -5% |
| Disparate Impact? (<-10%) | no | no | no | no |
| Frequent Bus | | | | |
| Minority Routes | 90 | 86 | 82 | 81 |
| Non-Minority Routes | 86 | 87 | 84 | 86 |
| Minority-to-Average | 2% | -1% | -1% | -3% |
| Disparate Impact? (<-10%) | no | no | no | no |
| Local Bus | | | | |
| Minority Routes | 90 | 88 | 84 | 87 |
| Non-Minority Routes | 85 | 87 | 77 | 77 |
| Minority-to-Average | 3% | 1% | 3% | 5% |
| Disparate Impact? (<-10%) | no | no | no | no |
| Systemwide | | | | |
| Minority Routes | 86 | 85 | 82 | 83 |
| Non-Minority Routes | 85 | 87 | 83 | 83 |
| Minority-to-Average | - | -2% | -1% | - |
| Disparate Impact? (<-10%) | no | no | no | no |

Data from February 2022; Bus routes in the Other classification are excluded because of their specialized design



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3.5 SERVICE AVAILABILITY

As outlined in VTA's *Transit Service Guidelines*, VTA utilizes a market-based approach to service provision and availability. To supplement this approach and comply with Title VI monitoring requirements for service availability, VTA also analyzes the average stop spacing of minority and non-minority routes.

VTA's stop spacing for February 2022 is summarized in Table 6 (lower numbers are better for purposes of this report). Findings:

- VTA's minority rail, Frequent bus, and Local bus routes have more widely-spaced stops than the corresponding non-minority routes, however none exceed the 10% threshold. The distances between stops varies significantly based on nearby land uses, development densities, geographic characteristics, ridership demand, and other local conditions. If the number of stops were increased to shorten the stop spacing distance, service would be considerably slowed down and adversely affect the quality of the service to the riders. As such, the service availability discrepancy between minority and non-minority routes does not represent a reduced level of service for minority populations. **No disparate impact.**
- VTA's minority Rapid bus routes have similar same stop spacing as the non-minority Rapid routes. **No disparate impact.**

TABLE 6: AVERAGE STOP SPACING (MILES BETWEEN STOPS)

| | Average | Guideline |
|------------------------------------|-----------|-----------|
| Rail | | |
| Minority Routes | .71 | 0.5–1.0 |
| Non-Minority Routes | .61 | 0.5–1.0 |
| Minority-to-Average | 9.9% | |
| Disparate Impact? (>10%) | no | |
| Rapid Bus | | |
| Minority Routes | .78 | 0.5–1.0 |
| Non-Minority Routes | .79 | 0.5–1.0 |
| Minority-to-Average | – | |
| Disparate Impact? (>10%) | no | |
| Frequent Bus | | |
| Minority Routes | .28 | .25 |
| Non-Minority Routes | .26 | .25 |
| Minority-to-Average | 4% | |
| Disparate Impact? (>10%) | no | |
| Local Bus | | |
| Minority Routes | .32 | .20 |
| Non-Minority Routes | .28 | .20 |
| Minority-to-Average | 8% | |
| Disparate Impact? (>10%) | no | |

Data from February 2022: Rapid 568, Other, and Express routes not included because of their specialized design

3.6 RIDERSHIP PRODUCTIVITY

The VTA *Transit Service Guidelines* identifies ridership-based productivity guidelines that are used to monitor and evaluate route performance. The primary standard for measuring service productivity is boardings per service hour. As discussed in the Background section, the ridership productivity metric is less indicative and carries less value in pandemic conditions and these conclusions should be interpreted accordingly.

VTA's ridership productivity for the period between October 2021 and January 2022 is shown in Table 7 (higher numbers are better). Findings:

- The minority rail line (the Orange line) has consistently lower productivity than the non-minority light rail lines during each service day, particularly for weekday service which **exceeds the 10% threshold and constitutes a disparate impact**. Further conclusions:
 - **Substantial legitimate justification.** The disparate impact is due to ongoing pandemic effects that are impacting ridership demand unevenly, leading to comparatively lower productivity on the Orange line. Ridership demand on the Orange line is heavily dependent on BART ridership (through connections at the Milpitas Transit Center) and technology employee commute trips, two markets that have been severely diminished due to the pandemic. As a result, the return of ridership demand on the Orange line has lagged behind the other rail lines, leading to lower comparative productivity.
 - **Less discriminatory alternatives.** Although this metric would suggest that VTA is providing too much service on the Orange line at current ridership levels, reducing service to resolve this disparate impact would result in a less equitable outcome for minority riders, which is not desirable. As such, there is no less discriminatory alternative, and staff will continue to monitor relative productivity on the rail lines as ridership returns.
- VTA's Rapid bus minority routes are more productive than the non-minority Rapid bus routes on weekdays and Saturdays, and less productive on Sundays. None exceed the 10% threshold that would indicate a disparate impact. **No disparate impact.**
- VTA's Frequent bus minority routes are more productive than the non-minority Frequent bus routes during all time periods. **No disparate impact.**
- VTA's Local bus minority routes are more productive than the non-minority Local bus routes during all time periods. **No disparate impact.**
- VTA's minority bus routes typically draw higher overall ridership productivity levels than their corresponding non-minority bus routes. The minority bus routes generally serve higher-ridership transit markets.



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TABLE 7: RIDERSHIP PRODUCTIVITY (BOARDINGS PER HOUR)

| | Weekday | Saturday | Sunday |
|-------------------------------------|------------|-----------|-----------|
| Rail | | | |
| Minority Routes | 17.6 | 20.8 | 19.9 |
| Non-Minority Routes | 20.7 | 24.1 | 22.3 |
| Minority-to-Average | -11% | -9.6% | -7% |
| Disparate Impact? (<-10%) | YES | no | no |
| Rapid Bus | | | |
| Minority Routes | 8.3 | 9.5 | 7.9 |
| Non-Minority Routes | 7.9 | 7.4 | 9.6 |
| Minority-to-Average | 1% | 8% | -7% |
| Disparate Impact? (<-10%) | no | no | no |
| Frequent Bus | | | |
| Minority Routes | 12.5 | 12.9 | 11.5 |
| Non-Minority Routes | 10.1 | 11.4 | 10.0 |
| Minority-to-Average | 10% | 5% | 5% |
| Disparate Impact? (<-10%) | no | no | no |
| Local Bus | | | |
| Minority Routes | 7.5 | 8.2 | 7.1 |
| Non-Minority Routes | 7.0 | 7.7 | 6.2 |
| Minority-to-Average | 4% | 3% | 5% |
| Disparate Impact? (<-10%) | no | no | no |

Data from October 2021 – January 2022

4 SYSTEMWIDE SERVICE POLICIES

In accordance with FTA Title VI requirements, VTA regularly monitors the distribution of transit vehicles and stop amenities relative to its Systemwide Service Policies to ensure that transit vehicles and stop amenities are distributed equitably. The revised VTA Systemwide Service Policies, which were adopted by the VTA Board of Directors on June 4, 2020, provide two metrics to assess whether transit vehicles and transit stop amenities are distributed equitably, each with a different methodology to assess performance:

- To measure **Vehicle Assignment**, the average age of transit vehicles assigned to each operating division is compared to the fleetwide average to determine if there are any divisions with an average vehicle age that differs substantially from the fleetwide average, which would indicate a potential disparate impact.
- To measure **Transit Amenities**, each amenity is assessed for a potential disparate impact by comparing the percentage of transit stops with that amenity that are in minority areas with the percentage of all transit stops with that amenity. A potential disparate impact exists when the share of minority stops with the amenity is at least 10% worse than the share of all stops with that amenity.

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4.1 VEHICLE ASSIGNMENT

The VTA bus fleet features 442 active vehicles divided between three different bus divisions – Chaboya, North, and Cerone. The bus fleet includes a mix of different vehicle types: standard 40-foot diesel buses, 40-foot hybrid electric-diesel buses, 40-foot hybrid electric-diesel express buses, 40-foot electric buses, and 60-foot hybrid electric-diesel buses. Buses are assigned to the three divisions based on the operational or ridership characteristics of the nearby routes, division capacity, and geographical distribution so that the total time required for the buses and operators to travel between the bus yard and the route is minimized as much as possible. However, all 60-foot articulated buses must be assigned to North division and all electric buses must be assigned to Cerone because of facility limitations.

VTA maintains high safety standards and closely monitors the age and condition of its vehicles to determine when new buses are needed, and to guarantee that buses are equitably distributed between the three divisions.

VTA's vehicle age and assignments are shown in Table 8. Findings:

- The average vehicle age of the active bus fleet is 10.8 years, which is similar to the average age at each of the divisions. The average age of vehicles at North is lower than average because this division includes VTA's entire fleet of articulated vehicles, which are relatively new. **No disparate impact.**
- The VTA light rail fleet is maintained at the Guadalupe division and includes 99 vehicles. All 99 light rail vehicles were acquired as part of the same series, are the same age, and are distributed between the three light rail routes based on ridership demand. The light rail vehicles are all 19 years old. **No disparate impact.**

TABLE 8: AVERAGE AGE OF ACTIVE VEHICLE FLEET (YEARS)

| | Cerone | Chaboya | North | Guadalupe | Average |
|------|--------|---------|-------|-----------|---------|
| Rail | | | | 19.0 | 19.0 |
| Bus | 12.6 | 11.0 | 8.9 | | 10.8 |

Data from February 2022

4.2 TRANSIT AMENITIES

VTA provides a wide array of transit amenities at bus stops and light rail stations, which include bus shelters, benches, trash cans, lighting, real-time transit arrival information displays, and posted stop-specific schedule information. These amenities are distributed throughout the service area based on ridership, equity priority communities, physical characteristics of each site, and customer requests. VTA's transit stop breakdown is shown in Table 9.

TABLE 9: TRANSIT STOPS

| | Rail Platforms* | Bus Stops | Total |
|----------------------------|-----------------|--------------|--------------|
| Total Transit Stops | 120 | 3,246 | 3,366 |
| In a Minority Area | 75 (62%) | 1,931 (59%) | 2,006 (60%) |
| In a Non-Minority Area | 45 (38%) | 1,315 (41%) | 1,360 (40%) |

Data from February 2022; *VTA has 59 light rail stations, each with 2 platforms (except Baypointe Station with 4 platforms)



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VTA staff monitor the locations of all transit amenities to ensure that they are equitably distributed to minority areas and that future investments prioritize equity communities. The following sections summarize each type of passenger amenity, summarized in Table 10. The maps used in this report describe the VTA system in February 2022 and exclude inactive and proposed transit stops. The census tracts with minority concentrations that are above the service area average are shaded purple to indicate the minority areas.

TABLE 10: DISTRIBUTION OF TRANSIT AMENITIES

| | Total | Minority Area | Non-Minority Area | Minority-to-Average | Disparate Impact? ($\leq -10\%$) |
|--------------------------|----------------|----------------|-------------------|---------------------|------------------------------------|
| All Transit Stops | 3,336 | 2,006 | 1,360 | | |
| Stops with... | | | | | |
| ...a Shelter | 770 (23%) | 472 (24%) | 298 (22%) | +1% | no |
| ...a Bench* | 2,077 (62%) | 1,218 (61%) | 859 (63%) | -1% | no |
| ...a Trash Can | 954 (29%) | 561 (28%) | 393 (29%) | -1% | no |
| ...Lighting | 2,140 (64%) | 1,327 (66%) | 813 (60%) | +2% | no |
| ...a Posted Schedule | 283 (8%) | 164 (8%) | 119 (9%) | - | no |
| ...a Real-Time Display | 193 (6%) | 128 (6%) | 65 (5%) | - | no |

Data from February 2022; *Bench includes a shelter bench, bench, or simme-seat

4.2.1 Shelters

Shelters are typically VTA's most substantial amenity investment at bus stops and are provided at over 750 bus stops and rail stations throughout the VTA system. The installation of shelters is guided by the *VTA Transit Passenger Environment Plan*³, which establishes minimum ridership levels to justify a shelter investment. In addition, staff consider rider input, equity priority communities, nearby destinations, and physical constraints that may limit where shelters can be installed. All but two light rail station platforms have a shelter (Component northbound platform and Orchard northbound platform do not).

Transit stops with a shelter as of February 2022 are shown in Figure 1 and summarized in Table 10. Findings:

- VTA has a shelter at 770 transit stops.
- 472 shelters are in minority areas.
- 298 shelters are in non-minority areas.
- The share of stops with a shelter in minority areas is slightly higher than at stops in non-minority areas, indicating a greater-than-average prevalence of shelters in minority areas. **No disparate impact.**

³ Available at vta.org (search "Transit Passenger Environment Plan")

4.2.2 Benches

Benches, including standalone benches, shelter benches, and simme-seats mounted on bus stop poles, are provided at over 2,000 transit stops throughout the VTA system. The installation of benches is also guided by the *VTA Transit Passenger Environment Plan*, which establishes minimum ridership levels to justify a bench. In addition, staff consider rider input, equity priority communities, nearby destinations, and physical constraints that may limit where benches can and cannot be installed. Stops located near medical and senior facilities are also furnished with benches where possible.

Transit stops with a bench as of February 2022 are shown in Figure 2 and summarized in Table 10. Findings:

- VTA has a bench at 2,077 transit stops.
- 1,218 benches are in minority areas.
- 859 benches are in non-minority areas.
- The share of stops with a bench in minority areas is slightly lower than at stops in non-minority areas, indicating a slightly less-than-average prevalence of benches in minority areas. **No disparate impact.** However, staff will prioritize installing new benches in minority areas to increase the prevalence of benches in minority areas.

4.2.3 Trash Cans

Trash cans are installed and maintained at over 950 transit stops in the VTA system, including at all light rail stations. The trash cans are distributed based on ridership levels, customer requests, nearby activities, maintenance considerations, and staff input. In addition to VTA-owned and serviced trash cans, most cities and towns also provide their own trash cans, often near transit stops.

Transit stops with a trash can at the stop (nearby or provided by VTA) as of February 2022 are shown in Figure 3 and summarized in Table 10. Findings:

- Trash cans are at 954 transit stops, including at all light rail stations.
- 561 stops with a trash can are in minority areas.
- 393 stops with a trash can are in non-minority areas.
- The share of stops with a trash can in minority areas is slightly lower than at stops in non-minority areas, indicating a slightly less-than-average prevalence of trash cans in minority areas. **No disparate impact.** However, staff will prioritize installing new trash cans in minority areas to increase the prevalence of trash cans in minority areas.

4.2.4 Lighting

VTA provides lighting at many of its transit stop locations where nearby street lighting is inadequate. Lighting provided by VTA includes AC-powered shelter/station lighting, solar-powered shelter lighting, and solar-powered bus stop lighting. The distribution of lighting fixtures is primarily based upon ridership, customer requests, operator input, safety considerations, staff surveys, and physical constraints.

Transit stops with lighting (nearby or provided by VTA) as of February 2022 are shown in Figure 4 and summarized in Table 10. Findings:



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- 2,140 transit stops have lighting.
- 1,327 bus stops with lighting are in minority areas.
- 813 bus stops with lighting are in non-minority areas.
- The share of stops with lighting in minority areas is higher than at stops in non-minority areas, indicating a greater-than-average prevalence of lighting in minority areas. **No disparate impact.**

4.2.5 Posted Schedules

VTA provides stop-specific posted schedules at over 280 bus stops and all rail stations. These schedules provide scheduled departure times for trips departing from the stop. The installation of posted schedules is generally based upon ridership, transfer activity, and staff input.

Transit stops with a posted schedule as of February 2022 are shown in Figure 5 and summarized in Table 10. Findings:

- VTA provides posted schedules at 283 bus stops and all rail stations.
- 164 transit stops with posted schedules are in minority areas.
- 119 transit stops with posted schedules are in non-minority areas.
- The share of stops with a posted schedule in minority areas is equal to stops in non-minority areas, indicating an average prevalence of posted schedules in minority areas. **No disparate impact.**

4.2.6 Real-Time Information Displays

VTA has a real-time information system that provides up-to-the-minute bus and train arrival times. Passengers can use computers or mobile devices to look up when the next bus or train is due to arrive at a specific stop.

VTA has installed over 190 real-time information displays at transit stops throughout the system. The locations of these real-time displays are determined based on ridership data, transfer activity, operational considerations, staff recommendations, the availability of AC power at the site, and physical constraints.

Transit stops with a real-time information display as of February 2022 are shown in Figure 6 and summarized in Table 10. Findings:

- VTA provides real-time information displays at 193 bus stops, including 104 light rail platforms with full-color outdoor monitors that feature real-time train arrivals.
- 128 stops with real-time information displays are in a minority community.
- 65 stops with real-time information displays are in a non-minority community.
- The share of stops with real-time information in minority areas is equal to stops in non-minority areas, indicating an average prevalence of real-time information displays in minority areas. **No disparate impact.**
- Note that real-time arrival information is available at every transit stop in the system, including those without a real-time information display, using the 511 automated call center, mobile apps, or desktop computers.

4.2.7 Share of Transit Boardings at Stops with a Shelter and/or Bench

As a supplementary metric to gauge how equitably shelters and benches are distributed throughout the VTA network of bus stops, staff also monitor the share of boardings made at bus stops with a shelter and at bus stops with a bench. While the previous sections quantified the *number of transit stops* with each amenity, this section quantifies the *number of boardings* that occur at bus stops with a shelter and/or a bench. This section excludes rail stations, since all rail stations include benches and nearly all stations include a shelter.

The share of weekday bus boardings at bus stops with a shelter and at bus stops with a bench are shown in Table 11. Findings:

- 89% of weekday bus boardings occur at a bus stop with a bench. The share of ridership that occurs at stops with a bench in minority areas is slightly higher than in non-minority areas, indicating an above-average prevalence of benches for minority riders. **No disparate impact.**
- 65% of weekday bus boardings occur at a bus stop with a shelter. The share of ridership that occurs at stops with a shelter in minority areas is equal to the share in non-minority areas. **No disparate impact.**

TABLE 11: SHARE OF BUS BOARDINGS

| | Total | Minority Area | Non-Minority Area | Minority-to-Average | Disparate Impact? (<-10%) |
|-----------------------------------|-----------------|-----------------|-------------------|---------------------|---------------------------|
| Boardings at All Bus Stops | 87,739 | 57,403 | 30,336 | | |
| Boardings at Bus Stops with... | | | | | |
| ...a Bench* | 78,309 (89%) | 51,547 (90%) | 26,761 (88%) | +1% | no |
| ...a Shelter | 56,748 (65%) | 37,311 (65%) | 19,437 (64%) | - | no |

June 2022 site conditions, using pre-pandemic ridership; *Bench includes a shelter bench, bench, or simme-seat



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FIGURE 1: STOPS WITH A SHELTER

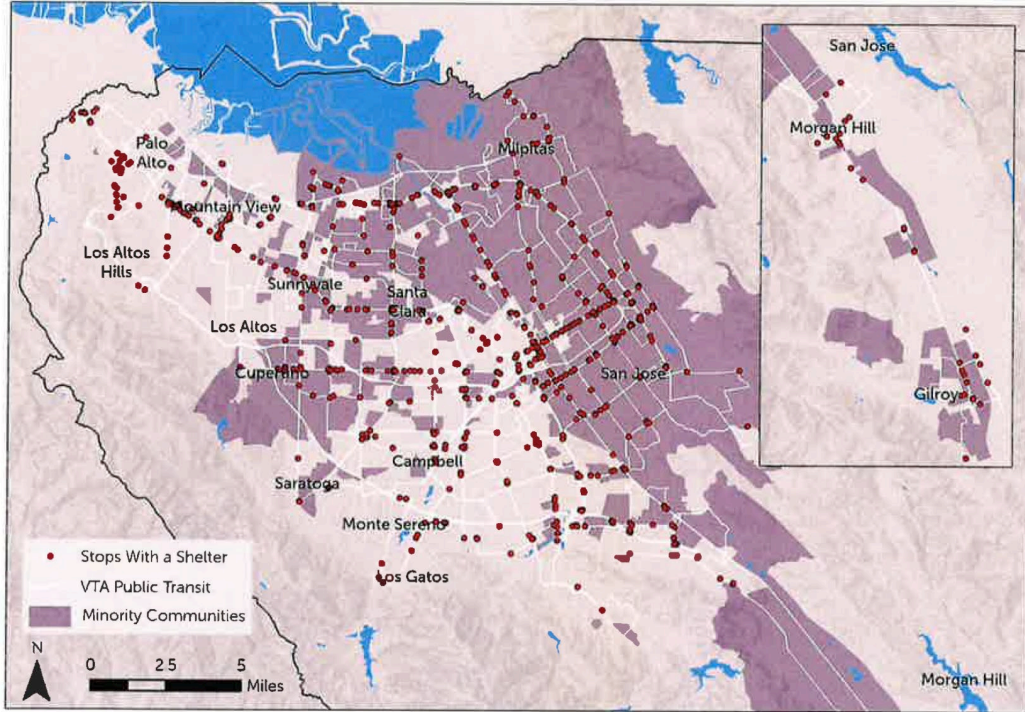


FIGURE 2: STOPS WITH A BENCH (SIMME-SEAT, SHELTER BENCH, OR REGULAR BENCH)

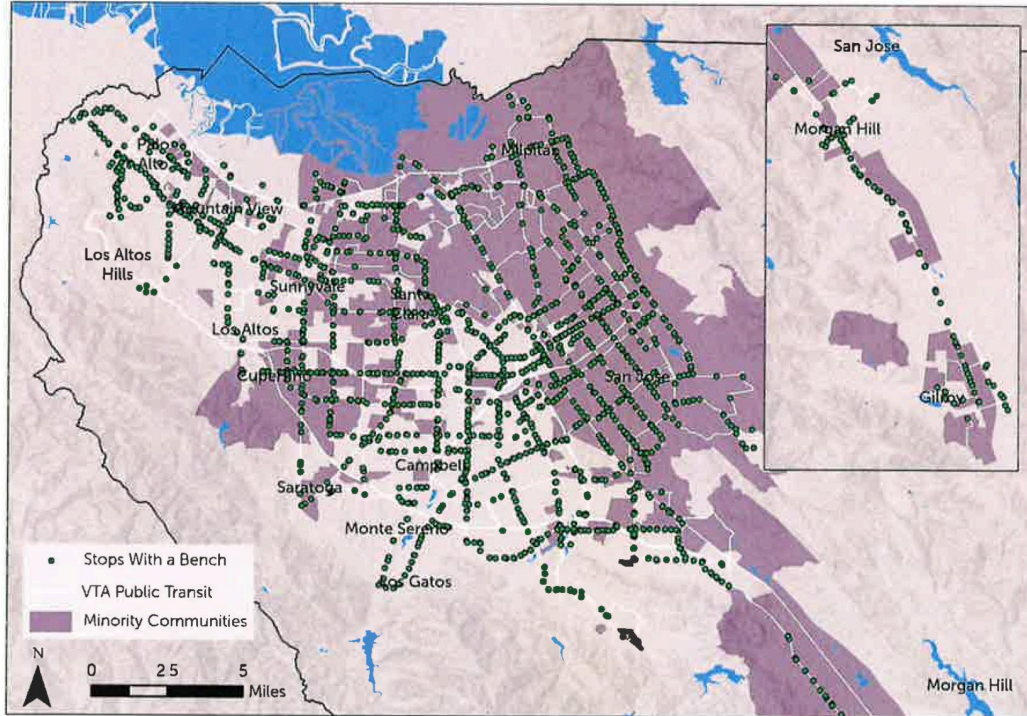


FIGURE 3: STOPS WITH A TRASH CAN

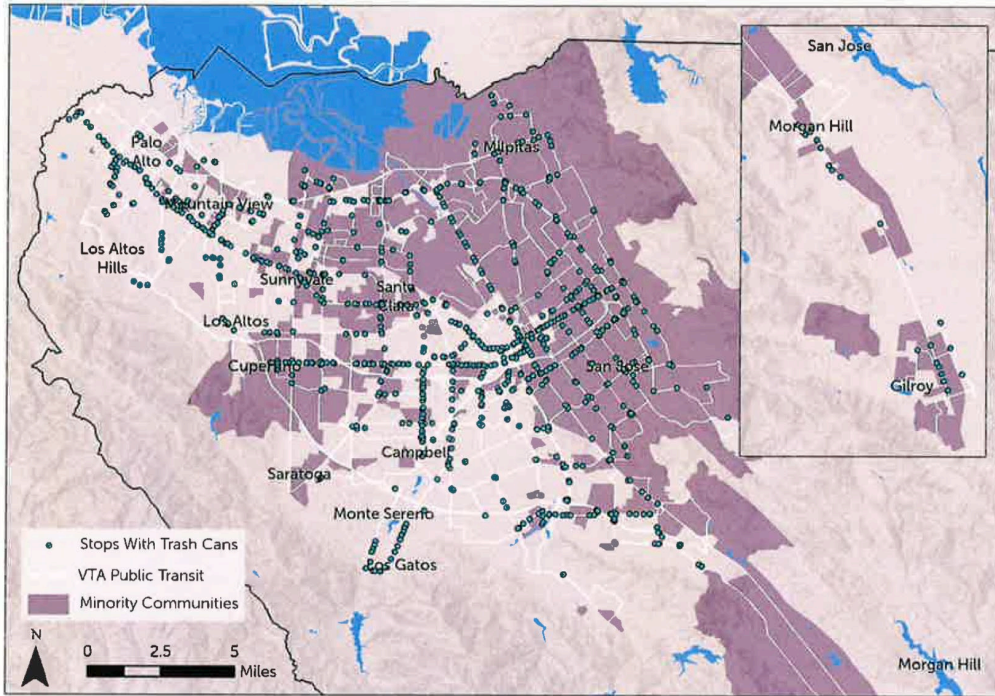
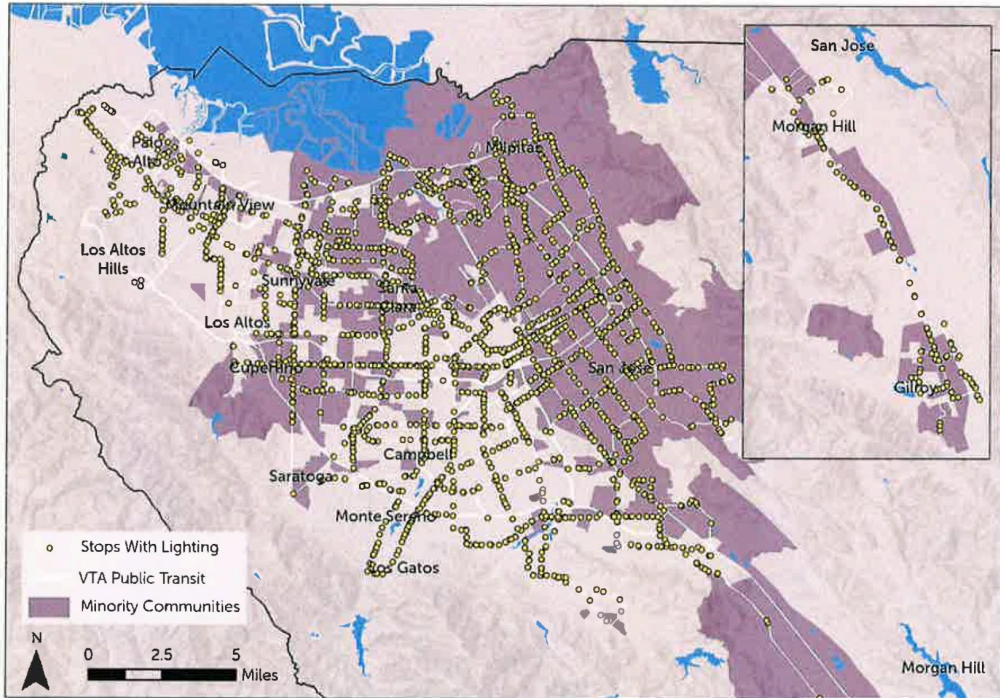


FIGURE 4: STOPS WITH LIGHTING



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FIGURE 5: STOPS WITH POSTED SCHEDULES

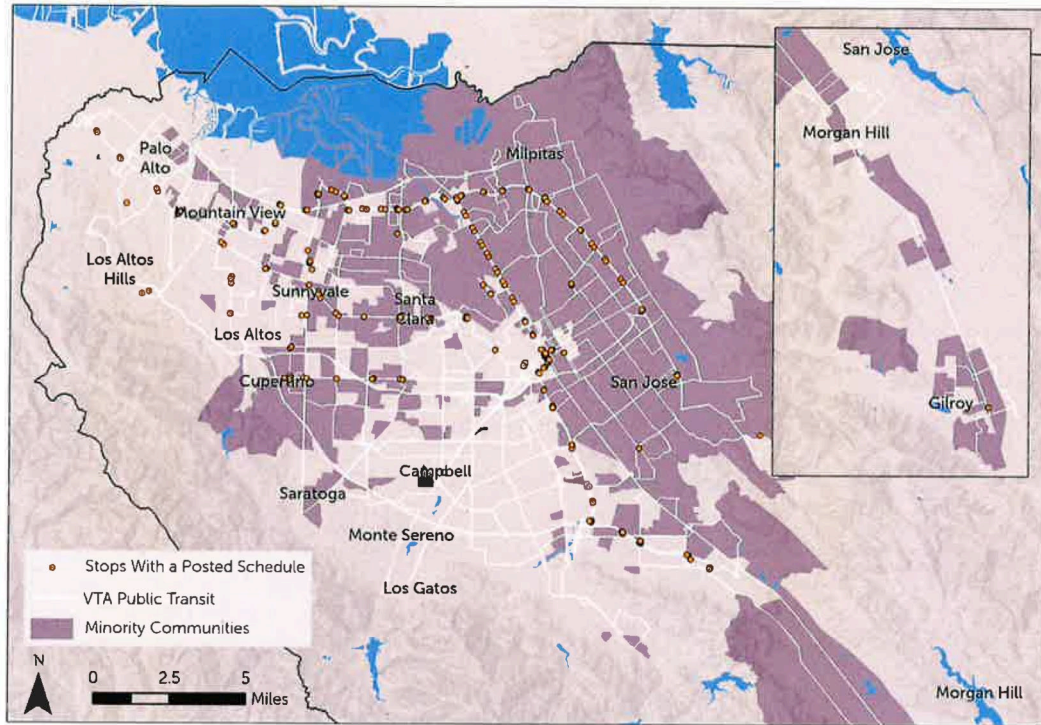
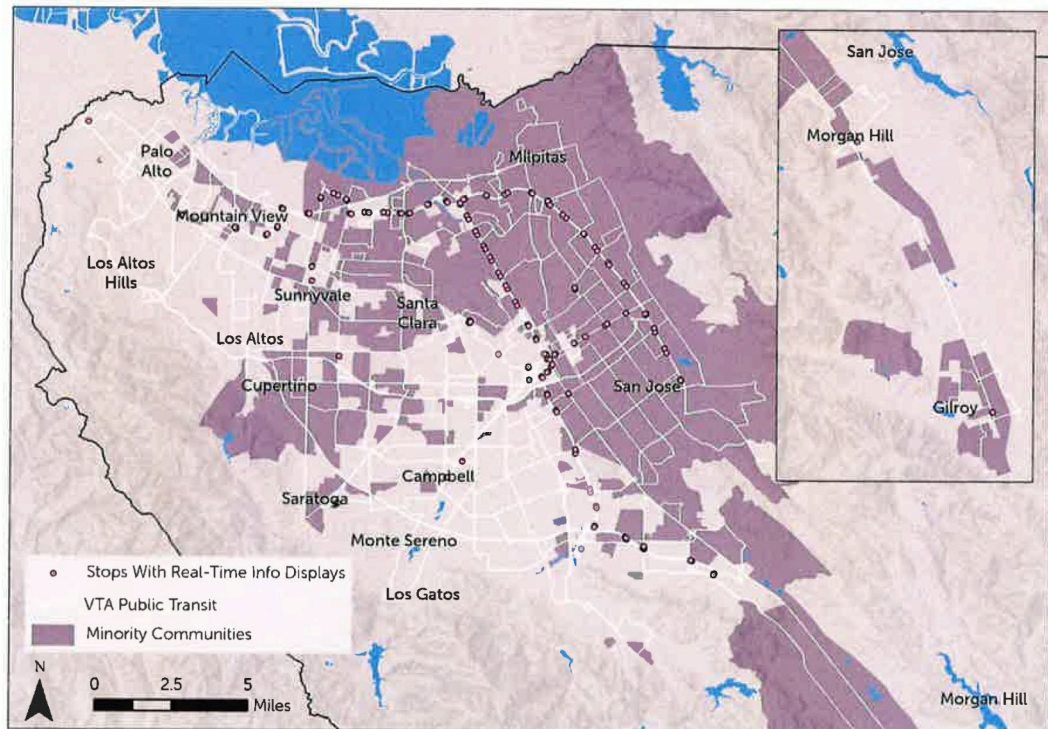


FIGURE 6: STOPS WITH REAL-TIME ARRIVAL DISPLAYS



2022 Service Monitoring Report



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Section 14: Demographic and Service Profile Maps and Charts

Title 49 CFR 21.9(b) states that recipients “should have available for the Secretary racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.” FTA requires transit providers to prepare the following maps and charts:

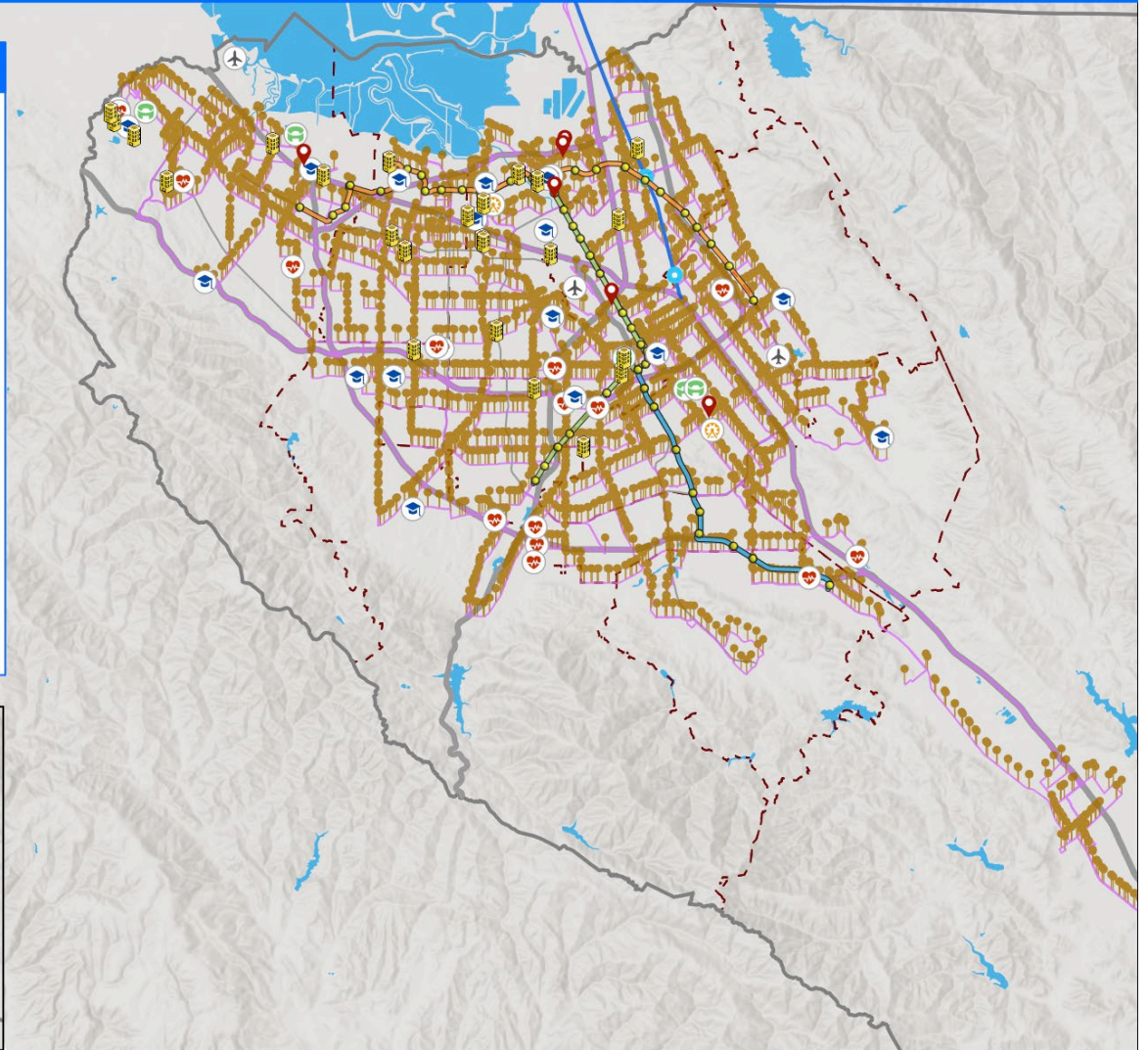
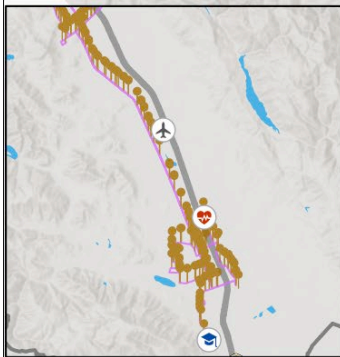
- **A base map of the service area that overlays Census tract, Census block or block groups, traffic analysis zones (TAZs), or other locally available geographic data with transit facilities including transit routes, fixed guideway alignments, transit stops and stations, maintenance and garage facilities, and administrative buildings as well as major activity centers or trip generators, and major streets and highways.**
- **A demographic map that plots the information listed in the base map and also shades those Census tracts, blocks, block groups, TAZs, or other geographic zones where the percentage of the total minority population residing in these areas exceeds the average percentage of minority populations for the service area as a whole.**
- **For purposes of addressing environmental justice, and in order to evaluate the impacts of major service changes on low-income populations, demographic maps shall also depict those Census tracts, blocks, block groups, TAZs, or other geographic zones where the percentage of the total low-income population residing in these areas exceeds the average percentage of low-income populations for the service area as a whole. Note: Because of the high cost of living in the San Francisco Bay Area, VTA defines low-income as 200% of the federal poverty guidelines.**
- **Although it was not a requirement, VTA also created a map for limited English proficient populations similar to the maps of the minority and low-income populations.**



VTA Service Area

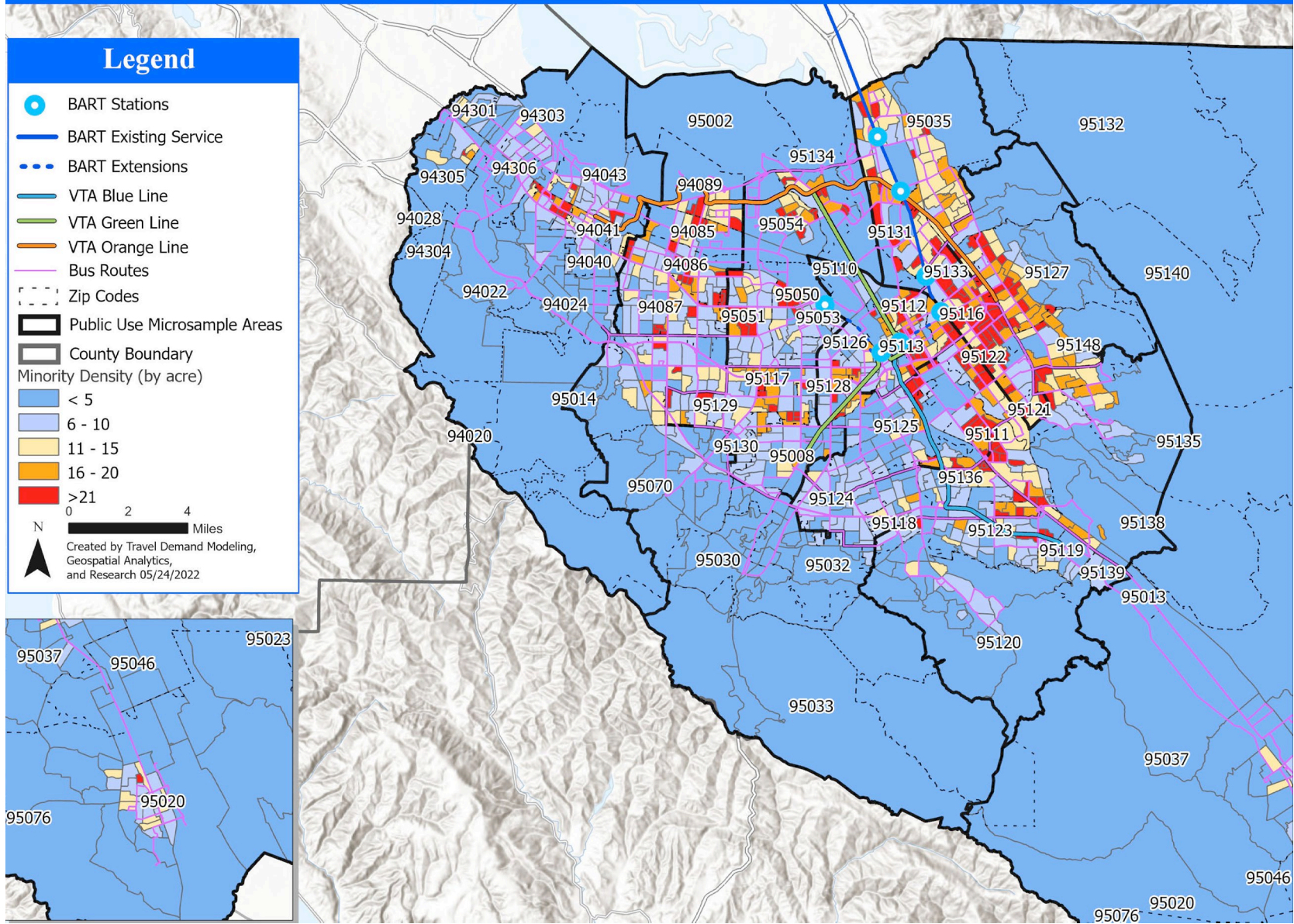
Legend

- VTA Light Rail Stations
- VTA Blue Line
- VTA Green Line
- VTA Orange Line
- VTA Bus Stops
- VTA Bus Lines
- BART Stations
- BART
- VTA Facilities
- Major Employers
- Airports
- Amusement Parks
- Colleges and Universities
- Hospitals
- Stadiums
- Freeways and Expressways
- - - Public Use Microsample Areas



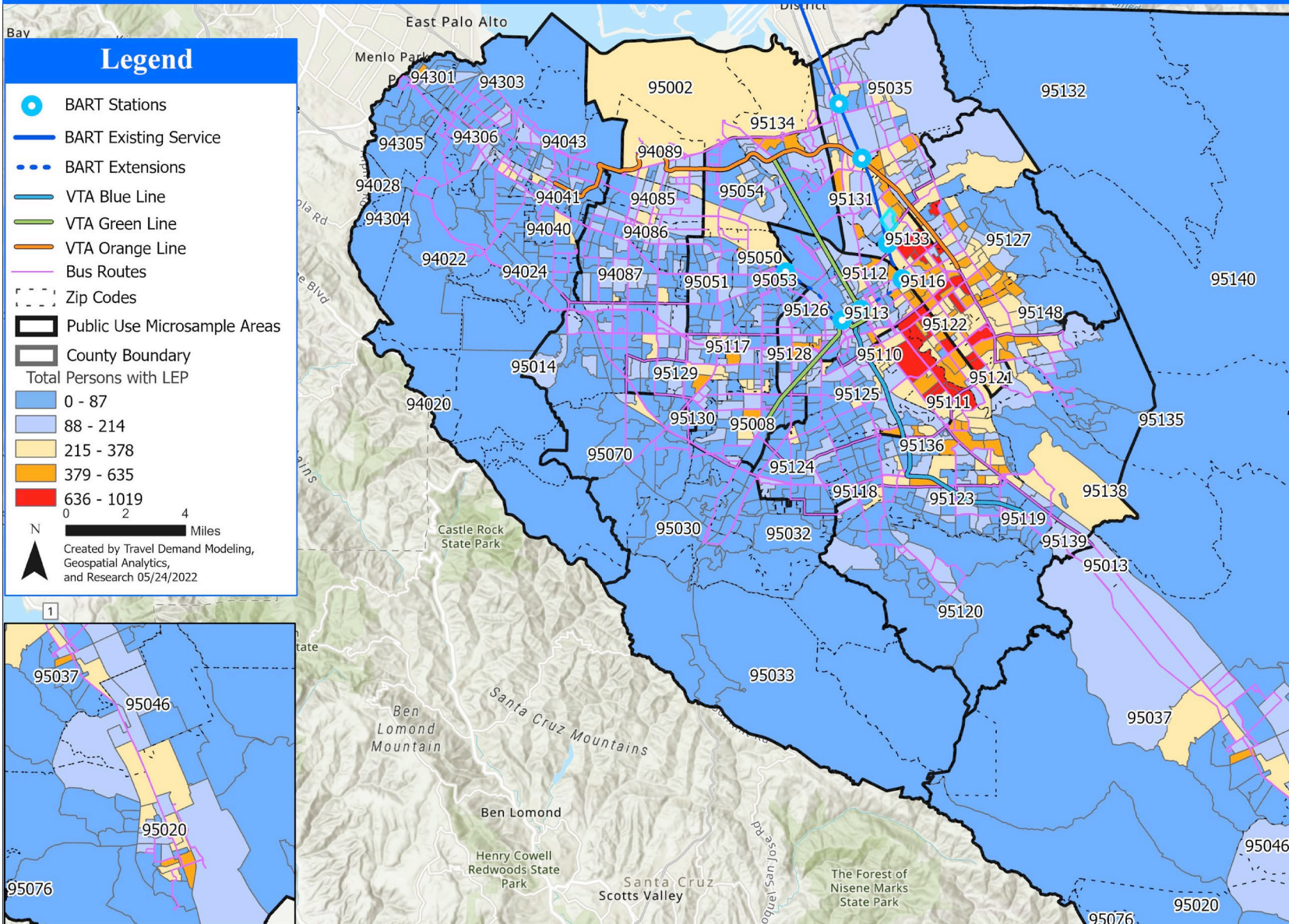


Concentration of Minority Population VTA Service Area - 2016-2020 American Community Survey





Number of People with Limited English Proficiency Santa Clara County - 2016-2020 American Community Survey





Concentration of Low Income Households VTA Service Area - 2016-2020 American Community Survey

Legend

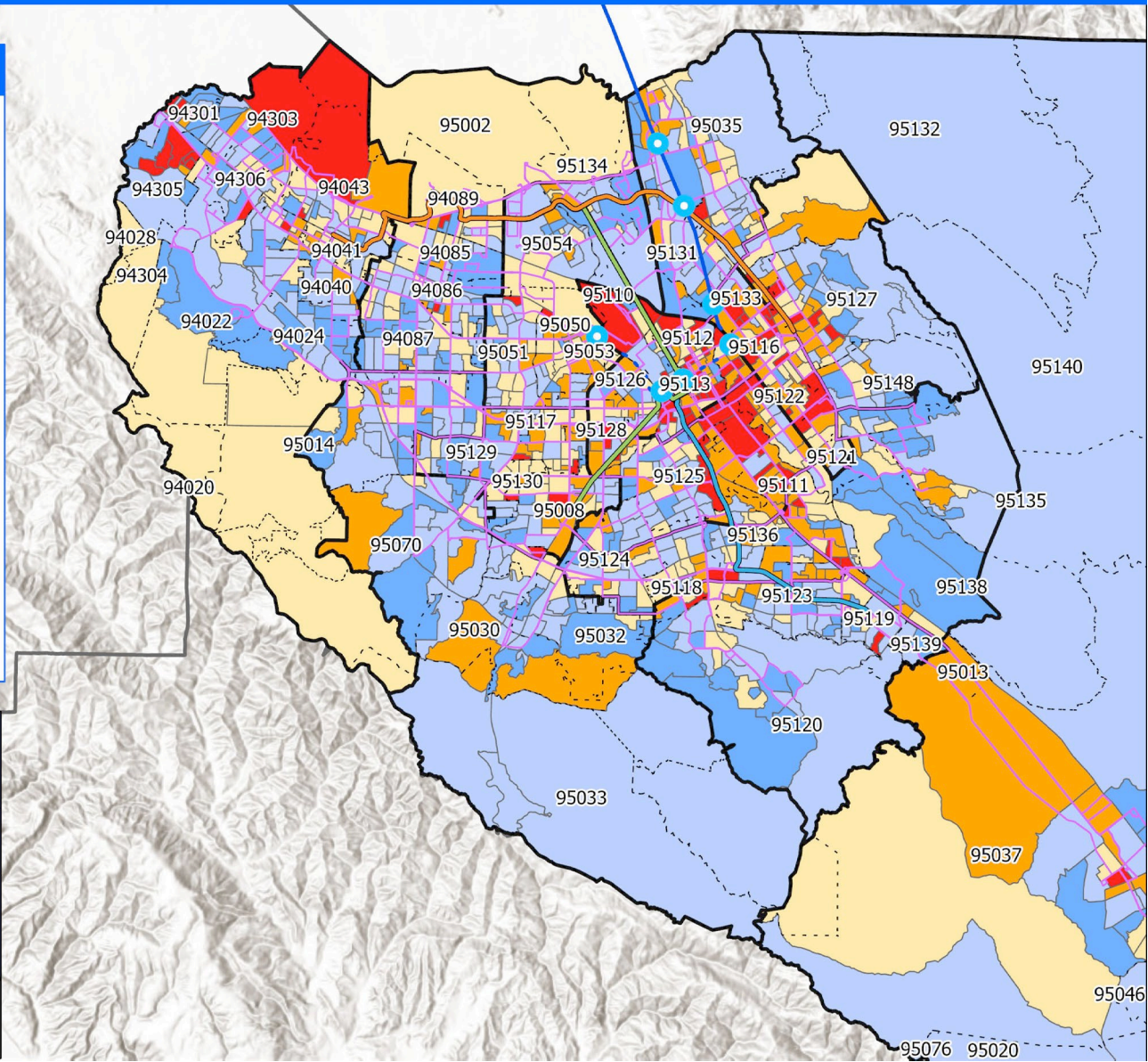
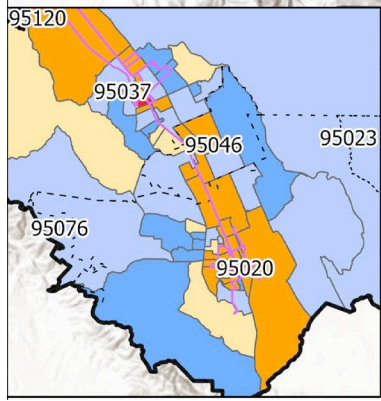
- BART Stations
- BART Existing Service
- BART Extensions
- VTA Blue Line
- VTA Green Line
- VTA Orange Line
- Bus Routes
- Zip Codes
- Public Use Microsample Areas
- County Boundary

Household Poverty Ratio

- < 10%
- 11 - 20%
- 21 - 30%
- 31 - 46%
- >46%

0 2 4 Miles

Created by Travel Demand Modeling,
Geospatial Analytics,
and Research 07/21/2022



Section 15: Demographic Ridership and Travel Patterns Collected by Surveys

Fixed route providers shall collect information on the race, color, national origin, English proficiency, language spoken at home, household income, and travel patterns of their riders using customer surveys. Transit providers shall use this information to develop a demographic profile comparing minority riders and non-minority riders, and trips taken by minority riders and non-minority riders. Demographic information shall also be collected on fare usage by fare type amongst minority users and low-income users, in order to assist with fare equity analyses.

VTA contracted with ETC Institute, Inc. to complete its current On-Board Survey (OBS), which was completed December 2017. The OBS includes, among other things, the following data:

- Race/Ethnicity
- Age
- Gender
- Household income
- Household size
- Languages spoken in the household
- Vehicles owned per household
- Level of English proficiency
- Boarding and alighting patterns
- Origin-to-Destination survey
- Trip purpose

The information collected from the surveys was used during the planning process for developing service changes and for the Title VI equity analyses of the proposed changes that require approval by VTA's Board of Directors.

Since that time, VTA has used the data from that survey to build a demographic profile of its customer base that includes, but is not limited to, race, ethnicity, income, and primary languages spoken. Data is also collected on ridership travel patterns, types of fares used, and quality of service provided by VTA.

VTA's OBS collected customer demographic information to assist VTA in the shaping of service plans, delivery options, marketing, and fare policies. It also helped VTA gain information to better understand rider needs and expectations. The survey was designed to gather information on rider profiles, characteristics, origins/destinations and travel patterns, perceptions about the quality of service, and suggestions for route and other service enhancements.

Further, the survey collected information on race, color, English proficiency, language spoken at home, household income, and travel patterns of VTA riders. VTA has used this information to develop a demographic profile comparing minority riders and non-minority riders, including trips taken by minority riders and non-minority riders, and it is designed to assist with fare equity analyses.

Key Findings:

The OBS report represents the ridership profile for all bus and rail routes in Santa Clara County. The main objectives of the 2017 OBS analysis were two-fold: (1) examine the demographics, and (2) examine the travel behavior characteristics of transit riders. The survey data used for this analysis was appropriately weighted and expanded to represent the trips by VTA transit riders.

Some important findings from the analysis of VTA transit riders are summarized below (Linked Weight Factor):

- Approximately forty-one percent (40.5%) of VTA riders were on trips between home and work.
- Fifty-four percent (53.8%) of VTA riders are between the ages of 18 and 34.
- Walking all the way is the dominant access and egress mode for all VTA riders, on average 86% and 89% respectively.
- Approximately forty-two percent (41.5%) of VTA transit riders Annual Household Income is below \$40,000 (excluding refusals).
- Thirty-three percent (32.6%) of VTA riders are Hispanic, any race.
- Forty-three percent (43.3%) of VTA riders speak a language other than English at home, but 81.3% indicated they speak English well or very well.

Details of the survey results and a thorough analysis of this data, including an Executive Summary, are contained in the link shown as the image in Exhibit 8. A copy of the OBS is available upon request.

Section 16: Description of the Public Engagement Process for Setting the Major Service Change, Disparate Impact, and Disproportionate Burden Policies with Board Adoption of the Policies

8.1



Date: October 30, 2013
Current Meeting: November 7, 2013
Board Meeting: November 7, 2013

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
Board of Directors

THROUGH: General Manager, Michael T. Burns

FROM: Chief Administrative Officer, Bill Lopez

SUBJECT: Adoption of VTA Title VI Policies and Standards

APPROVED ACCEPTED ADOPTED AMENDED INTERPRETED REVIEWED
Santa Clara Valley Transportation Authority
Board of Directors
Sandra A. Westmouth, Board Secretary
BY: *[Signature]*
DATE: 11/7/13

Policy-Related Action: Yes Government Code Section 84308 Applies: No

ACTION ITEM

RECOMMENDATION:

Adopt the proposed Major Service Change, Disparate Impact and Disproportionate Burden Policies and the System-wide Service Standards & Policies as mandated by Federal Transit Administration (FTA) Title VI guidelines.

BACKGROUND:

Title VI (42 U.S.C. §2000 et seq.) was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

In order to comply with the recent updates to the FTA Title VI Circular (FTA C 4702.1B) and Environmental Justice Circular (FTA C 4703.1) guidelines, VTA is required to create and adopt Major Service Change, Disparate Impact, and Disproportionate Burden Policies. These three policies are to be applied during the planning process to evaluate the impact of service and fare changes on minority and low income passengers.

In addition to these policies, VTA must also create and adopt a set of System-wide Service Standards & Policies, which are used to monitor service performance, vehicle assignment, and the distribution of transit amenities. The proposed VTA System-wide Service Standards & Policies are to be used to compare the service performance of transit routes that are predominantly used by minority passengers against the service performance of routes predominantly used by non-minority passengers. The System-wide Service Policies provide guidance on VTA's vehicle assignment and transit amenity distribution practices to ensure that system resources are allocated in a fair and equitable manner. These standards and policies were

Section 16: Description of the Public Engagement Process for Setting the Major Service Change, Disparate Impact, and Disproportionate Burden Policies

The transit provider shall engage the public in the decision-making process to develop major service change, disparate impact, and disproportionate burden policies.

VTA Public Engagement Process

VTA obtained input from the public for the development of policies that will guide how we define and analyze the impacts of major service changes and fare changes on low-income and minority customers. VTA emailed proposed major service change, disparate impact and disproportionate burden policies to approximately 30 representatives from community-based organizations (CBOs) and transit advocates for their review and comment. Staff also gave presentations and teleconferenced with members of several organizations as well.

In response to comments made by the public, VTA made the following changes to its Major Service Change, Disparate Impact, and Disproportionate Burden Policies:

1. Changed the definition of a Major Service Change to Include:
 - “A series of changes on a single route which are included in the two-year Transit Service Plan and cumulatively meet any of the above criteria”;
 - “A system-wide change concurrently affecting 5 percent or more of the total system revenue hours”; and
 - Revised criteria for “proposed changes that are anticipated to be controversial” to clarify that the decision will be based upon public feedback.
2. Revised Disparate Impact and Disproportionate Burden policies to clarify which data sources are used for equity analyses, as follows: “Analyses shall be based on the most recent VTA passenger survey data, but may also use US Census data if survey data is inadequate or unavailable.”

Public Comments and Schedule:

- September 13-October 4, 2013: Comment Period
- September 13-October 28, 2013: Posted draft documents on VTA’s website for public comment
- September 10: Notified CBOs and advocates that VTA will ask for their input on the development of policies that require VTA to analyze the impacts of fare and major service changes on minority and low-income customers.
- September 13: Emailed proposed major service change, disparate impact, and disproportionate burden policies to CBOs and advocates
- September 18, 2013: Gave presentation at the Refugee and Immigrant Forum
- September 20, 2013: Gave presentation to community-based organization at VTA, River Oaks Administrative Offices.
- September 26, 2013: Emailed examples of fare and service change equity analyses and PowerPoint presentation of proposed policies in advance of teleconference

- October 2, 2013: Teleconferenced with transit advocates from the following organizations:
 - Public Advocates
 - Urban Habit
 - TransForm
 - The City Project

VTA received the following questions and comments during the public comment period:

1. How did VTA come up with a minority ridership of 70%?
2. The senior monthly pass is not shown in your fare equity analysis example.
3. How did you previously conduct a service equity analysis; is the analysis on-line?
4. What was the threshold before?
5. Based on past analyses, would the difference have been greater than 10%?
6. Has VTA considered lowering the fare to increase ridership?
7. How does this affect the Transit Assistance Program (TAP)?
8. If VTA decreases the age for senior passes from 65 years to 58 years, VTA will get more riders and more revenue because of the reduced fare.
9. Using the smaller community buses instead of the large buses might increase ridership because the smaller buses can maneuver through neighborhoods and senior communities better.
10. Consider trial bus service for 6 months to a year, especially in areas of Milpitas that do not currently receive bus service and around places of worship so that seniors can worship during the week.
11. The 10% threshold is okay.

Joint Comment Letter on VTA Title VI Policies



October 7, 2013

Camille C. Williams
Accessible Services Program Manager
Title VI/LEP Project Manager
Employee Relations
Santa Clara Valley Transportation Authority (VTA)
SENT VIA E-MAIL: camille.williams@vta.org

Dear Ms. Williams:

The following comments are submitted by Public Advocates Inc., Urban Habitat, TransForm and The City Project in response to VTA's proposed Title VI policies and procedures governing major service changes and assessing disparate impacts/disproportionate burdens on minority and low-income populations. We appreciate the opportunity to give input to the VTA Board, and thank VTA staff for reaching out to us and meeting with us by phone on Wednesday, October 2, 2013.

A. Major Service Change Definition

1. The Major Service Change definition should account for cumulative service changes within a three-year period. Evaluating service changes implemented over multiple years allows VTA to identify significant impacts that may not be apparent when looking at each quarter in isolation. A service reduction of 25 percent in route miles or vehicle hours will have a significant impact on minority and low-income populations regardless of whether it is implemented in one quarter or as a result of multiple rounds of service cuts over 3-years. A multi-year horizon is important to ensure that the impacts of smaller service cuts implemented on a quarterly basis are evaluated as they accrue over time and become significant. In recognition of this concern, the Bay Area Rapid Transit District (BART) adopted a Major Service Change definition that accounts for cumulative changes over a 3-year period. We recommend that VTA do the same, and modify its definition as follows:

“A route change that impacts 25 percent or more of a line's route miles over a three-year period;

Span of service frequency changes affecting 25 percent or more of a line's revenue vehicle hours over a three-year period.”

Accounting for cumulative service changes is particularly important because a threshold of 25 percent for route changes per quarter is quite high and will not capture significant impacts of

Joint Comment Letter on VTA Title VI Policies

Page 2 of 3

service changes that fall underneath it. For example, if a route is cut by 15% in Q1, 20% in Q2, 5% in Q3 and 10% in Q4, such changes will have a significant cumulative impact on minority and low-income populations (a total loss of 50% of service on a route in a year) but none of those cuts would be analyzed individually or as a whole under the proposed policy. Similarly, smaller service cuts over a period of several years could have significant and potentially discriminatory impacts but would not trigger an analysis unless VTA's policy accounts for cumulative service changes.

2. VTA's Major Service Change definition should address system-wide service changes. Like changes to individual lines or routes, across-the-board service changes can have an adverse impact on minority and low-income populations. In fact, changes to individual lines or routes that fall under the proposed 25 percent threshold can nevertheless have a significant impact when aggregated across VTA's entire system. Recognizing that system-wide changes must be evaluated, the San Francisco Municipal Transit Authority (SFMTA) and BART adopted Major Service Change thresholds that address aggregate changes across all lines. SFMTA, for example, recognizes an annual change in revenue hours of 5 percent or more across the system as a Major Service Change. VTA should modify its definition to include:

"A system-wide change in revenue hours or miles of five percent or more."

3. VTA's Major Service Change definition should include the factors it will consider in determining whether or not a proposed service change is "anticipated to be controversial with a particular community or interested parties." We support this flexible component of the policy and request that VTA expressly state in the definition the factors it will consider (e.g., complaints, passenger comments and concerns, etc.). We understand some of these judgments will necessarily be subjective and based on the agency's experience, but it is also important that the public know in advance how they can communicate to VTA staff whether or not a proposed change is anticipated to be controversial. Pursuant to its Public Participation Plan, VTA should continue its robust outreach to minority, Limited English Proficient (LEP) and low-income populations and partnerships with community-based organizations when considering service changes. Such sustained outreach encourages and facilitates engagement by those who might not otherwise have the means to express their concerns.

B. Disparate Impact Policy (DIP) and Disproportionate Burden Policy (DBP)

1. We recommend reassessing the proposed DIP and DBP thresholds every three years in order to ensure they are sufficiently sensitive to protect minority and low-income populations from adverse impacts.

2. We support VTA's proposal to assess service and fare change impacts by analyzing ridership data. By using ridership data (as opposed to Census data), the agency will be better able to assess who is actually impacted by changes in existing transit service. When providing new

Joint Comment Letter on VTA Title VI Policies

service to an area previously not serviced by any transit mode, we support the use of Census data until ridership data is collected for that new service.

3. We encourage VTA to pursue the development of robust ridership data by bolstering the results of its on-board survey with additional data gleaned through its community partnerships and effective outreach to minority, LEP and low-income populations. Such outreach will enhance VTA's ability to carry out meaningful service and fare equity analyses and adequately measure disparities.

4. VTA must ensure inter-modal equity. VTA's bus service likely carries a greater concentration of minority and low-income riders compared to its light rail service. This is also likely to be true with the new service BART will operate in Santa Clara County paid by VTA. If funding BART service operations causes VTA to funnel money away from its bus system, such a move could have an adverse impact on minority and low-income populations. As such, the service equity analyses should determine if major service changes in any mode VTA funds will adversely impact or come at the expense of other modes utilized by a disproportionate share of minority and low-income passengers. Such an analysis would help prevent the type of intermodal discrimination that led to the Title VI consent decree in the case against LA Metro in the 1990s.

Again, we appreciate the opportunity to submit these comments. Please feel free to contact any of the organizations below if you have any questions.

Sincerely,



Guillermo Mayer
Senior Staff Attorney
Public Advocates Inc.



Marybelle Nzegwu
Staff Attorney
Public Advocates Inc.



Bob Allen
Acting Executive Director
Urban Habitat



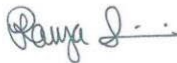
Clarrissa Cabansagan
Transportation Advocate
TransForm



Chris Lepe
Community Planner
TransForm



Robert Garcia
Founding Director & Counsel
The City Project



Ramya Sivasubramanian
Assistant Director & Counsel
The City Project



Daphne Hsu
Staff Attorney
The City Project

Section 17: Results of Service and/or Fare Equity Analyses

Transit agencies are required to conduct equity analyses for major service changes and fare changes to ensure that those changes do not result in disparate impacts to minority riders or a disproportionate burden on low-income riders. Transit agencies shall submit the results of any major service change and/or fare equity analyses conducted since the submission of its last Title VI Program. Agencies shall also submit documentation such as a board resolution, copy of meeting minutes, or similar documentation with the Title VI Program as evidence of the board or governing entity or official's consideration, awareness, and approval of the analysis.

Major Service Change Equity Analysis

The 2023 Transit Service Plan is built on the foundation of VTA's Next Network transit redesign, the 2019 New Transit Service Plan, and marks the return to an annual service planning process built on community input.



APPROVED ACCEPTED ADOPTED AMENDED DEFERRED REVIEWED
Santa Clara Valley Transportation Authority
Board of Directors
Elaine F. Baltao, Board Secretary

7.1

BY: Shirley Young
DATE: 10/6/22

Date: September 29, 2022
Current Meeting: October 6, 2022
Board Meeting: October 6, 2022

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
Board of Directors
THROUGH: General Manager/CEO, Carolyn M. Gonot
FROM: Chief Planning and Programming Officer, Deborah Dagang
SUBJECT: 2023 Transit Service Plan

Policy-Related Action: No **Government Code Section 84308 Applies:** No

ACTION ITEM

RECOMMENDATION:

Adopt the 2023 Transit Service Plan.

EXECUTIVE SUMMARY:

The 2023 Transit Service Plan is VTA's plan for bus and light rail transit service during the 2023 calendar year, starting on Monday January 16, 2023. Staff developed the recommended 2023 Transit Service Plan through a community-centered process that began with a draft proposal, six weeks of community engagement, a Title VI service equity analysis, and over a dozen revisions to arrive at the final recommendation. The plan features over 170 service changes that will:

- Restore full transit service levels, per the pre-pandemic 2019 New Transit Service Plan.
- Adopt major service changes made during the pandemic in response to changing travel market conditions, rider requests, and pandemic developments.
- Improve hours of operation and service frequencies above and beyond pre-pandemic service.
- Incorporate community input so that the 2023 transit service changes are equitable for our most transit-dependent riders.

The service plan is a forward-looking plan that will position VTA for ridership growth as we transition out of pandemic conditions. Restoration of full service is the necessary first step to win riders back to transit, and the network will serve as the foundation for VTA to continuously improve service as the travel market evolves in 2023 and beyond.

STRATEGIC PLAN/GOALS:

The recommended 2023 Transit Service Plan aligns with VTA's business line of providing Fast, Frequent, Reliable transit service.

FISCAL IMPACT:

There is no fiscal impact associated with this action. VTA's FY23 Transit operating budget assumes the restoration of full service levels as proposed in this action.

BACKGROUND:

VTA's service delivery is structured by annual transit service plans that are in effect from each January to the following January. The process for each year's plan starts in the spring of the prior year, when staff identify major service changes for the following year. Per VTA's Transit Service Guidelines and VTA's Title VI Major Service Change policy, all major service changes are developed as part of a comprehensive service plan development process. This process typically includes community engagement, an analysis of paratransit impacts required by the Americans with Disabilities Act (ADA), an environmental analysis required by the California Environmental Quality Act (CEQA), and a Title VI service equity analysis required by the Federal Transit Administration (FTA).

The 2023 Transit Service Plan is VTA's first annual plan to reflect full pre-pandemic service levels since the COVID-19 pandemic opened the transit network in March 2020. Service changes have been made several times since then to restore service. The 2023 Transit Service Plan features a return to full service levels, made possible by new operators hired and trained over the last two years. This plan also returns VTA to its standard process of formally establishing a full service network and implementing major service changes by way of engaging rider input, committee review, and Board adoption.

DISCUSSION:

The 2023 Service Plan has four pillars, which are each described in the sections that follow:

1. **Restore full service levels** per the Board-adopted 2019 New Transit Service Plan
2. **Adopt major service changes** made during the pandemic
3. **Improve hours of operation and service frequencies** for routes to align with VTA's Transit Service Guidelines
4. **Incorporate community input** on service changes proposed for 2023 to provide an equitable transit service recovery for our most transit-dependent, historically underserved riders

Restore Full Service per the 2019 New Transit Service Plan

VTA's Next Network transit redesign, the 2019 New Transit Service Plan, was only operating for less than three months before the pandemic and shelter-in-place mandates took effect in March 2020. Due to an overnight decline in operator availability, VTA had to suspend 41% of service and suspend some routes temporarily. While VTA restored all routes in August 2020, some routes today still run less frequently, start later in the day, and/or end earlier in the evening

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than before. The 2023 Service Plan proposes to restore most of these routes to their pre-pandemic frequencies and hours of operation.

Adopt Major Service Changes from the Pandemic

While most routes are proposed to return to their pre-pandemic design, a few routes were modified during the pandemic, changes that warrant consideration for adoption into the transit network. Some routes were restructured based on ridership demand and on feedback from the community, and two new routes were launched to respond to changing demands and priorities during the pandemic.

Improve Hours of Operation & Service Frequencies

VTA's transit service guidelines set the framework for route start and end times (span of service) and service frequencies (headways) for each service category (i.e. Light Rail, Rapid bus, Frequent bus, Local bus, Express bus). While VTA and the community had to wrestle with service tradeoffs to meet financial constraints for the 2019 Service Plan, the 2023 Transit Service Plan includes expanded hours of operation on some routes that did not originally meet these adopted guidelines. The expanded hours were made possible through the suspension of Rapid 523's duplicative service east of downtown San Jose, travel times savings across the network due to lower traffic levels, and slightly expanded service levels in the FY23 Transit operating budget.

An Equitable Transit Service Recovery

Understanding riders' values as transit service recovers is key to ensuring an equitable process, acknowledging that transportation needs will forever be impacted and changed by the pandemic. The 2023 Service Plan process, as well as the process for future annual plans, center on community engagement that is representative of VTA's riders. Equitable engagement and service implementation will continue to be cornerstones of this process.

Recommended Plan

The service changes proposed in the 2023 Transit Service Plan are described in two sets of service changes. A full list of these service changes can be found in **Attachment A**. A map of the proposed network can be found in **Attachment B**.

The first set of service changes are related to *restoring full service per the 2019 New Transit Service Plan*. These service changes are listed first and include restoration of service hours and service frequencies per the 2019 New Transit Service Plan, in addition to expanded service hours above and beyond the 2019 New Transit Service Plan under the third pillar to *improve hours of operation and service frequencies*. **Changes in bold in these lists indicate these improvements beyond restoration of the full network (better than pre-pandemic service).**

The second set of service changes are related to *adopting the major service changes made during the pandemic* to respond to market conditions.

Restore full service per the 2019 New Transit Service Plan

Service changes proposed in the 2023 Transit Service Plan related to restoring full service and expanding hours of service are listed below. The list shows service changes compared to today's (August-October 2022) service. Changes in **bold** indicate additional improvements beyond restoration of the full network (better than pre-pandemic service). Changes with an asterisk (*) indicate improvements that are planned for early implementation on October 31, 2022, in advance of the 2023 Service Plan.

Light Rail Blue Line (Baypointe - Santa Teresa):

1. Restore 15-minute frequency (Weekdays)*
2. Restore morning frequency (Weekdays)
3. Restore 20-minute frequency (Saturdays)
4. Restore late-night service and end at 1:00 a.m. (Saturdays)
5. Restore 20-minute frequency (Sundays)
6. **Extend service to 1:00 a.m. (Sundays)**

Light Rail Green Line (Old Ironsides - Winchester):

7. Restore 15-minute frequency (Weekdays)*
8. Restore morning frequency (Weekdays)
9. Restore 20-minute frequency (Saturdays)
10. Restore 20-minute frequency (Sundays)

Light Rail Orange Line (Mountain View - Alum Rock):

11. Restore 15-minute frequency and end service at 12:30 a.m. (Weekdays)*
12. Restore morning frequency (Weekdays)
13. Restore 20-minute frequency and end service at 12:30 a.m. (Saturdays)
14. Restore 20-minute frequency and end service at 12:30 a.m. (Sundays)

Local Route 20 (Milpitas BART - Sunnyvale Transit Center)

15. Restore 15-minute frequencies during peak periods (Weekdays)
16. **Extend service to 9:30 p.m. (Weekdays)**

Local Route 21 (Stanford Shopping Center - Santa Clara Transit Center):

17. Extend hourly service to 9:30 p.m. (Weekdays)*
18. Extend service to 9:00 p.m. (Saturdays)
19. **Operate full route to Santa Clara (previously only to Mountain View) (Sundays)**

Frequent Route 22 (Palo Alto - Eastridge):

- 20. Restore service between 2:00 a.m. - 4:30 a.m. to return to 24-hour service (Weekdays)
- 21. Restore service between 2:00 a.m. - 5:00 a.m. to return to 24-hour service (Saturdays)
- 22. Restore service between 1:00 a.m. - 5:00 a.m. to return to 24-hour service (Sundays)

Frequent Route 23 (De Anza College - Alum Rock Station via Stevens Creek):

- 23. Improve evening frequency to every 20 minutes from 7:30 - 10:00 p.m. (Weekdays)**
- 24. Add one evening westbound trip to restore full evening service (Sundays)

Frequent Route 25 (De Anza College - Alum Rock Station via Valley Med):

- 25. Start service earlier at 5:00 a.m. (Weekdays)**
- 26. Restore morning frequency between 7:30 a.m. - 10:00 a.m. (Saturdays)
- 27. Improve morning frequency to every 15 minutes from 7:30 - 10:00 a.m. (Saturdays)**
- 28. Improve frequency west of Bascom from every 60 minutes to every 30 minutes (Sundays)**

Frequent Route 26 (West Valley College - Eastridge):

- 29. Restore evening frequency and one last trip in each direction (Weekdays)
- 30. Restore 20-minute frequency and full span to 12:00 mid (Saturdays)
- 31. Restore 20-minute frequency (Sundays)
- 32. Start service earlier at 6:30 a.m. (Sundays)**

Local Route 27 (Winchester Station - Kaiser San Jose via Downtown Los Gatos):

- 33. Restore evening service to 10:00 p.m. (Weekdays)
- 34. Extend service to 9:00 p.m. (Saturdays)**
- 35. Restore early morning and late-night trips to full span, 8:00 a.m. - 7:30 p.m. (Sundays)
- 36. Extend service to 8:30 p.m. (Sundays)**

Local Route 31 (Evergreen Valley College - Eastridge):

- 37. Restore evening service to 6:30 p.m. (Saturdays)
- 38. Continue operating every 45 minutes (Saturdays)**
- 39. Operate new service every 60 minutes, 9:00 a.m. - 6:00 p.m. (Sundays)**

Local Route 37 (West Valley College - Capitol Station):

- 40. Start service earlier at 6:00 a.m. (Weekdays)**

Local Route 39 (Eastridge - The Villages):

- 41. Extend service to 8:30 p.m. (Weekdays)**

Local Route 40 (Foothill College - Mountain View Transit Center via North Bayshore):

- 42. **Improve evening frequency to every 50 minutes from every 60 minutes (Weekdays)***
- 43. **Improve frequency to every 35 minutes from every 50 minutes (Saturdays)**
- 44. **Start service 30 minutes earlier, at 8:00 a.m. (Saturdays)**
- 45. **End service later at 7:00 p.m. (Sundays)**

Local Route 42 (Evergreen Valley College - Santa Teresa Station):

- 46. **Improve frequency to every 45 minutes from every 60 minutes (Weekdays)**
- 47. **End service later at 7:00 p.m. (Weekdays)**

Local Route 44 (Milpitas BART - McCarthy Ranch via Tasman & Alder):

- 48. Restore service span (Weekdays)
- 49. Restore 40-minute frequency and service span (Saturdays)
- 50. **Start service 30 minutes earlier at 8:00 a.m. (Sunday)**

Local Route 47 (Milpitas BART - McCarthy Ranch via Park Victoria):

- 51. Restore service span (Weekdays)
- 52. Restore 40-minute frequency and service span (Saturdays)
- 53. Restore service span (Sundays)

Local Route 51 (Moffett Field/Ames - West Valley College):

- 54. **Operate entire route every 30 minutes from 6:30 a.m. - 7:30 p.m. (Weekdays)**

Local Route 52 (Foothill College - Mountain View Transit Center via El Monte):

- 55. Restore evening service to 9:00 p.m. (Weekdays)

Local Route 53 (Sunnyvale Transit Center - Santa Clara Transit Center):

- 56. Restore last eastbound trip to 8:00 p.m. (Weekdays)
- 57. **New service every 60 minutes, 9:00 a.m. - 6:00 p.m. (Saturdays)**
- 58. **New service every 60 minutes, 9:00 a.m. - 6:00 p.m. (Sundays)**

Local Route 55 (Old Ironsides Station - De Anza College):

- 59. Restore service to start at 5:30 a.m. (Weekdays)
- 60. Restore 30-minute frequency and early morning/late night trips to full span (Saturdays)
- 61. Restore 30-minute frequency and late-night trips to full span (Sundays)

Local Route 56 (Lockheed Martin - Tamien Station):

- 62. Restore earliest northbound trip from Tamien Station (Weekdays)
- 63. Restore full frequency and late-night trips to full span
- 64. **End service later at 10:30 p.m. (Saturdays)**
- 65. Restore full frequency and late-night trips to full span (Sundays)

Frequent Route 57 (Old Ironsides Station - West Valley College):

- 66. Restore service span (Weekdays)
- 67. End service later at 12:00 mid (Weekdays)**
- 68. Restore 20-minute frequency (Saturdays)
- 69. End service later at 12:00 mid (Saturdays)**
- 70. Restore full frequency in early mornings and evenings (Sundays)
- 71. Start service earlier at 6:30 a.m. (Sundays)**
- 72. End service later at 11:00 p.m. (Sundays)**

Frequent Route 60 (Milpitas BART - Winchester Station via SJC Airport):

- 73. Extend service to start at 5:00 a.m. and end at 12:00 a.m. (Weekdays)**
- 74. Provide early morning and late-night service for the entire route to SJC Airport (Weekdays)**
- 75. Extend service to start at 5:00 a.m. and end at 12:00 a.m. (Saturdays)**
- 76. Restore frequency to every 20 minutes (Saturdays)
- 77. Provide early morning and late-night service for the entire route (Saturdays)**
- 78. Extend service to start at 5:00 a.m. and end at 12:00 a.m. (Sundays)**
- 79. Restore frequency to every 20 minutes (Sundays)
- 80. Provide early morning and late-night service for the entire route (Sundays)**

Frequent Route 64 (McKee & White - Ohlone-Chynoweth - Almaden Expwy & Camden):

- 81. Restore 64A full frequency and span (Weekdays)
- 82. Start 64B (McKee & White - Almaden Expwy & Camden) at 6:30 a.m. (Weekdays)**
- 83. End 64B (McKee & White - Almaden Expwy & Camden) later at 10:00 p.m. (Weekdays)**
- 84. Restore full frequency and span (Saturdays)
- 85. Restore full frequency and span (Sundays)

Frequent Route 66 (North Milpitas - Kaiser San Jose):

- 86. Restore full frequency and extend service to 12:00 mid to restore span (Weekdays)
- 87. Extend service to 12:00 mid (Saturdays)

Frequent Route 68 (San Jose Diridon - Gilroy Transit Center):

- 88. Restore full frequency (Weekdays)
- 89. Continue operating service later to 12:30 a.m. (Weekdays)**
- 90. Start service earlier at 5:30 a.m. (Saturdays)
- 91. Continue operating service later to 12:30 a.m. (Saturdays)
- 92. Start service earlier at 5:30 a.m. (Sundays)
- 93. Add southbound trip to extend service later to 12:30 a.m. (Sundays)**

Frequent Route 72 (Downtown San Jose - Senter & Monterey via McLaughlin):

- 94. Restore full frequency and span (Weekdays)
- 95. Restore 20-minute frequency and span (Saturdays)
- 96. Restore full frequency and span (Sundays)
- 97. Start service earlier at 6:30 a.m. (Sundays)**

Frequent Route 73 (Downtown San Jose - Senter & Monterey via Senter):

- 98. Restore full frequency and span (Weekdays)
- 99. Restore 20-minute frequency and span (Saturdays)
- 100. Restore full frequency and span (Sundays)
- 101. Start service earlier at 6:30 a.m. (Sundays)**

Frequent Route 77 (Milpitas BART - Eastridge via King):

- 102. Restore full frequency and span (Weekdays)
- 103. Extend service to 12:00 mid (Weekdays)**
- 104. Restore full span (Saturdays)
- 105. Extend service to 12:00 mid (Saturdays)**
- 106. Restore full frequency and span (Sundays)
- 107. Extend service to 11:00 p.m. (Sundays)**

Local Route 83 (Almaden & McKean - Ohlone-Chynoweth):

- 108. Restore evening service to 9:00 p.m. (Weekdays)

Local Route 85 (Gilroy Transit Center - Saint Louise Hospital via west Gilroy):

- 109. Expand service span, 6:00 a.m. - 7:30 p.m. (Weekdays)**

Local Route 86 (Gavilan College - Gilroy Transit Center)

- 110. Restore morning service and start service at 7:00 a.m. (Weekdays)
- 111. Extend service to 10:00 p.m. (Weekdays)**

Local Route 87 (Morgan Hill Civic Center - Burnett Ave.):

- 112. Extend afternoon peak hour service to 6:30 p.m. (Weekdays)**

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Local Route 89 (California Avenue Caltrain - Palo Alto VA):

- 113. Restore later northbound evening trip to end service at 6:30 p.m. (Weekdays)

Local Route 200 (Milpitas BART - Mountain View Transit Center):

- 114. Restore three late night westbound trips (Weekdays)*
- 115. Restore three late night westbound trips (Saturdays)*
- 116. Restore three late night westbound trips (Sundays)*

Rapid Route 500 (San Jose Diridon - Downtown San Jose):

- 117. Operate 15-minute frequencies for full alignment with BART schedules (Saturdays)*
- 118. Operate 15-minute frequencies for full alignment with BART schedules (Sundays)*

Rapid Route 522 (Palo Alto - Eastridge):

- 119. Restore full span, maintain 15-minute frequency (Weekdays)
- 120. Restore 15-minute frequency and service span (Saturdays)
- 121. Add one later trip in each direction to end service at 10:30 p.m. (Sundays)**
- 122. Restore 15-minute frequency and service span (Sundays)

Rapid Route 523 (Lockheed Martin - Downtown San Jose):

- 123. Improve frequency from every 20 minutes to every 15 minutes (Weekdays)
- 124. Extend later westbound trips to Lockheed Martin (Weekdays)**
- 125. Restore 15-minute frequency (Saturdays)
- 126. Start service at 6:30 a.m. (Saturdays)
- 127. Restore evening service and end at 11:00 p.m. (Saturdays)
- 128. Extend later westbound trips to Lockheed Martin (Saturdays)**
- 129. Restore 15-minute frequency (Sundays)
- 130. Start service at 7:00 a.m. and end service at 10:00 p.m. (Sundays)
- 131. Extend later westbound trips to Lockheed Martin (Sundays)**

Adopt service changes from the pandemic into the full network

Routes new to the network, along with routes whose path of travel were changed during the pandemic are listed below. These changes have been in effect on a temporary basis since 2021 and are proposed for adoption in the 2023 transit network. To reflect areas where there is remaining transit service left to restore, the proposed service changes for 2023 are framed to compare to today's (August-October 2022) service. Changes in bold indicate additional improvements beyond restoration of the full network (better than pre-pandemic service). Changes with an asterisk (*) indicate improvements that are planned for early implementation on October 31, 2022, in advance of the 2023 Service Plan.

Local Route 59 (Valley Fair - Baypointe Station via Alviso):

1. In October 2021, this route was extended to Stevens Creek Boulevard to improve connections to other bus service along Winchester and Stevens Creek, rather than ending at the Valley Fair Transit Center.

Frequent Route 60 (Milpitas BART - Winchester Station via SJC Airport):

2. Restore early trips to begin service at 5:00 a.m. (Weekdays)
3. **End service 30 minutes later at 12:00 mid (Weekdays)**
4. Restore 20-minute frequency (Saturdays)
5. **End service 30 minutes later at 12:00 mid (Saturdays)**
6. Restore 20-minute frequency (Sundays)
7. **End service 30 minutes later at 12:00 mid (Sundays)**
8. Discontinue deviation into Valley Fair Transit Center (all days)

Frequent Route 61 (Sierra & Piedmont - Good Samaritan Hospital):

9. Starting in October 2021, frequencies east of Berryessa BART were increased to provide frequent service all the way to the end of the route at White Road (i.e. 15-minute weekday frequencies, 20-minute weekend frequencies). The route's frequent segment formerly ended at Berryessa BART and only provided 30-minute service between Berryessa BART and Sierra & Piedmont.
10. Restore full frequency and span (Weekdays)
11. **Extend service to 12:00 mid (Weekdays)**
12. Restore full span and 20-minute frequency / 40-minute frequency for local segment (Saturdays)
13. **Extend service to 12:00 mid (Saturdays)**
14. **Start service earlier at 6:30 a.m. (Sundays)**
15. **Extend service to 11:00 p.m. (Sundays)**
16. Restore full span and 20-minute frequency / 40-minute frequency for local segment (Sundays)

Frequent Route 70 (Milpitas BART - Eastridge via Jackson) and Local Route 71 (Milpitas BART - Capitol Station):

17. Starting in October 2021, these routes were restructured to better serve the observed ridership demand along their respective corridors along Jackson Road and along White Road in East San Jose. Both routes continue to serve the Eastridge Transit Center, but have traded their endpoint destinations on the south ends of their routes. With this new configuration, Route 70 keeps its local (less frequent) segment between Milpitas BART and Berryessa BART, but its frequent segment extends from Berryessa BART to Capitol Station. Route 71 then operates from Milpitas BART to Eastridge Transit Center, no longer serving Capitol Station.

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Frequent Route 70 (Milpitas BART - Capitol Station):

18. Restore full span, ending service at 12:00 mid (Weekdays)
19. Restore frequency later in the evening (Weekdays)
20. Restore later trip in each direction (Saturdays)
21. Restore 20-minute frequency between Berryessa BART and Capitol, and 40-minute frequency between Milpitas BART and Berryessa BART (Sundays)
22. **End service between Berryessa BART and Capitol later at 11:00 p.m. (Sundays)**
23. **End service between Berryessa BART and Milpitas BART later at 8:30 p.m. (Sundays)**

Local Route 71 (Milpitas BART - Eastridge via White):

24. **Extend service to 12:00 mid (Weekdays)**
25. **The entire route becomes a frequent route, operating every 15 minutes (Weekdays)**
26. **Start service earlier at 6:30 a.m. (Saturdays)**
27. **Extend service to later at 12:00 mid (Saturdays)**
28. **The entire route becomes a frequent route, operating every 20 minutes from 9:00 a.m. - 6:00 p.m. (Saturdays)**
29. **Extend service to 11:00 p.m. (Sundays)**

Rapid Route 523 (Lockheed Martin - Downtown San Jose):

30. Starting in February 2021, this route's terminus was shortened to 7th Street and Santa Clara Street in downtown San Jose (formerly terminated at Berryessa BART Station), operating every 15 minutes daily.
31. Restore 15-minute frequency and operate from 5:30 a.m. - 11:00 p.m. (Weekdays)
32. Restore 15-minute frequency and full span from 6:30 a.m. - 10:30 p.m. (Saturdays)
33. Restore 15-minute frequency and full span from 7:00 a.m. - 10:00 p.m. (Sundays)

Rapid Route 568 (Gilroy Transit Center - San Jose Diridon):

34. This new route was launched in October 2021 and replaced Express Route 168, offering trips in both directions every 30 minutes from 5:30 a.m. - 7:00 p.m. on weekdays.
35. **End service 30 minutes later in the evening at 7:30 p.m. (Weekdays)***
36. **Add one earlier northbound trip in the morning (Weekdays)***

SCVMC Shuttle (San Jose Diridon - Valley Medical Center):

37. This new route launched in June 2021 as a partnership route with the County of Santa Clara and offers seven morning direct trips to Valley Medical Center and ten afternoon direct trips to San Jose Diridon on weekdays. VTA receives a financial subsidy from the County as part of the partnership to help offset the cost of the service. The route operates full service today.

Community Engagement

In June and early July, staff engaged the community to gather feedback on a draft plan. The effort involved a variety of online engagement and in-person meetings to ensure safety, encourage accessible engagement, and accommodate varying comfort levels in engagement. Engagement methods included:

- Three VTA-hosted virtual meetings, subsequently available as recorded webinars on YouTube (**Attachment C**)
- Spanish and Vietnamese language interpreters translating the VTA-hosted virtual meetings in real time
- Five VTA-hosted Transit Center Pop-Up events held at VTA's busiest transit centers (**Attachment C**)
- Direct virtual presentations to 12 community-based organizations, social service agencies, and other organizations (**Attachment C**)
- Four community tabling events hosted by social service agencies and other community organizations (**Attachment C**)
- Multilingual bus stop notices posted at all bus stops and light rail stations
- Audible announcements aboard all buses and light rail cars while in service
- Mailers sent to community-based organizations, neighborhood associations, social service agencies, and community groups
- *vta.org* blog posts to engage discussion on the draft plans
- Email blasts to transit subscribers
- Social media engagements on Twitter, Nextdoor, and Facebook
- A robust multilingual dedicated project page for details on the draft plan and for feedback submission, translated in six languages
- Interactive online system maps
- A dedicated Passenger Comment Form/Survey for the plan, accessible online and as a paper form at in-person events
- Direct line to VTA Customer Service to address questions and record feedback via email and over the phone

Staff engaged thousands of riders and residents to hear their concerns and ideas to improve the plan. Staff interacted live with nearly 400 attendees across all virtual meetings, and heard from over 800 individuals via email, phone, and the 2023 Service Plan Passenger Comment Form. The recorded presentations were also viewed over 200 times on YouTube. Through these channels as well as through direct in-person conversations at meetings and events, staff ultimately received over 2,000 de-aggregated comments and suggestions that offered suggestions on specific routes, feedback on the quality of today's transit service, and expressed their transit service recovery values and priorities. The feedback was instrumental for staff to better understand the community's priorities and preferences as staff revised the plan.

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The feedback covered a range of topics. The following topics represented a large share of the comments:

- Boosting frequency on all routes - missed trips have resulted in longer waits
- Connections to Berryessa BART Station
- Route 22 overnight service
- Rapid 523 late-night and weekend service
- Early morning and late-night trips on more Local routes, not just Frequent routes

Riders also left several general comments beyond the transit service proposed for 2023, including:

- Missed trips due to the bus operator shortage on various routes throughout the network
- General safety and security aboard our bus and light rail system

Revisions to the Draft Plan in Response to Community Feedback

Following the public comment period, staff took a comprehensive look at every suggestion. As a result of the thoughtful and deliberate feedback received from the community on the draft plan, staff made the following revisions:

1. **Blue Line (Baypointe - Santa Teresa):**
Restore late-night trips to pre-pandemic service levels, all days
2. **Frequent Route 25 (De Anza College - Alum Rock):**
Operate earlier morning service on weekdays
3. **Local Route 27 (Winchester - Kaiser San Jose via downtown Los Gatos):**
Operate later evening service on Sundays
4. **Local Route 37 (West Valley College - Capitol Station):**
Operate earlier morning service on weekdays
5. **Local Route 40 (Foothill College - Mountain View Transit Center via North Bayshore):**
Operate later into the evening on Sundays
6. **Local Route 42 (Evergreen Valley College - Santa Teresa Station):**
Operate later into the evening on weekdays
7. **Local Route 51 (Moffett Field/Ames Center - West Valley College):**
Operate every 30 minutes on weekdays
8. **Local Route 56 (Lockheed Martin - Tamien Station):**
Operate later into the evening on Saturdays
9. **Frequent Route 57 (Old Ironsides Station - West Valley College):**
Operate later into the evening all days, and earlier in the morning on Sundays
10. **Frequent Route 60 (Milpitas BART - Winchester via SJC Airport):**
Operate early morning and late night service for the entire route all days
11. **Frequent Route 64B (McKee & White - Almaden Expressway & Camden):**
Operate later into the evening on weekdays
12. **Local Route 87 (Morgan Hill Civic Center - Burnett Ave):**
Operate later into the evening on weekdays
13. **Rapid Route 523 (Downtown San Jose - Lockheed Martin via De Anza College):**
Operate later trips for the entire route all week

Service Levels

The revised service plan would result in a slight increase in bus service over its pre-pandemic level and would maintain light rail service at its pre-pandemic level. The table below reflects the trajectory of transit service recovery over the two remaining service periods of 2022 and into 2023 when the 2023 Service Plan is implemented. The recommended plan would provide approximately 1.50 million annual hours of bus service and 168,000 annual hours of rail service.

Recovery of Transit Service Hours through 2023

| | Aug - Oct 2022 | Oct 2022 - Jan 2023 | 2023 Service Plan Jan - Dec 2023 |
|----------------------|-----------------|---------------------|-------------------------------------|
| Total Hours (Bus) | 1,347,800 (91%) | 1,353,800 (92%) | 1,508,200 (101%) |
| Total Hours (Rail) | 134,200 (78%) | 160,500 (94%) | 167,900 (98%) |
| Total Hours (System) | 1,482,000 (90%) | 1,514,300 (92%) | 1,671,000 (101%) |

Analyses Conducted on the Staff Recommendation

ADA Paratransit Analysis

VTA Access paratransit service provides curb-to-curb and door-to-door service for eligible individuals for trips made within ¼-mile of VTA’s fixed route transit network at the standard fare of \$4. VTA also offers service for trips within an extended service area zone extending an additional mile beyond the ¼-mile standard zone, at a premium fare of \$16. Paratransit service is offered on the same days and at the same times as the corresponding fixed route service. As such, both zones follow the transit network, and changes to the fixed route transit network can impact the geographical footprint of paratransit service. For example, the elimination of transit service would result in a contraction of the area eligible for paratransit service.

VTA staff typically conduct geographic and time-of-day analyses on the staff recommendation to determine if it would incur (1) any impacts on the geographic boundaries wherein VTA would be mandated to provide paratransit service, and/or (2) any impacts on the hours of service wherein VTA would be mandated to provide paratransit service based on where fixed-route service operates. Since the proposed 2023 Transit Service Plan is primarily focused on restoring its pre-pandemic transit network and would not serve new areas beyond this network, the **staff recommendation would maintain the geographic availability of VTA Access paratransit service as it was in the pre-pandemic network. In areas where the plan improves early morning and late-night service, those same areas in the paratransit network also gain improvements in temporal availability in the times of day the service operates.**

Title VI Service Equity Analysis

Title VI of the 1964 Civil Rights Act states that agencies that receive federal funding may not discriminate on the basis of race, color, or national origin. Federal guidance encourages transit agencies to uphold Title VI in two ways: by involving Title VI communities in the planning process so that their input may inform decisions as early as possible, and a metric-based analysis that evaluates the impact to minority and low-income communities compared to the overall population of the service area. VTA’s Board-adopted Title VI Service Standards and Public Participation Plan outlines the process by which staff engage Title VI communities throughout the planning process to develop all major service changes, including a full Title VI Service

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Equity Analysis.

Staff engaged Title VI communities in the community engagement process, with an emphasis on current riders of VTA. The core team involved in developing and/or carrying out the 2023 Service Plan to our riders consisted of staff from Service Planning, Community Outreach, Customer Service, the Office of Civil Rights, Marketing, Media Relations, and Government Affairs. Attendance at virtual meetings and presenting tailored presentations to organizations representing minority, low-income, and immigrant communities was central to this community engagement process. Additionally, a multilingual project website, translated materials, and live interpretive services readily available at VTA-hosted virtual public meetings spread awareness and increased accessibility of the plan.

A metric-based Title VI Service Equity Analysis for the staff recommendation was conducted and found **there would be no disparate impacts on minority residents or disproportionate burden on low-income residents brought on by the plan.** The analysis evaluates the impact of the service changes in two ways: 1) Disparate Impact, which measures the impact to minority residents, and 2) Disproportionate Burden, which measures the impact to low-income residents. The complete Service Equity Analysis is included as **Attachment D.**

To provide additional accountability is held on route-by-route service planning decisions, staff also honed in on ridership impacts specifically borne by Title VI routes - routes that serve a high proportion of minority communities. A closer look at ridership impacts through this equity lens shows that **minority riders on Title VI routes would experience more benefits from improvements proposed in this plan, compared to riders of the system overall.**

California Environmental Quality Act (CEQA)

The return of service to pre-pandemic levels is statutorily exempt under the California Environmental Quality Act in accordance with Public Resources Code, Sections 21080(b)(10) and 21080.25(b)(5).

ALTERNATIVES:

Alternatively, the Board of Directors could defer adoption and implementation of the plan, direct staff to revise the plan and return for adoption at a later date, adopt the plan with modifications, or take another unspecified action or no action.

CLIMATE IMPACT:

Ridership demand continues to be below pre-pandemic demand, though has been steadily recovering since early 2021. At the time of writing this memo, weekday ridership averages have recovered to about 58% of pre-pandemic ridership levels. It is unlikely that pre-pandemic travel demand would immediately return as full service is reached by the end of 2023. However, the service increases and improvements in the recommended plan would attract new riders to the system and potentially reduce greenhouse gas emissions when compared to today's service plan.

2023 TRANSIT SERVICE PLAN

STAFF RECOMMENDATION DETAILS BY ROUTE

BUS SERVICE

Route 20 Milpitas BART – Sunnyvale Transit Center

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| Weekday | 6:00 a.m. – 8:30 p.m., every 15 min. (peak periods only) | 6:00 a.m. – 9:30 p.m., every 15 min. (peak periods only) |
|---------|---|---|
| | | |

Route 21 Stanford Shopping Center – Santa Clara Transit Center

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| Weekday | 6:00 a.m. – 9:30 p.m., every 30 min. | No change from pre-pandemic service |
|----------|--|---|
| Saturday | 8:00 a.m. – 9:00 p.m., every 45 min. | No change from pre-pandemic service |
| Sunday | 8:30 a.m. – 8:00 p.m., every 60 min. Stanford Shopping Center to Mountain View only | 8:30 a.m. – 8:00 p.m., every 60 min. Operate full route from Stanford Shopping Center to Santa Clara |

Route 22 Palo Alto Transit Center – Eastridge

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| Weekday | 24-hour service, every 15 min. | No change from pre-pandemic service |
|----------|--------------------------------|-------------------------------------|
| Saturday | 24-hour service, every 15 min. | No change from pre-pandemic service |
| Sunday | 24-hour service, every 15 min. | No change from pre-pandemic service |

Route 23 De Anza College – Alum Rock Station via Stevens Creek

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| Weekday | 5:00 a.m. – 1:00 a.m., every 15 min. | 5:00 a.m. – 1:00 a.m., every 15 min. Improve evening frequency to every 20 min., 7:30 p.m. – 10:00 p.m. |
|----------|--------------------------------------|---|
| Saturday | 6:00 a.m. – 1:00 a.m., every 15 min. | No change from pre-pandemic service |
| Sunday | 6:00 a.m. – 1:00 a.m., every 15 min. | No change from pre-pandemic service |

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Attachment A: 2023 Transit Service Plan - Staff Recommendations by Route

Route 25 De Anza College – Alum Rock Station via Valley Med

| Pre-pandemic Service (2019 New Transit Service Plan) | | Recommended 2023 Plan |
|---|--|---|
| Weekday | 5:30 a.m. – 12:00 a.m., every 12 min. on frequent segment (btwn. Valley Med and Alum Rock); 6:00 a.m. – 10:30 p.m., every 24 min. on less frequent segment (btwn. De Anza and Valley Med) | No change from pre-pandemic service |
| Saturday | 6:00 a.m. – 12:00 a.m., every 15 min. on frequent segment (btwn. Valley Med and Alum Rock); 6:00 a.m. – 9:00 p.m., every 30 min. on less frequent segment (btwn. De Anza and Valley Med) | 6:00 a.m. – 12:00 a.m., every 15 min. on frequent segment (btwn. Valley Med and Alum Rock), Improve morning frequency to every 15 min. 7:30 a.m. – 10:00 a.m.; 6:00 a.m. – 9:00 p.m., every 30 min. on less frequent segment (btwn. De Anza and Valley Med); |
| Sunday | 6:00 a.m. – 12:00 a.m., every 15 min. on frequent segment (btwn. Valley Med and Alum Rock); 6:00 a.m. – 8:00 p.m., every 60 min. on less frequent segment (btwn. De Anza and Valley Med) | 6:00 a.m. – 12:00 a.m., every 15 min. on frequent segment (btwn. Valley Med and Alum Rock); 6:00 a.m. – 8:00 p.m., every 30 min. on less frequent segment (btwn. De Anza and Valley Med) |

Route 26 West Valley College – Eastridge

| Pre-pandemic Service (2019 New Transit Service Plan) | | Recommended 2023 Plan |
|---|--|--|
| Weekday | 5:30 a.m. – 12:00 a.m., every 15 min. on frequent segment (btwn. Westgate and Eastridge); 6:30 a.m. – 10:00 p.m., every 30 min. on less frequent segment (btwn. West Valley College and Westgate) | No change from pre-pandemic service |
| Saturday | 6:30 a.m. – 12:00 a.m.; every 20 min. on frequent segment (btwn. Westgate and Eastridge); no service on less frequent segment (btwn. West Valley College and Westgate) | No change from pre-pandemic service |
| Sunday | 7:30 a.m. – 11:00 p.m.; every 20 min. on frequent segment (btwn. Westgate and Eastridge); no service on less frequent segment (btwn. West Valley College and Westgate) | 6:30 a.m. – 11:00 p.m.; every 20 min. on frequent segment (btwn. Westgate and Eastridge); no service on less frequent segment (btwn. West Valley College and Westgate) |

Route 27 Winchester Station – Kaiser San Jose via Downtown Los Gatos

| Pre-pandemic Service (2019 New Transit Service Plan) | | Recommended 2023 Plan |
|---|---------------------------------------|--------------------------------------|
| Weekday | 5:30 a.m. – 10:00 p.m., every 30 min. | No change from pre-pandemic service |
| Saturday | 7:00 a.m. – 8:00 p.m., every 40 min. | 7:00 a.m. – 9:00 p.m., every 40 min. |
| Sunday | 8:00 a.m. – 7:30 p.m., every 60 min. | No change from pre-pandemic service |

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Attachment A: 2023 Transit Service Plan - Staff Recommendations by Route

Route 31 Evergreen Valley College – EastridgePre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|---------------------------------------|--------------------------------------|
| Weekday | 6:30 a.m. – 10:00 p.m., every 30 min. | No change from pre-pandemic service |
| Saturday | 8:30 a.m. – 6:30 p.m., every 60 min. | 8:30 a.m. – 6:30 p.m., every 45 min. |
| Sunday | No service | 9:00 a.m. – 6:00 p.m., every 60 min. |

Route 37 West Valley College – Capitol StationPre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|---------|--------------------------------------|-------------------------------------|
| Weekday | 6:30 a.m. – 6:30 p.m., every 60 min. | No change from pre-pandemic service |
|---------|--------------------------------------|-------------------------------------|

Route 39 Eastridge – The VillagesPre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|--------------------------------------|--------------------------------------|
| Weekday | 6:30 a.m. – 6:30 p.m., every 60 min. | 6:30 a.m. – 8:30 p.m., every 60 min. |
| Saturday | 9:00 a.m. – 6:00 p.m., every 60 min. | No change from pre-pandemic service |
| Sunday | 9:00 a.m. – 6:00 p.m., every 60 min. | No change from pre-pandemic service |

Route 40 Foothill College – Mountain View Transit Center via N. BayshorePre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|---|---|
| Weekday | 6:30 a.m. – 10:00 p.m., every 30 min. (every 60 min. in the evening) | 6:30 a.m. – 10:00 p.m., every 30 min. (every 50 min. in the evening) |
| Saturday | 8:30 a.m. – 7:00 p.m., every 40 min. | 8:00 a.m. – 7:00 p.m., every 35 min. |
| Sunday | 9:00 a.m. – 6:00 p.m., every 45 min. | No change from pre-pandemic service |

Route 42 Evergreen Valley College – Santa Teresa StationPre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|---------|--------------------------------------|--------------------------------------|
| Weekday | 6:00 a.m. – 6:30 p.m., every 60 min. | 6:00 a.m. – 6:30 p.m., every 45 min. |
|---------|--------------------------------------|--------------------------------------|

Route 44 Milpitas BART – McCarthy Ranch via Tasman & AlderPre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|--------------------------------------|--------------------------------------|
| Weekday | 6:00 a.m. – 9:00 p.m., every 30 min. | No change from pre-pandemic service |
| Saturday | 8:00 a.m. – 8:00 p.m., every 40 min. | No change from pre-pandemic service |
| Sunday | 8:30 a.m. – 7:00 p.m., every 60 min. | 8:00 a.m. – 7:00 p.m., every 60 min. |

Route 47 Milpitas BART – McCarthy Ranch via Park VictoriaPre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|--------------------------------------|-------------------------------------|
| Weekday | 6:00 a.m. – 9:00 p.m., every 30 min. | No change from pre-pandemic service |
| Saturday | 8:00 a.m. – 8:00 p.m., every 40 min. | No change from pre-pandemic service |
| Sunday | 8:00 a.m. – 7:00 p.m., every 60 min. | No change from pre-pandemic service |

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Attachment A: 2023 Transit Service Plan - Staff Recommendations by Route

Route 51 Moffett Field/Ames Center – West Valley College

Pre-pandemic Service (2019 New Transit Service Plan) Recommended 2023 Plan

| | | |
|---------|--|--------------------------------------|
| Weekday | 6:30 a.m. - 7:00 p.m., every 30 min. (peak hours), every 60 min. (midday); every 60 min. (btwn. De Anza and West Valley College) | 6:30 a.m. – 7:30 p.m., every 30 min. |
|---------|--|--------------------------------------|

Route 52 Foothill College – Mountain View Transit Center via El Monte

Pre-pandemic Service (2019 New Transit Service Plan) Recommended 2023 Plan

| | | |
|---------|--------------------------------------|-------------------------------------|
| Weekday | 7:00 a.m. – 9:00 p.m., every 30 min. | No change from pre-pandemic service |
|---------|--------------------------------------|-------------------------------------|

Route 53 Sunnyvale Transit Center – Santa Clara Transit Center

Pre-pandemic Service (2019 New Transit Service Plan) Recommended 2023 Plan

| | | |
|----------|--------------------------------------|--------------------------------------|
| Weekday | 6:30 a.m. – 8:00 p.m., every 30 min. | No change from pre-pandemic service |
| Saturday | No service | 9:00 a.m. – 6:00 p.m., every 60 min. |
| Sunday | No service | 9:00 a.m. – 6:00 p.m., every 60 min. |

Route 55 Old Ironsides Station– De Anza College

Pre-pandemic Service (2019 New Transit Service Plan) Recommended 2023 Plan

| | | |
|----------|---------------------------------------|-------------------------------------|
| Weekday | 5:30 a.m. – 10:00 p.m., every 30 min. | No change from pre-pandemic service |
| Saturday | 7:30 a.m. – 9:00 p.m., every 30 min. | No change from pre-pandemic service |
| Sunday | 8:00 a.m. – 8:00 p.m., every 30 min. | No change from pre-pandemic service |

Route 56 Lockheed Martin – Tamien Station

Pre-pandemic Service (2019 New Transit Service Plan) Recommended 2023 Plan

| | | |
|----------|---------------------------------------|-------------------------------------|
| Weekday | 5:30 a.m. – 10:00 p.m., every 30 min. | No change from pre-pandemic service |
| Saturday | 7:00 a.m. – 10:00 p.m., every 30 min. | No change from pre-pandemic service |
| Sunday | 8:00 a.m. – 9:00 p.m., every 30 min. | No change from pre-pandemic service |

Route 57 Old Ironsides Station– West Valley College

Pre-pandemic Service (2019 New Transit Service Plan) Recommended 2023 Plan

| | | |
|----------|---------------------------------------|---------------------------------------|
| Weekday | 5:30 a.m. – 11:00 p.m., every 15 min. | No change from pre-pandemic service |
| Saturday | 6:30 a.m. – 11:00 p.m., every 20 min. | 6:30 a.m. – 10:30 p.m., every 20 min. |
| Sunday | 7:30 a.m. – 10:00 p.m., every 30 min. | 7:30 a.m. – 9:30 p.m., every 30 min. |

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Attachment A: 2023 Transit Service Plan - Staff Recommendations by Route

Route 59 Valley Fair – Baypointe Station via Alviso

**Pre-pandemic Service
(2019 New Transit Service Plan)**

Recommended 2023 Plan

| | | |
|----------|---------------------------------------|--|
| Weekday | 6:00 a.m. – 10:00 p.m., every 30 min. | 6:00 a.m. – 10:00 p.m., every 30 min.; Extend service to Winchester & Stevens Creek; no stop at Valley Fair Transit Center |
| Saturday | 8:00 a.m. – 8:00 p.m., every 60 min. | 8:00 a.m. – 8:00 p.m., every 40 min.; Extend service to Winchester & Stevens Creek; no stop at Valley Fair Transit Center |
| Sunday | 8:30 a.m. – 6:30 p.m., every 60 min. | 8:30 a.m. – 7:00 p.m., every 40 min.; Extend service to Winchester & Stevens Creek; no stop at Valley Fair Transit Center |

Route 60 Milpitas BART – Winchester Station via SJC Airport

**Pre-pandemic Service
(2019 New Transit Service Plan)**

Recommended 2023 Plan

| | | |
|----------|---------------------------------------|---|
| Weekday | 5:00 a.m. – 11:30 p.m., every 15 min. | 5:00 a.m. – 12:00 a.m., every 15 min.; no stop at Valley Fair Transit Center |
| Saturday | 5:30 a.m. – 11:30 p.m., every 20 min. | 5:00 a.m. – 12:00 p.m., every 20 min.; no stop at Valley Fair Transit Center |
| Sunday | 5:30 a.m. – 11:30 p.m., every 20 min. | 5:00 a.m. – 12:00 a.m., every 20 min.; no stop at Valley Fair Transit Center |

Route 61 Sierra & Piedmont – Good Samaritan Hospital

**Pre-pandemic Service
(2019 New Transit Service Plan)**

Recommended 2023 Plan

| | | |
|----------|--|--|
| Weekday | 5:30 a.m. – 11:00 p.m.; every 15 min. on frequent segment btwn. Berryessa BART and Bascom & Union; less frequent segments: 5:30 a.m. – 10:00 p.m., every 30 min. btwn. Berryessa BART and Sierra & Piedmont 5:30 a.m. – 11:00 p.m., every 30 min. btwn. Bascom & Union and Good Sam | 5:30 a.m. – 12:00 a.m.; every 15 min. on frequent segment btwn. Sierra & Piedmont and Bascom & Union; less frequent segment: 5:30 a.m. – 12:00 a.m., every 30 min. btwn. Bascom & Union and Good Sam |
| Saturday | 6:30 a.m. – 10:00 p.m.; every 20 min. on frequent segment btwn. Berryessa BART and Bascom & Union; less frequent segments: 7:00 a.m. – 9:00 p.m., every 40 min. btwn. Berryessa BART and Sierra & Piedmont 6:30 a.m. – 10:00 p.m., every 40 min. btwn. Bascom & Union and Good Sam | 6:30 a.m. – 12:00 a.m.; every 20 min. on frequent segment btwn. Sierra & Piedmont and Bascom & Union; less frequent segment: 6:30 a.m. – 12:00 a.m., every 40 min. btwn. Bascom & Union and Good Sam |
| Sunday | 7:30 a.m. – 10:00 p.m.; every 20 min. on frequent segment btwn. Berryessa BART and Bascom & Union; less frequent segments: 7:30 a.m. – 8:00 p.m., every 40 min. btwn. Berryessa BART and Sierra & Piedmont 7:30 a.m. – 10:00 p.m., every 40 min. btwn. Bascom & Union and Good Sam | 6:30 a.m. – 11:00 p.m.; every 20 min. on frequent segment btwn. Sierra & Piedmont and Bascom & Union; less frequent segment: 6:30 a.m. – 11:00 p.m., every 40 min. btwn. Bascom & Union and Good Sam |

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Attachment A: 2023 Transit Service Plan - Staff Recommendations by Route

Route 64A McKee & White – Ohlone-Chynoweth Station

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|--|-------------------------------------|
| Weekday | 5:30 a.m. – 12:00 a.m. Combined route w/64B: every 15 min. Segment to Almaden: every 30 min. | No change from pre-pandemic service |
| Saturday | 6:30 a.m. – 12:00 a.m., every 30 min. (Entire Route) | No change from pre-pandemic service |
| Sunday | 7:00 a.m. – 11:00 p.m., every 30 min. (Entire Route) | No change from pre-pandemic service |

Route 64B McKee & White – Almaden Expressway & Camden

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|---|-------------------------------------|
| Weekday | 6:00 a.m. – 9:00 p.m. Combined route w/64A: every 15 min. Segment to Almaden: every 30 min. | No change from pre-pandemic service |
| Saturday | Almaden to SJSU only 8:00 a.m. – 6:30 p.m., every 60 min. | No change from pre-pandemic service |
| Sunday | Almaden to SJSU only 9:00 a.m. – 5:30 p.m., every 60 min. | No change from pre-pandemic service |

Route 66 North Milpitas – Kaiser San Jose

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|---------------------------------------|-------------------------------------|
| Weekday | 5:00 a.m. – 12:00 a.m., every 15 min. | No change from pre-pandemic service |
| Saturday | 6:00 a.m. – 12:00 a.m., every 20 min. | No change from pre-pandemic service |
| Sunday | 6:00 a.m. – 12:00 a.m., every 20 min. | No change from pre-pandemic service |

Route 68 San Jose Diridon Station – Gilroy Transit Center

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|---------------------------------------|--|
| Weekday | 4:30 a.m. – 12:00 a.m., every 15 min. | 4:30 a.m. – 12:30 a.m., every 15 min. |
| Saturday | 5:00 a.m. – 12:00 a.m., every 20 min. | 5:30 a.m. – 12:30 a.m., every 30 min. |
| Sunday | 5:30 a.m. – 12:00 a.m., every 20 min. | 5:30 a.m. – 12:30 a.m., every 30 min. |

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Attachment A: 2023 Transit Service Plan - Staff Recommendations by Route

Route 70 Milpitas BART – Eastridge via Jackson Capitol Station

| | Pre-pandemic Service (2019 New Transit Service Plan) | Recommended 2023 Plan |
|----------|--|--|
| Weekday | 5:30 a.m. – 12:00 a.m., every 15 min. on frequent segment (btwn. Eastridge and Berryessa BART); 5:30 a.m. – 10:00 p.m., every 30 min. on less frequent segment (btwn. Milpitas BART and Berryessa BART) | 5:30 a.m. – 12:00 a.m., every 15 min. on frequent segment (Capitol Station to Berryessa BART); 5:30 a.m. – 10:00 p.m., every 30 min. on less frequent segment (btwn. Milpitas BART and Berryessa BART); Eliminate Hostetter deviation; Extend to Capitol Station. |
| Saturday | 6:30 a.m. – 12:00 a.m., every 20 min. on frequent segment (btwn. Eastridge and Berryessa BART); 6:30 a.m. – 9:00 p.m., every 40 min. on less frequent segment (btwn. Milpitas BART and Berryessa BART) | 6:30 a.m. – 12:00 a.m., every 20 min. on frequent segment (Capitol Station to Berryessa BART); 6:30 a.m. – 9:00 p.m., every 40 min. on less frequent segment (btwn. Milpitas BART and Berryessa BART); Eliminate Hostetter deviation; Extend to Capitol Station. |
| Sunday | 6:30 a.m. – 10:00 p.m., every 20 min. on frequent segment (btwn. Eastridge and Berryessa BART); 6:30 a.m. – 8:00 p.m., every 40 min. on less frequent segment (btwn. Milpitas BART and Berryessa BART) | 6:30 a.m. – 11:00 p.m., every 20 min. on frequent segment (Capitol Station to Berryessa BART); 6:30 a.m. – 8:30 p.m., every 40 min. on less frequent segment (btwn. Milpitas BART and Berryessa BART); Eliminate Hostetter deviation; Extend to Capitol Station. |

Route 71 Milpitas BART – Capitol Station Eastridge via White

| | Pre-pandemic Service (2019 New Transit Service Plan) | Recommended 2023 Plan |
|----------|--|---|
| Weekday | 5:30 a.m. – 10:00 p.m., every 30 min.; Entire route runs from Milpitas BART to Capitol Station | 5:30 a.m. – 12:00 a.m., every 15 min.; Entire route runs from Milpitas BART to Eastridge Transit Center |
| Saturday | 7:00 a.m. – 10:00 p.m., every 30 min.; Entire route runs from Milpitas BART to Capitol Station | 6:30 a.m. – 12:00 a.m., every 20 min.; Entire route runs from Milpitas BART to Eastridge Transit Center |
| Sunday | 7:00 a.m. – 9:00 p.m., every 30 min.; Entire route runs from Milpitas BART to Capitol Station; | 7:00 a.m. – 11:00 p.m., every 30 min.; Entire route runs from Milpitas BART to Eastridge Transit Center |

Route 72 Downtown San Jose – Senter & Monterey via McLaughlin

| | Pre-pandemic Service (2019 New Transit Service Plan) | Recommended 2023 Plan |
|----------|---|---------------------------------------|
| Weekday | 5:30 a.m. – 12:00 a.m., every 15 min. | No change from pre-pandemic service |
| Saturday | 6:30 a.m. – 12:00 a.m., every 20 min. | No change from pre-pandemic service |
| Sunday | 7:30 a.m. – 11:00 p.m., every 30 min. | 6:30 a.m. – 11:00 p.m., every 30 min. |

Route 73 Downtown San Jose – Senter & Monterey via Senter

| | Pre-pandemic Service (2019 New Transit Service Plan) | Recommended 2023 Plan |
|----------|---|---------------------------------------|
| Weekday | 5:30 a.m. – 12:00 a.m., every 15 min. | No change from pre-pandemic service |
| Saturday | 6:30 a.m. – 12:00 a.m., every 20 min. | No change from pre-pandemic service |
| Sunday | 7:30 a.m. – 11:00 p.m., every 30 min. | 6:30 a.m. – 11:00 p.m., every 30 min. |

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Attachment A: 2023 Transit Service Plan - Staff Recommendations by Route

Route 77 Milpitas BART – Eastridge via King

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|---------------------------------------|---------------------------------------|
| Weekday | 5:30 a.m. – 11:00 p.m., every 15 min. | 5:30 a.m. – 12:00 a.m., every 15 min. |
| Saturday | 6:30 a.m. – 11:00 p.m., every 20 min. | 6:30 a.m. – 12:00 a.m., every 20 min. |
| Sunday | 6:30 a.m. – 10:00 p.m., every 30 min. | 6:30 a.m. – 11:00 p.m., every 30 min. |

Route 83 Almaden & McKean – Ohlone–Chynoweth Station

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|---------|--------------------------------------|-------------------------------------|
| Weekday | 6:30 a.m. – 9:00 p.m., every 60 min. | No change from pre-pandemic service |
|---------|--------------------------------------|-------------------------------------|

Route 84 Gilroy Transit Center – Saint Louise Hospital via Gilroy Outlets

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|--------------------------------------|-------------------------------------|
| Weekday | 7:30 a.m. – 6:30 p.m., every 60 min. | No change from pre-pandemic service |
| Saturday | 9:30 a.m. – 5:30 p.m., every 60 min. | No change from pre-pandemic service |
| Sunday | 9:30 a.m. – 5:30 p.m., every 60 min. | No change from pre-pandemic service |

Route 85 Gilroy Transit Center – Saint Louise Hospital via West Gilroy

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|--------------------------------------|--------------------------------------|
| Weekday | 7:00 a.m. – 6:30 p.m., every 60 min. | 6:00 a.m. – 7:30 p.m., every 60 min. |
| Saturday | 9:00 a.m. – 6:00 p.m., every 60 min. | No change from pre-pandemic service |
| Sunday | 9:00 a.m. – 6:00 p.m., every 60 min. | No change from pre-pandemic service |

Route 86 Gavilan College – Gilroy Transit Center

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|---------|--------------------------------------|---------------------------------------|
| Weekday | 7:00 a.m. – 9:30 p.m., every 30 min. | 7:00 a.m. – 10:00 p.m., every 30 min. |
|---------|--------------------------------------|---------------------------------------|

Route 87 Morgan Hill Civic Center – Burnett Ave

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|---------|--|-------------------------------------|
| Weekday | Peak hour only service; 6:30 a.m. – 9:00 a.m., 2:00 p.m. – 5:30 p.m., every 60 min. | No change from pre-pandemic service |
|---------|--|-------------------------------------|

Route 89 California Avenue Caltrain – Palo Alto VA Hospital

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|---------|---|-------------------------------------|
| Weekday | 6:30 a.m. – 6:30 p.m.; every 20 min. during morning peak hours, every 40 min. during midday hours, every 30 min. during afternoon peak hours | No change from pre-pandemic service |
|---------|---|-------------------------------------|

Express 101 Camden & Highway 85 – Stanford Research Park

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|---------|--|---|
| Weekday | 2 morning trips, 2 afternoon trips per day | No change from pre-pandemic service; Number of trips adopted under the Express Bus Partnership Program |
|---------|--|---|

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Attachment A: 2023 Transit Service Plan - Staff Recommendations by Route

Express 102 South San Jose – Stanford Research Park
 Pre-pandemic Service
 (2019 New Transit Service Plan)

Recommended 2023 Plan

| Weekday | 7 morning trips, 7 afternoon trips per day | 5 morning trips, 5 afternoon trips per day; Number of trips adopted under the Express Bus Partnership Program |
|---------|--|--|
| | | |

Express 103 Eastridge – Stanford Research Park
 Pre-pandemic Service
 (2019 New Transit Service Plan)

Recommended 2023 Plan

| Weekday | 4 morning trips, 4 afternoon trips per day | 3 morning trips, 3 afternoon trips per day; Number of trips adopted under the Express Bus Partnership Program |
|---------|--|--|
| | | |

Express 104 Milpitas BART – Stanford Research Park
 Pre-pandemic Service
 (2019 New Transit Service Plan)

Recommended 2023 Plan

| Weekday | 2 morning trips, 2 afternoon trips per day | No change from pre-pandemic service; Number of trips adopted under the Express Bus Partnership Program |
|---------|--|---|
| | | |

Express 121 Gilroy/Morgan Hill – Lockheed Martin
 Pre-pandemic Service
 (2019 New Transit Service Plan)

Recommended 2023 Plan

| Weekday | 9 morning trips, 9 afternoon trips per day | 3 morning trips, 3 afternoon trips per day; Number of trips adopted under the Express Bus Partnership Program |
|---------|--|--|
| | | |

Express 168 Gilroy/Morgan Hill – San Jose Diridon
 Pre-pandemic Service
 (2019 New Transit Service Plan)

Recommended 2023 Plan

| Weekday | 7 morning trips, 7 afternoon trips per day | Discontinue; replace with Rapid 568 |
|---------|--|-------------------------------------|
| | | |

Route 200 Milpitas BART – Mountain View Transit Center
 Pre-pandemic Service
 (2019 New Transit Service Plan)

Recommended 2023 Plan

| Weekday | 3 late night westbound trips | No change from pre-pandemic service |
|----------|------------------------------|-------------------------------------|
| Saturday | 3 late night westbound trips | No change from pre-pandemic service |
| Sunday | 3 late night westbound trips | No change from pre-pandemic service |

Rapid 500 San Jose Diridon – Berryessa BART
 Pre-pandemic Service
 (2019 New Transit Service Plan)

Recommended 2023 Plan

| Weekday | 6:30 a.m. – 9:00 p.m., every 15 min.; San Jose Diridon to Downtown San Jose only | 4:30 a.m. – 2:00 a.m., every 15 min.; Operate full route |
|----------|---|---|
| Saturday | No service (BART service not yet running) | 5:30 a.m. – 2:00 a.m., every 15 min.; Operate full route |
| Sunday | No service (BART service not yet running) | 7:00 a.m. – 2:00 a.m., every 15 min.; Operate full route |

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Attachment A: 2023 Transit Service Plan - Staff Recommendations by Route

Rapid 522 Palo Alto – Eastridge Transit Center

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|---------------------------------------|---------------------------------------|
| Weekday | 5:00 a.m. – 11:00 p.m., every 12 min. | 5:30 a.m. – 11:00 p.m., every 15 min. |
| Saturday | 6:00 a.m. – 11:00 p.m., every 15 min. | No change from pre-pandemic service |
| Sunday | 6:00 a.m. – 10:00 p.m., every 15 min. | 6:00 a.m. – 10:30 p.m., every 15 min. |

Rapid 523 Lockheed Martin – Berryessa-BART Downtown San Jose

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|----------|--|---|
| Weekday | 5:00 a.m. – 11:00 p.m., every 12 min.; Operate between Lockheed Martin and Berryessa BART | 5:30 a.m. – 11:00 p.m., every 15 min.; Operate between Lockheed Martin and 7th & Santa Clara (Downtown San Jose) |
| Saturday | 6:00 a.m. – 11:00 p.m., every 15 min.; Operate between Lockheed Martin and Berryessa BART | 6:30 a.m. – 10:30 p.m., every 15 min.; Operate between Lockheed Martin and 7th & Santa Clara (Downtown San Jose) |
| Sunday | 6:00 a.m. – 10:00 p.m., every 15 min.; Operate between Lockheed Martin and Berryessa BART | 7:00 a.m. – 10:00 p.m., every 15 min.; Operate between Lockheed Martin and 7th & Santa Clara (Downtown San Jose) |

Rapid 568 San Jose Diridon – Gilroy Transit Center

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|---------|-----|--------------------------------------|
| Weekday | N/A | 5:30 a.m. – 7:30 p.m., every 30 min. |
|---------|-----|--------------------------------------|

VMC Shuttle – Valley Medical Center Shuttle – San Jose Diridon

Pre-pandemic Service
(2019 New Transit Service Plan)

Recommended 2023 Plan

| | | |
|---------|-----|--|
| Weekday | N/A | New Service Partnership Route 7 morning trips, 10 afternoon trips |
|---------|-----|--|

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Attachment A: 2023 Transit Service Plan - Staff Recommendations by Route

LIGHT RAIL SERVICE

Blue Line – Light Rail

| | Pre-pandemic Service (2019 New Transit Service Plan) | Recommended 2023 Plan |
|----------|---|--|
| Weekday | 4:30 a.m. – 1:00 a.m., every 15 min. | 4:30 a.m. – 12:30 a.m., every 15 min.; Better morning frequency |
| Saturday | 5:00 a.m. – 1:00 a.m., every 20 min. | 5:00 a.m. – 12:30 a.m., every 20 min. |
| Sunday | 5:00 a.m. – 12:00 a.m., every 20 min. | 5:00 a.m. – 12:30 a.m., every 20 min. |

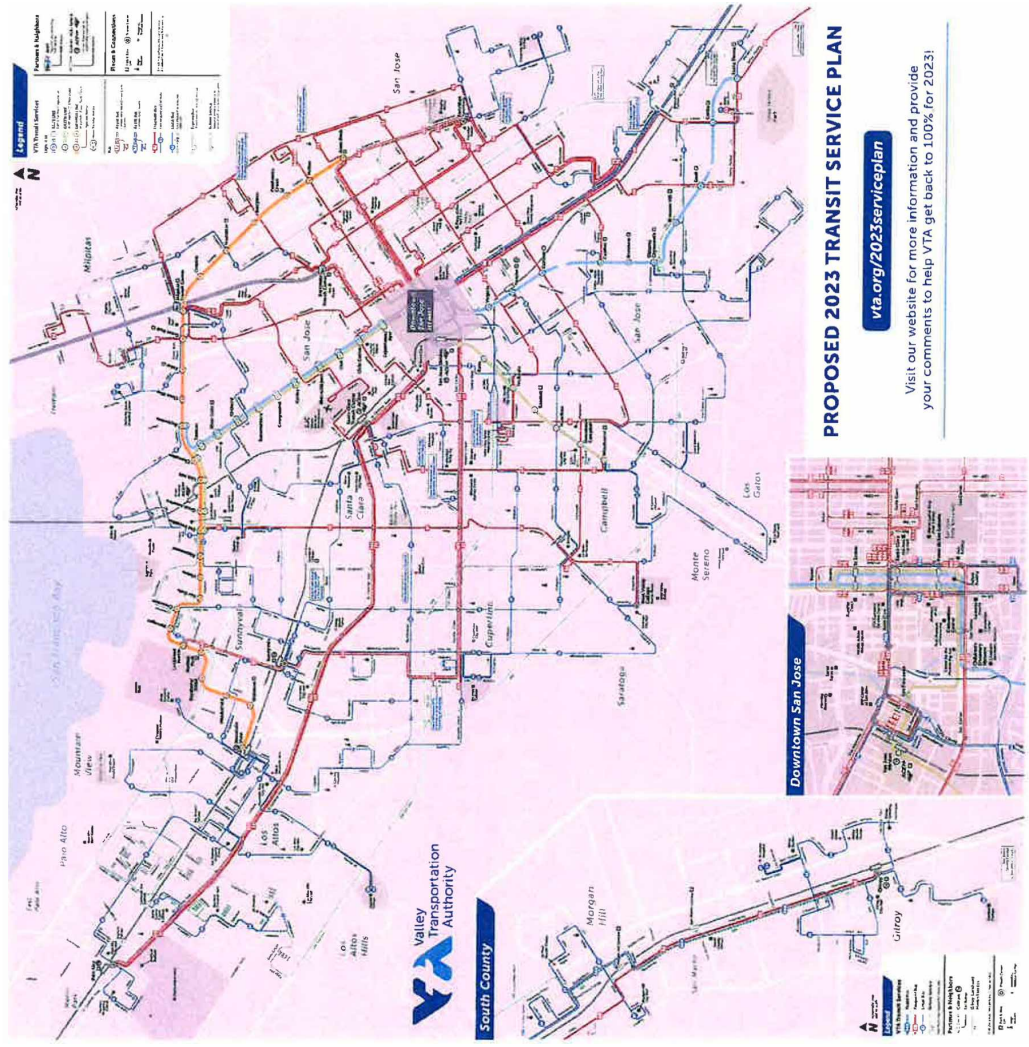
Green Line – Light Rail

| | Pre-pandemic Service (2019 New Transit Service Plan) | Recommended 2023 Plan |
|----------|---|--|
| Weekday | 5:00 a.m. – 12:30 a.m., every 15 min. | 5:00 a.m. – 12:00 a.m., every 15 min.; Better morning frequency |
| Saturday | 6:30 a.m. – 12:30 a.m., every 20 min. | 6:00 a.m. – 12:00 a.m., every 20 min. |
| Sunday | 6:30 a.m. – 12:00 a.m., every 20 min. | 6:00 a.m. – 12:00 a.m., every 20 min. |

Orange Line – Light Rail

| | Pre-pandemic Service (2019 New Transit Service Plan) | Recommended 2023 Plan |
|----------|---|--|
| Weekday | 5:00 a.m. – 1:00 a.m., every 15 min. | 5:00 a.m. – 12:30 a.m., every 15 min.; Better morning frequency |
| Saturday | 6:00 a.m. – 1:00 a.m., every 20 min. | 6:00 a.m. – 12:30 a.m., every 20 min. |
| Sunday | 6:00 a.m. – 12:00 a.m., every 20 min. | 6:00 a.m. – 12:30 a.m., every 20 min. |

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Attachment 8:
Proposed 2023 Transit
Service Plan Network

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Attachment C: List of Community Engagement Meetings

LIST OF COMMUNITY ENGAGEMENT MEETINGS 2023 TRANSIT SERVICE PLAN

VTA-HOSTED VIRTUAL MEETINGS

| | Date | Time | Meeting |
|---|-----------|----------|---|
| 1 | 8-Jun-22 | 6:00 PM | 2023 Service Plan Virtual Community Meeting #1 (Zoom, YouTube Live) |
| 2 | 15-Jun-22 | 11:00 AM | 2023 Service Plan Virtual Community Meeting #2 (Zoom, YouTube Live) |
| 3 | 28-Jun-22 | 6:00 PM | 2023 Service Plan Virtual Community Meeting #3 (Zoom, YouTube Live) |

VTA-HOSTED TRANSIT CENTER TABLING POP-UPS

| | Date | Time | Event |
|---|-----------|----------|---|
| 1 | 23-Jun-22 | 2:30 PM | Gilroy Transit Center |
| 2 | 24-Jun-22 | 6:30 AM | Milpitas Transit Center |
| 3 | 30-Jun-22 | 10:00 AM | VTA Downtown San Jose Customer Service Center |
| 4 | 30-Jun-22 | 2:00 PM | Eastridge Transit Center |
| 5 | 7-Jul-22 | 6:30 AM | Berryessa Transit Center |

COMMUNITY ORGANIZATION MEETINGS

| | Date | Time | Meeting |
|----|-----------|----------|---|
| 1 | 1-Jun-22 | 11:30 AM | CalWORKS Advisory Committee |
| 2 | 2-Jun-22 | 1:00 PM | City of Mountain View Coordination Meeting |
| 3 | 6-Jun-22 | 3:00 PM | City of Santa Clara Coordination Meeting |
| 4 | 8-Jun-22 | 10:00 AM | Vista Center for the Blind & Visually Impaired |
| 5 | 9-Jun-22 | 11:00 AM | Moffett Park Business Group Transportation Management Association (TMA) |
| 6 | 10-Jun-22 | 2:00 PM | City of San Jose Coordination Meeting |
| 7 | 11-Jun-22 | 9:00 AM | ATU/Joint Workforce Investment Operator Mentor Meeting |
| 8 | 16-Jun-22 | 6:00 PM | HomeFirst Services of Santa Clara County, Bridge Housing Community |
| 9 | 22-Jun-22 | 11:00 AM | San Jose State University Webinar |
| 10 | 23-Jun-22 | 12:00 PM | SafetyNet Committee Meeting |
| 11 | 23-Jun-22 | 12:00 PM | Stanford Research Park Transportation Management Association (TMA) |
| 12 | 27-Jun-22 | 9:30 AM | Hope Services Counseling Center |
| 13 | 8-Jul-22 | 2:00 PM | HomeFirst Services of Santa Clara County, Rue Ferrari Tiny Homes |

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Page 1 of 2

LIST OF COMMUNITY ENGAGEMENT MEETINGS 2023 TRANSIT SERVICE PLAN (CONTINUED)

TABLING EVENTS

| | Date | Time | Event |
|---|-----------|---------|---|
| 1 | 3-Jun-22 | 6:00 PM | Family Resource Fair & Movie Night - Catholic Charities of Santa Clara County |
| 2 | 12-Jun-22 | 9:00 AM | Viva Calle – Downtown San Jose |
| 3 | 17-Jun-22 | 5:00 PM | World Refugee Day – Refugee Immigrant Forum |
| 4 | 22-Jun-22 | 3:00 PM | Downtown San Jose Farmers' Market |

VTA BOARD & COMMITTEE MEETINGS

| | Date | Time | Meeting |
|---|-----------|------|---|
| 1 | 18-Aug-22 | | VTA Safety, Security, and Transit Planning & Operations Committee (SSTPO) |
| 2 | 7-Sep-22 | | VTA Technical Advisory Committee (TAC) |
| 3 | 7-Sep-22 | | VTA Citizens Advisory Committee/Citizens Watchdog Committee (CAC/CWC) |
| 4 | 8-Sep-22 | | VTA Committee for Transportation Mobility and Accessibility (CTMA) |
| 5 | 8-Sep-22 | | VTA Policy Advisory Committee (PAC) |
| 6 | 6-Oct-22 | | VTA Board of Directors Meeting |

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[7.1.D]

Attachment D: Title VI Service Equity Analysis for 2023 Transit Service Plan

Title VI Service Equity Analysis

2023 Transit Service Plan
July 2022



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Appendix A: VTA Title VI Policy and Adoption Record

Appendix B: Matrix of Ridership Analysis – Weekday

Appendix C: Matrix of Ridership Analysis – Saturday

Appendix D: Matrix of Ridership Analysis – Sunday

Appendix E: Matrix of People-Trips by Route - Systemwide

Appendix F: Map of Change in People-Trips, 2023 Transit Service Network

Appendix G: Map of Low-Income Population and Change in People-Trips

Appendix H: Map of Minority Population and Change in People-Trips

Appendix I: Map of Proposed Transit Network

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2

1 INTRODUCTION

Title VI (codified at 42 U.S.C. §2000 et seq.) was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

To comply with Federal Transit Administration's (FTA) Title VI Circular 4702.1B and Environmental Justice Circular 4703.1 requirements, VTA is required to perform a Service Equity Analysis to evaluate the impacts of all major service changes on minority and low-income passengers. The Service Equity Analysis must be conducted in accordance with the VTA Major Service Change, Disparate Impact, and Disproportionate Burden policies, which were adopted by the VTA Board of Directors on November 7, 2013 (see Appendix A), after extensive public outreach.

2 BACKGROUND

This report is a service equity analysis of the 2023 Transit Service Plan. The 2023 Transit Service Plan (2023 TSP) can be best described as VTA's "return" to full service. Since March 2020, VTA has been operating below 100% service levels due to challenges associated with the COVID-19 pandemic. During this time, VTA has reduced or adjusted service due to many reasons such as a significant drop in ridership due to the COVID-19 pandemic, county-mandated minimum passenger space requirements on VTA vehicles, bus operator staffing shortages, and fiscal uncertainties. The 2023 TSP will bring service back to VTA's Board-adopted service levels, plus some notable changes and enhancements to VTA's overall service network. These changes were made with VTA's Transit Service Guidelines, Community Based Transportation Plans, and public feedback in mind.

VTA's Transit Service Guidelines "establish a framework to objectively monitor and evaluate VTA's transit services". Staff defined the types of service changes that are considered "major" service changes and must be examined for their impacts on Title VI protected populations.

Proposed changes that meet any of the criteria listed below are considered "major" service changes:

- The establishment of a new transit line or service
- The elimination of a transit line or service
- A route change that impacts 25 percent or more of a line's route miles
- Service span or frequency changes affecting 25 percent or more of a line's revenue vehicle hours
- A series of changes on a single route which are included in the annual transit service plan and cumulatively meets any of the above criteria
- Proposed changes that are anticipated to be controversial with a particular community or interested parties based on public feedback; and
- A systemwide change concurrently affecting 5 percent or more of the total system revenue hours.

Following the criteria above, the following routes meet one or more of the definitions of "major service changes" in the 2023 TSP. Those routes and their associated service changes are:

Local Route 21 – Stanford Shopping Center – Santa Clara Transit Center

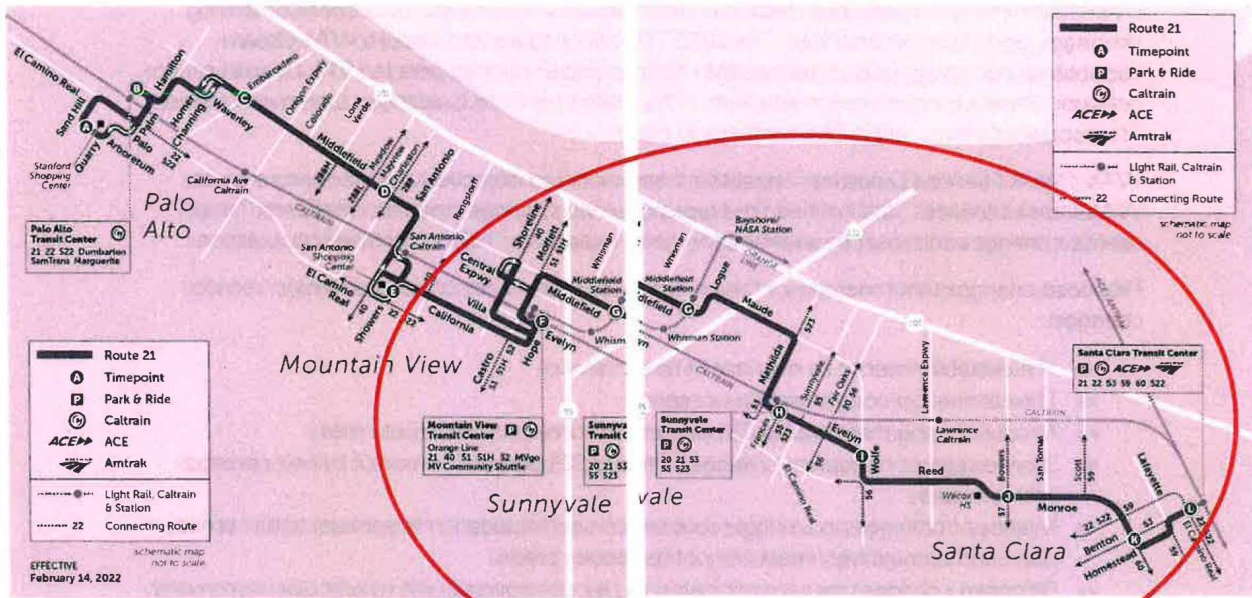
Transit Service Guidelines Criteria: *A route change that impacts 25 percent or more of a line's route miles*

Service day(s): Sunday

Description – Currently Local Route 21 operates between Stanford Shopping Center and Santa Clara Transit Center Monday through Saturday. On Sundays, the route is truncated and runs between Stanford Shopping Center and Downtown Mountain View. The 2023 TSP proposes that Local Route 21 runs the full length of the route from Stanford Shopping Center to the Santa Clara Transit Center. Service span and frequency on Sundays would remain unchanged. The portion of Route 21 that will be served on Sundays is circled below.

21
FEB 14, 2022
1 of 2

21
FEB 14, 2022
2 of 2



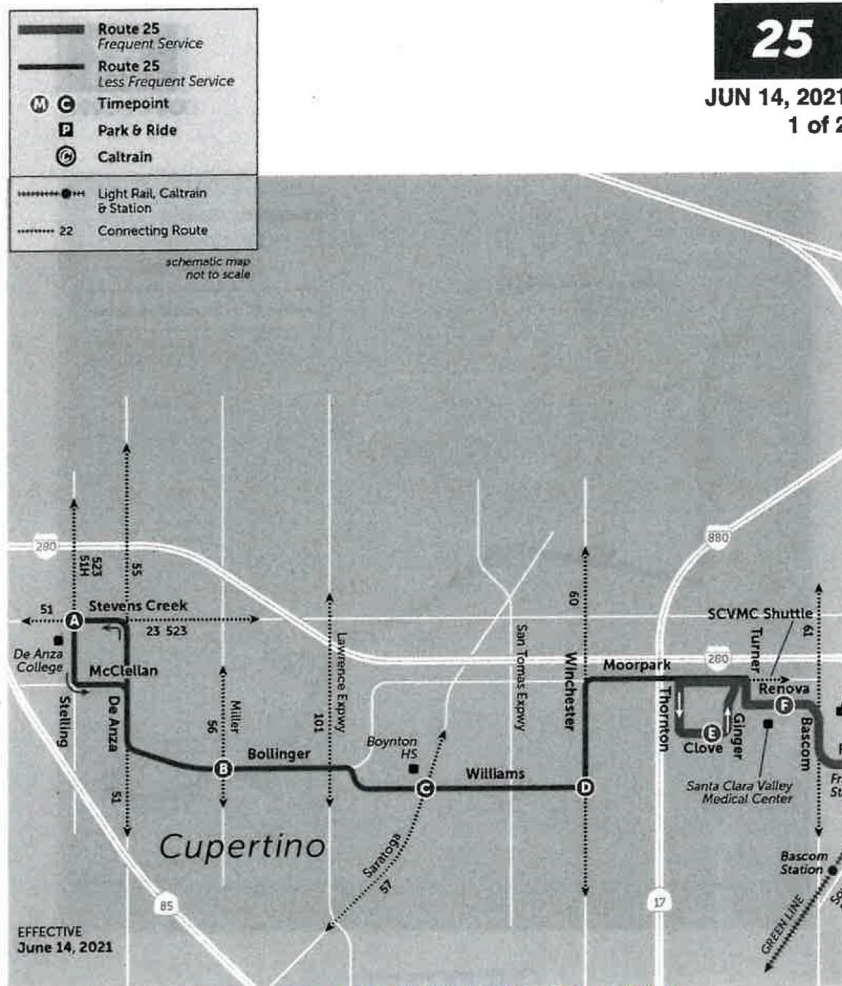
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Frequent Route 25 – De Anza College – Alum Rock Transit Center

Transit Service Guidelines Criteria: A service span or frequency changes affecting 25 percent or more of a line's revenue vehicle hours

Service day(s): Sunday

Description – Frequent Route 25 will see increased service on Sundays west of Bascom between De Anza College and the Santa Clara Valley Medical Center, as shown in the map below. This portion of the Route 25 is considered the *non-frequent* portion of the route and provides less service than the portion between Alum Rock and Santa Clara Valley Medical Center each service day. Previously this segment had a frequency of every 60 minutes on Sundays between 6:00 a.m. and 8:00 p.m.. In the proposed 2023 TSP, this section of Route 25 will have a frequency of every 30 minutes.



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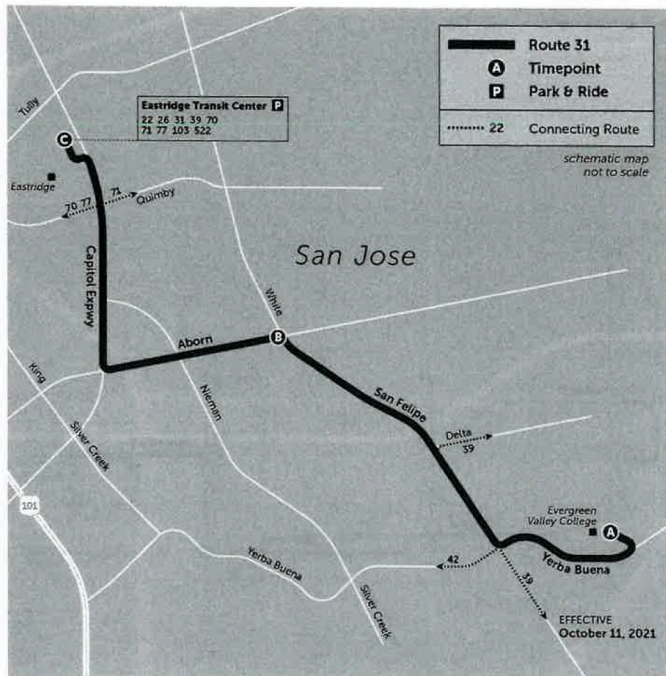
Local Route 31 – Evergreen College – Eastridge Transit Center

Transit Service Guidelines Criteria: *The establishment of a new transit line or service*

Service day(s): Sunday

Description – Local Route 31 will operate new Sunday service in the 2023 TSP. Parts of the Evergreen neighborhood along Capitol Expressway, Aborn Road, and San Felipe Road and the Evergreen Valley College do not have direct service to Eastridge Transit Center, VTA's busiest transit hub on Sundays. This new service will run hourly, Sundays from 9:00 a.m. to 6:00 p.m. and offer more transit connections to those living, working, or visiting the Evergreen Valley area.

31
OCT 11, 2021



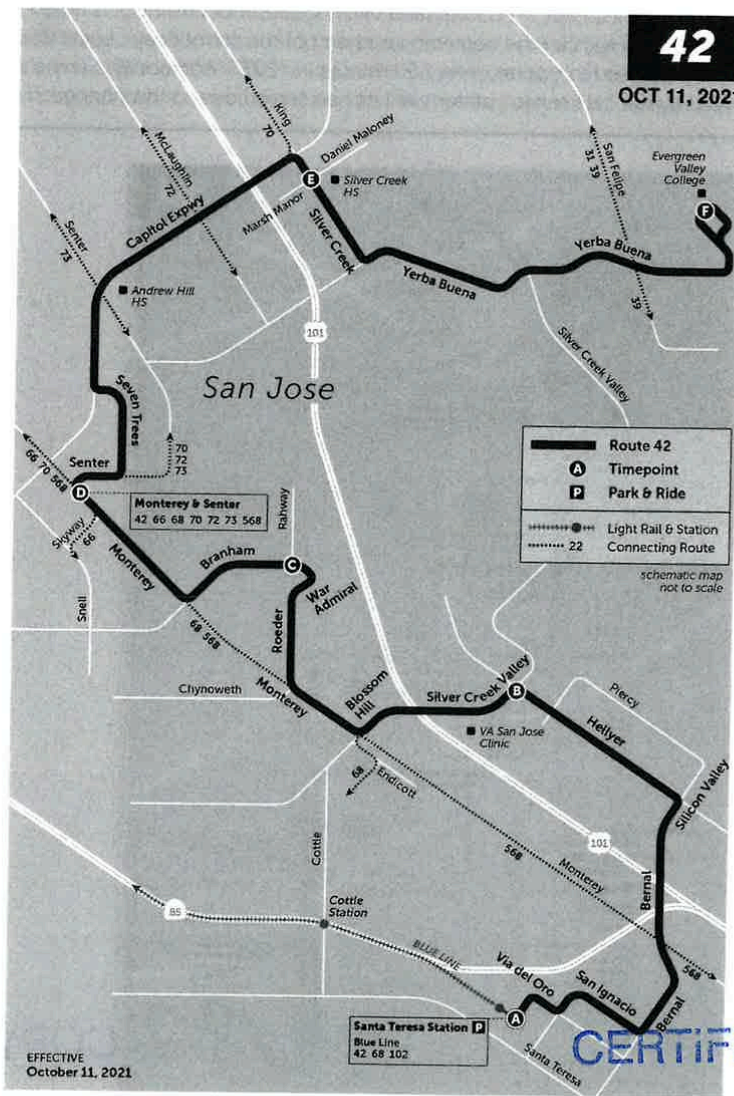
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Local Route 42 – Santa Teresa LRT - Monterey and Senter

Transit Service Guidelines Criteria: Service span or frequency changes affecting 25 percent or more of a line's revenue vehicle hours

Service day(s): Weekday

Description – Local Route 42 will see improved frequencies on weekdays. Previously, Route 42 ran every 60 minutes. In the 2023 TSP Route 42 is proposed to run every 45 minutes.

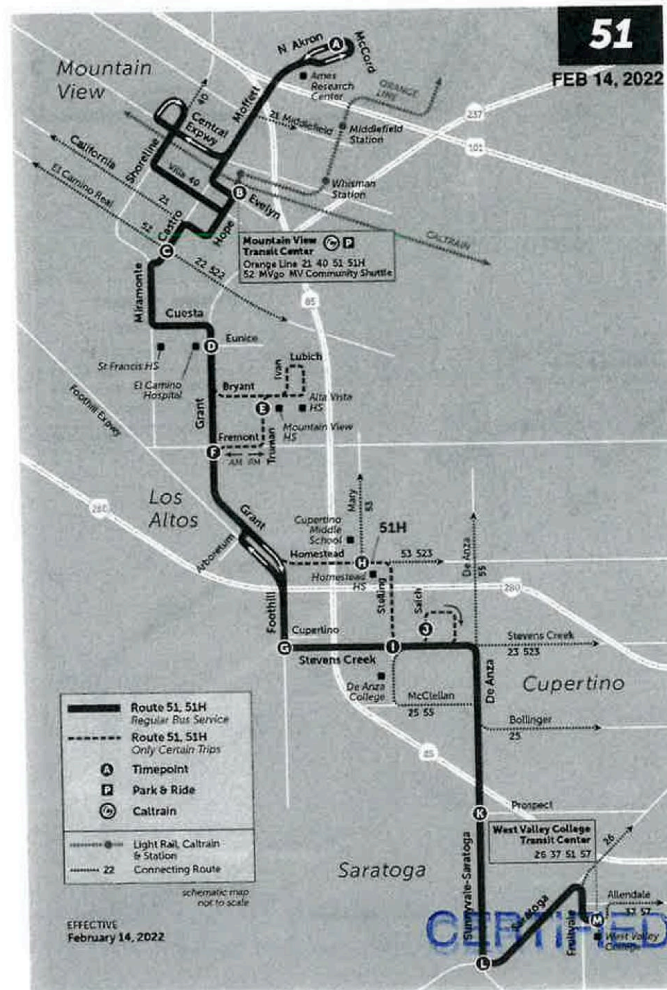


Local Route 51 and 51H – De Anza-Moffett

Transit Service Guidelines Criteria: *Proposed changes that are anticipated to be controversial with a particular community or interested parties based on public feedback*

Service day(s): Weekday

Description – Local Route 51 and its variant, Route 51H will incur changes to their service patterns. Route 51H is a "commute hours" only service pattern that serves schools in the cities of Cupertino and Los Altos. In the 2023 TSP, this route variant for Local Route 51 is expected to become a school tripper service that, in coordination with local school districts, is timed to run during the school peak bell times (at the beginning and end of the school day). Local Route 51's regular bus service is proposed to operate every 30 minutes in 2023. Additionally, some stops that were only served by the 51H service pattern will not be served due to this change in routing.

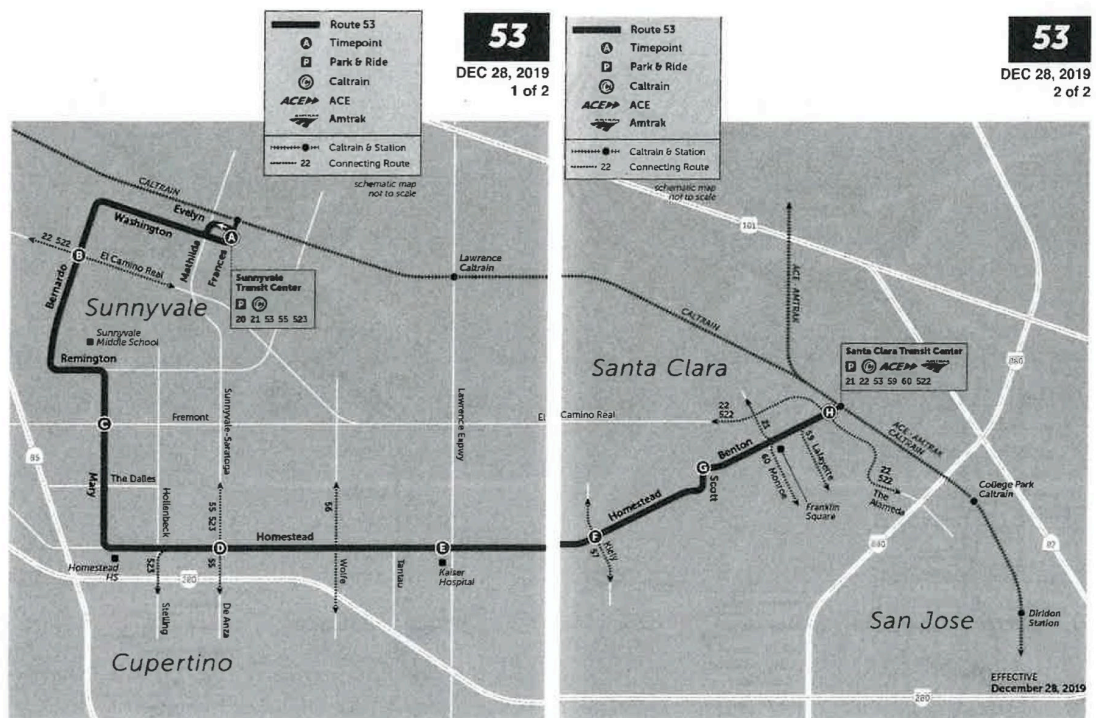


Local Route 53 – Sunnyvale Transit Center – Santa Clara Transit Center

Transit Service Guidelines Criteria: *The establishment of a new transit line or service.*

Service day(s): Saturday, Sunday

Description – Local Route 53 will offer new Saturday and Sunday service in the 2023 TSP. No service currently exists on Homestead Road on the weekends, leaving a significant geographical gap in service between El Camino Real and Stevens Creek Boulevard in the cities of Sunnyvale, Santa Clara, and Cupertino. Route 53 will run every 60 minutes from 9:00 a.m. – 6:00 p.m.



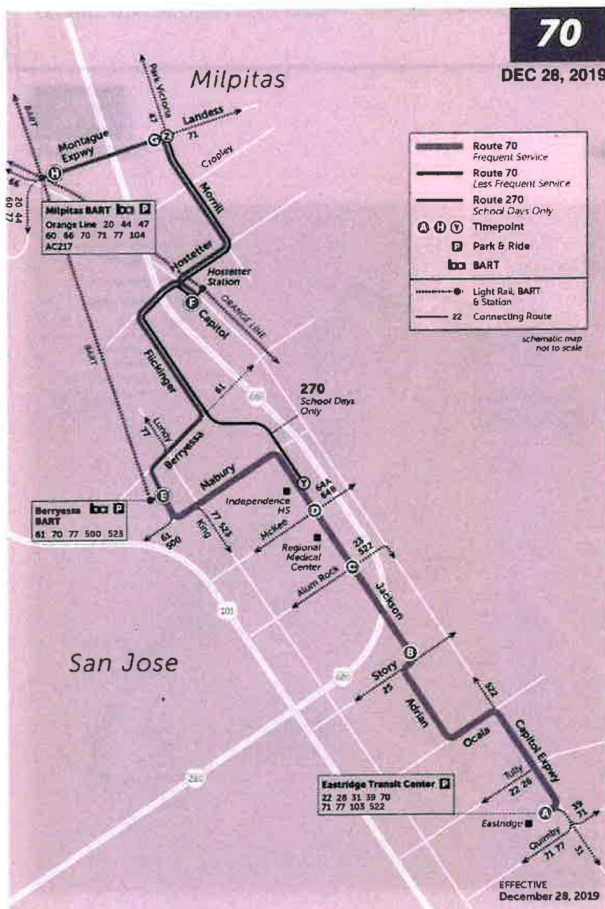
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Frequent Route 70 – Capitol Station – Milpitas BART

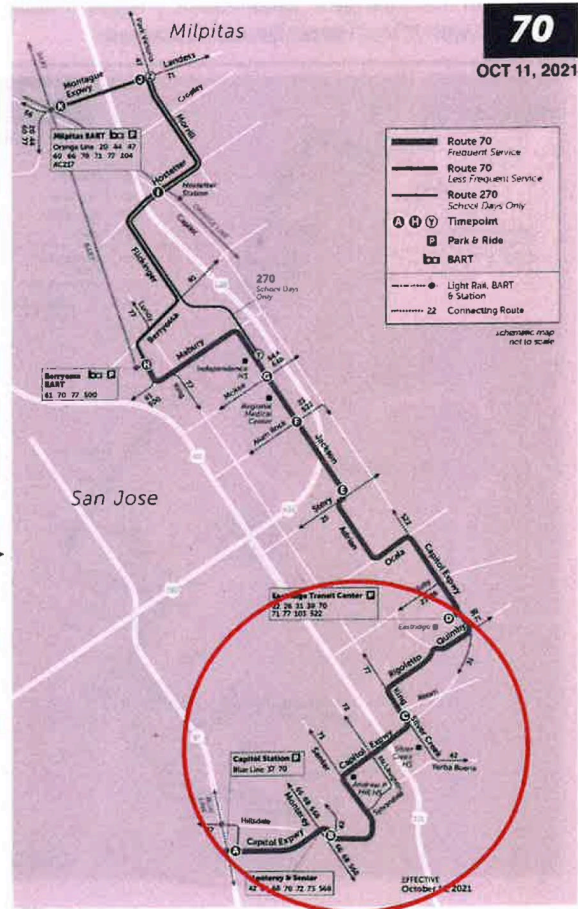
Transit Service Guidelines Criteria: A route change that impacts 25 percent or more of a line's route miles

Service day(s): Weekday, Saturday, Sunday

Description – Frequent Route 70 initially ran between Milpitas BART and Eastridge Transit Center serving East San José communities along a north/south corridor primarily on Jackson Avenue. Nearby, Local Route 71 also served as a north/south route connecting eastside communities traveling from the Capitol Blue Line Station up to Milpitas Transit Center via Eastridge Transit Center. After reviewing ridership data, public comments, and input from bus operators along both routes, it became clear that the segment along Local Route 71 between Eastridge Transit Center and Capitol LRT station should be served at higher frequencies due to ridership demand. Staff recommended that Route 70 be extended to serve stops between Eastridge Transit Center and Capitol LRT instead of Route 71, which had longer headways. Route 70 will also no longer pull into the Hostetter LRT Station. The segment highlighted below reflects that change.



Frequent Route 70, previous



Frequent Route 70, new routing

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Frequent (formerly Local) Route 71 – Eastridge Transit Center – Milpitas BART

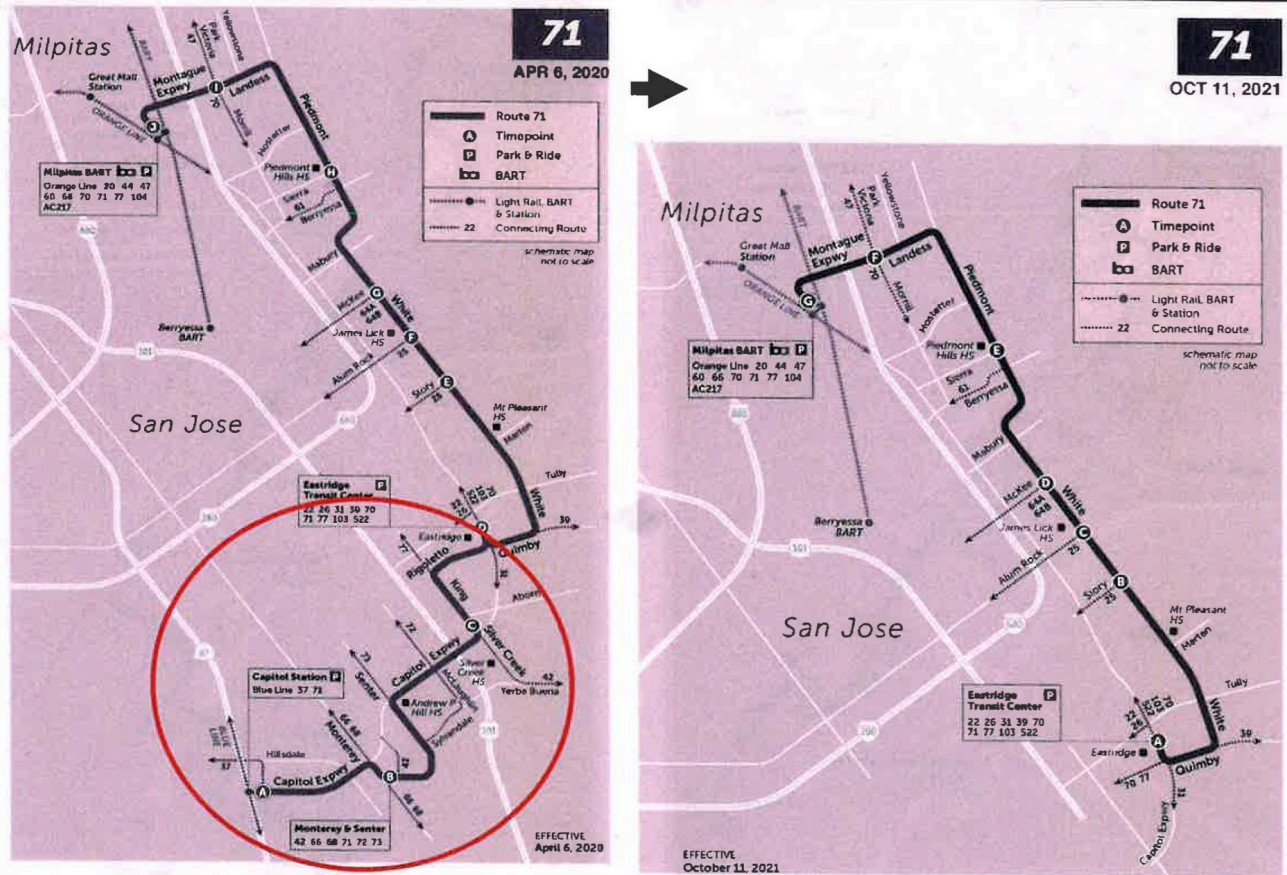
Transit Service Guidelines Criteria: A route change that impacts 25 percent or more of a line's route miles

Transit Service Guidelines Criteria: Service span or frequency changes affecting 25 percent or more of a line's revenue vehicle hours

Local route → Frequent route, service type reclassification

Service day(s): Weekday, Saturday, Sunday

Description – Prior to March 2020, Local Route 71 ran between Milpitas BART and the Capitol LRT station via Eastridge Transit Center, serving East San José communities along north/south corridor primarily on White Road. This highly productive route began to experience heavy passenger loads between the Eastridge Transit Center and the Capitol LRT segment. To provide additional capacity, starting in October 2021 Frequent Route 70 was instead reassigned to cover this segment between Eastridge and Capitol Stations. The segment of Route 71 that is covered by Route 70 today is highlighted below. Additionally, Local Route 71 will become Frequent Route 71 in the 2023 TSP. With this change in classification, Frequent Route 71 will offer improved service frequencies and service spans to align with VTA's Transit Service Guidelines.



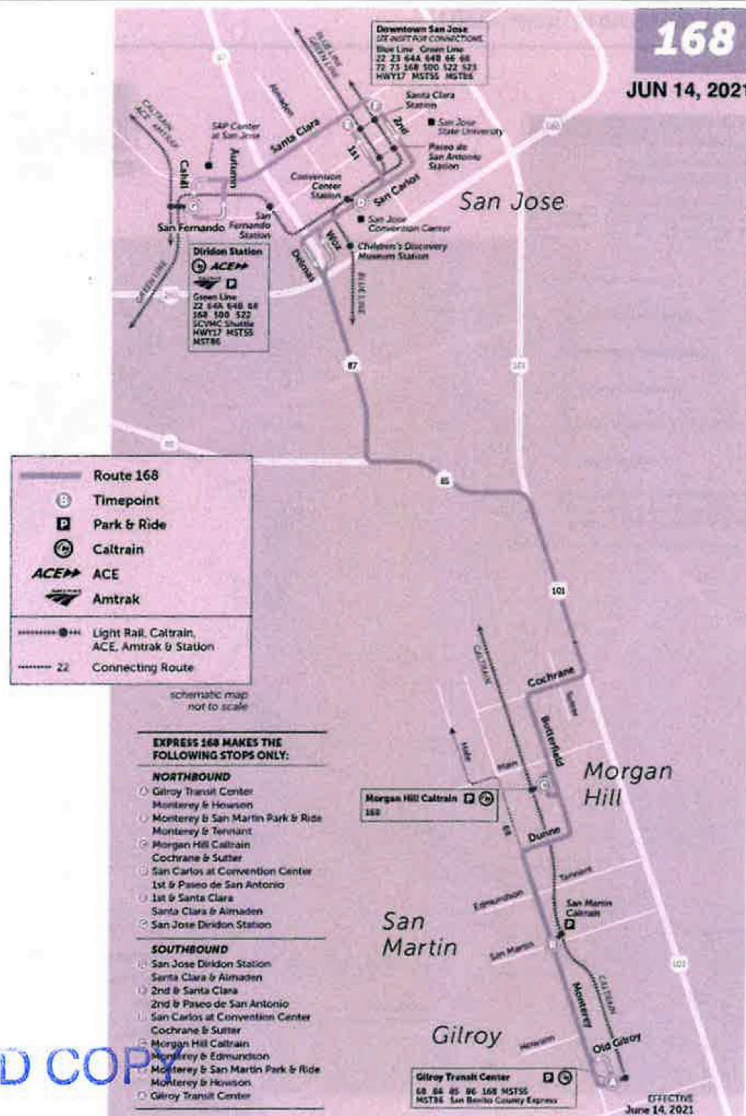
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Express Route 168 – Gilroy Transit Center – Diridon Station

Transit Service Guidelines Criteria: *The elimination of a transit line or service*

Service day(s): Weekday

Description – Express Route 168 ran from Gilroy Transit Center and traveled onto Highways 101, 85, and 87 before arriving at stops in Downtown San José and Diridon Station. This peak-hour route made few stops in between endpoints and offered seven morning northbound trips and seven afternoon southbound trips per day. This service was discontinued and replaced with Rapid Route 568.



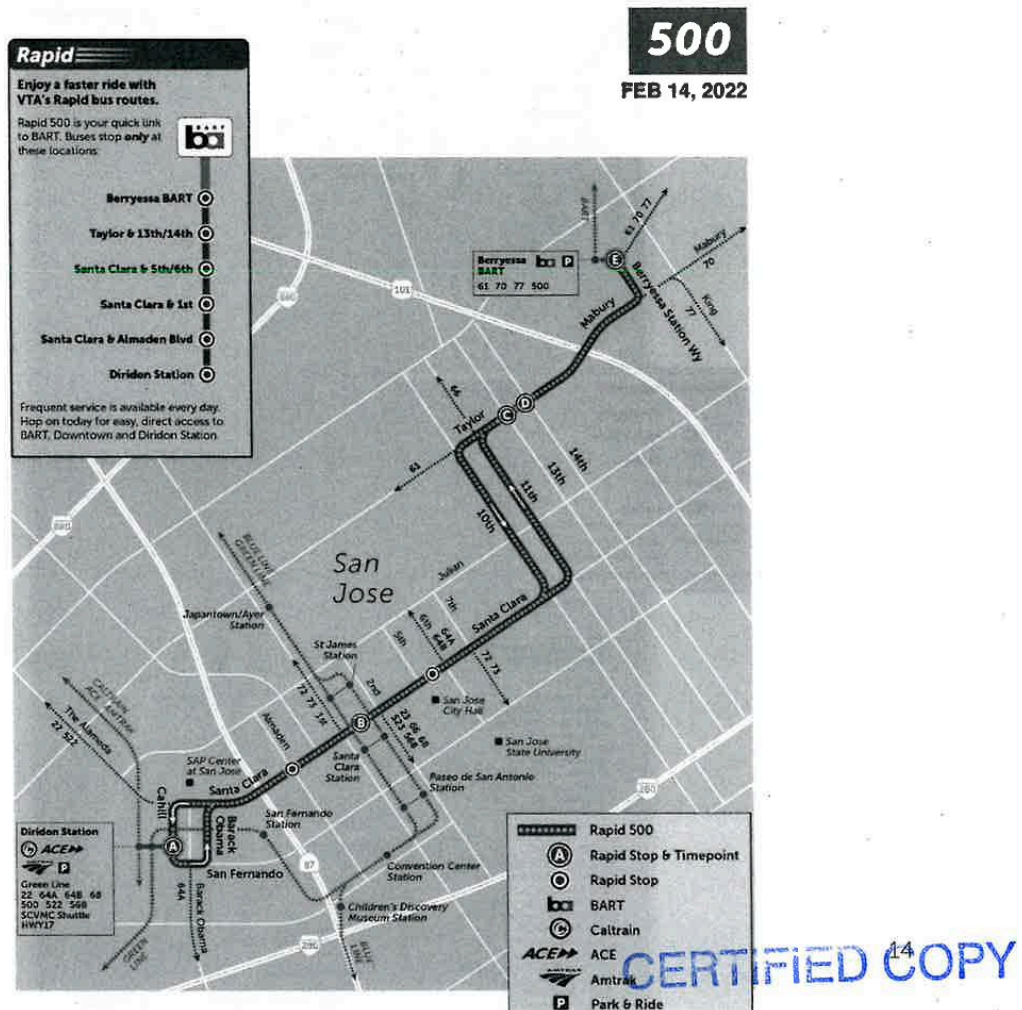
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Rapid Route 500 – Diridon Station – Berryessa BART

Transit Service Guidelines Criteria: *Service span or frequency change affecting 25 percent or more of a line's vehicle revenue hours*

Service day(s): Weekday, Saturday, Sunday

Description – The Rapid 500 travels from Diridon Station to the Berryessa BART Transit Center since BART service to Silicon Valley began in June 2020. This route serves as a last-mile connection for BART commuters traveling to Downtown San José. In the 2023 TSP, the Rapid 500 will offer better frequency and longer service hours on weekdays. (Prior to the BART opening, the Rapid 500 only ran on weekdays between Diridon Station and Downtown San José, and in March 2020 was suspended until returning to its full route in June 2020.)



Rapid Route 523 – Downtown San José (Formerly Berryessa BART) – Lockheed Martin

Transit Service Guidelines Criteria: *Proposed changes that are anticipated to be controversial with a particular community or interested parties based on public feedback*

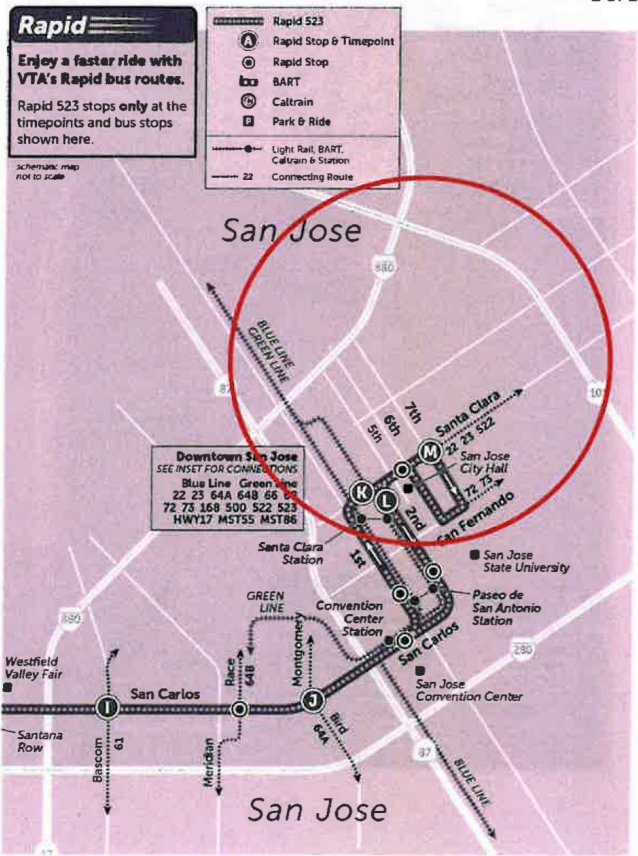
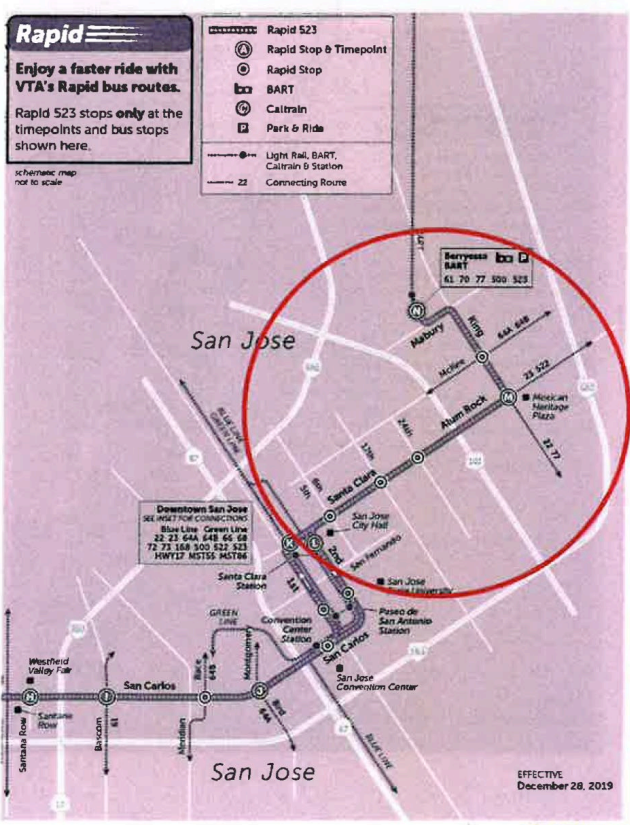
Service day(s): Weekday, Saturday, Sunday

Description – Prior to March 2020, Rapid 523 ran between the Berryessa BART Transit Center and Lockheed Martin in Moffett Park. In February 2021 the Rapid 523 was truncated to Downtown San José, near 7th and Santa Clara Street. This new routing is proposed for adoption in the 2023 transit network based on public comments in 2020 suggesting VTA to shorten this route to Downtown San José due to a lack of demand. VTA subsequently confirmed low ridership on this segment of the route.



523
DEC 28, 2019
2 of 2

523
FEB 8, 2021
2 of 2



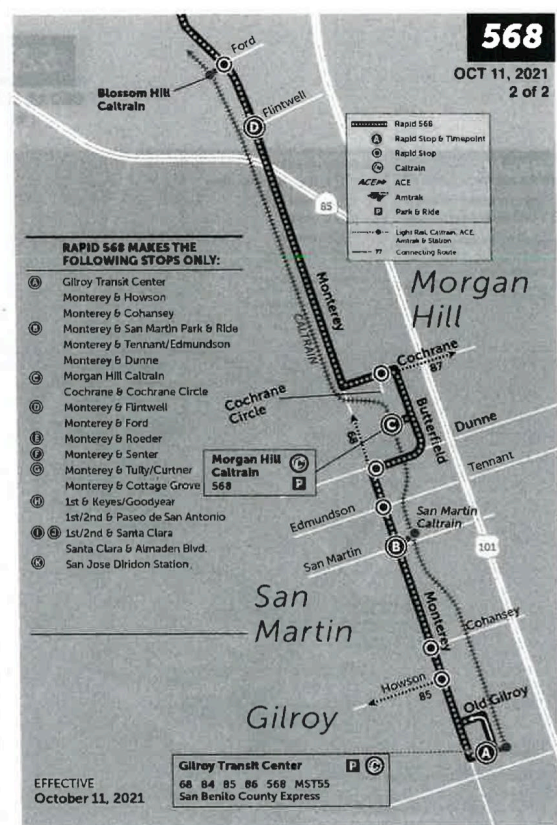
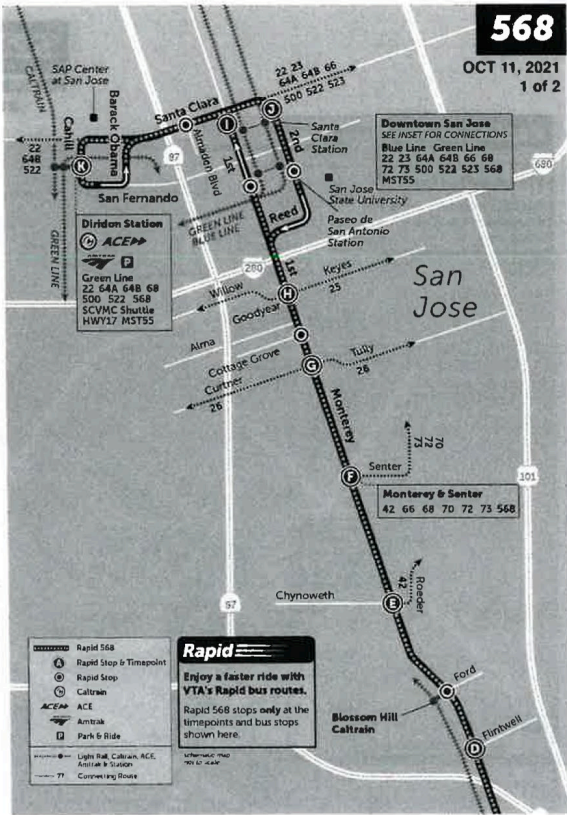
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Rapid Route 568 – Gilroy Transit Center – Diridon Station via Monterey

Transit Service Guidelines Criteria: *The establishment of a new transit line or service*

Service day(s): Weekday

Description – Launched October 2021. This weekday-only service is a new Rapid service that replaces Express Route 168, and complements existing services such as Routes 66 and 68 along the Monterey Road corridor. This new route is bi-directional and runs more frequently than the previous, commuter-oriented Express Route 168 service. In 2023, Rapid Route 568 service will operate from 5:00 a.m. – 7:30 p.m. on weekdays.



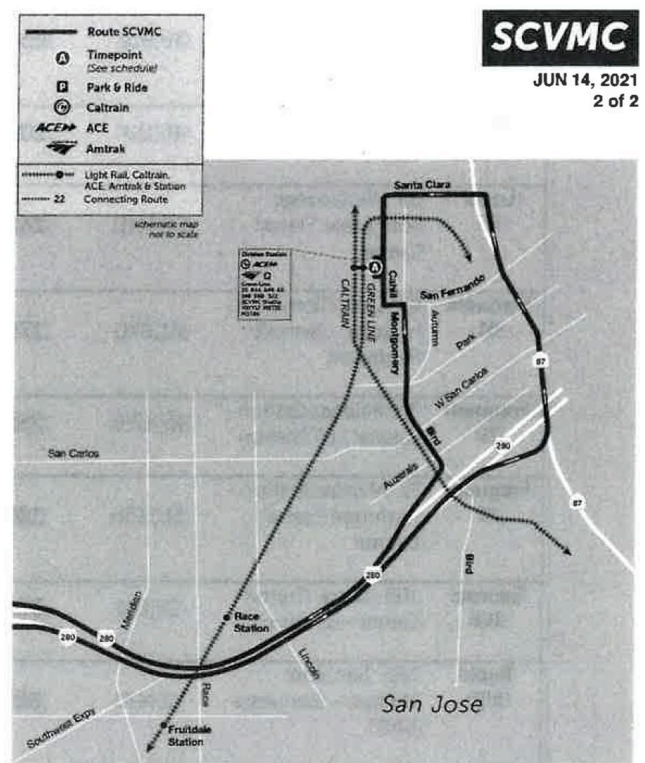
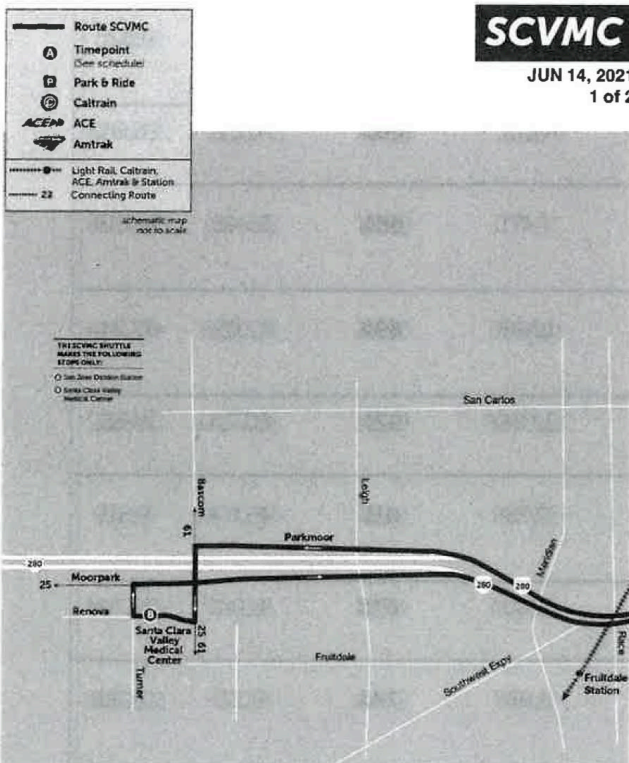
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SCVMC Shuttle – Diridon – Santa Clara Valley Medical Center

Transit Service Guidelines Criteria: *The establishment of a new transit line or service*

Service day(s): *Weekdays*

Description – Launched in June 2021, this weekday shuttle service travels between San José Diridon Station and the Santa Clara Valley Medical Center (VMC), serving employees at the medical center. The shuttles offer seven morning southbound trips to VMC and ten afternoon northbound trips to Diridon each weekday and will continue this level of service in the 2023 TSP in partnership with the County of Santa Clara. This route also receives funding from the Bay Area Air Quality Management District's (BAAQMD) through its Transportation Fund for Clean Air (TFCA) Fund.



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TABLE 1. DEMOGRAPHICS OF VTA ROUTES AFFECTED BY "MAJOR SERVICE CHANGES" IN THE 2023 TSP

| Routes, 2023 Transit Service Plan | People Served | % Low- Income Population | Low- Income Population Served | % Minority Population | Minority Population Served | Jobs Served |
|---|------------------|--------------------------------|--|--------------------------|----------------------------------|----------------|
| Local 21 21: Stanford Shopping Center - Santa Clara Transit Center | 88,948 | 17% | 14,898 | 65% | 57,498 | 42,606 |
| Frequent 25 25: De Anza College - Alum Rock Transit Center | 84,695 | 25% | 21,037 | 80% | 67,977 | 26,701 |
| Local 31 31: Evergreen College - Eastridge Transit Center | 14,975 | 15% | 2,302 | 89% | 13,358 | 2,742 |
| Local 42 42: Santa Teresa LRT - Monterey & Senter | 36,931 | 25% | 9,180 | 88% | 32,656 | 9,625 |
| Local 51 51: De Anza - Moffett | 46,014 | 10% | 4,802 | 66% | 30,311 | 26,643 |
| Local 53 53: WV College - Sunnyvale Transit Center | 53,640 | 14% | 7,470 | 68% | 36,481 | 18,008 |
| Frequent 61 61: Good Samaritan Hospital - Sierra & Piedmont | 61,270 | 17% | 10,686 | 69% | 42,025 | 47,244 |
| Frequent 70 70: Milpitas Station - Capital LRT Station | 87,676 | 25% | 22,089 | 92% | 80,724 | 14,552 |
| Frequent 71 71: Milpitas Station - Eastridge Transit Center | 50,358 | 19% | 9,759 | 91% | 46,044 | 9,519 |
| Express 168 168: Gilroy Transit Center - Diridon | 12,011 | 30% | 3,603 | 67% | 8,047 | 27,744 |
| Rapid 500 523: San José Diridon - Berryessa BART | 12,470 | 32% | 3,982 | 74% | 9,172 | 19,088 |
| Rapid 523 523: Downtown San José - Lockheed Martin | 44,009 | 20% | 8,747 | 75% | 32,970 | 45,392 |

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TABLE 1. DEMOGRAPHICS OF VTA ROUTES AFFECTED BY "MAJOR SERVICE CHANGES" IN THE 2023 TSP (CONTINUED)

| Routes, 2023 Transit Service Plan | People Served | % Low- Income Population | Low- Income Population Served | % Minority Population | Minority Population Served | Jobs Served |
|---|------------------|--------------------------------|--|--------------------------|----------------------------------|----------------|
| Rapid 568 568: Gilroy Transit Center–Diridon via Monterey | 34,017 | 32% | 10,951 | 80% | 27,234 | 20,634 |
| SCVMC Shuttle SCVMC: Diridon – Santa Clara Valley Medical Center | 2,255 | 26% | 591 | 63% | 1,420 | 1,056 |

Source: ACS 2020-16 data

COMMUNITY ENGAGEMENT & REVISIONS TO DRAFT PLANS IN RESPONSE TO PUBLIC FEEDBACK

Preceding this service equity analysis, staff conducted a preliminary analysis to identify areas of significant low-income and minority populations where service reductions should be minimized in these areas. This preliminary analysis was done to initially confirm that the staff’s draft recommendations would not have a disproportionate burden or disparate impact, and so that any issues could be identified and discussed early in the process.

The draft plan was then discussed with the community throughout the month of June and early July. Community engagement included several meetings centering low-income and minority populations to increase opportunities for these groups to be involved in the development of the service plan.

Engagement methods included:

- Three VTA-hosted virtual meetings, subsequently available as recorded webinars on YouTube
- Spanish and Vietnamese language interpreters translating the VTA-hosted virtual meetings in real time
- Five VTA-hosted Transit Center Pop-Up events held at VTA’s busiest transit centers
- Direct virtual presentations to 12 community-based organizations, social service agencies, and other organizations
- Four community tabling events hosted by social service agencies and other community organizations
- Multilingual bus stop notices posted at all bus stops and light rail stations
- Audible announcements aboard all buses and light rail cars while in service
- Mailers sent to community-based organizations, neighborhood associations, social service agencies, and community groups
- *vta.org* blog posts to engage discussion on the draft plans
- Email blasts to transit subscribers
- Social media engagements on Twitter, Nextdoor, and Facebook
- A robust multilingual dedicated project page for details on the draft plan and for feedback submission, translated in six languages

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- Interactive online system maps
- A dedicated Passenger Comment Form/Survey for the plan, translated in Spanish and Vietnamese, and accessible online and as a paper form at in-person events
- Direct line to VTA Customer Service to address questions and record feedback via email and over the phone

Staff engaged thousands of riders and residents to hear their concerns and ideas to improve the plan. Staff interacted live with nearly 400 attendees across all virtual meetings, and heard from over 800 individuals via email, phone, and the 2023 Service Plan Passenger Comment Form. The recorded presentations were also viewed over 200 times on YouTube. Through these channels as well as through direct in-person conversations at meetings and events, staff ultimately received over 2,000 de-aggregated comments and suggestions that offered suggestions on specific routes, feedback on the quality of today's transit service, and expressed their transit service recovery values and priorities. The feedback was instrumental for staff to better understand the community's priorities and preferences as staff revised the plan.

The feedback covered a range of topics. The following topics represented a large share of the comments:

- Boosting frequency on all routes - missed trips have resulted in longer waits
- Connections to Berryessa BART Station
- Route 22 overnight service
- Rapid 523 late-night and weekend service
- Early morning and late-night trips on more Local routes, not just Frequent routes

Riders also left several general comments beyond the transit service proposed for 2023, including:

- Missed trips due to the bus operator shortage on various routes throughout the network
- General safety and security aboard our bus and light rail system

Following the public comment period, staff took a comprehensive look at every suggestion. As a result of the thoughtful and deliberate feedback received from the community on the draft plan, staff made the following revisions:

Blue Line (Baypointe - Santa Teresa):

Restore late-night trips to pre-pandemic service levels, all days

2. Frequent Route 25 (De Anza College - Alum Rock):

Operate earlier morning service on weekdays

3. Local Route 27 (Winchester - Kaiser San José via downtown Los Gatos):

Operate later evening service on Sundays

4. Local Route 37 (West Valley College - Capitol Station):

Operate earlier morning service on weekdays

5. Local Route 40 (Foothill College - Mountain View Transit Center via North Bayshore):

Operate later into the evening on Sundays

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6. **Local Route 42 (Evergreen Valley College - Santa Teresa Station):**
Operate later into the evening on weekdays
7. **Local Route 51 (Moffett Field/Ames Center - West Valley College):**
Operate every 30 minutes on weekdays
8. **Local Route 56 (Lockheed Martin - Tamien Station):**
Operate later into the evening on Saturdays
9. **Frequent Route 57 (Old Ironsides Station - West Valley College):**
Operate later into the evening all days, and earlier in the morning on Sundays
10. **Frequent Route 60 (Milpitas BART - Winchester via SJC Airport):**
Operate early morning and late night service for the entire route all days
11. **Frequent Route 64B (McKee & White - Almaden Expressway & Camden):**
Operate later into the evening on weekdays
12. **Local Route 87 (Morgan Hill Civic Center - Burnett Ave):**
Operate later into the evening on weekdays
13. **Rapid Route 523 (Downtown San José - Lockheed Martin via De Anza College):**
Operate later trips for the entire route all week

3 TITLE VI POLICIES

DISPARATE IMPACT POLICY

The Disparate Impact Policy establishes a threshold for determining if a given service or fare change would result in a fair distribution of positive and negative effects on minority passengers. VTA's Disparate Impact Policy states:

For Service or Fare Equity Analyses conducted by VTA, a disparate impact threshold of 10 percent shall be used to determine if minority riders are more negatively affected – or less positively affected – by the proposed change(s) than VTA riders as a whole. The 10 percent threshold applies to the difference between the aggregate impacts of the proposed change(s) on minority passengers and the aggregate impacts of the proposed change(s) on overall VTA ridership. Analysis shall be based on the most recent VTA passenger survey data but may also use census data if survey data is inadequate or unavailable.

DISPROPORTIONATE BURDEN POLICY

The Disproportionate Burden Policy establishes a threshold for determining if a given service or fare change would result in a fair distribution of positive and negative effects on low-income passengers. VTA's Disproportionate Burden Policy states:

For Service or Fare Equity Analyses conducted by VTA, a disproportionate burden threshold of 10 percent shall be used to determine if low-income riders are more negatively affected – or less positively affected – by the proposed change(s) than VTA riders as a whole. The 10 percent threshold applies to the difference between the aggregate impacts of the proposed change(s) on low-income passengers and the aggregate impacts of the proposed change(s) on overall VTA ridership. Analysis shall be based on the most recent VTA passenger survey data but may also use census data if survey data is inadequate or unavailable.

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MAJOR SERVICE CHANGE POLICY

All major service changes – both improvements and reductions – are subject to a Title VI Service Equity Analysis. As approved by the VTA Board of Directors on November 7, 2013, VTA defines "major" service changes as those which meet any of the following criteria:

- The establishment of a new transit line or service;
- The elimination of a transit line or service;
- A route change that impacts 25 percent or more of a line's route miles;
- Span of service or frequency changes affecting 25 percent or more of a line's revenue vehicle hours;
- A series of changes on a single route which are included in the two-year Transit Service Plan and cumulatively meet any of the above criteria;
- Proposed changes that are anticipated to be controversial with a particular community or interested parties based on public feedback; and
- A systemwide change concurrently affecting 5 percent or more of the total system revenue hours.

The proposed service changes in the 2023 Transit Service Plan necessitate a service equity analysis based on the above Major Service Change Policy. This Service Equity Analysis follows VTA's Disparate Impact and Disproportionate Burden Policies to determine impacts on minority and low-income passengers.

4 IMPACTS OF THE 2023 TRANSIT SERVICE PLAN

Below are some potential positive and negative effects of the 2023 Transit Service Plan.

Potential Positive Impacts

- New Sunday service, Route 21
 - Riders between Mountain View Transit Center and Santa Clara Transit Center would have increased transit options available to them on Sundays.
- Increased Saturday service, Route 31
 - Service will operate every 45 minutes instead of every 60 minutes.
- New weekend service, Route 31
 - Expanded Sunday service in Evergreen Valley area
 - Direct connection to Eastridge Transit Center where riders have access to numerous Frequent and Rapid routes.
- Increased service, Route 25
 - Service west of Bascom will be improved due to increased frequencies (every 60 minutes to every 30 minutes).
- New weekend service, Route 53
 - Expanded weekend service in Santa Clara, Sunnyvale, and Cupertino
 - New weekend service between El Camino Real and Stevens Creek Boulevard not previously offered in the network.
- Introduction of Frequent Route 71

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- Frequent, 15-minute weekday service for (previously Local) Route 71 will be a noticeable improvement for riders in East San José travelling between Eastridge and Milpitas.
- Increased frequency and span of service for Rapid 500
 - More frequent service to Berryessa Transit Center where riders can connect to BART and multiple routes serving communities in East San José.
 - Increased weekend service.
 - Increased late-night service.
- Rapid 523, service ends at Downtown San José instead of Berryessa BART
 - Community members suggested service between Downtown San José and Berryessa BART was not productive and had few riders.
- Introduction of the Rapid 568
 - Expanded service to new bus stops in areas of South County lacking service presently.
 - More frequent service to areas of San José and South County where Frequent Route 68 and Rapid Route 568 overlay.
 - More frequent service all-day on weekdays in both directions compared to the Express 168, which only ran a few northbound and southbound trips.
 - Rapid 568 charges standard fare, a less expensive option compared to Express fare on the Express 168.
 - Aligns with recommendations identified in Community-Based Transportation Plan (CBTP) for Gilroy
 - "During public outreach, focus group participants expressed a strong need for a fast and inexpensive transit connection to San José." CBTP, 2006.
 - A faster trip alternative to Frequent Route 68 for the same fare.
- Introduction of the SCVMC Shuttle
 - New, direct service between an inter-modal transit hub (Diridon Station) and the Santa Clara Valley Medical Center.
 - Timed connections with Caltrain, ACE Train, Amtrak, and VTA light rail.
- Expanded hours of operation earlier in the morning and/or later in the evening on multiple routes in the system.

Potential Adverse Effects

- Elimination of Express 168
 - Run times for the Rapid 568 are not as quick or direct as the Express 168.
- Rapid 523 service ends at Downtown San José instead of Berryessa BART.
 - Eliminates a direct connection between passengers traveling from points along Stevens Creek Boulevard, Cupertino, and Sunnyvale to the Berryessa BART station.
- Elimination of Route 51 variant "51H"
 - There are stops that are only served by the Route 51H and will no longer be served.

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- o Some decrease in service around communities in Cupertino and Los Altos will occur.

PARATRANSIT IMPACTS

VTA Access paratransit service provides curb-to-curb and door-to-door service for eligible individuals for trips made within 3/4-mile of VTA's fixed-route transit network at the standard fare of \$4 per trip. VTA also offers service for trips within a premium zone extending an additional mile beyond the 3/4-mile standard zone, at a premium fare of \$16 per trip. Paratransit service is offered on the same days and at the same times as the corresponding fixed-route service. As such both zones follow the geographical footprint of paratransit service. For example, the introduction of transit service to new areas would result in an expansion of the area eligible for paratransit service. Likewise, the elimination of transit service would result in a contraction of the area eligible for paratransit service.

Changes made in the 2023 TSP will not have a negative impact on paratransit services. The geographical footprint of where riders can hail VTA Access will not change because of the new service plan. Since VTA Access runs at the same times as corresponding fixed-route services, some riders who utilize VTA Access in the early mornings or late nights may see increased levels of service due to expanded hours of operation on select routes. Weekend paratransit service has also increased in some areas as a result of new weekend service being offered on select routes.

5 METHODOLOGY AND DATA - RIDERSHIP ANALYSIS

The methodology used to conduct the ridership analysis is based on VTA Title VI policies and designed per the Federal Transit Administration's October 2012 4702.1B Circular Appendix K (Title VI Requirements and Guidelines for Federal Transit Administration Recipients).

Ridership Data: VTA Operations ridership survey data, VTA Route Summary trip data

Demographic Data: 2020 Census Demographic Data from Remix Planning Software

Low-Income Status: 200% of the U.S. poverty level (consistent with VTA's definition as adopted in the VTA Title VI program)

Minority Status: [Total Population] minus [White Non-Hispanic Population]

DATA ACQUISITION METHODOLOGY

- Obtain daily trips per Weekday, Saturday, and Sunday from the Board-adopted, "intended" April 2020 Sign-up (April 2020 Route Summaries). This "intended" April 2020 schedule is reflective of the service that would have been in place if COVID did not occur.
- Obtain low-income and minority percentages by route from Remix Planning Software

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- Obtained ridership by route from VTA Productivity Matrix covering January – March 2020 timeframe
 - Ridership averages are derived from monthly Extrapolated Ridership by Report pulls from Ridecheck+ Software

RIDERSHIP ANALYSIS METHODOLOGY

STEP 1: PRE-COVID RIDERSHIP

- Divide (÷) the average weekday ridership by route (Jan-March 2020) by the number of trips per day, by route (“intended” April 2020 schedule) = **Average ridership per trip, per weekday by route**
- Multiply (x) the average weekday ridership by route (Jan-March 2020) by the % minority by route, pre-COVID (Remix) = **Minority ridership per weekday, by route (pre-COVID)**
- Multiply (x) the average weekday ridership by route (Jan-March 2020) by the % low-income by route, pre-COVID (Remix) = **Low-income ridership per weekday, by route (pre-COVID)**

STEP 2: PROJECTED 2023 TSP RIDERSHIP

- Multiply (x) the average weekday ridership per trip, per weekday (“intended” April 2020 schedule) by the # of trips per weekday, by route in the 2023 TSP = **Projected passengers per weekday, by route (2023 TSP)**
- Multiply (x) projected passengers per weekday, by route (2023 TSP) by the % minority by route (2023 TSP) = **Minority ridership per weekday (2023 TSP)**
- Multiply (x) projected passengers per day, by route (2023 TSP) by the % low-income by route (2023 TSP) = **Low-income ridership per day (2023 TSP)**

STEP 3: IMPACTED RIDERSHIP SYSTEMWIDE

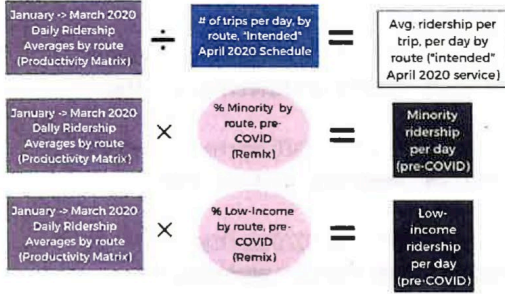
- Subtract (-) the average weekday ridership by route (Jan-March 2020) from the projected passengers per weekday by route (2023 TSP) = **Impacted passengers per weekday**. A positive number would signal a boost in service or benefits to riders. A negative number would signal a reduction in service of benefits to riders.
- Multiply (x) impacted passengers per weekday by % minority by route (2023 TSP) = **Impacted minority passengers per weekday**. A positive number would signal a boost in service or benefits to riders. A negative number would signal a reduction in service or benefits to riders.
- Multiply (x) impacted passengers per day by % low-income by route (2023 TSP) = **Impacted low-income passengers per day**. A positive number would signal a boost in service or benefits to riders. A negative number would signal a reduction in service or benefits to riders.

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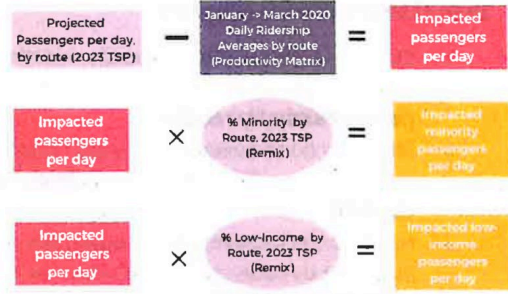
STEP 4 REPEAT PROCESS FOR SATURDAY AND SUNDAY RIDERSHIP ANALYSIS

- Repeat the steps above for each of the other service days (Saturday, Sunday)

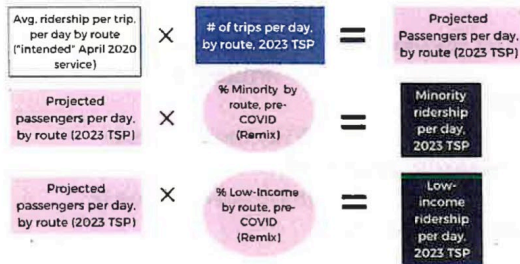
Step 1: Pre-COVID Ridership, "Intended" April 2020 Service



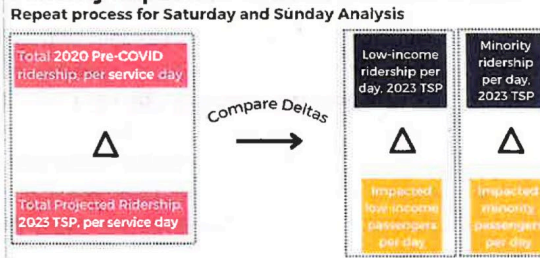
Step 3: Impacted Riders Systemwide



Step 2: Projected 2023 TSP Ridership



Step 4: Compare Systemwide, Low-Income, and Minority impacts



6 FINDINGS – RIDERSHIP ANALYSIS

DETAILED RESULTS

The tables below show total ridership by Weekday, Saturday, and Sunday service for both the 2020 pre-COVID ridership scenario and the projected ridership for the 2023 Transit Service Plan. Due to the numerous service changes in each service day, it was deemed beneficial to compare service days to each other rather than simply a weekly view of the impacts on ridership between service scenarios. **After comparing each service day, all service changes in the 2023 TSP did not result in disparate impacts nor disproportionate burdens on Title VI communities.**

WEEKDAY

Table 2 shows the average number of passengers per weekday for both network scenarios. The 2020 pre-COVID passenger per weekday value is based on extrapolated average

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boardings between the months of Jan - March 2020¹, prior to the onset of systemwide service cuts due to the COVID-19 pandemic. Low-income and minority passenger counts are derived by multiplying total ridership and systemwide percent minority and percent low-income values from Remix planning software.

The *Total Impacted, +/-* in Table 2 shows the change between the 2020 pre-COVID passenger per weekday value and the 2023 TSP projected passenger per weekday value. The *Total Impacted* is the number of riders impacted by the service changes per day, systemwide. Since route modifications vary in the 2023 TSP to include both increases and decreases in service, the number shown (**3,789**) reflects the grand total of all ridership impacts. The sum of low-income (**899**) and minority passengers (**3,229**) per day impacted by the service changes are also shown.

The delta (effects of service change) is in the final row. The delta represents the positive (or negative) effects of the service change. Low-income passengers are **+0.3%** (more positively) affected by the service changes than passengers overall. Minority passengers are **+0.4%** (more positively) affected by the weekday service changes than passengers overall. Both metrics are within VTA's threshold of (+/-) 10% for disparate impacts or disproportionate burdens on Title VI communities.

TABLE 2 – DISPARATE IMPACT AND DISPROPORTIONATE BURDEN, RIDERSHIP ANALYSIS – WEEKDAY SERVICE

| Cumulative ridership by day type (Weekday) | Passengers Per day | Low-Income Passengers | Minority Passengers | % Low-Income | % Minority |
|--|--------------------|-----------------------|---------------------|--------------|------------|
| 2020 pre-COVID service | 108,555 | 23,603 | 82,295 | 22% | 76% |
| 2023 TSP | 112,344 | 24,229 | 85,665 | 22% | 76% |
| <i>Total Impacted, Systemwide (+/-)</i> | 3,789 | | | | |
| <i>Total Impacted Title VI Riders, (+/-)</i> | | 899 | 3,229 | | |
| Delta (Effects of service change) | 3.5% | 3.8% | 3.9% | | |
| Difference between Overall % and Title VI Riders | | +0.3% | +0.4% | | |

SATURDAY

Table 3 shows the average number of passengers per weekday for both network scenarios. The 2020 pre-COVID passenger per weekday value is based on extrapolated average boardings between the months of Jan - March 2020², prior to the onset of systemwide service cuts due to the COVID-19 pandemic. Low-income and minority passenger counts are derived

¹ Extrapolated Ridership by Route from Ridecheck+

² Extrapolated Ridership by Route from Ridecheck+

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by multiplying total ridership and systemwide percent minority and percent low-income values from Remix planning software.

The *Total Impacted*, +/- in Table 3 shows the change between the 2020 pre-COVID passenger per weekday value and the 2023 TSP projected passenger per weekday value. The *Total Impacted* is the number of riders impacted by the service changes per day, systemwide. Since route modifications vary in the 2023 TSP to include both increases and decreases in service, the number shown (**1,380**) reflects the grand total of all ridership impacts. The sum of low-income (**425**) and minority passengers (**1,025**) per day impacted by the service changes are also shown.

The delta (effects of service change) is in the final row. The delta represents the positive (or negative) effects of the service change. Low-income passengers are **+0.9%** (more positively) affected by the service changes than passengers overall. Minority passengers are **-0.1%** (less positively) affected by the weekday service changes than passengers overall. Both metrics are **within** VTA's threshold of (+/-) 10% of disparate impacts or disproportionate burdens on Title VI communities.

TABLE 3 – DISPARATE IMPACT AND DISPROPORTIONATE BURDEN, RIDERSHIP ANALYSIS
– SATURDAY SERVICE

| Cumulative ridership by day type (Saturday) | Passengers Per day | Low-Income Passengers | Minority Passengers | % Low-Income | % Minority |
|--|--------------------|-----------------------|---------------------|--------------|------------|
| 2020 pre-COVID service | 57,361 | 12,794 | 43,824 | 22% | 76% |
| 2023 TSP | 58,740 | 13,060 | 44,933 | 22% | 76% |
| <i>Total Impacted, Systemwide (+/-)</i> | 1,380 | | | | |
| <i>Total Impacted, Title VI Riders (+/-)</i> | | 425 | 1,025 | | |
| Delta (Effects of service change) | 2.4% | 3.3% | 2.3% | | |
| Difference between Overall % and Title VI Riders | - | +0.9% | -0.1% | | |

SUNDAY

Table 4 shows the average number of passengers per weekday for both network scenarios. The 2020 pre-COVID passenger per weekday value is based on extrapolated average boardings between the months of Jan - March 2020³, prior to the onset of systemwide service cuts due to the COVID-19 pandemic. Low-income and minority passenger counts are derived by multiplying total ridership and systemwide percent minority and percent low-income values from Remix planning software.

³ Extrapolated Ridership by Route from Ridecheck+

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The *Total Impacted, +/-* in Table 4 shows the change between the 2020 pre-COVID passenger per weekday value and the 2023 TSP projected passenger per weekday value. The *Total Impacted* is the number of riders impacted by the service changes per day, systemwide. Since route modifications vary in the 2023 TSP to include both increases and decreases in service, the number shown (**2,543**) reflects the grand total of all ridership impacts. The sum of low-income (**683**) and minority passengers (**1,966**) per day impacted by the service changes are also shown.

The delta (effects of service change) is in the final row. The delta represents the positive (or negative) effects of the service change. Low-income passengers are **+1.1%** (more positively affected by the service changes than passengers overall. Minority passengers are **+0.1%** (more positively) affected by the weekday service changes than passengers overall. Both metrics are **within** VTA's threshold of (+/-) 10% of disparate impacts or disproportionate burdens on Title VI communities.

TABLE 4 – DISPARATE IMPACT AND DISPROPORTIONATE BURDEN, RIDERSHIP ANALYSIS
– SUNDAY SERVICE

| Cumulative ridership by day type (Sunday) | Passengers Per day | Low-Income Passengers | Minority Passengers | % Low-Income | % Minority |
|--|--------------------|-----------------------|---------------------|--------------|------------|
| 2020 pre-COVID service | 48,504 | 10,795 | 37,002 | 22% | 76% |
| 2023 TSP | 51,047 | 11,333 | 39,044 | 22% | 76% |
| <i>Total Impacted, Systemwide (+/-)</i> | 2,543 | | | | |
| <i>Total Impacted, Title VI Riders (+/-)</i> | | 683 | 1,966 | | |
| Delta (Effects of service change) | 5.2% | 6.3% | 5.3% | | |
| Difference between Overall % and Title VI Riders | - | +1.1% | +0.1% | | |

7 METHODOLOGY AND DATA - POPULATION ANALYSIS

The methodology used to conduct the population analysis is based on VTA Title VI policies and designed per the Federal Transit Administration's October 2012 4702.1B Circular Appendix K (Title VI Requirements and Guidelines for Federal Transit Administration Recipients).

Demographic Data: 2020 Census Demographic Data from Remix Planning Software

Low-Income Status: 200% of the U.S. poverty level (consistent with VTA's definition as adopted in the VTA Title VI program)

Minority Status: [Total Population] minus [White Non-Hispanic Population]

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For the population analysis, staff utilized Remix Planning software's Title VI Engine to calculate the impacts associated with the proposed service plan on a systemwide basis. Remix software has a nationally accepted automated geospatial analysis process that calculates a service proposal's impacts on low-income and minority populations, per Title VI regulations.

The software calculates the population within a ¼-mile of each route, including its low-income and minority percentage. The total population, low-income, and minority populations are totaled to show the total population that a route serves. This number is multiplied by the number of trips annually for each route. The resulting number is called *People-Trips*, the number of possible trips the population near the route can take.

To find the number of possible people trips by low-income and minority passengers, the route average for those two groups is multiplied by the number of people trips resulting in low-income people trips and minority people trips. This process is repeated for both the existing and proposed service plans.

8 FINDINGS – POPULATION ANALYSIS

Using the impact thresholds established under the VTA Title VI and Environmental Justice policies and based on a service equity analysis performed on the proposed 2023 New Transit Service Plan, **the network changes would not impose a disparate impact on minority populations or a disproportionate burden on low-income populations.**

Table 5 below shows the difference in people-trips between the April 2020, pre-COVID network and the 2023 Transit Service Plan network. The 2023 TSP will result in an increase of approximately 2.4 billion annual people trips, as shown in Table 5 below. This represents a **4.0%** increase in people-trips for the total population and serves as the baseline change to which the minority and low-income impacts were compared.

Both low-income and minority populations will benefit from the new service plan over the previous network. Minority populations are anticipated to see a **4.7%** increase in people-trips, matching the overall increase for the total population. Similarly, low-income populations will see a **4.2%** increase in people-trips, slightly below the percent change for the total population.

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TABLE 5 – DISPARATE IMPACT AND DISPROPORTIONATE BURDEN ANALYSIS – ALL ROUTES

| | People-Trips | Net Change | Percent Change | Difference from Total Change | Exceed +/- 10% Threshold |
|-----------------------|----------------|-----------------|----------------|------------------------------|--------------------------|
| Total Population | | | | | |
| Existing Network | 60,362,954,080 | | | | |
| Proposed Network | 62,790,439,360 | + 2,427,485,280 | 4.0% | | |
| Minority Population | | | | | |
| Existing Network | 42,784,104,963 | | | | |
| Proposed Network | 44,776,511,093 | + 1,992,406,130 | 4.7% | +0.7% | No |
| Low-Income Population | | | | | |
| Existing Network | 12,148,555,154 | | | | |
| Proposed Network | 12,653,099,940 | + 504,544,786 | 4.2% | +0.2% | No |

VTA's disparate impact and disproportionate burden policies state that if these populations are 10% more negatively or positively affected by service changes, the service changes would be in violation of said Title VI policy. **The service improvements in the 2023 TSP more positively benefit riders than the systemwide average. The rate at which they do is not higher than the 10% threshold as stated in VTA's policies. Therefore, the service changes in the 2023 TSP do not constitute a disparate impact or disproportionate burden to low-income and minority riders.**

For additional detail and corroboration of the previous findings, Appendix E presents a matrix showing the route-by-route and cumulative impacts of the proposed plan. This matrix provides the source figures for the calculations in Tables 5-6, but the figures can also be used to provide an additional check to ensure the proposed network would have no disparate impact or disproportionate burden.

Each row in Appendix E represents a unique pattern for all VTA transit routes, either in the current April 2020 service or in the proposed 2023 TSP. The green columns reflect the April 2020 service, the total population living within ¼-mile of each route's bus stops, the percent of that population reported as low-income, and the percent of that population reported as minority. The blue columns report the same information for the routes in the proposed plan. The light gray columns show the impact on people-trips (population x service level) for the total population and for the low-income and minority populations. The final dark gray and red columns show the percentage change in impacted people-trips borne by low-income and minority populations (positive values indicate an improvement in people-trips and negative values indicate a reduction in people-trips). The cells are green when the impact is **more beneficial than the total population**, while the cells are grey when the impact is **less**

beneficial than the total population, or there is no impact. The cumulative impacts of the systemwide changes are calculated at the bottom and are also shown in Table 6.

TABLE 6 – CUMULATIVE IMPACTS – ALL ROUTES

| ALL Routes | Low-Income | Minority |
|------------------|------------|----------|
| Changes Borne By | 20.8% | 82.1% |
| Area Average | 16.6% | 68.6% |
| Delta | 4.2% | 13.5% |

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Appendices

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Resolution for Board Adoption of Major Service Change, Disparate Impact, and Disporportionate Burden Policies

VTA Title VI Program
November 2016

From: [Baltao, Elaine](#)
To: [Board.Secretary;](#)
Subject: November 7, 2013 Board of Directors Meeting
Date: Friday, November 08, 2013 1:06:27 PM

The VTA Board of Directors met last night and took the following actions:

Removed from agenda: Item #3.4 – TAEA labor contract

Approved all remaining items on the Consent and Regular Agenda.

The Board of Directors adjourned the meeting in memory of VTA Employee, Anita Jacobson.

Office of the Board Secretary
Santa Clara Valley Transportation Authority
3331 N. First Street
San Jose, CA 95134
408.321.5680
board.secretary@vta.org

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BOARD OF DIRECTORS MEETING

Thursday, November 7, 2013

5:30 PM

Board of Supervisors' Chambers
County Government Center
70 West Hedding Street
San Jose, CA 95110

****REVISED AGENDA****

To help you better understand, follow, and participate in the meeting, the following information is provided:

- Persons wishing to address the Board of Directors on any item on the agenda or not on the agenda should complete a blue card located at the public information table and hand it to the Board Secretary staff prior to the meeting or **before the item is heard**.
- Speakers will be called to address the Board when their agenda item(s) arise during the meeting and are asked to limit their comments to 2 minutes. The amount of time allocated to speakers may vary at the Chairperson's discretion depending on the number of speakers and length of the agenda. **If presenting handout materials, please provide 25 copies to the Board Secretary for distribution to the Board of Directors.**
- The Consent Agenda items may be voted on in one motion at the beginning of the meeting under Orders of the Day. If you wish to discuss any of these items, please request the item be removed from the Consent Agenda by completing a blue card at the public information table and handing it to the Board Secretary staff prior to Orders of the Day, Agenda Item #1.2.

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****Changes from previous version:**

- **Agenda Item #7.7- 2014 STIP Program Adoption requires 2/3 vote**
- **Agenda language updated for Agenda Item #8.2 –Santa Clara Alum Rock Bus Rapid Transit Project- Civil and Station Improvements Contract, to reflect the recommended contractor and contract amount.**

• Disclosure of Campaign Contributions to Board Members (Government Code Section 84308)

In accordance with Government Code Section 84308, no VTA Board Member shall accept, solicit, or direct a contribution of more than \$250 from any party, or his or her agent, or from any participant, or his or her agent, while a proceeding involving a license, permit, or other entitlement for use is pending before the agency. Any Board Member who has received a contribution within the preceding 12 months in an amount of more than \$250 from a party or from any agent or participant shall disclose that fact on the record of the proceeding and shall not make, participate in making, or in any way attempt to use his or her official position to influence the decision.

A party to a proceeding before VTA shall disclose on the record of the proceeding any contribution in an amount of more than \$250 made within the preceding 12 months by the party, or his or her agent, to any Board Member. No party, or his or her agent, shall make a contribution of more than \$250 to any Board Member during the proceeding and for three months following the date a final decision is rendered by the agency in the proceeding. The foregoing statements are limited in their entirety by the provisions of Section 84308 and parties are urged to consult with their own legal counsel regarding the requirements of the law.

- All reports for items on the open meeting agenda are available for review in the Board Secretary's Office, 3331 North First Street, San Jose, California, (408) 321-5680, the Monday, Tuesday, and Wednesday prior to the meeting. This information is available on our website, www.vta.org, and also at the meeting. Any document distributed less than 72-hours prior to the meeting will also be made available to the public at the time of distribution. Copies of items provided by members of the public at the meeting will be made available following the meeting upon request.

In accordance with the Americans with Disabilities Act (ADA) and Title VI of the Civil Rights Act of 1964, VTA will make reasonable arrangements to ensure meaningful access to its meetings for persons who have disabilities and for persons with limited English proficiency who need translation and interpretation services. Individuals requiring ADA accommodations should notify the Board Secretary's Office at least 48-hours prior to the meeting. Individuals requiring language assistance should notify the Board Secretary's Office at least 72-hours prior to the meeting. The Board Secretary may be contacted at ☎(408) 321-5680 or ✉: board.secretary@vta.org or ☎ (408) 321-2330 (TTY only). VTA's home page is on the web at: www.vta.org or visit us on Facebook at: www.facebook.com/scvta. ☎(408) 321-2300: 中文 / Español / 日本語 / 한국어 / tiếng Việt / Tagalog.

**NOTE: THE BOARD OF DIRECTORS MAY ACCEPT, REJECT OR MODIFY
ANY ACTION RECOMMENDED ON THIS AGENDA.**

70 West Hedding St., San Jose, California is served by bus lines *61, 62, 66, 181, and Light Rail. (*61 Southbound last trip is at 8:55 pm for this location.)

For trip planning information, contact our Customer Service Department at (408) 321-2300 between the hours of 6:00 a.m. to 7:00 p.m. Monday through Friday and 7:30 a.m. to 4:00 p.m. on Saturday. Schedule information is also available on our website, www.vta.org.

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1. CALL TO ORDER AND ROLL CALL

- 1.1. ROLL CALL
- 1.2. Orders of the Day - approve Consent Agenda (Item #7)

2. AWARDS AND COMMENDATION

- 2.1. INFORMATION ITEM -Recognize Maria Luisa Sanchez-Ku, Human Resources Analyst, River Oaks Administration; Ronald Langston, Coach Operator, Chaboya Division; and Jose Hernandez, Senior Track Worker, Guadalupe Division, as Employees of the Month for November 2013.

3. CLOSED SESSION

- 3.1. Recess to Closed Session
 - A. Existing Litigation - Conference with Legal Counsel
[Government Code Section 54956.9(a)]

Name of Case: Santa Clara Valley Transportation Authority v. Eastridge Shopping Center (Eminent Domain)
(Santa Clara Superior Court Case No.: 1-11-CV-209524)
 - B. Existing Litigation - Conference with Legal Counsel
[Government Code Section 54956.9(a)]

Name of Case: Truck Rail Handling, Inc., et al. v. Santa Clara Valley Transportation Authority, et al.
(Alameda County Superior Court Case No.: RG12628077)
 - C. Anticipated Litigation - Conference with Legal Counsel
Initiation of litigation pursuant to Government Code Section 54956.9(c).

Number of potential cases: 1
Name of potential opposing party: Union Pacific
 - D. Anticipated Litigation - Conference with Legal Counsel
Significant exposure to litigation pursuant to Government Code Section 54956.9(b).

Number of potential cases: 1
 - E. Conference with Labor Negotiators
[Government Code Section 54957.6]

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VTA Designated Representatives
Bill Lopez, Chief Administrative Officer
Robert L. Escobar, Deputy Director, Administrative Services
Joseph Smith, Chief Financial Officer

Employee Organizations

Transportation Authority Engineers and Architects Association (TAEA),
IFPTE, Local 21

- 3.2. Reconvene to Open Session
- 3.3. Closed Session Report
- 3.4. ACTION ITEM - Approve and authorize the General Manager to execute the amended successor labor agreement negotiated between the Santa Clara Valley Transportation Authority (VTA) and Transportation Authority Engineers and Architects Association (TAEA), IFPTE, Local 21.

4. PUBLIC COMMENT

This portion of the meeting is reserved for persons desiring to address the Board of Directors on any item within the Board's jurisdiction. Speakers are **limited to 2 minutes**. The law does not permit Board action or extended discussion of any item not on the agenda except under special circumstances. If Board action is requested, the matter can be placed on a subsequent agenda. All statements that require a response will be referred to staff for reply in writing.

5. PUBLIC HEARINGS

There are no public hearings.

6. REPORTS

- 6.1. Citizens Advisory Committee (CAC) Chairperson's Report. (Verbal Report) (Brownley)
- 6.2. Policy Advisory Committee (PAC) Chairperson's Report. (Verbal Report) (Price)
- 6.3. General Manager Report. (Verbal Report)
 - 6.3.A. INFORMATION ITEM -Receive Silicon Valley Rapid Transit (SVRT) Program Update.
 - 6.3.B. Receive updates regarding Metropolitan Transportation Commission (MTC) and California Transportation Commission (CTC) activities.
- 6.4. Chairperson's Report. (Verbal Report)

7. CONSENT AGENDA

- 7.1. Approve the Board of Directors Workshop Meeting Minutes of September 27, 2013.

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-
- 7.2. Approve the Board of Directors Regular Meeting Minutes of October 3, 2013.
- 7.3. ACTION ITEM -Review and accept the Fiscal Year 2013 Quarterly Statement of Revenues and Expenses for the period ending June 30, 2013.
- 7.4. ACTION ITEM -Revise the VTA Permit Policy to authorize the General Manager to waive fees for parties making transit improvements for VTA and adopt a resolution amending the VTA Permit Fee Schedule, adjusting fees to be collected for Construction Access Permits and Restricted Access Permits to be consistent with the revision of VTA allocated rates.
- 7.5. ACTION ITEM -Adopt the 2013 VTA Congestion Management Program (CMP).
- 7.6. ACTION ITEM -Approve the allocation of \$5,460,000 of Local Program Reserve (LPR) to:
- | | |
|--|---------------|
| SR 680 Corridor Study | \$250,000 |
| I-280 Corridor Study | \$250,000 |
| I-280/Winchester Blvd Off-Ramp | \$250,000 |
| US 101 Auxiliary Lanes Project | \$260,000 and |
| SR 237, SR 85 and US 101 Express Lanes | \$4,450,000 |
- 7.7. ACTION ITEM -Adopt a resolution to program 2014 State Transportation Improvement Program (STIP) capacity to projects; approve a funding exchange of \$14.5 million in STIP funds for \$14.5 million in Measure A funds; increase the 2000 Measure A Transit Improvement Program Fund Capital Budget by \$14.5 million; and authorize the General Manager to execute appropriate funding agreements to receive STIP funds.
- Note: Motion must be approved by at least 2/3 of the Board (8 members).**
- 7.8. ACTION ITEM -Authorize the General Manager to execute a contract with GECMS Inc. dba Gyeron Construction, the second lowest responsible bidder, in the amount of \$337,400 for the construction of Pedestrian Swing Gates Replacement, and relieve the low bidder of its obligation to perform the contract.
- 7.9. ACTION ITEM -Review and receive the Auditor General's internal audit report on Investment Program Controls.
- 7.10. ACTION ITEM -Approve the following Internal Audit Work Plans developed and recommended by the VTA Auditor General:
- Fiscal Year (FY) 2014 for a maximum amount of \$358,800. This item replaces the Interim FY 2014 Internal Audit Work Plan approved by the Board on June 6, 2013 for a maximum amount of \$290,500.
 - FY 2015 for a maximum amount of \$364,500.
- 7.11. ACTION ITEM -Review and receive the Auditor General's report on the Silicon Valley Rapid Transit Program Project Delivery Method and Project Execution Assessment.

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- 7.12. ACTION ITEM -Review and receive the Auditor General's report on the Sheriff's Office Contract Compliance Internal Audit.
 - 7.13. INFORMATION ITEM -Review the Monthly Legislative History Matrix.
 - 7.14. INFORMATION ITEM -Review VTA's adopted Sound Barrier Program.
 - 7.15. INFORMATION ITEM -Receive a status update on implementation of the VTA Integrity Helpline.

8. REGULAR AGENDA

- 8.1. ACTION ITEM -Adopt the proposed Major Service Change, Disparate Impact and Disproportionate Burden Policies and the System-wide Service Standards & Policies as mandated by Federal Transit Administration (FTA) Title VI guidelines.
- 8.2. ACTION ITEM -Authorize the General Manager to execute a contract with Goodfellow Top Grade, the lowest responsible bidder, in the amount of \$54,163,685 for the construction of the Santa Clara Alum Rock Bus Rapid Transit Project - Civil and Station Improvements.

9. OTHER ITEMS

- 9.1. ITEMS OF CONCERN AND REFERRAL TO ADMINISTRATION
 - 9.2. Reports from VTA Committees, Joint Powers Boards (JPB), and Regional Commissions
 - 9.2.A. VTA Standing Committees
 - 9.2.B. VTA Advisory Committees
 - 9.2.C. VTA Policy Advisory Boards (PAB)
 - 9.2.D. Joint Powers Boards and Regional Commissions
 - 9.3. Announcements
10. **ADJOURN** in memory of Anita Jacobson, former VTA Employee.
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BOARD OF DIRECTORS MEETING

Thursday, November 7, 2013

MINUTES

1. CALL TO ORDER AND ROLL CALL

The Regular Meeting of the Santa Clara Valley Transportation Authority's (VTA) Board of Directors was called to order by Chairperson Pirzynski at 5:41 p.m. in the Board of Supervisors' Chambers, County Government Center, 70 West Hedding Street, San José, California.

1.1. ROLL CALL

| Attendee Name | Title | Status |
|----------------------|------------------------|---------------|
| Margaret Abe-Koga | Board Member | Present |
| Xavier Campos | Board Member | Absent |
| Larry Carr | Alternate Board Member | Absent |
| Cindy Chavez | Board Member | Present |
| Jose Esteves | Board Member | Present |
| Rose Herrera | Board Member | Absent |
| Ash Kalra | Vice Chairperson | Present |
| Johnny Khamis | Alternate Board Member | Absent |
| Sam Liccardo | Board Member | Present |
| Jamie Matthews | Board Member | Absent |
| Chuck Page | Alternate Board Member | Absent |
| Joe Pirzynski | Chairperson | Present |
| Gail A. Price | Alternate Board Member | Absent |
| Donald Rocha | Board Member | Present |
| David Whittum | Alternate Board Member | Present |
| Perry Woodward | Board Member | Present |
| Ken Yeager | Board Member | Absent |

* Alternates do not serve unless participating as a Member.

A quorum was not present and a Committee of the Whole was declared.

1.2. Orders of the Day

Chairperson Pirzynski, noted that the Agenda was revised to reflect the following: **Agenda Item #7.7:** 2014 Stated Transportation Improvement Program Adoption needs 2/3 vote; **Agenda Item #8.2:** Authorize the General Manager to execute a contract with the lowest responsible bidder for the Santa Clara Alum Rock Bus Rapid Transit Project- Civil and Station Improvements; and added **Addendum #3.1.E.X:** Conference with Real Property Negotiators.

Chairperson Pirzynski, noted that staff requested the following items be removed from Agenda: **Agenda Item #3.1.B:** Existing Litigation-Conference with Legal Counsel; **Agenda Item #3.1.C:** Anticipated Litigation-Conference with Legal Counsel; and **Agenda Item 3.4:** Labor Agreement negotiation between the Santa

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Clara Valley Transportation Authority (VTA) and Transportation Authority Engineers and Architects Association (TAEA).

Chairperson Pirzynski, noted that the Board Meeting will adjourn in memory of Anita Jacobson.

Board Member Liccardo and Board Member Rocha arrived and took their seats at 5:44 p.m. and a quorum was established.

Public Comment

The following public citizens expressed support for Sound Wall barriers in the Capitol/680/Alum Rock area for noise reduction, safety of the community and safety of homes located close to the freeway.

- Alofa Talivaa
- Ulitafa Mariner

Board Member Kalra expressed support for soundwalls.

Board Member Esteves expressed his support for soundwalls but expressed concern that soundwalls along I-680 in the City of Milpitas should be completed first. Board Member Esteves noted he will oppose Agenda Items #7.6 and #7.7.

M/S/C (Woodward/Chavez) on a vote of 7 ayes, 1 no and 0 abstention to accept the Orders of the Day and approve the Consent Agenda. Board Member Esteves opposed Agenda Items #7.6 and #7.7. Motion for Agenda Item 7.7 failed.

M/S/C (Liccardo/Chavez) to reconsider Agenda Item #7.7.

Vice Chairperson Kalra recommended removing Agenda Item #7.7 from Consent Agenda and place it on the Regular Agenda.

On order of Chairperson Pirzynski and there being no objection, the Board of Directors removed Agenda Item 7.7 from the Consent Agenda and placed it on the Regular Agenda.

2. AWARDS AND COMMENDATION

2.1 Employees of the Month for October 2013

Chairperson Pirzynski recognized Maria Luisa Sanchez-Ku, Human Resources Analyst, River Oaks Administration; Ronald Langston, Coach Operator, Chaboya Division; Jose Hernandez, Senior Track Worker, Guadalupe Division.

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NOTE: M/S/C MEANS MOTION SECONDED AND CARRIED AND, UNLESS OTHERWISE INDICATED, THE MOTION PASSED UNANIMOUSLY.

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3. CLOSED SESSION

Public Comment

The following VTA Employees and members of Transportation Authority Engineers and Architects Association (TAEA) addressed the Board of Directors and stressed the importance of realigning wages of TAEA members to attract and retain qualified employees. Members of TAEA commented that VTA Engineers make 12.5% under the average in salary compensation when compared to other counterparts at other local agencies and cities in the county.

- Harry Yip
- Franceen Weisert Anderson
- John Duesterhaus
- Bob Magliocco
- Manjit Singh Khalsa
- Kris Sabherwal
- Raj Sehdev
- Rachel Martinez

Board Member Abe Koga arrived and took her seat at 6:02 p.m.

3.1. Recess to Closed Session at 6:11 p.m.

- A. Existing Litigation - Conference with Legal Counsel
[Government Code Section 54956.9(a)]

Name of Case: Santa Clara Valley Transportation Authority v. Eastridge Shopping Center (Eminent Domain)
(Santa Clara Superior Court Case No.: 1-11-CV-209524)

B. (Removed from the Agenda)

Existing Litigation - Conference with Legal Counsel
[Government Code Section 54956.9(a)]

Name of Case: Truck Rail Handling, Inc., et al. v. Santa Clara Valley Transportation Authority, et al.
(Alameda County Superior Court Case No.: RG12628077)

C. (Removed from the Agenda)

Anticipated Litigation - Conference with Legal Counsel
Initiation of litigation pursuant to Government Code Section 54956.9(c).

Number of potential cases: 1
Name of potential opposing party: Union Pacific

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D. Anticipated Litigation - Conference with Legal Counsel
Significant exposure to litigation pursuant to Government Code Section 54956.9(b).

Number of potential cases: 1

E. Conference with Labor Negotiators
[Government Code Section 54957.6]

VTA Designated Representatives

Bill Lopez, Chief Administrative Officer
Robert L. Escobar, Deputy Director, Administrative Services
Joseph Smith, Chief Financial Officer

Employee Organizations

Transportation Authority Engineers and Architects Association (TAEA),
IFPTE, Local 21

3.1.E.X Conference with Real Property Negotiators
[Government Code Section 54956.8]

Property: Partial fee interest, permanent utility easements and a temporary construction easement on the property located at 3501 Tasman Drive in Santa Clara, California (APN: 104-49-029)

Agency Negotiator: Bijal Patel, Deputy Director, Property Development & Management

Negotiating Party: Michael Pelletier, Lake Marriott, LLC c/o Divco West

Under Negotiation: Price and terms of payment

3.2. Reconvened to Open Session at 7:40 p.m.

3.3. Closed Session Report

A. Existing Litigation - Conference with Legal Counsel
[Government Code Section 54956.9(a)]

Name of Case: Santa Clara Valley Transportation Authority v. Eastridge Shopping Center (Eminent Domain)
(Santa Clara Superior Court Case No.: 1-11-CV-209524)

Robert Fabela, General Counsel, reported that no reportable action was taken during Closed Session.

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D. Anticipated Litigation - Conference with Legal Counsel

Significant exposure to litigation pursuant to Government Code Section 54956.9(b).

Number of potential cases: 1

Mr. Fabela reported that no reportable action was taken during Closed Session.

E. Conference with Labor Negotiators

[Government Code Section 54957.6]

VTA Designated Representatives

Bill Lopez, Chief Administrative Officer

Robert L. Escobar, Deputy Director, Administrative Services

Joseph Smith, Chief Financial Officer

Employee Organizations

Transportation Authority Engineers and Architects Association (TAEA),
IFPTE, Local 21

Mr. Fabela reported that no reportable action was taken during Closed Session.

3.1.E.X Conference with Real Property Negotiators

[Government Code Section 54956.8]

Property: Partial fee interest, permanent utility easements and a temporary construction easement on the property located at 3501 Tasman Drive in Santa Clara, California (APN: 104-49-029)

Agency Negotiator: Bijal Patel, Deputy Director, Property Development & Management

Negotiating Party: Michael Pelletier, Lake Marriott, LLC c/o Divco West

Under Negotiation: Price and terms of payment

Robert Fabela reported that no reportable action was taken during Closed Session.

3.4 (Removed from the Agenda)

ACTION ITEM - Approve and authorize the General Manager to execute the amended successor labor agreement negotiated between the Santa Clara Valley Transportation Authority (VTA) and Transportation Authority Engineers and Architects Association (TAEA), IFPTE, Local 21.

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4. PUBLIC COMMENT

Ron Roberts, VTA employee and member of Service Employees International Union (SEIU) provided a brief overview of the handout that was distributed to all Board members.

Bill Hawthorne, Interested Citizen, expressed concern about VTA liability due to projects related to BART.

Marc DeLong, VTA Employee and TAEA member addressed the Board of Directors and stressed the importance of realigning wages of TAEA members to attract and retain qualified employees.

5. PUBLIC HEARINGS

There are no public hearings.

6. REPORTS

6.1. Citizens Advisory Committee (CAC) Chairperson's Report

Clinton Brownley provided a verbal report that highlighted the October 9, 2013 Citizens Advisory Committee meeting: 1) Caltrain Budget and Ridership Update; 2) Local Program Reserve Programming Actions; and 3) Adoption of VTA Title VI Policies and Standards.

6.2. Policy Advisory Committee (PAC) Chairperson's Report

A written report was provided and distributed to the Board Members.

6.3. General Manager's Report

Michael Burns, General Manager, provided a report highlighting the following: 1) Average weekday Ridership; and 2) VTA Hispanic Heritage Celebration on October 31, 2103.

6.3.A Silicon Valley Rapid Transit (SVRT) Program Update

Carolyn Gonot, Chief SVRT Program Officer, distributed a presentation entitled, "Bart Silicon Valley Update," highlighting: 1) Current Project Activities Fremont; 2) Current Project Activities Milpitas; 3) Current Project Activities San Jose; 4) Design-Build Parking Structures Contract & Parking Technology Procurement; and 5) Residential Noise Insulation Program (RNIP) Update and Next Steps.

6.3.B. Metropolitan Transportation Commission (MTC) and California Transportation Commission (CTC) updates.

There were no reports from the Metropolitan Transportation Commission (MTC) and California Transportation Commission (CTC) Activities.

On order of Chairperson Pirzynski and there being no objection to receive the General Manager's Report

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6.4. Chairperson's Report

Chairperson Pirzynski noted Michael Hursh, Chief Operating Officer, will provide a brief presentation on VTA Rail Safety.

Mr. Hursh provided a presentation entitled, "VTA Roadway Worker Protection," highlighting: 1) Track Access – Program Elements; 2) Light Rail Operator Training; 3) Work Zones; 4) Accessing the right of way; 5) VTA Compliance; 6) On Board Cameras; 7) Pocket Guides; and 8) Summary. Mr. Hursh noted advanced warning signs are going to be installed when trains are going at high speeds. Mr. Hursh added that the Board meeting will also adjourn in memoriam of the BART employees who passed away last month.

Chairperson Pirzynski noted the 2014 Chair & Vice Chair Election will be held during the December 2013 meeting. Chair Pirzynski noted that Board Member Kalra submitted a letter showing interest as the Chairperson for 2014 while Board Member Woodward and Alternate Board Member Price submitted letters showing interest as the Vice Chair for 2014. These letters are available on the dais.

Chairperson Pirzynski noted that the 2014 Board of Directors Meeting schedule is provide and advised all members to review.

7. CONSENT AGENDA**7.1. Board of Directors Workshop Meeting Minutes of September 27, 2013**

M/S/C (Woodward/Chavez) to approve the Board of Directors Workshop Meeting Minutes of September 27, 2013.

7.2. Board of Directors Workshop Regular Minutes of October 3, 2013

M/S/C (Woodward/Chavez) to approve the Board of Directors Regular Meeting Minutes of October 3, 2013.

7.3. Fiscal Year 2013 Quarterly Statement of Revenues and Expenses for the Period Ending June 30, 2013

M/S/C (Woodward/Chavez) to review and accept the Fiscal Year 2013 Quarterly Statement of Revenues and Expenses for the period ending June 30, 2013.

7.4. VTA Permit Fee Schedule Revisions

M/S/C (Woodward/Chavez) to revise the VTA Permit Policy to authorize the General Manager to waive fees for parties making transit improvements for VTA and adopt **Resolution No. 2013.11.24** amending the VTA Permit Fee Schedule, adjusting fees to be collected for Construction Access Permits and Restricted Access Permits to be consistent with the revision of VTA allocated rates.

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7.5. Adopt the 2013 VTA Congestion Management Program (CMP)

M/S/C (Woodward/Chavez) to adopt the 2013 VTA Congestion Management Program (CMP).

7.6. Local Program Reserve Programming Actions

M/S/C (Woodward/Chavez) to approve the allocation of \$5,460,000 of Local Program Reserve (LPR) to:

| | |
|--|-------------|
| SR 680 Corridor Study | \$250,000 |
| I-280 Corridor Study | \$250,000 |
| I-280/Winchester Blvd Off-Ramp | \$250,000 |
| US 101 Auxiliary Lanes Project | \$260,000 |
| SR 237, SR 85 and US 101 Express Lanes | \$4,450,000 |

7.7. (Removed from the Consent Agenda and placed on the Regular Agenda)

Adopt a resolution to program 2014 State Transportation Improvement Program (STIP) capacity to projects; approve a funding exchange of \$14.5 million in STIP funds for \$14.5 million in Measure A funds; increase the 2000 Measure A Transit Improvement Program Fund Capital Budget by \$14.5 million; and authorize the General Manager to execute appropriate funding agreements to receive STIP funds.

7.8. Pedestrian Swing Gates Replacement

M/S/C (Woodward/Chavez) to authorize the General Manager to execute a contract with GECMS Inc. dba Gyeron Construction, the second lowest responsible bidder, in the amount of \$337,400 for the construction of Pedestrian Swing Gates Replacement, and relieve the low bidder of its obligation to perform the contract.

7.9. Investment Program Controls Internal Audit

M/S/C (Woodward/Chavez) to review and receive the Auditor General's internal audit report on Investment Program Controls.

7.10. Auditor General Recommended FY 2014 & FY 2015 Internal Audit Work Plans

M/S/C (Woodward/Chavez) to approve the following Internal Audit Work Plans developed and recommended by the VTA Auditor General:

1. Fiscal Year (FY) 2014 for a maximum amount of \$358,800. This item replaces the Interim FY 2014 Internal Audit Work Plan approved by the Board on June 6, 2013 for a maximum amount of \$290,500.

2. FY 2015 for a maximum amount of \$364,500.

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7.11. Silicon Valley Rapid Transit Program Project Delivery Method and Project Execution Assessment

M/S/C (Woodward/Chavez) to review and receive the Auditor General's report on the Silicon Valley Rapid Transit Program Project Delivery Method and Project Execution Assessment.

7.12. Sheriff's Office Contract Compliance Internal Audit

M/S/C (Woodward/Chavez) to review and receive the Auditor General's report on the Sheriff's Office Contract Compliance Internal Audit.

7.13. Monthly Legislative History Matrix

M/S/C (Woodward/Chavez) to review the Monthly Legislative History Matrix.

7.14. VTA Noise Barrier Program

M/S/C (Woodward/Chavez) to review VTA's adopted Sound Barrier Program.

7.15. VTA Integrity Helpline Program Status Update

M/S/C (Woodward/Chavez) to receive a status update on implementation of the VTA Integrity Helpline.

8. REGULAR AGENDA

8.1. Adoption of VTA Title VI Policies and Standards

Michael Burns, General Manager, noted that the Title VI policies are a continuation of comprehensive discussions that began at the Board of Directors Workshop and continued throughout VTA's various committee meetings. Mr. Burns noted the Title VI policies are required and mandated by Federal Transit Administration (FTA). Mr. Burns stated Sylvester Fadal, Human Resources Manager, will review the following: Major Service Change, Disparate Impact and Disproportionate Burden Policies and the System-wide Service Standards & Policies.

Mr. Fadal reviewed the Title VI presentation included in the agenda packet. He referenced Slide 5 – Public Engagement, and noted that staff conducted extensive outreach including community meetings and presentations to the organizations and stakeholders within the area where VTA service is provided. The feedback gathered through this outreach process was considered in the policies being presented for approval.

Mr. Fadal stated the Disparate Impact Policy is designed to address the effects that fare or major service changes have on minority populations, which VTA has always done. The proposed Disparate Impact Policy documents the processes and the application of a threshold that is used when analyzing proposed fare or major service changes.

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The Disproportionate Burden Policy is similar to the Disparate Impact Policy but focuses on the effects that fare and major services changes have on low-income populations. The same 10 percent threshold is applied to determine if the low-income riders are more negatively affected or less positively affected by the proposed change than VTA riders as a whole.

Mr. Fadal referred to slide 14 - Service Equity Analysis example, which presents a graphic layout of how VTA conducts equity analysis for proposed major services changes to determine if disparate impacts to minority riders exist. An equity analysis is conducted for proposed major services changes whether the changes are a reduction or an improvement of service. When analyzing changes for disparate impacts, VTA evaluates the impact of those changes to minority riders compared to the overall ridership. If the impacts are significant and higher than the set threshold, VTA will make every effort to mitigate those impacts and address the needs of the community.

The System-Wide Service Standards & Policies are used to track, monitor, and evaluate VTA's service performance to prohibit discrimination on the basis of race, color, or national origin. Critical areas that are evaluated include: peak load factors, headways, on-time performance, service availability, and ridership productivity. Mr. Fadal noted that this policy ensures that VTA services and resources are distributed equitably.

Board Member Chavez recommended that in future reports regarding service related changes, staff should indicate Title VI policies compliance and the benchmarks used.

Mr. Burns noted that in general, transit agencies note that but it is not as prominent. If the policies discussed are adopted by the Board, the future reports would prominently outline the analysis and the compliance to the policies and regulations.

Upon inquiry of Board Member Chavez, Mr. Burns responded that when VTA conducted the Comprehensive Operations Analysis, staff studied and evaluated each route in the system and made appropriate changes. When the services were rebalanced, the analysis showed that VTA provided more services to transit dependent and lower-income neighborhoods.

Alternate Board Member Whittum, inquired about the specific bus change in January 2008 in the City of Sunnyvale. Staff noted the inquiry and stated a response will be prepared.

M/S/C (Chavez/Woodward) to adopt the proposed Major Service Change, Disparate Impact and Disproportionate Burden Policies and the System-wide Service Standards & Policies as mandated by Federal Transit Administration (FTA) Title VI guidelines.

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7.7. 2014 STIP Program Adoption

John Ristow, Chief CMA Officer presented a brief overview of the staff report.

Public Comment

Art Calderon, Interested Citizen, expressed support for Sound Wall barriers in the Capitol/680/Alum Rock area for safety of the community and safety of homes located close to the area.

Board Member Esteves expressed his opposition to Agenda Item #7.7.

M/S/C (**Liccardo/Kalra**) on a vote of 8 ayes, 1 no and 0 abstention to adopt **Resolution No. 2013.11.25** to program 2014 State Transportation Improvement Program (STIP) capacity to projects; approve a funding exchange of \$14.5 million in STIP funds for \$14.5 million in Measure A funds; increase the 2000 Measure A Transit Improvement Program Fund Capital Budget by \$14.5 million; and authorize the General Manager to execute appropriate funding agreements to receive STIP funds. Board Member Esteves opposed.

Board Member Kalra left his seat at 8: 27 pm.

8.2. Santa Clara Alum Rock Bus Rapid Transit Project – Civil and Station Improvements Contract

Mark Robinson, Chief Engineering & Construction Officer, presented a brief overview of the staff report.

Public Comment

Paul Cianciarulo, Graniterock Company, expressed opposition to awarding the Santa Clara – Alum Rock Bus Rapid Transit Bid Project to Goodfellow Top Grade Construction.

Brian Gates, Goodfellow Top Grade Construction, expressed his thanks and appreciation to VTA Staff and the Board of Directors. Mr. Gates commended VTA Staff for the professionalism that was carried out through the process.

M/S/C (**Chavez/ Woodward**) to authorize the General Manager to execute a contract with Goodfellow Top Grade, the lowest responsible bidder, in the amount of \$54,163,685 for the construction of the Santa Clara Alum Rock Bus Rapid Transit Project - Civil and Station Improvements.

9. OTHER ITEMS

9.1. ITEMS OF CONCERN AND REFERRAL TO ADMINISTRATION

There were no Items of Concern and Referral to Administration.

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9.2. Reports from VTA Committees, Joint Powers Boards (JPB), and Regional Commissions.**9.2.A. VTA Standing Committees**

- Committee of the Whole (COW) – October 17, 2013, Minutes as contained in the Agenda Packet.
- Administration and Finance Committee (A&F) – There was no report.
- Congestion Management Program and Planning Committee (CMPP) – There was no report.
- Transit Planning and Operations Committee (TP&O) – There was no report.
- Audit Committee – There was no report.
- Silicon Valley Rapid Transit Program Working Committee – There was no report.

9.2.B. VTA Advisory Committees

- Committee for Transit Accessibility (CTA) – October 9, 2013, Minutes as contained in the Agenda Packet.
- Citizens Advisory Committee (CAC) and 2000 Measure A Citizens Watchdog Committee (CWC) – October 9, 2013, Minutes as contained in the Agenda Packet.
- Bicycle & Pedestrian Advisory Committee (BPAC) – There was no report.
- Technical Advisory Committee (TAC) – There was no report.
- Policy Advisory Committee (PAC) – October 10, 2013, Minutes as contained in the Agenda Packet.

9.2.C. VTA Policy Advisory Boards (PAB)

- Diridon Station Joint Policy Advisory Board - There was no report.
- Downtown East Valley PAB - There was no report.
- El Camino Real Rapid Transit PAB - There was no report.
- Silicon Valley Rapid Transit Corridor and BART Warm Springs Extension PAB - There was no report.

9.2.D. Joint Powers Boards and Regional Commissions

- Peninsula Corridor JPB – November 7, 2013, Summary Notes were accepted as contained on the dais.
- Capitol Corridor JPB – There was no report.
- Dumbarton Rail Corridor Policy Committee - There was no report.
- Metropolitan Transportation Commission (MTC) – October 23, 2013, Summary Notes were accepted as contained on the dais.
- Sunol Smart Carpool Lane Joint Powers Authority - There was no report.
- SR 152 Mobility Partnership - There was no report.

9.3. ANNOUNCEMENTS

Board Member Rocha expressed his thanks to Michael Burns, General Manager and Jim Lawson, Executive Policy Advisor for addressing a referral submitted in a timely manner.

10. ADJOURNMENT


On order of Chairperson Pirzynski and there being no objection, the meeting was adjourned in memory of Anita Jacobson, Laurence Daniels, and David Sheppard at 8:35 p.m.

Respectfully submitted,



Theadora Travers, Board Assistant
VTA Office of the Board Secretary

I certify that the foregoing instrument
is a true and exact copy of the original
on file in the Secretary of the Board of
Director's office.


Date 12/17/13

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Major Service Change, Disparate Impact, & Disproportionate Burden Policies

VTA Title VI Program (2011-2014)
October 24, 2013

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Valley Transportation Authority

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| | | |
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| TITLE VI AND ENVIRONMENTAL JUSTICE POLICIES | POLICY | |
| | Document Number: | AS-HR-PL-2582 |
| | Version Number: | 01 |

1.0 Purpose:

Title VI (codified at 42 U.S.C. §2000 et seq.) was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

In order to comply with Federal Transit Administration’s (FTA) Title VI Circular 4702.1B and Environmental Justice Circular 4703.1 requirements, VTA is required to create and adopt Major Service Change, Disparate Impact, and Disproportionate Burden Policies. These policies are used during the planning process to evaluate the impact of major service and fare changes on minority and low income passengers.

In the development of these policies, VTA was also required to seek input from the community, including low-income, minority, and limited English proficient populations, which are traditionally under-represented in the transit decision-making process.

2.0 Scope:

These policies apply to all “major” service changes, and to all fare changes, regardless of magnitude, except as specifically defined herein.

3.0 Responsibilities:

All VTA employees are required to comply with federal and state Title VI and environmental justice laws, regulations, and administrative directives with regard to policies, projects, programs, services, and activities. The Title VI and Environmental Justice Procedures describe divisional and departmental responsibilities.

4.0 Policy:

In accordance with FTA Title VI requirements, VTA shall perform a Service or Fare Equity Analysis to evaluate the positive and negative impacts of all major service and fare changes on minority and low income passengers. The Major Service Change policy determines which proposed service changes require an Equity Analysis. The Disparate Impact and Disproportionate Burden policies contained provide guidance to staff in their analysis of the effects of the proposed changes. As previously noted, all fare changes proposals are subject to a Fare Equity Analysis.

VTA’s Board of Directors must approve the Major Service Change, Disparate Impact, and Disproportionate Burden policies before they can be incorporated into the Title VI Program and submitted to the FTA. Any future amendments to the policies are also subject to Board review.



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| Appendix A: TITLE VI AND ENVIRONMENTAL JUSTICE POLICIES VTA Title VI Policy and Adoption | POLICY | |
| | Document Number: | AS-HR-PL-2582 |
| | Version Number: | 01 |

4.1 Major Service Change Policy

VTA implements service changes on a quarterly basis in January, April, July and October. Proposed "major" service changes must be submitted to the VTA Board of Directors for review and approval. For Title VI purposes, all "major" service changes will require a Service Equity Analysis.

The following modifications shall be considered "major" service changes:

- The establishment of a new transit line or service;
- The elimination of a transit line or service;
- A route change that impacts 25 percent or more of a line's route miles;
- Span of service or frequency changes affecting 25 percent or more of a line's revenue vehicle hours;
- A series of changes on a single route which are included in the two-year Transit Service Plan and cumulatively meet any of the above criteria;
- Proposed changes that are anticipated to be controversial with a particular community or interested parties based on public feedback; and
- A system-wide change concurrently affecting 5 percent or more of the total system revenue hours.

The following types of modifications are not classified as "major" service changes and shall not require Service Equity Analyses:

- Special event service;
- Routing changes due to construction or other road closures; and
- Special service operated during emergencies;

Service change proposals that do not meet the criteria for "major" service changes are still subject to an appropriate level of public review and comment.

4.2 Disparate Impact Policy

The Disparate Impact Policy establishes a threshold for determining if a given service or fare change would result in a fair distribution of positive and negative effects on minority passengers.

As defined by FTA Title VI Circular 4702.1B:

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists



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| Appendix A: VTA Title VI Policy and Adoption | TITLE VI AND ENVIRONMENTAL JUSTICE POLICIES | | POLICY | |
| | | | Document Number: | AS-HR-PL-2582 |
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one or more alternatives that would service the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

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

For Service or Fare Equity Analyses conducted by VTA, a disparate impact threshold of 10 percent shall be used to determine if minority riders are more negatively affected – or less positively affected – by the proposed change(s) than VTA riders as a whole. The 10 percent threshold applies to the difference between the aggregate impacts of the proposed change(s) on minority passengers and the aggregate impacts of the proposed change(s) on overall VTA ridership. Analyses shall be based on the most recent VTA passenger survey data, but may also use census data if survey data is inadequate or unavailable.

If VTA finds that a disparate impact exists, it shall analyze alternatives to determine if another alternative could serve the same legitimate objective with less of a disparate impact. If a less discriminatory alternative does not exist **and** VTA has substantial legitimate justification that cannot otherwise be accomplished, VTA shall mitigate the impact of the change on affected minority riders.

4.3 Disproportionate Burden Policy

The Disproportionate Burden Policy establishes a threshold for determining if a given service or fare change would result a fair distribution of positive and negative effects on low-income riders.

As defined by FTA Title VI Circular 4702.1B:

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 where practicable.

The policy shall establish a threshold for determining when



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| Appendix A: VTA Title VI Policy and Adoption | TITLE VI AND ENVIRONMENTAL JUSTICE POLICIES | POLICY | |
| | | Document Number: | AS-HR-PL-2582 |
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adverse effects of service or fare changes are borne disproportionately by low-income populations. The disproportionate burden threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by low-income populations as compared to impacts born by non-low-income populations. The disproportionate burden threshold must be applied uniformly... and cannot be altered until the next Title VI Program submission.

For Service or Fare Equity Analyses conducted by VTA, a disproportionate burden threshold of 10 percent shall be used to determine if low-income riders are more negatively affected – or less positively affected – by the proposed change(s) than VTA riders as a whole. The 10 percent threshold applies to the difference in the aggregate impacts of the proposed change(s) on low-income passengers compared to the aggregate impacts of the proposed change(s) on overall VTA ridership. Analyses shall be based on the most recent VTA passenger survey data, but may also use census data if survey data is inadequate or unavailable.

If VTA finds that low-income populations will incur a disproportionate burden from a proposed service or fare change, VTA shall identify alternatives available to affected low-income riders and take steps to avoid, minimize, or mitigate impacts where practicable.

5.0 Definitions:

5.1 Environmental Justice

The overarching objective of environmental justice is a fair distribution of the benefits or burdens associated with Federal programs, policies, and activities.

5.2 Fare Change

An increase or decrease in a transit provider’s fare. All fare changes, except the following, are subject to a fare equity analysis:

- “Spare the air days” or other instances when a local municipality or transit agency has declared that all passengers ride free.
- Temporary fare reductions that are mitigating measures for other actions.
- Promotional fare reductions. If promotional or temporary fare reductions last longer than six months, then FTA considers the fare reduction permanent and the transit provider must conduct a fare equity analysis.

5.3 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



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reported to the U.S. Census that they speak English less than very well, not well, or not at all.

5.4 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.

5.5 Minority Population

Means a readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

5.6 National Origin

Means the particular nation in which a person was born, or where the person's parents or ancestors were born.

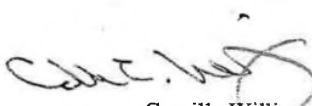
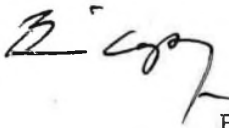
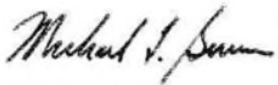
5.7 Title VI

Title VI of the Civil Rights Act of 1964 provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participated in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

6.0 Summary of Changes:

Initial release of this policy. This policy was approved by the Board of Directors on November 7, 2013.

7.0 Approval Information:

| <i>Prepared by</i> | <i>Reviewed by</i> | <i>Approved by</i> |
|---|---|--|
|  Camille Williams Title VI/LEP Project Manager |  Bill Lopez Chief Administrative Officer |  Michael T. Burns General Manager |

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11/10/13
Date Signed



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Appendix C: Matrix of Ridership Analysis - Saturday

Change in projected SATURDAY ridership between Interim April 2020, Non-COVID service plan, and the 2023 Transit Service Plan 2023 TSP

| Route | 2020 Ridership | 2020 Low-Income | 2020 Minority | 2020 % Low-Income | 2020 % Minority | 2023 Ridership | 2023 Low-Income | 2023 Minority | 2023 % Low-Income | 2023 % Minority | Change Ridership | Change Low-Income | Change Minority | Change % Low-Income | Change % Minority |
|---|----------------|-----------------|---------------|-------------------|-----------------|----------------|-----------------|---------------|-------------------|-----------------|------------------|-------------------|-----------------|---------------------|-------------------|
| 20. Seward Shopping Center - Santa Clara Transit Center | 32 | 89 | 98 | 37% | 45% | 18 | 57 | 66 | 31% | 37% | -14 | -32 | -37% | -12% | |
| 21. Palo Alto - San Jose | 144 | 464 | 442 | 49% | 77% | 138 | 450 | 430 | 49% | 77% | -6 | -14 | -4% | -2% | |
| 22. De Anza Cal - Alum Rock Transit Center | 111 | 362 | 351 | 32% | 31% | 111 | 362 | 351 | 32% | 31% | 0 | 0 | 0% | 0% | |
| 23. De Anza Cal - Alum Rock Transit Center | 111 | 362 | 351 | 32% | 31% | 111 | 362 | 351 | 32% | 31% | 0 | 0 | 0% | 0% | |
| 24. San Jose - San Jose | 85 | 147 | 147 | 17% | 17% | 85 | 147 | 147 | 17% | 17% | 0 | 0 | 0% | 0% | |
| 25. San Jose - San Jose | 7 | 17 | 17 | 2% | 2% | 7 | 17 | 17 | 2% | 2% | 0 | 0 | 0% | 0% | |
| 26. The Village - San Jose | 21 | 119 | 119 | 14% | 14% | 21 | 119 | 119 | 14% | 14% | 0 | 0 | 0% | 0% | |
| 27. The Village - San Jose | 18 | 102 | 102 | 14% | 14% | 18 | 102 | 102 | 14% | 14% | 0 | 0 | 0% | 0% | |
| 28. The Village - San Jose | 13 | 78 | 78 | 14% | 14% | 13 | 78 | 78 | 14% | 14% | 0 | 0 | 0% | 0% | |
| 29. The Village - San Jose | 36 | 212 | 212 | 18% | 18% | 36 | 212 | 212 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 30. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 31. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 32. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 33. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 34. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 35. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 36. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 37. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 38. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 39. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 40. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 41. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 42. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 43. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 44. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 45. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 46. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 47. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 48. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 49. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 50. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 51. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 52. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 53. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 54. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 55. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 56. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 57. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 58. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 59. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 60. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 61. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 62. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 63. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 64. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 65. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 66. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 67. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 68. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 69. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 70. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 71. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 72. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 73. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 74. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 75. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 76. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 77. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 78. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 79. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 80. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 81. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 82. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 83. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 84. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 85. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 86. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 87. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 88. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 89. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 90. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 91. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 92. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 93. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 94. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 95. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 96. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 97. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 98. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 99. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |
| 100. The Village - San Jose | 35 | 207 | 207 | 18% | 18% | 35 | 207 | 207 | 18% | 18% | 0 | 0 | 0% | 0% | |

| Delta (Effects of Service Change) | 2.4% | 3.3% | 2.3% |
|-----------------------------------|------|------|------|
| Passengers per day | | | |
| Low-income Passengers | | | |
| Minority Passengers | | | |
| % Low-Income, systemwide | | | |
| % Minority, Systemwide | | | |

Notes

- Segment Ridership Column: Denotes % of ridership that derives from a specific segment of a route
- Highlighted rows: Any rows highlighted in yellow meet one or more definitions of "Major Service Change" outlined in VTA's Transit Service Guidelines for the 2023 Transit Service Plan.
- % Low-Income, % Minority: Some routes show different % Low-Income or % Minority due to differences in routing.
- % Low-Income, % Minority values: These values come from the 2020 Census data, supplied by Remis Mapping Software

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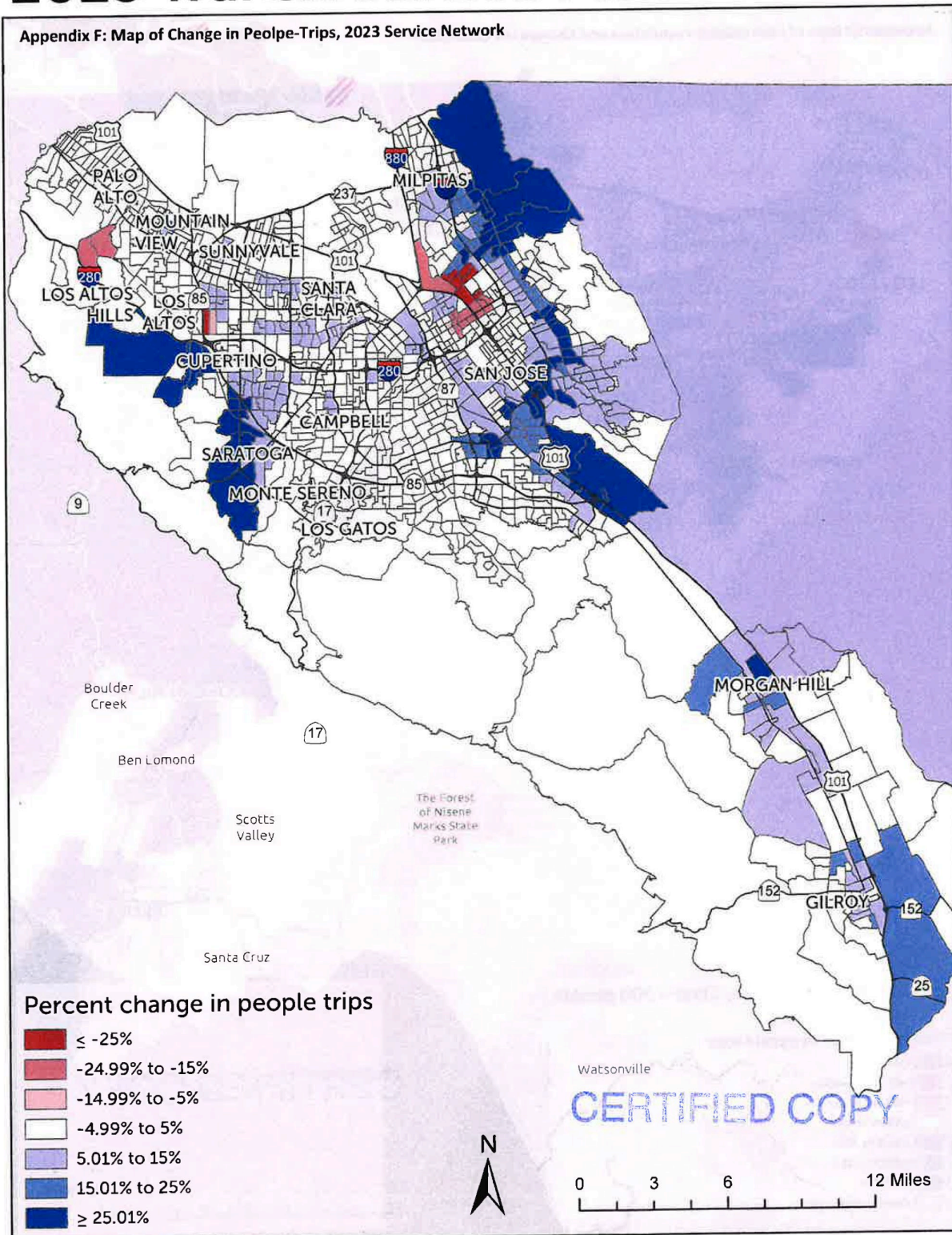
Appendix E: Matrix of People-Trips by Route - Systemwide

| Routes and route variations | Planned non-COVID April 2020 Service | | | | | | 2023 Transit Service Plan | | | | | | Change from April 2020 Service Network to 2023 TSP Service Network (changes higher than area average in green) | | | | | | | | |
|---|--------------------------------------|------------|----------|------------------|----------------------------|------------|---------------------------|------------------|----------------------------|----------------|----------|------------------|--|------------|----------|--|--------------------------|------------------|---------------|-------|-------|
| | Inbound Trips | | | Outbound Trips | | | Inbound Trips | | | Outbound Trips | | | People Trips | | | Change from April 2020 Service Network | Change from Area Average | | | | |
| | Population (within 1/4 mi) | Low Income | Minority | Trips (Annually) | Population (within 1/4 mi) | Low Income | Minority | Trips (Annually) | Population (within 1/4 mi) | Low Income | Minority | Trips (Annually) | Population (within 1/4 mi) | Low Income | Minority | | | Trips (Annually) | | | |
| 20 Higgins BART - Sausalito Transit Center | 21,844 | 14.8% | 78.0% | 11,730 | 25,160 | 14.3% | 78.0% | 11,730 | 21,844 | 14.8% | 78.0% | 12,240 | 25,160 | 14.3% | 78.0% | 12,240 | 22,970,040 | 2,454,218 | 18,524,820 | 73.9% | 73.9% |
| 21 Sausalito Shopping Center - Sausalito Transit Center | 86,042 | 16.6% | 61.1% | 8,330 | 84,889 | 18.6% | 61.3% | 8,330 | 86,042 | 16.6% | 61.1% | 9,045 | 86,869 | 16.8% | 61.3% | 9,045 | 128,491,365 | 21,506,709 | 77,421,650 | 18.8% | 61.3% |
| 22 Downtown Shopping Center - Downtown Transit Center | 40,211 | 17.4% | 55.1% | 900 | 40,335 | 17.3% | 55.4% | 900 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -53,222,960 | -9,243,999 | -39,420,830 | 17.4% | 55.1% |
| 23 San Anselmo Transit Center - Embarcadero | 123,003 | 21.1% | 70.3% | 27,120 | 121,906 | 21.3% | 70.3% | 27,120 | 123,003 | 21.1% | 70.3% | 27,120 | 121,906 | 21.3% | 70.3% | 27,120 | 0 | 0 | 0 | 0 | 0 |
| 24 De Anza College - Alamo Road Station via Mission Center | 64,655 | 23.9% | 74.3% | 24,325 | 63,806 | 24.4% | 74.2% | 24,325 | 64,655 | 23.9% | 74.3% | 24,567 | 63,806 | 24.4% | 74.3% | 24,567 | 26,204,865 | 8,760,869 | 25,905,015 | 26.4% | 74.3% |
| 25 De Anza College - Alamo Road Station via Valley Road | 57,420 | 31.7% | 81.4% | 25,705 | 55,948 | 31.9% | 81.5% | 25,705 | 57,420 | 31.7% | 81.4% | 57,420 | 55,948 | 31.9% | 81.5% | 57,420 | 17,328,380 | 5,465,317 | 14,154,800 | 31.2% | 81.5% |
| 26 Valley Medical Center - De Anza College | 28,861 | 12.2% | 72.0% | 12,510 | 29,844 | 12.1% | 72.0% | 12,510 | 28,861 | 12.2% | 72.0% | 12,240 | 29,844 | 12.1% | 72.0% | 12,240 | 44,911,790 | 5,490,900 | 32,340,770 | 29.3% | 72.0% |
| 27 West Valley College - Embarcadero | 43,977 | 20.7% | 62.0% | 20,200 | 41,996 | 20.3% | 62.2% | 20,200 | 43,977 | 20.7% | 62.0% | 20,200 | 41,996 | 20.3% | 62.2% | 20,200 | 4,711,630 | 966,023 | 2,678,745 | 29.3% | 62.2% |
| 28 West Valley College - West Valley College | 4,865 | 9.5% | 51.9% | 7,365 | 5,013 | 10.5% | 52.2% | 7,365 | 4,865 | 9.5% | 51.9% | 7,365 | 5,013 | 10.5% | 52.2% | 7,365 | 0 | 0 | 0 | 0 | 0 |
| 29 West Valley College - West Valley College | 65,020 | 14.0% | 54.4% | 6,410 | 64,096 | 14.2% | 54.6% | 6,410 | 65,020 | 14.0% | 54.4% | 6,775 | 64,096 | 14.2% | 54.6% | 6,775 | 41,183,085 | 6,502,216 | 25,665,850 | 17.1% | 54.6% |
| 30 West Valley College - Embarcadero | 10,079 | 15.4% | 60.6% | 8,105 | 14,644 | 19.7% | 60.8% | 8,105 | 10,079 | 15.4% | 60.6% | 8,715 | 14,644 | 19.7% | 60.8% | 8,715 | 16,878,950 | 2,629,637 | 15,225,100 | 16.7% | 60.8% |
| 31 West Valley College - Embarcadero | 33,614 | 14.0% | 59.0% | 3,315 | 33,785 | 14.1% | 59.0% | 3,315 | 33,614 | 14.0% | 59.0% | 3,570 | 33,714 | 14.1% | 59.0% | 3,570 | 8,571,570 | 1,989,548 | 4,712,400 | 17.4% | 59.0% |
| 32 West Valley College - Embarcadero | 22,576 | 7.1% | 68.4% | 4,415 | 22,188 | 7.2% | 68.4% | 4,415 | 22,576 | 7.1% | 68.4% | 4,925 | 22,188 | 7.2% | 68.4% | 4,925 | 22,828,620 | 1,621,017 | 20,407,140 | 17.0% | 68.4% |
| 33 West Valley College - Embarcadero | 29,321 | 17.4% | 57.3% | 8,365 | 29,007 | 17.7% | 57.4% | 8,365 | 29,321 | 17.4% | 57.3% | 8,665 | 29,007 | 17.7% | 57.4% | 8,665 | 18,061,880 | 3,173,803 | 10,374,460 | 17.0% | 57.4% |
| 34 Foothill College - Mountain View Transit Center via Mission Center | 27,880 | 18.1% | 58.6% | 770 | 27,768 | 18.3% | 58.5% | 770 | 27,880 | 18.1% | 58.6% | 675 | 27,768 | 18.3% | 58.5% | 675 | 3,059,540 | 507,006 | 1,792,289 | 18.2% | 58.5% |
| 35 Foothill College - Mountain View Transit Center via Mission Center | 34,817 | 24.1% | 65.3% | 3,315 | 35,052 | 25.6% | 65.2% | 3,315 | 34,817 | 24.1% | 65.3% | 4,590 | 35,052 | 25.6% | 65.2% | 4,590 | 68,401,725 | 23,195,733 | 76,656,823 | 24.6% | 65.3% |
| 36 Foothill College - Mountain View Transit Center via Mission Center | 10,081 | 10.3% | 68.4% | 8,225 | 9,800 | 10.1% | 68.6% | 8,225 | 10,081 | 10.3% | 68.4% | 8,740 | 9,800 | 10.1% | 68.6% | 8,740 | 11,236,415 | 1,150,278 | 9,947,956 | 18.2% | 68.6% |
| 37 Mountain BART - McCarty Ranch via Park Victoria (A) | 14,022 | 13.1% | 68.0% | 9,300 | 14,022 | 12.6% | 68.0% | 9,300 | 14,022 | 13.1% | 68.0% | 9,300 | 14,022 | 12.6% | 68.0% | 9,300 | 0 | 0 | 0 | 0 | 0 |
| 38 Mountain BART - McCarty Ranch via Park Victoria (A) | 37,120 | 10.4% | 62.1% | 3,315 | 36,855 | 10.4% | 61.9% | 3,315 | 37,120 | 10.4% | 62.1% | 4,845 | 36,841 | 10.4% | 61.9% | 4,845 | 132,022,980 | 14,437,311 | 80,651,655 | 10.4% | 61.9% |
| 39 Mountain BART - McCarty Ranch via Park Victoria (A) | 23,303 | 11.2% | 54.3% | 1,785 | 24,022 | 11.0% | 53.7% | 1,785 | 23,303 | 11.2% | 54.3% | 2,040 | 24,447 | 11.5% | 53.6% | 2,040 | 7,404,180 | 962,839 | 3,865,026 | 11.2% | 53.6% |
| 40 Mountain BART - McCarty Ranch via Park Victoria (A) | 28,556 | 12.2% | 53.2% | 2,040 | 28,722 | 12.4% | 53.6% | 2,040 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -18,861,200 | -15,844,338 | -66,854,123 | 11.2% | 53.6% |
| 41 Mountain BART - McCarty Ranch via Park Victoria (A) | 13,213 | 13.8% | 69.5% | 6,820 | 13,916 | 13.9% | 69.4% | 6,820 | 13,213 | 13.8% | 69.5% | 6,820 | 13,916 | 13.9% | 69.4% | 6,820 | 0 | 0 | 0 | 0 | 0 |
| 42 Mountain BART - McCarty Ranch via Park Victoria (A) | 50,372 | 13.9% | 68.1% | 8,630 | 50,840 | 13.0% | 68.2% | 8,630 | 50,372 | 13.9% | 68.1% | 7,730 | 50,640 | 13.9% | 68.2% | 7,730 | 111,333,200 | 15,475,023 | 73,892,300 | 13.9% | 68.2% |
| 43 Mountain BART - McCarty Ranch via Park Victoria (A) | 47,023 | 10.2% | 74.1% | 10,430 | 39,034 | 13.3% | 73.0% | 10,430 | 47,023 | 10.2% | 74.1% | 10,435 | 39,034 | 13.3% | 73.0% | 10,435 | 0 | 0 | 0 | 0 | 0 |
| 44 Mountain BART - McCarty Ranch via Park Victoria (A) | 71,109 | 15.7% | 65.0% | 19,860 | 70,160 | 15.1% | 64.9% | 19,860 | 71,109 | 15.7% | 65.0% | 17,730 | 70,160 | 15.1% | 64.9% | 17,730 | 90,185,995 | 12,751,245 | 58,920,370 | 15.7% | 64.9% |
| 45 Mountain BART - McCarty Ranch via Park Victoria (A) | 33,748 | 12.9% | 69.2% | 15,360 | 34,324 | 12.7% | 69.5% | 15,360 | 33,748 | 12.9% | 69.2% | 15,566 | 34,324 | 12.7% | 69.5% | 15,566 | 17,860,910 | 2,214,933 | 12,040,335 | 12.9% | 69.5% |
| 46 Mountain BART - McCarty Ranch via Park Victoria (A) | 33,708 | 12.9% | 69.2% | 15,360 | 34,324 | 12.7% | 69.5% | 15,360 | 33,708 | 12.9% | 69.2% | 15,566 | 34,324 | 12.7% | 69.5% | 15,566 | 11,221,485 | 1,431,701 | 7,742,960 | 12.9% | 69.5% |
| 47 Mountain BART - McCarty Ranch via Park Victoria (A) | 30,288 | 19.1% | 63.4% | 8,620 | 30,134 | 19.1% | 63.4% | 8,620 | 30,288 | 19.1% | 63.4% | 7,905 | 30,134 | 19.1% | 63.4% | 7,905 | -61,072,450 | -9,747,714 | -32,387,295 | 19.1% | 63.4% |
| 48 Mountain BART - McCarty Ranch via Park Victoria (A) | 30,254 | 11.2% | 63.4% | 8,620 | 30,025 | 10.1% | 63.4% | 8,620 | 30,254 | 11.2% | 63.4% | 1,810 | 30,095 | 10.1% | 63.4% | 1,810 | 90,256,465 | 17,223,805 | 57,276,070 | 11.2% | 63.4% |
| 49 Mountain BART - McCarty Ranch via Park Victoria (A) | 38,983 | 20.7% | 68.2% | 22,475 | 38,818 | 20.7% | 68.1% | 22,475 | 38,983 | 20.7% | 68.2% | 22,990 | 38,818 | 20.7% | 68.1% | 22,990 | 37,477,975 | 7,258,045 | 23,530,775 | 20.7% | 68.1% |
| 50 Mountain BART - McCarty Ranch via Park Victoria (A) | 45,534 | 19.1% | 71.1% | 20,485 | 45,433 | 18.9% | 71.0% | 20,485 | 45,534 | 19.1% | 71.1% | 20,485 | 45,433 | 18.9% | 71.0% | 20,485 | 491,353,285 | 54,470,272 | 433,844,860 | 19.1% | 71.0% |
| 51 Mountain BART - McCarty Ranch via Park Victoria (A) | 13,220 | 16.0% | 60.2% | 11,710 | 13,009 | 15.7% | 60.5% | 11,710 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | -317,680,590 | -50,333,817 | -287,527,340 | 16.0% | 60.2% |
| 52 Mountain BART - McCarty Ranch via Park Victoria (A) | 14,937 | 13.7% | 53.1% | 10,595 | 14,638 | 13.6% | 53.2% | 10,595 | 14,937 | 13.7% | 53.1% | 10,595 | 14,638 | 13.6% | 53.2% | 10,595 | 14,137,425 | 1,942,200 | 7,511,175 | 13.7% | 53.2% |
| 53 Mountain BART - McCarty Ranch via Park Victoria (A) | 59,844 | 25.5% | 60.2% | 12,280 | 57,584 | 25.1% | 60.7% | 12,280 | 59,844 | 25.5% | 60.2% | 12,280 | 57,584 | 25.1% | 60.7% | 12,280 | 0 | 0 | 0 | 0 | 0 |
| 54 Mountain BART - McCarty Ranch via Park Victoria (A) | 71,109 | 15.7% | 65.0% | 19,860 | 70,160 | 15.1% | 64.9% | 19,860 | 71,109 | 15.7% | 65.0% | 17,730 | 70,160 | 15.1% | 64.9% | 17,730 | 25,688,215 | 7,688,805 | 23,973,675 | 15.7% | 64.9% |
| 55 Mountain BART - McCarty Ranch via Park Victoria (A) | 48,077 | 24.3% | 61.4% | 21,825 | 47,252 | 24.3% | 61.1% | 21,825 | 48,077 | 24.3% | 61.4% | 21,825 | 47,252 | 24.3% | 61.1% | 21,825 | 0 | 0 | 0 | 0 | 0 |
| 56 Mountain BART - McCarty Ranch via Park Victoria (A) | 70,021 | 27.1% | 77.4% | 23,130 | 68,243 | 27.8% | 76.9% | 23,130 | 70,021 | 27.1% | 77.4% | 23,130 | 68,243 | 27.8% | 76.9% | 23,130 | 0 | 0 | 0 | 0 | 0 |
| 57 Mountain BART - McCarty Ranch via Park Victoria (A) | 31,145 | 30.7% | 80.0% | 21,910 | 30,961 | 30.0% | 80.1% | 21,910 | 31,145 | 30.7% | 80.0% | 21,910 | 30,961 | 30.0% | 80.1% | 21,910 | 1,443,958,320 | 411,218,680 | 1,276,320,420 | 30.7% | 80.0% |
| 58 Mountain BART - McCarty Ranch via Park Victoria (A) | 22,764 | 13.6% | 66.1% | 10,470 | 22,447 | 13.6% | 66.1% | 10,470 | 22,764 | 13.6% | 66.1% | 10,470 | 22,447 | 13.6% | 66.1% | 10,470 | -1,026,560 | -104,021 | -942,300 | 13.6% | 66.1% |
| 59 Mountain BART - McCarty Ranch via Park Victoria (A) | 85,492 | 22.9% | 68.8% | 11,480 | 81,802 | 23.1% | 69.0% | 11,480 | 85,492 | 22.9% | 68.8% | 18,475 | 84,225 | 23.4% | 69.1% | 18,475 | -42,320,295 | -43,998,561 | -56,429,830 | 22.9% | 68.8% |
| 60 Mountain BART - McCarty Ranch via Park Victoria (A) | 57,918 | 30.8% | 84.4% | 19,825 | 65,904 | 29.9% | 83.7% | 19,825 | 57,918 | 30.8% | 84.4% | 20,045 | 65,904 | 29.9% | 83.7% | 20,045 | 12,620,200 | 4,132,919 | 11,443,650 | 30.8% | 83.7% |
| 61 Mountain BART - McCarty Ranch via Park Victoria (A) | 49,170 | 37.9% | 83.6% | 20,240 | 48,209 | 39.9% | 83.0% | 20,240 | 49,170 | 37.9% | 83.6% | 20,355 | 48,209 | 39.9% | 83.0% | 20,355 | 10,052,660 | 3,705,902 | 8,374,300 | 37.9% | 83.0% |
| 62 Mountain BART - McCarty Ranch via Park Victoria (A) | 41,320 | 26.8% | 84.5% | 10,030 | 40,885 | 27.1% | 84.5% | 10,030 | 41,320 | 26.8% | 84.5% | 20,385 | 40,885 | 27.1% | 84.5% | 20,385 | 20,949,525 | 8,068,569 | 28,348,165 | 26.8% | 84.5% |
| 63 Mountain BART - McCarty Ranch via Park Victoria (A) | 10,891 | 14.3% | 56.9% | 3,625 | 11,483 | 12.3% | 59.4% | 3,625 | 10,891 | 14.3% | 56.9% | 3,625 | 11,483 | 12.3% | 59.4% | 3,625 | 0 | 0 | 0 | 0 | 0 |
| 64 Mountain BART - McCarty Ranch via Park Victoria (A) | 3,388 | 36.2% | 63.7% | 4,050 | 3,120 | 36.0% | 65.5% | 4,050 | 3,388 | 36.2% | 63.7% | 4,280 | 3,120 | 36.0% | 65.5% | 4,050 | 0 | 0 | 0 | 0 | 0 |
| 65 Mountain BART - McCarty Ranch via Park Victoria (A) | 14,539 | 32.3% | 77.0% | 4,815 | 14,721 | 32.0% | 78.1% | 4,815 | 14,539 | 32.3% | 77.0% | 4,815 | 14,721 | 32.0% | 78.1% | 4,815 | 0 | 0 | 0 | 0 | 0 |
| 66 Mountain BART - McCarty Ranch via Park Victoria (A) | 5,318 | 27.4% | 77.0% | 7,650 | 5,380 | 26.9% | 77.1% | | | | | | | | | | | | | | |

Service Equity Analysis - 2023 Transit Service Plan



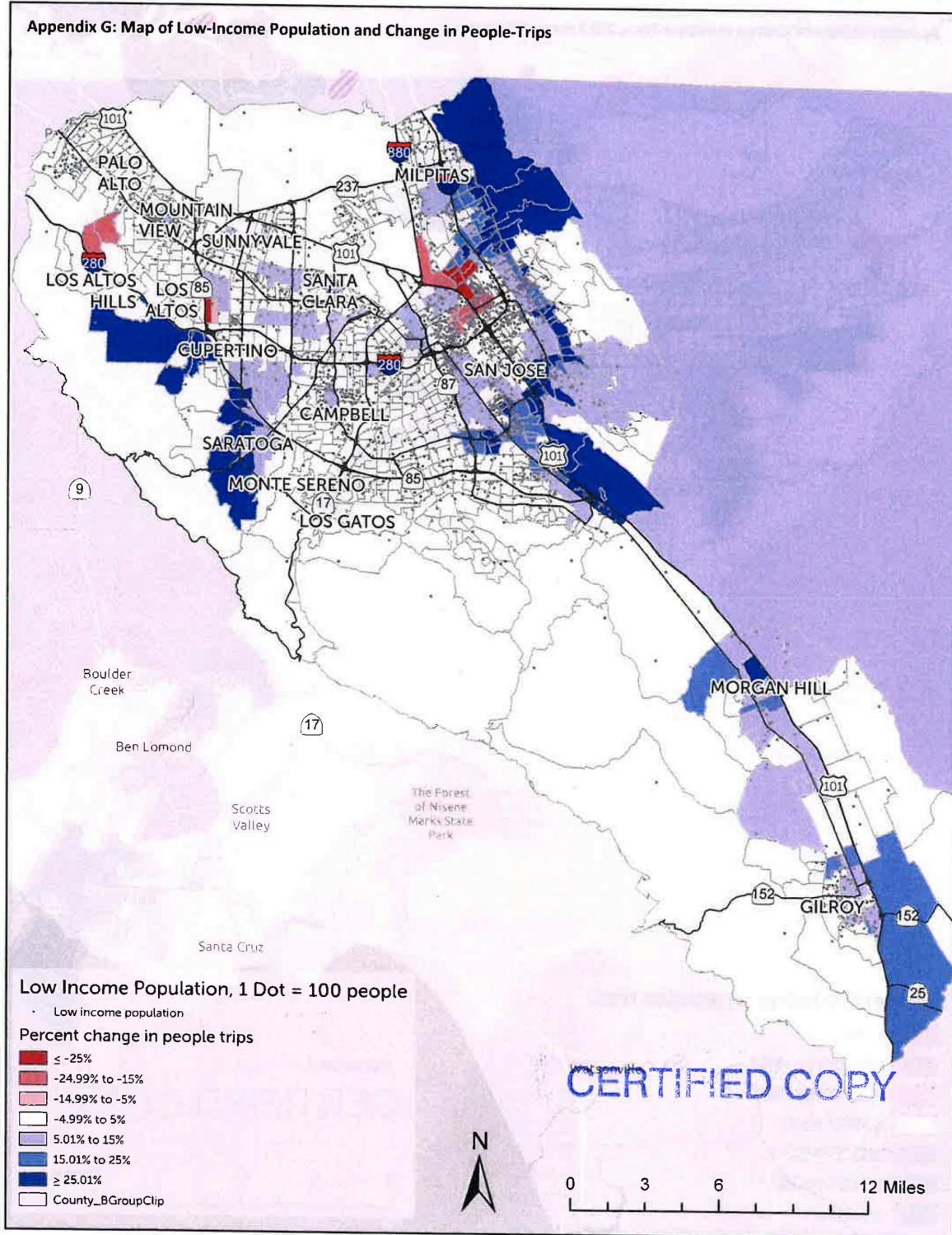
Appendix F: Map of Change in People-Trips, 2023 Service Network



Service Equity Analysis - 2023 Transit Service Plan

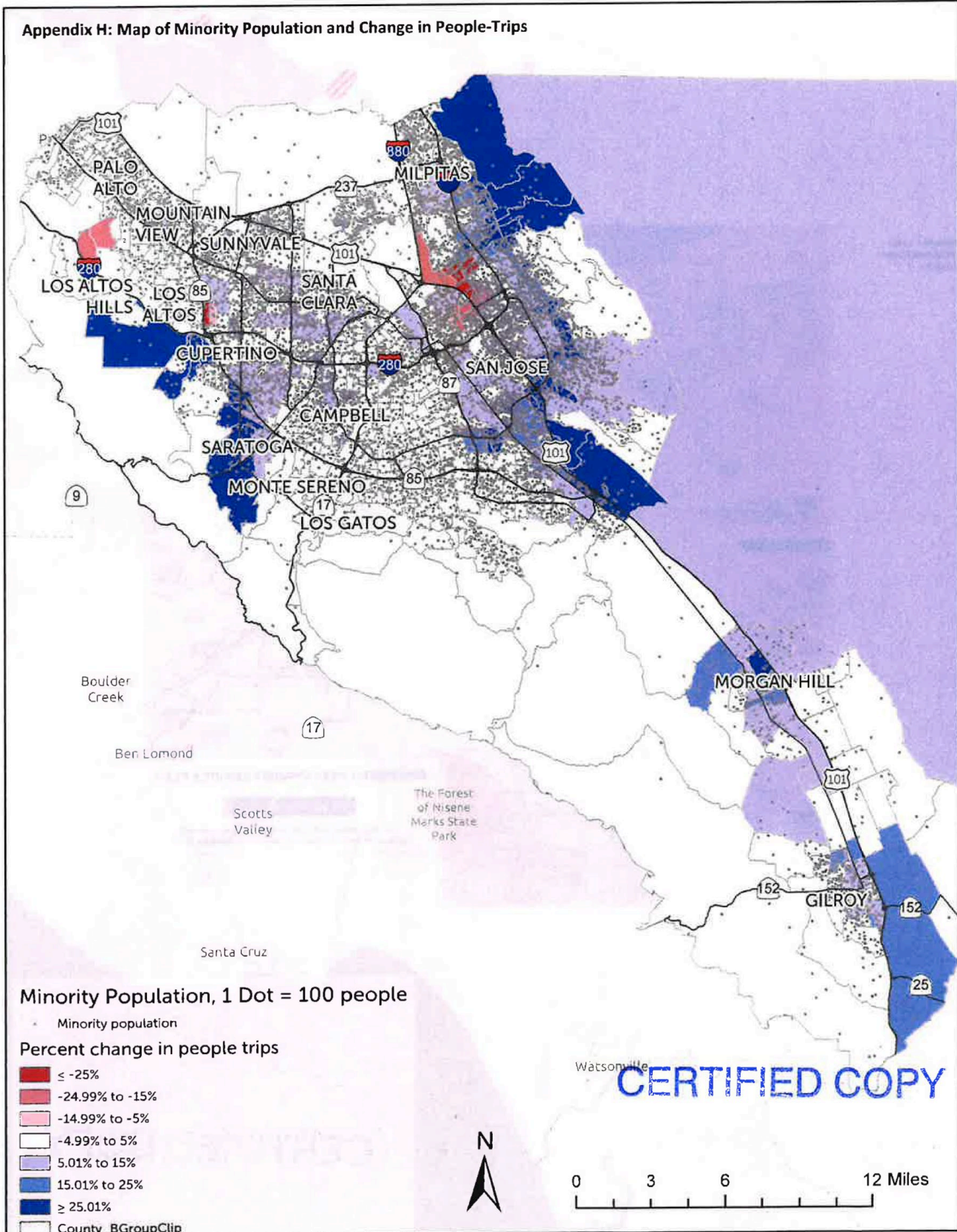


Appendix G: Map of Low-Income Population and Change in People-Trips

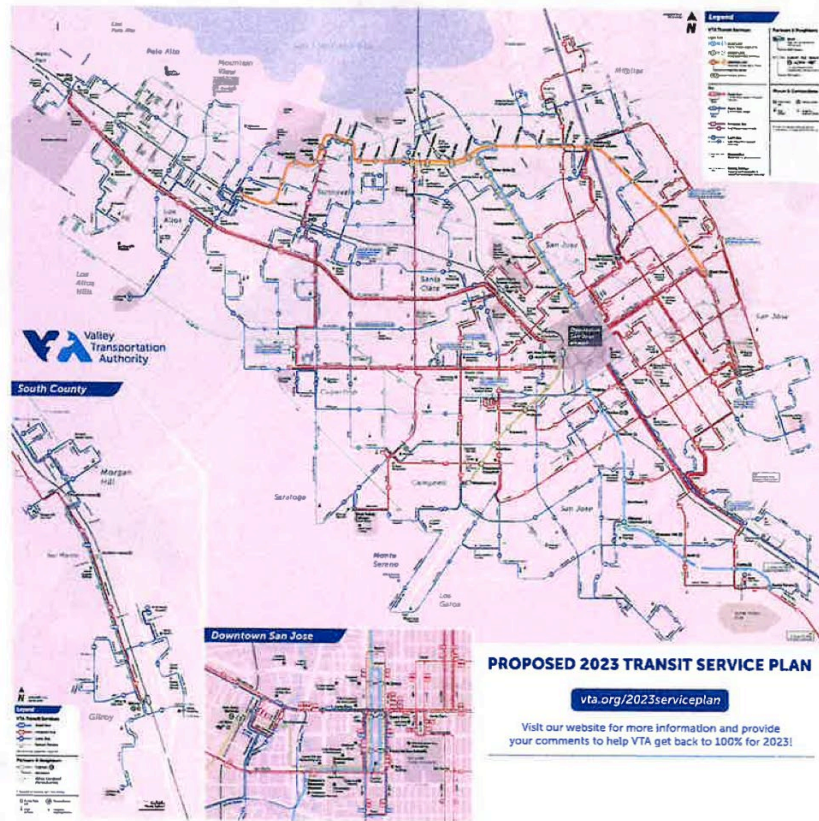


Service Equity Analysis - 2023 Transit Service Plan

Appendix H: Map of Minority Population and Change in People-Trips



Appendix L Map of Proposed Transit Network



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2023 Transit Service Plan

Staff Recommendation

VTA Service Planning
August/September 2022

THE
COPY



Why We Are Here Today

7.1.e

- VTA typically implements major service changes annually each January
 - Completed: Draft plan, community engagement, revisions
 - **Now: Committees consider staff recommendation**
 - Next: Board action in October
- **Staff recommendation: adopt the 2023 Transit Service Plan**
 - The plan proposes a return to full pre-pandemic transit service levels
 - Most changes will be implemented on January 16, 2023

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The Four Pillars of the 2023 Service Plan

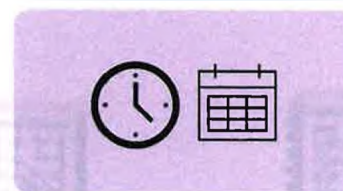
7.1.e



Restore full service
based on the
2019 New Transit
Service Plan



Adopt major service changes
made during
the pandemic



Improve hours of operation & service frequencies
to meet
VTA's Transit Service Guidelines



Recover transit service equitably for our riders
based on
community input

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2023 Service Plan Schedule

7.1.e

APR - MAY
2022

Develop
Draft Plan



JUN - JUL
2022

Discuss with
Community



JUL
2022

Revise
Plan



AUG - OCT
2022

Adopt
Final Plan



JAN
2023

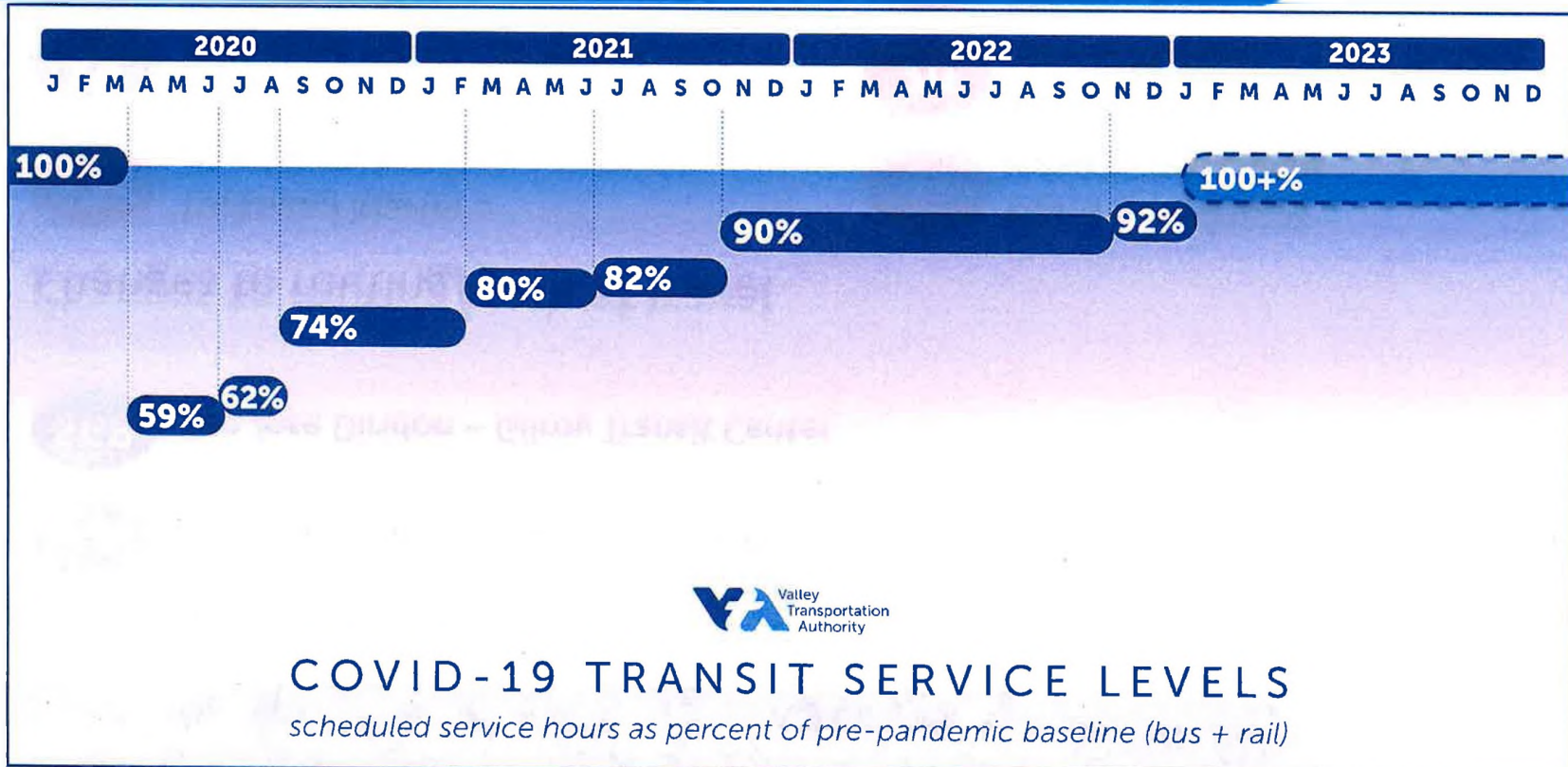
2023 Service
Begins



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Restore full service based on the 2019 New Transit Service Plan

7.1.e



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Adopt major service changes made during the pandemic

7.1.e

New routes

SCVMC

San Jose Diridon – Valley Medical Center

568

San Jose Diridon – Gilroy Transit Center

Changes to routing/path of travel

523

Lockheed Martin –
Downtown San Jose

59

Valley Fair –
Baypointe Station via Alviso

60

Milpitas BART –
Winchester Station via SJC Airport

61

Sierra & Piedmont –
Good Sam Hospital

70

Milpitas BART –
Capitol Station

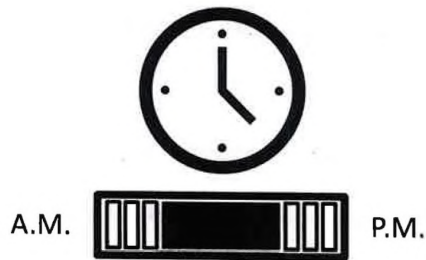
71

Milpitas BART –
Eastridge via White

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Improve hours of operation & service frequencies

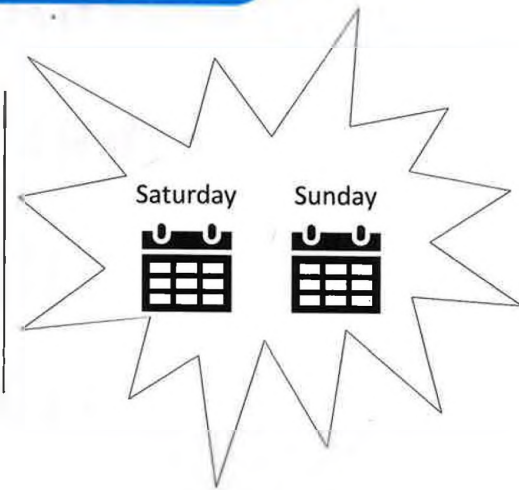
7.1.e



**Extend hours
earlier in the morning,
later in the evening
(21 routes)**



**Better frequencies
throughout the day
(4 routes)
Upgraded
Frequent Route
(1 route)**



**New weekend service
(3 routes)**

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Community Engagement Summary

- Multilingual notices at all 3,500+ bus stops and transit stations
- Dedicated project site in 6 languages
- Virtual meetings with 12 community-based orgs, social service agencies
- Inreach to operators
- 3 VTA-hosted virtual public meetings
 - + Spanish & Vietnamese interpreters
 - + Recorded, translated meetings on YouTube
- 5 VTA Transit Center Popups
- 4 Community Tabling Events
- Blog posts, social media, mailers, email
- VTA Customer Service line



2,000+

comments on the plans



800

individual points of feedback



400+

attendees across all meetings



200+

views of virtual meeting recordings



29,000+

project webpage visits



7,800

social media impressions

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Community Engagement Efforts

7.1.e



Downtown San Jose Farmers' Market



VTA Transit Pop-Up at Berryessa Transit Center

2023 Transit Service Plan, Passenger Comment Form

1) Circle the route(s) you want to comment on

| | | |
|-----|-----|-----|
| B | G | O |
| 100 | 122 | 123 |
| 22 | 23 | 24 |
| 32 | 40 | 41 |
| 44 | 46 | 47 |
| 52 | 53 | 56 |
| 60 | 61 | 62 |
| 63 | 64 | 65 |
| 66 | 67 | 68 |
| 69 | 70 | 71 |
| 72 | 73 | 74 |
| 75 | 76 | 77 |
| 78 | 79 | 80 |
| 81 | 82 | 83 |
| 84 | 85 | 86 |
| 87 | 88 | 89 |
| 90 | 91 | 92 |
| 93 | 94 | 95 |
| 96 | 97 | 98 |
| 99 | 101 | 102 |
| 103 | 104 | |

101 102 103 104
121 SCVWC Shuttle

2) This plan will restore VTA's free and light-rail network to 100% of our pandemic service levels. Which service improvements do you value most in this plan for recovery? (Check your top three choices below)

3) Please provide a brief description of any other comments, suggestions, or feedback.

4) Please check all that apply to your comments.

5) Please provide a brief description of any other comments, suggestions, or feedback.

6) Please provide a brief description of any other comments, suggestions, or feedback.

7) Please provide a brief description of any other comments, suggestions, or feedback.

8) Please provide a brief description of any other comments, suggestions, or feedback.

9) Please provide a brief description of any other comments, suggestions, or feedback.

10) Please provide a brief description of any other comments, suggestions, or feedback.



DOWNTOWN SAN JOSE FARMERS' MARKET



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Most valued improvements for recovering transit service:

- 1 Increase **frequency**
("...not only on Frequent routes, but on Local routes, too.")
- 2 Add more **weekend service**
- 3 Extend **hours of operation**
- 4 Improve **transfers**
- 5 Service to **new areas**
- 6 Add **capacity**, more buses

Top 10 routes with the most comments:



Many other comments speaking to:



Missed trips = longer waits, due to bus operator shortage



Return to frequent service + more cars on light rail



Rider experience (safety, security, cleanliness, etc.)



Bus stop amenities

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Revisions due to Community Feedback

7.1.e

Better frequency

- 51 Moffett Field/Ames – West Valley College (Weekdays)

Earlier morning service

- 25 De Anza College – Alum Rock (Weekdays)
- 37 West Valley College – Capitol Station (Weekdays)
- 57 Old Ironsides Station – West Valley College (Sundays)
- 60 Milpitas BART – Winchester via SJC Airport (all days)

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Revisions due to Community Feedback (continued)

7.1.e

Later evening service

- B** Baypointe – Santa Teresa (all days)
- 27** Winchester Station – Kaiser SJ via downtown Los Gatos (Sundays)
- 40** West Valley College – Capitol Station (Sundays)
- 42** Evergreen Valley College – Santa Teresa Station (Weekdays)
- 56** Lockheed Martin – Tamien Station (Saturdays)
- 57** Old Ironsides Station – West Valley College (all days)
- 60** Milpitas BART – Winchester via SJC Airport (all days)
- 64B** McKee & White – Almaden Expwy (all days)
- 87** Morgan Hill Civic Center – Burnett Ave (Weekdays)
- 523** Downtown San Jose – Lockheed Martin via De Anza College (all days)

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Other Responses to Community Feedback

7.1.e





We value all feedback that can help make the transit experience better for all our riders.

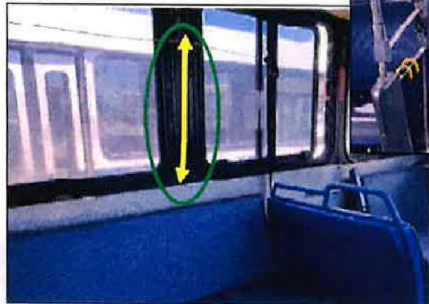
Community Feedback:

 **“Stop Request” vertical pull cords** are not easily accessible from ambulatory ADA seats on some buses.

VTA Response:

 Completed inspections on all VTA bus models

 Next: additions and adjustments on buses to improve vertical pull cord access



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VTA Access Paratransit Impacts

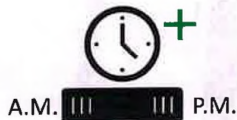
7.1.e

VTA's Paratransit Service Area covers ¼-mile areas (standard service area) and 1-mile areas (premium service area) from any of VTA's fixed transit routes

The 2023 Transit Service Plan:



Makes **no change** to paratransit service boundaries



Improves early morning, late night service in some paratransit areas due to improvements on some routes in the plan

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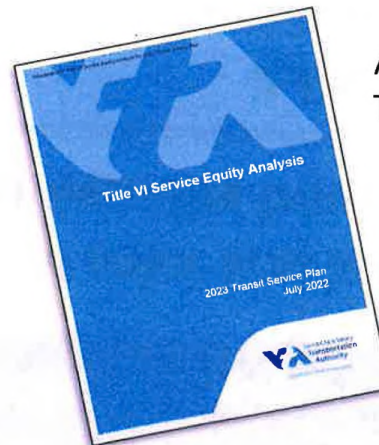
Equity Considerations – Title VI Findings

7.1.e

Title VI Service Equity Analysis

*Reviews how service changes affect **historically underserved communities** compared to the rest of the population in VTA's service area*

- ✓ **No disparate impacts on communities of color**
- ✓ **No disproportionate burdens on low-income communities**



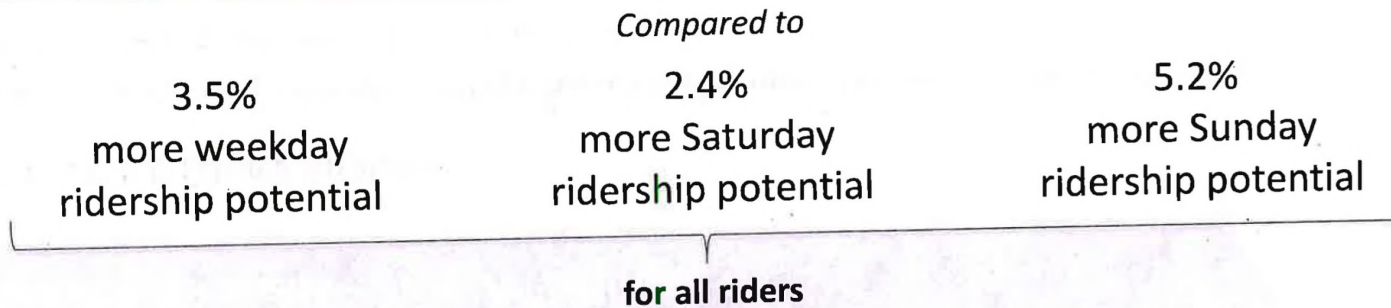
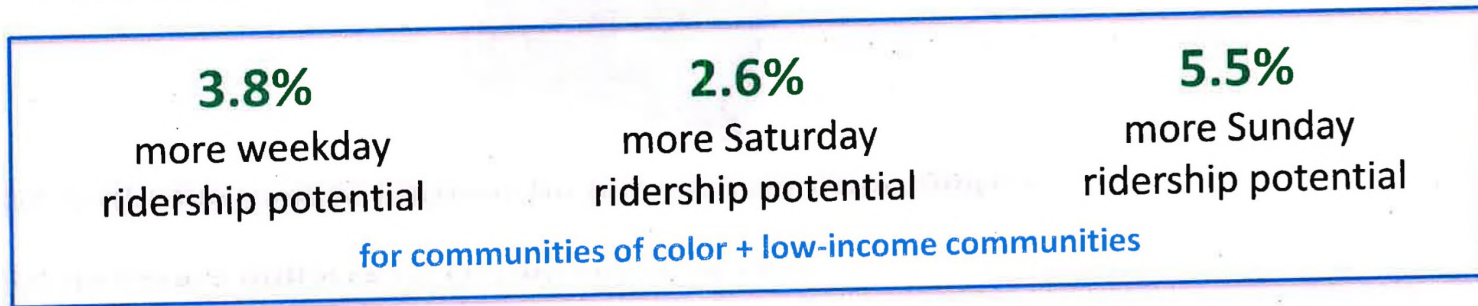
Attachment D:
Title VI Service Equity Analysis

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Equity Considerations – Ridership Impacts

7.1.e

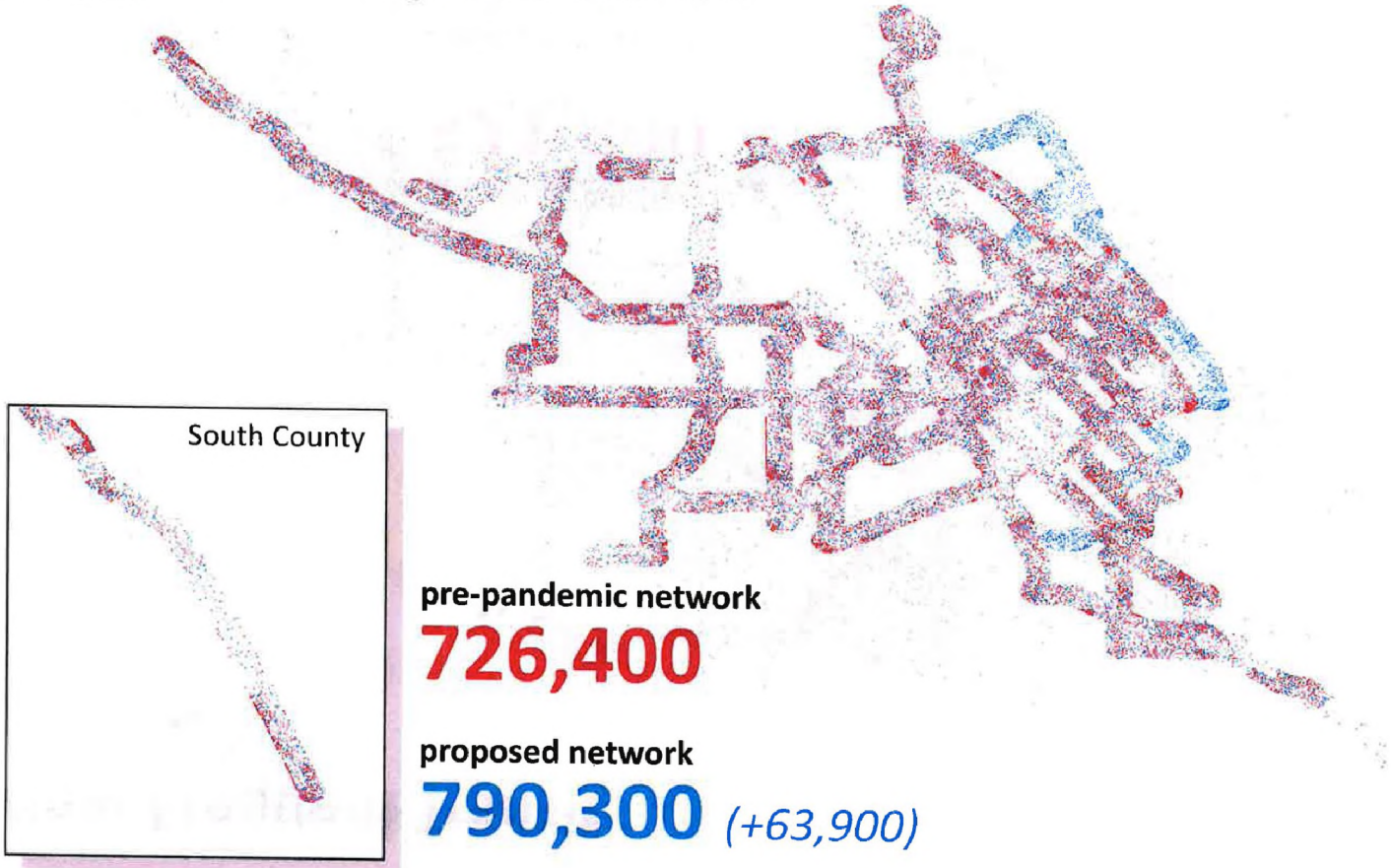
Communities of color and low-income communities will **receive the most benefits** from the proposed service changes



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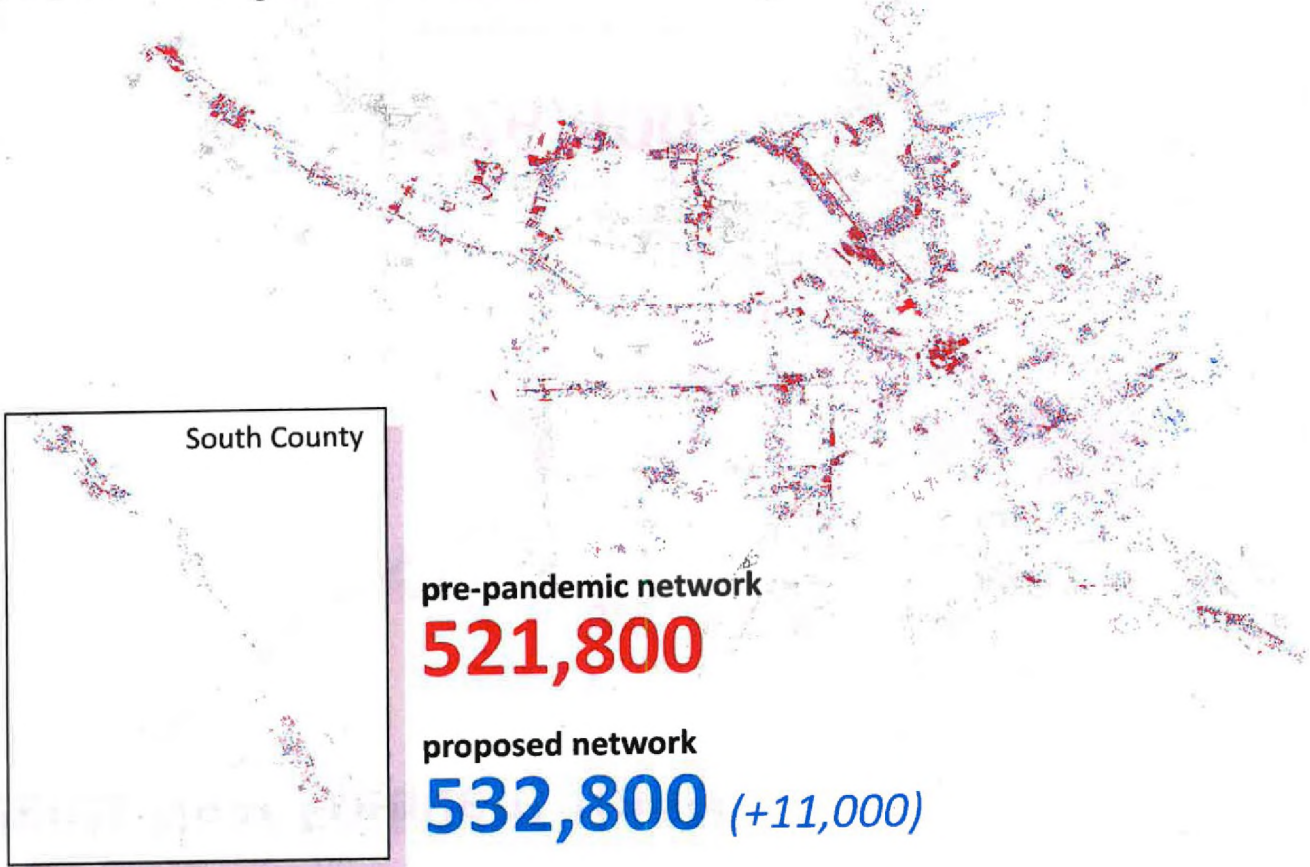
Residents Near Frequent Transit

7.1.e



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Jobs Near Frequent Transit



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Schedule & Next Steps

7.1.e

June – July

Public engagement on draft plan

July

Revise plan

August

Staff recommendation to SSTPO

September

Staff recommendation to VTA Committees

October 6

Staff recommendation to VTA Board of Directors

Service begins
January 16, 2023

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End of Document