



SANTA CLARA
Valley Transportation Authority



Title VI

Program

**Business Services Division
Office of Diversity & Inclusion
Title VI Unit**

November 3, 2016

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 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 that VTA's Title VI Program be submitted for approval 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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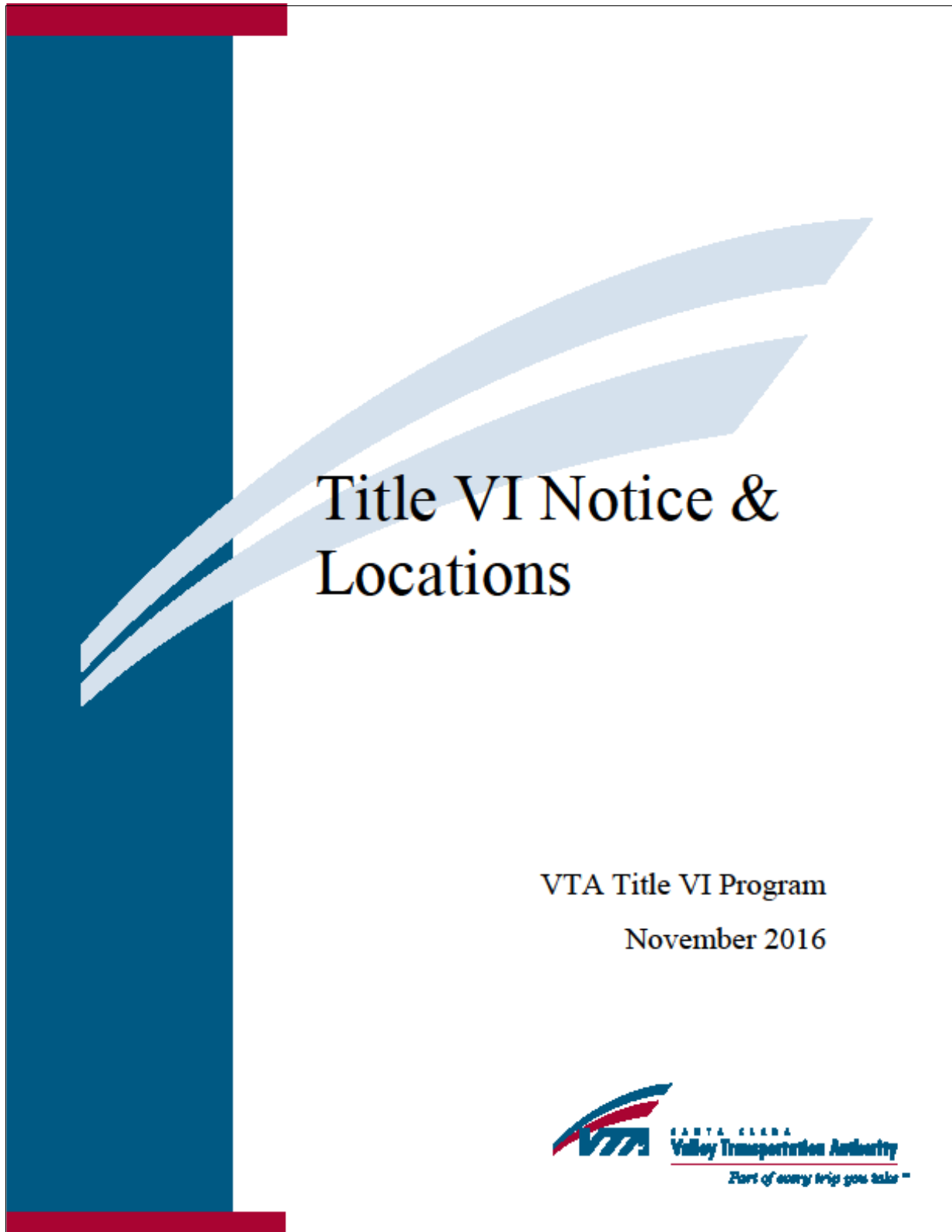
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I. General Requirements

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.

Exhibit 1: VTA Title VI Notice & Locations
(Click on Image to Open)



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 2016 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. A link to the VTA Title VI webpage, which includes the complaint form and process in all safe harbor languages for VTA's service area, is shown as an image on page 10 (Exhibit 2).

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 which 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 is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

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?

If you believe that you have received discriminatory treatment by VTA on the basis of your race, color or national origin, you have the right to file a complaint with VTA’s Office of Civil Rights by completing and submitting the form shown on pages seven to nine. This form is also available on the Title VI portion of VTA’s website. The complaint must be filed no later than 180 calendar days after the alleged discriminatory incident.

Methods of filing a Complaint

The preferred method is to file your complaint in writing using the Title VI Complaint Form and sending it to:

Office of Civil Rights
Santa Clara Valley Transportation Authority
3331 North First Street, Bldg. B-1
San Jose, CA 95134

Verbal complaints will be accepted and transcribed by VTA’s Office of Civil Rights. To make a verbal complaint, you may call (408) 321-5600. Complaints may also be filed with external entities such as the Equal Employment Opportunity Commission (EEOC) www.eeoc.gov; Federal Transit Administration (FTA) www.transit.dot.gov; Department of Fair Employment and Housing (DFEH) www.dfeh.ca.gov; Federal Highway Administration (FHWA) www.fhwa.dot.gov/civilrights/programs/iecd.htm; or Caltrans at www.dot.ca.gov/hq/bep/title_vi/t6_violated.htm. Please review information on the respective agency websites for details on filing Title VI complaints.

Should a complaint be filed with VTA and an external entity simultaneously, the external complaint shall supersede the VTA complaint and VTA's complaint procedures will be suspended pending the external entity's findings.

Investigations

Within 10 working days of receipt of the formal complaint, the Title VI Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously).

The investigations will address complaints against any VTA department(s). The investigation will be conducted in conjunction with and under the advice of the Office of Civil Rights.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing, bring witnesses, and present testimony and evidence in the course of the investigation.

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

Based upon all the information received, an investigative report will be written by the Office of Civil Rights for submittal to the Director of Business Services.

The complainant will receive a letter stating the final decision by the end of the 60 day time limit. Most investigations are completed within 30 days.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the Federal Transit Administration, the Equal Employment Opportunity Commission, or the Department of Fair Employment and Housing.

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.

http://vtaorgcontent.s3-us-west-1.amazonaws.com/Site_Content/TitleVIComplaintForm.pdf

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 in completing this form, please contact the Office of Civil Rights by calling (408) 321-5600. The completed form must be returned to VTA Office of Civil Rights, 3331 North First Street, Building B-1, 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)

- Race
- Color
- National Origin (Limited English Proficiency)

Date of Incident: _____

Please describe the alleged discriminatory incident. Provide the names and titles of all VTA employees involved, if available. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

Title VI Complaint Form
Santa Clara Valley Transportation
Office of Civil Rights

Please describe the alleged discriminatory incident (continued) _____

Have you filed a complaint with any other federal, state or local agencies? (Circle one) Yes / No
if yes, list agency / agencies and contact information below:

Agency: _____ Contact Name: _____
Street Address, City, State & Zip Code: _____ Phone: _____

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: _____

Exhibit 2: VTA Title VI Webpage
(Click on Image to Open)

SANTA CLARA
Valley Transportation Authority

Getting Around
News & Media
Projects & Programs
BART Silicon Valley

[Home](#)>[About Us](#)>[Title VI](#)>[Title VI: Organizational Commitment](#)

Title VI: Organizational Commitment

Select Your Language

- Amharic
- العربية Arabic
- Hrvatski
- فارسی Farsi
- Français
- Deutsch
- ગુજરાતી Gujarati
- हिंदी
- 日本語
- Hrvatski
- 한국어
- Português
- ਪੰਜਾਬੀ Punjabi
- Русский
- Srpski
- 简体中文
- Español
- Tagalog
- 繁體中文
- Tiếng Việt

Santa Clara County, the heart of the Silicon Valley, is home to one of the most innovative, creative and diverse communities in the country. With a population of 1.7 million people, more than half of the County's residents speak a language other than English at home compared to 20% of the United States population in that same demographic.

Because of our multicultural customer base, VTA recognizes its opportunities and obligations by proactively ensuring that our policies, services and programs are delivered by communications tools and processes that are inclusive and effective. By these actions, we can make certain that no person, because of their race, color or national origin is denied meaningful access to our transportation services, programs and information.

VTA supports the goal of Title VI and its Executive Orders on Limited English Proficiency (LEP) and Environmental Justice to provide meaningful access to its services, projects and activities by low-income, minority, and limited English proficient persons.

VTA is strongly committed to meeting its regulatory requirements under Title VI. The organization is structured so that oversight and management of policy development, training, regulatory compliance, reporting and monitoring of all anti-discrimination policies as it relates to Title VI and LEP are centralized in one department; the Office of Civil Rights. Employees from every division within the organization work cooperatively to contribute to the success of our Title VI program.

With respect 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 minority populations and low-income populations.
- 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 minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

Title VI Fact Sheets:

[English Fact Sheet](#)

Español
 Tiếng Việt
 简体中文
 한국어

Complaints may also be filed directly with the [Federal Transit Administration](#), the [Department of Fair Employment and Housing](#) and the [Equal Employment Opportunity Commission](#).

Title VI Pages & Documents

[Title VI Program](#)
[Complaint Process](#)
[LEP Plan](#)

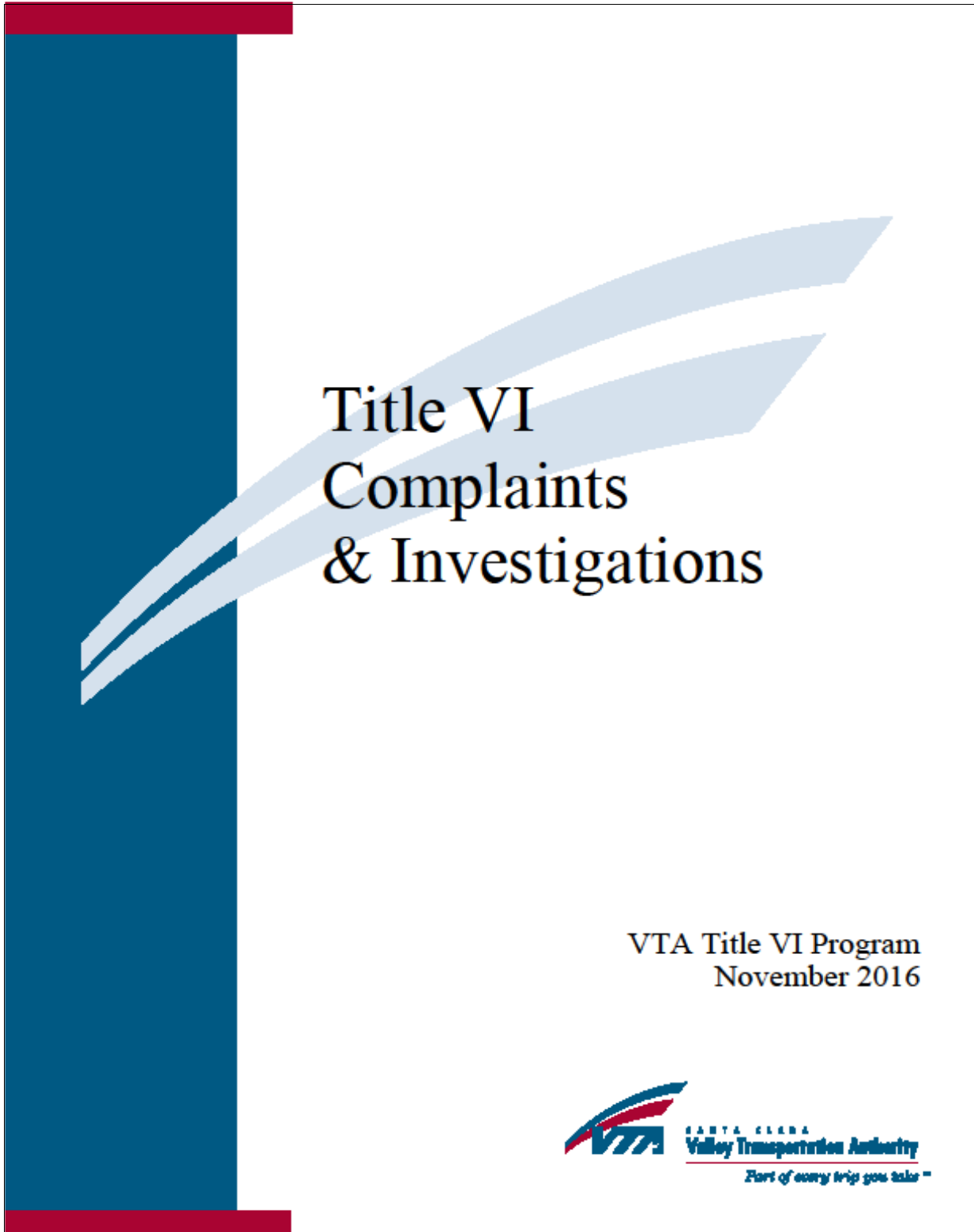
[Notice To The Public](#)
[Public Contact Information](#)
[Public Participation Plan](#)

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.

VTA has not had any Title VI lawsuits since the submission of its last Title VI Program. The list of complaints and investigations since the submission of VTA's last Title VI Program is shown in Table 1.

Table 1: Title VI Complaints and Investigations
(Click on Image to Open)



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. The PPP is attached as Exhibit 3.

Exhibit 3: VTA Public Participation Plan
(Click on Image to Open)



January 24, 2013

Public Participation Plan



Prepared by
 **Kimley-Horn
and Associates, Inc.** 



Section 6: Limited English Proficiency Plan Update (2016)

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 2016 LEP 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 Limited English Proficiency Plan 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 2016 LEP 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.

Exhibit 4: Limited English Proficiency Plan Update (2016)
(Click on Image to Open)



Limited English Proficiency (LEP) Plan Update

**Business Services Division
Office of Diversity & Inclusion
Title VI Unit**

September 1, 2016



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 Accessibility (CTA) 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 2: Racial Breakdown of the Membership of Advisory Committees

	Santa Clara County	Citizens Advisory Committee (CAC)	Committee for Transit Accessibility (CTA)
Approved Membership Positions		17	23
Filled Membership Positions		16	14
Members Completing Survey		7 total for both committees	
Responses (% of combined filled position)			
Hispanic, Latino, or Spanish Origin	26.7%	1 (3.3%)	
White	34.1%	6 (20.0%)	
Black or African-American	2.6%	1 (3.3%)	
Native Hawaiian or other Pacific	0.4%	0 (0.0%)	
American Indian or Alaska Native	0.5%	0 (0.0%)	
Asian	33.2%	1 (3.3%)	

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:

- Paid and free notices in local media, especially those that are ethnically/culturally-based for the targeted group we are trying to reach. This effort includes print, electronic and social media.
- Translating notices into the native language of the targeted group.
- Posting job vacancies on VTA’s website.
- Making presentations at existing meetings of civic, cultural or human service organizations frequented by the underrepresented group.
- Outreach to civic, cultural or human services organizations known to serve the targeted group by informing them of the opportunity and need, and enlisting their help.
- Notifying the municipalities within Santa Clara County of the vacancy and underrepresentation.
- Placing electronic notifications on VTA’s Wi-Fi network on Express buses and light rail vehicles.
- 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.

VTA monitors its subrecipient by ensuring that the entity meets the criteria outlined in Chapter III of Title VI Circular 4702.1B. VTA has collected and reviewed the subrecipient's Title VI Program which was approved by the subrecipient's governing board. VTA also reviewed the subrecipient's website and confirmed that their Title VI Notice, Title VI complaint process and Title VI complaint form are available to the public. VTA's subrecipient receives funding from Section 5316 (Job Access & Reverse Commute), Section 5317 (New Freedom), and Section 5310 (Elderly and Disabled Specialized Transit) and is therefore required to receive training regarding its obligations to meet Title VI and Environmental Justice requirements and the implications of failing to comply with those regulations and administrative directives. VTA's subrecipient submitted, with its Title VI Program, copies of training materials it received from the Metropolitan Transportation Commission (MTC) of Oakland, California and Caltrans (State of California Department of Transportation). Additionally, VTA's subrecipient participated in VTA's training program which is designed to inform prime and subcontractors of their obligations to fulfill the requirements of Title VI and Environmental Justice.

VTA's subrecipient shall submit a copy of its Title VI Program triennially; at least 120 days prior to the due date of VTA's Title VI Program submission to the FTA.

VTA's subrecipient Title VI Program includes the following:

1. A copy of the Title VI notice to the public that indicates the subrecipient's compliance with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI.
2. A copy of the subrecipient's instructions to the public explaining how to file Title VI discrimination complaints, including a copy of the complaint form.
3. A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the subrecipient. The list only contains investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, or national origin.

The subrecipient submitted tables in the format recommended by the FTA in Title VI Circular 4702.1B, showing Title VI investigations, complaints, or lawsuits for the following fiscal years:

- July 1, 2015 - June 30, 2016

4. A public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as outreach efforts. The plan also includes outreach efforts to veterans, seniors, and traditionally underserved populations (such as persons with disabilities and persons who are considered low-income).
5. A copy of the subrecipient's plan for providing language assistance to persons with limited English proficiency, based on DOT LEP guidance.
6. A table depicting the racial and ethnic demographics of its voluntary advisory committee, and a description of the outreach processes the agency uses to encourage the participation of minorities on committees.

VTA's subrecipient is a non-profit social service agency and its governing Board and advisory committee are comprised of volunteers that reflect the racial and ethnic diversity of the community it serves.

7. Description of how subrecipients are monitored for Title VI compliance.

The subrecipient submitted its prime ADA complementary paratransit contractor's Title VI Notice, Title VI complaint process, instructions for filing a complaint, complaint tracking form, and its non-discrimination policy.

8. A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operations center, etc.

VTA's subrecipient has not constructed any transit facilities.

9. Chapters IV, V, and VI of Title VI Circular 4702.1B are not applicable to the subrecipient.

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

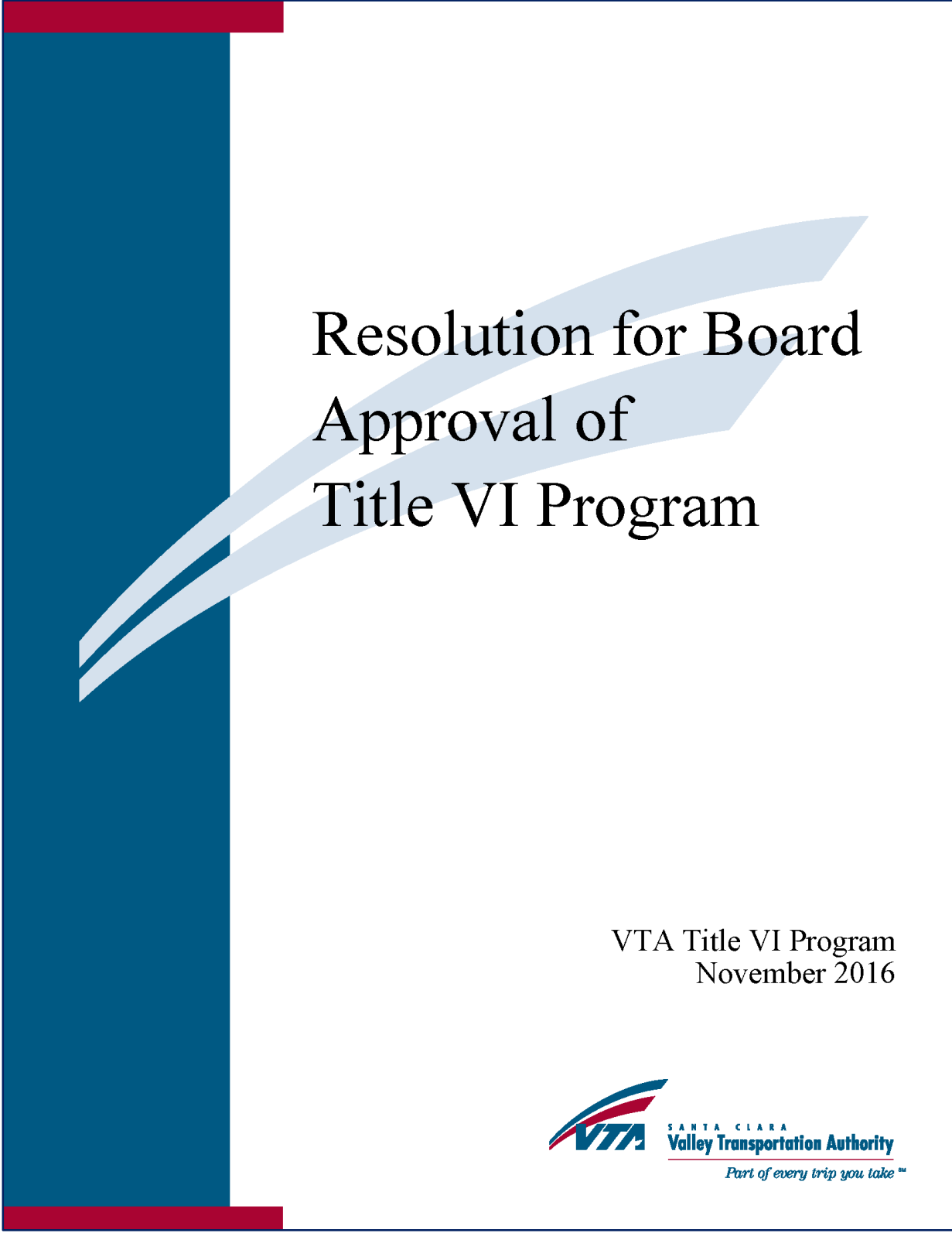
The recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Facilities include, but are not limited to, storage facilities, maintenance facilities,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

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.

Exhibit 5: Resolution Showing Approval of Title VI Program
(Click on Image to Open)

The image is a document cover for a resolution. It features a dark blue vertical bar on the left side, with a red horizontal bar at the top and bottom. A light blue, stylized graphic element resembling a wing or a swoosh is positioned behind the main title text. The title text is centered and reads "Resolution for Board Approval of Title VI Program" in a black serif font.

Resolution for Board Approval of Title VI Program

VTA Title VI Program
November 2016



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*

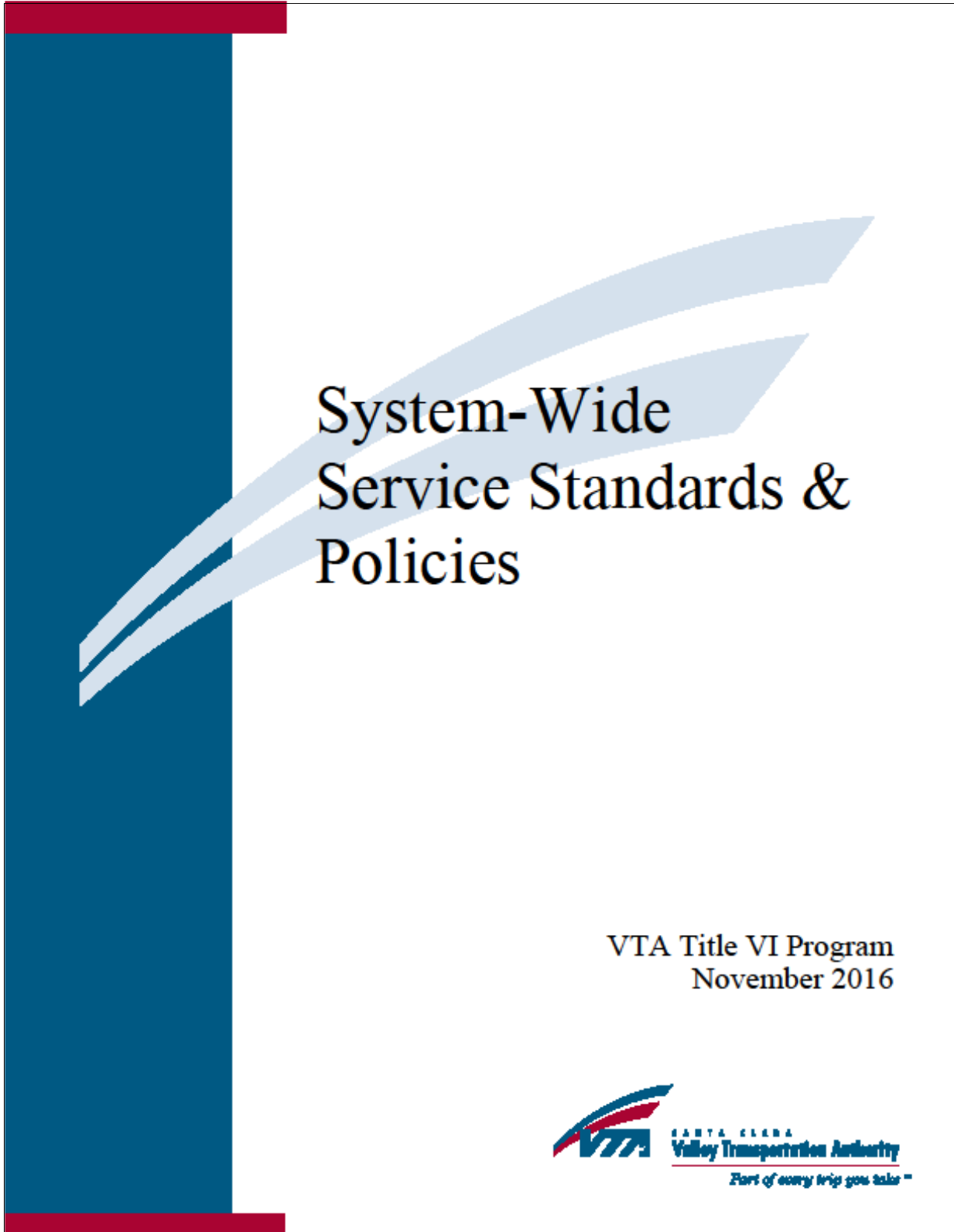
Section 12: System-wide Service Policies

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*

Exhibit 6: System-wide Service Standards and Policies
(Click on Image to Open)



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 is attached as Exhibit 7, and the resolution for Board of Director approval of the monitoring program is attached as Exhibit 7A.

Exhibit 7: Results of Monitoring System-wide Service Standards and Policies
(Click on Image to Open)

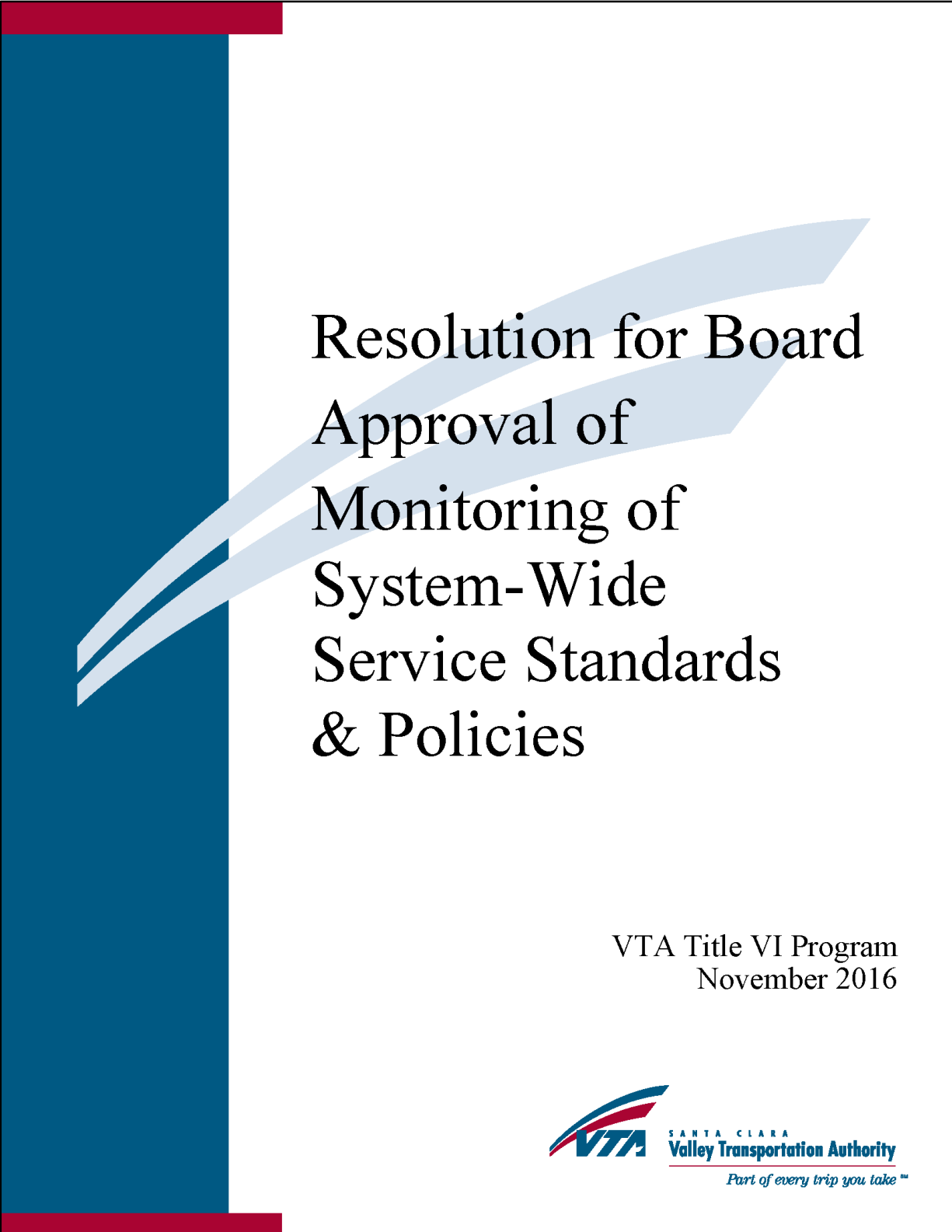


Monitoring of System-Wide Service Standards & Policies

VTA Title VI Program
November 2016



Exhibit 7A: Board Approval of Monitoring Results
(Click on Image to Open)

The image is a document cover with a white background. On the left side, there is a vertical blue bar with a red horizontal bar at the top and bottom. A light blue, curved graphic element overlaps the blue bar and extends across the page. The main title is centered in a black serif font. The text reads: "Resolution for Board Approval of Monitoring of System-Wide Service Standards & Policies".

Resolution for Board
Approval of
Monitoring of
System-Wide
Service Standards
& Policies

VTA Title VI Program
November 2016

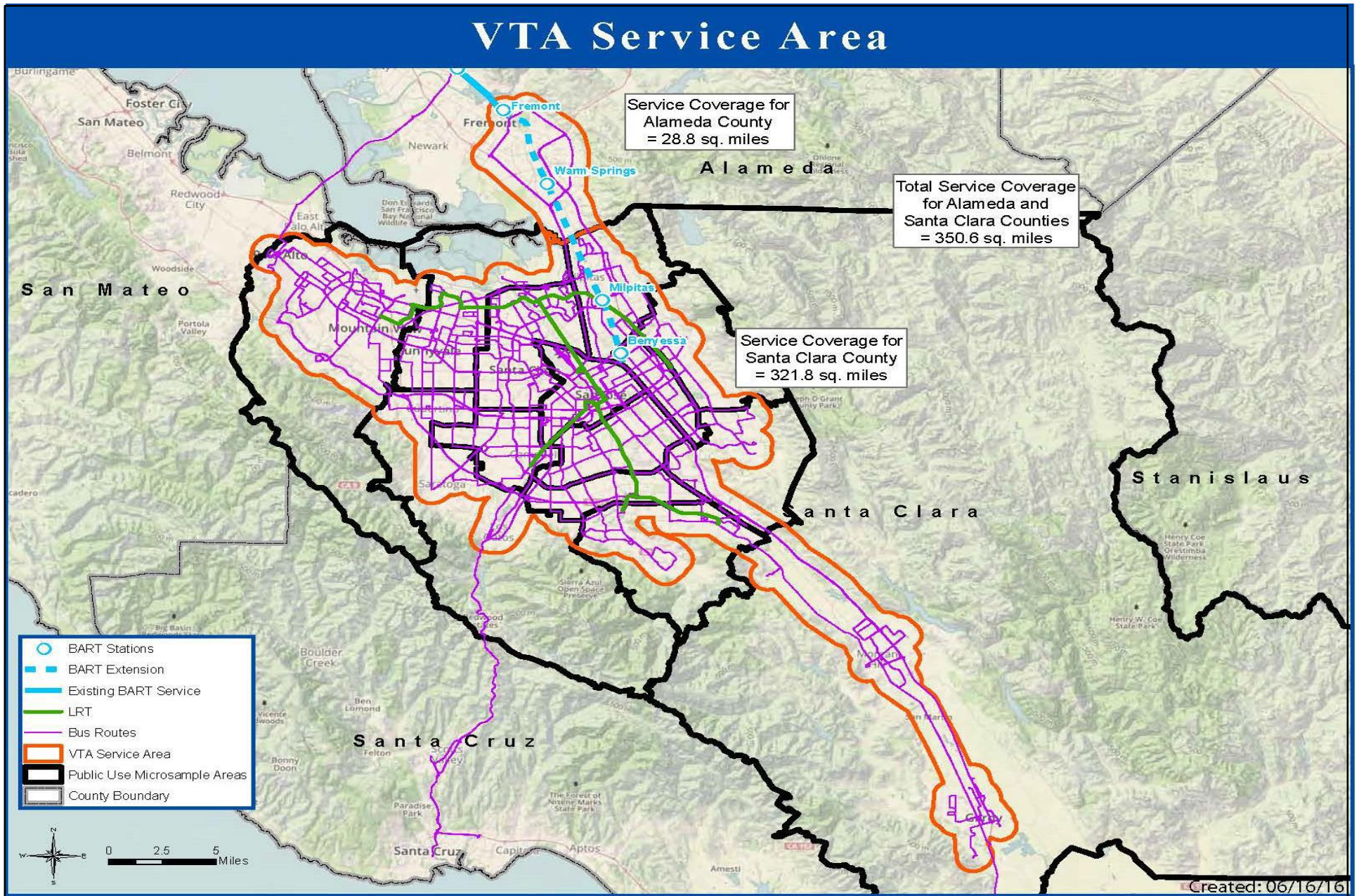


Section 14: Demographic and Service Profile Maps and Charts

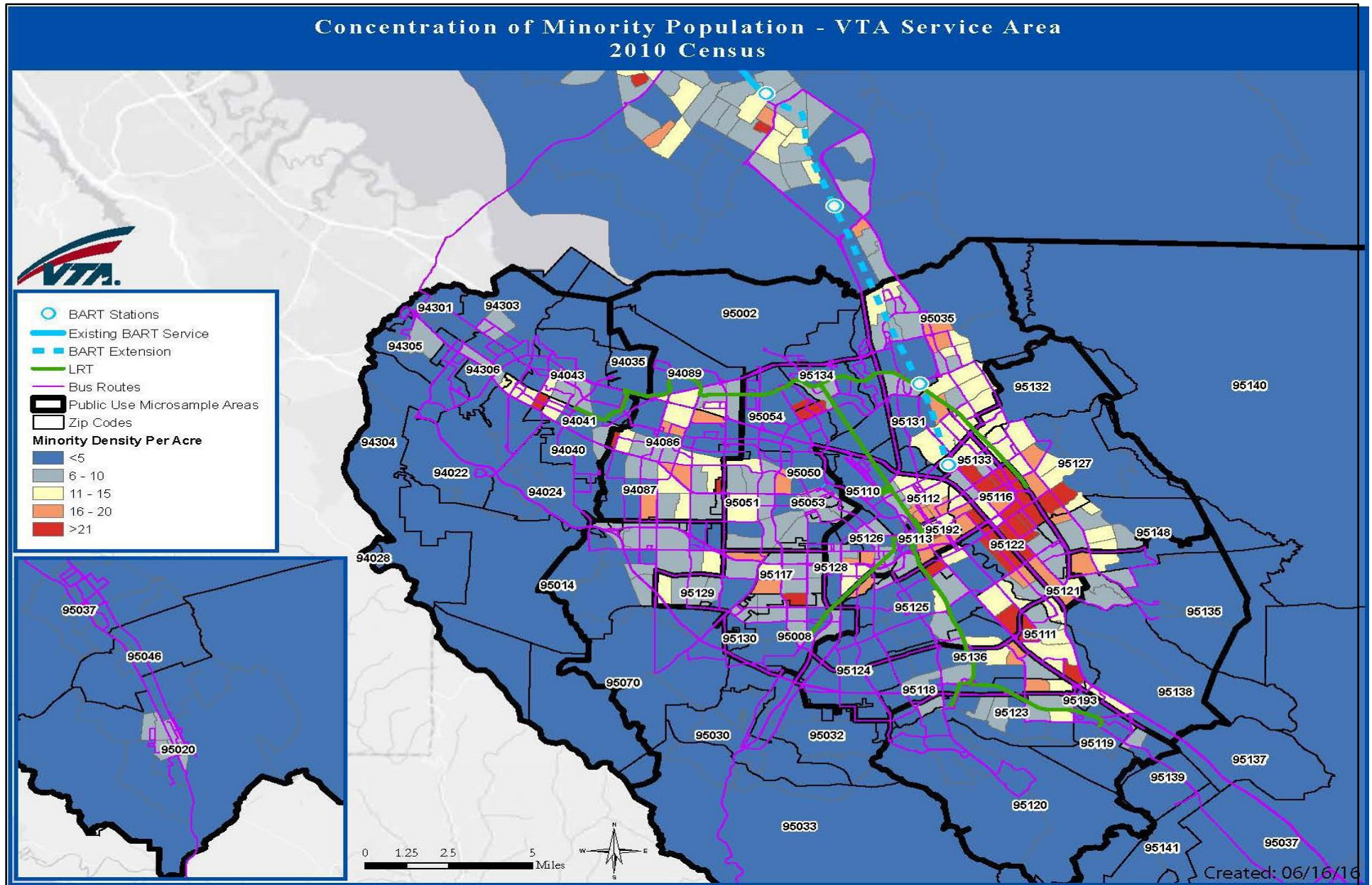
Title 49 CFR 21.9(b) states that recipients “should have available for the Secretary racial and ethnic data showing the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.” FTA requires transit providers to prepare the following maps and charts:

- ***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.***

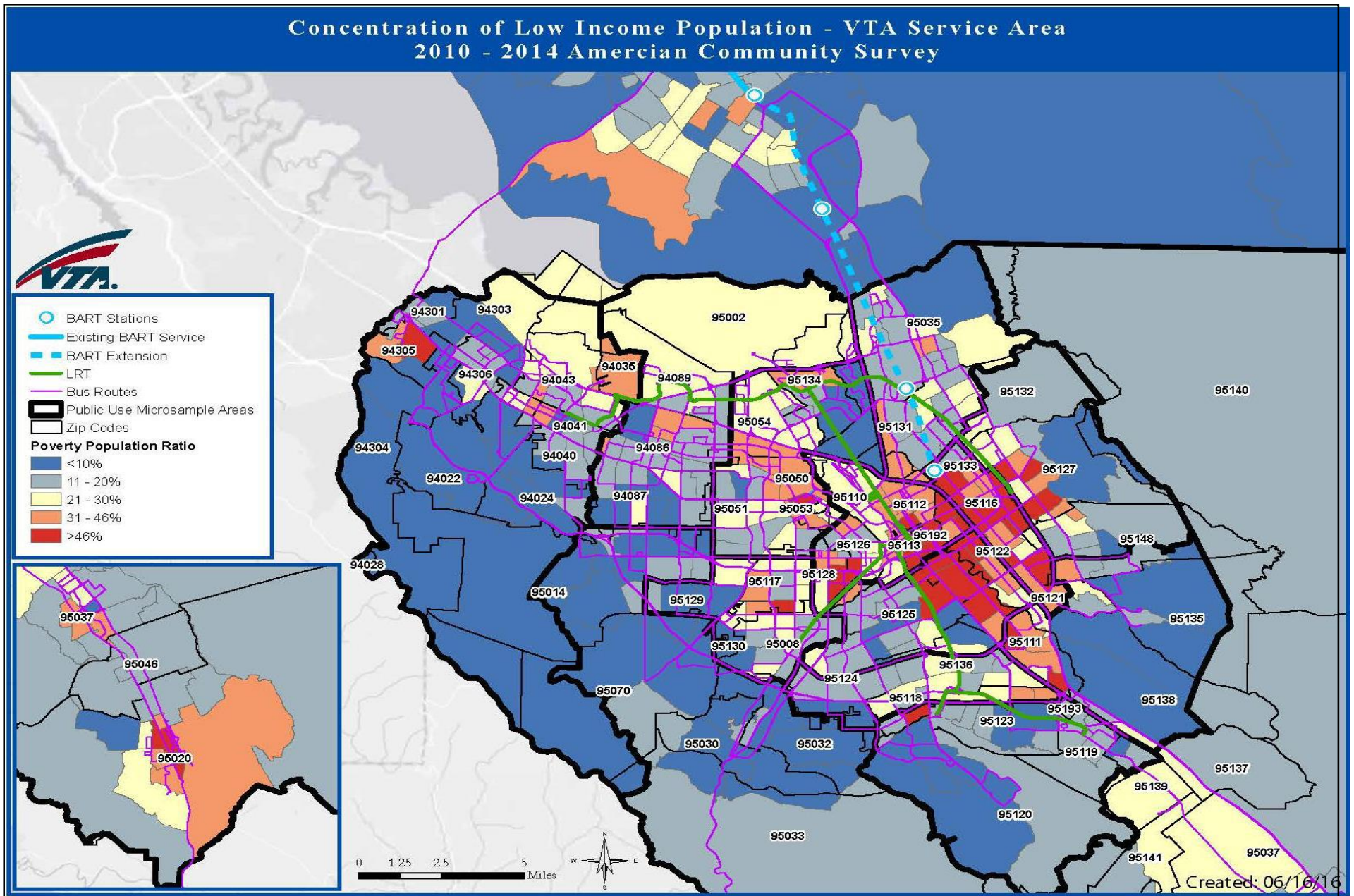
Map 1: Base Map of VTA Service Area



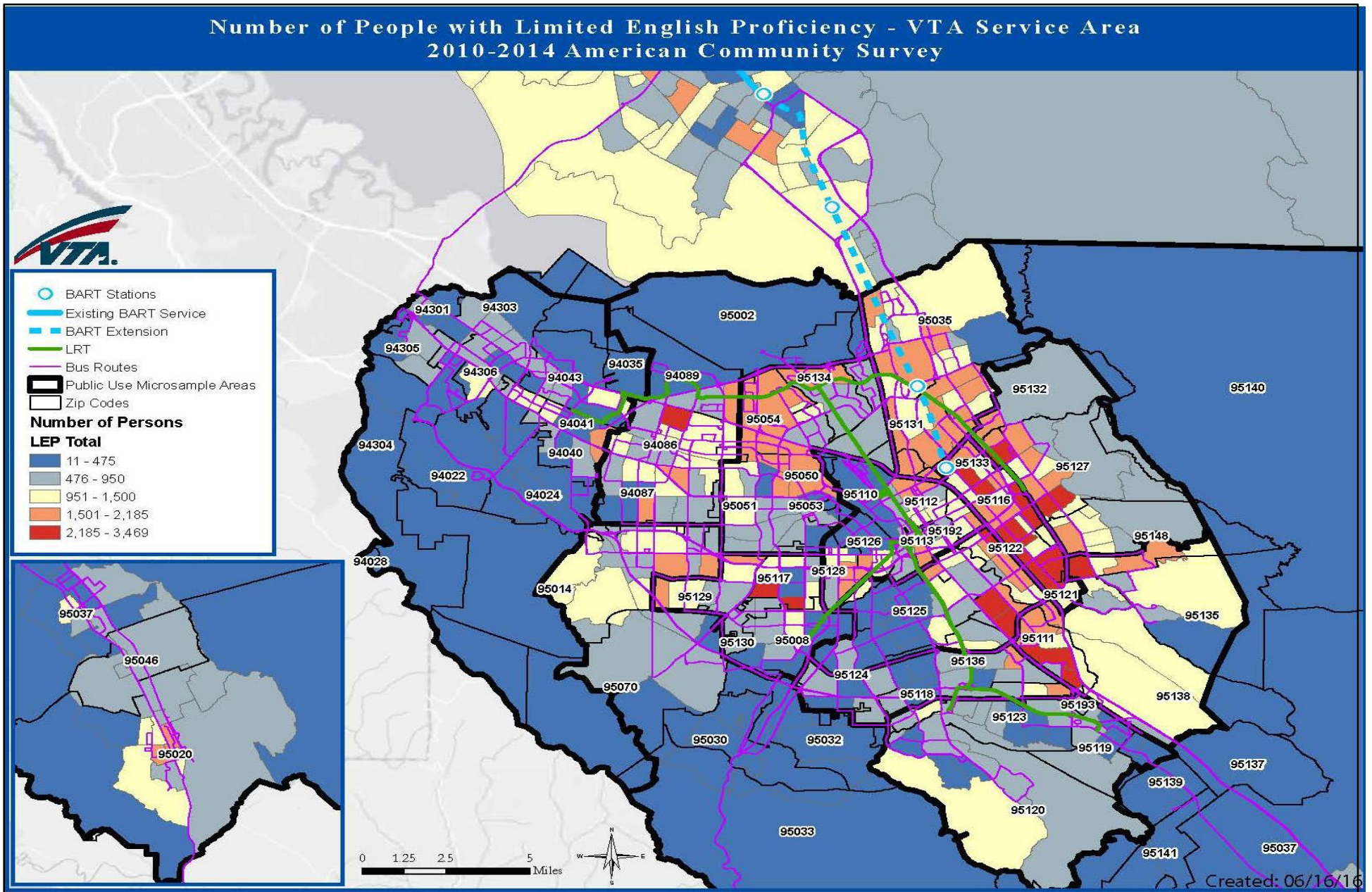
Map 2: Minority Population



Map 3: Low-income Population



Map 4: Limited English Proficient Population



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 completed its last On-Board Survey (OBS) in November 2013. 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.

Collection methods included a survey document (questionnaire) printed in English, Spanish, Vietnamese, and Chinese for distribution aboard buses and light rail vehicles. Surveyors were instructed to provide limited assistance to passengers who indicated they needed it. Also, surveyors carried post-card sized information written in English, Spanish, Vietnamese, and Chinese instructing passengers to contact the survey contractor's language line (Corey, Canapary & Galanis (CC&G)) to hear the survey administered in other languages. For passengers who may have needed some additional time to complete the survey, it was available on-line and upon request. A stamped envelope was also made available for participants who preferred to mail the completed survey to CC&G.

CC&G conducted the survey in accordance with VTA's task order objectives and Title VI of the Federal Civil Rights Act, Executive Order 13166, Executive Order 12898 and DOT order 5610.2. CC&G is prepared to compare survey information with previous surveys conducted by or on behalf of VTA to assess changes in concerns and attitudes regarding transit service. The products of the completed OBS include Executive Summary reports with graphs and tables in hard copy and electronic formats, as well as detailed trend analyses using a variety of output formats.

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 to view as Exhibits 9A and 9B on the following pages.

Exhibit 8: VTA On-Board Passenger Survey Report (2013)
(Click on Image to Open)

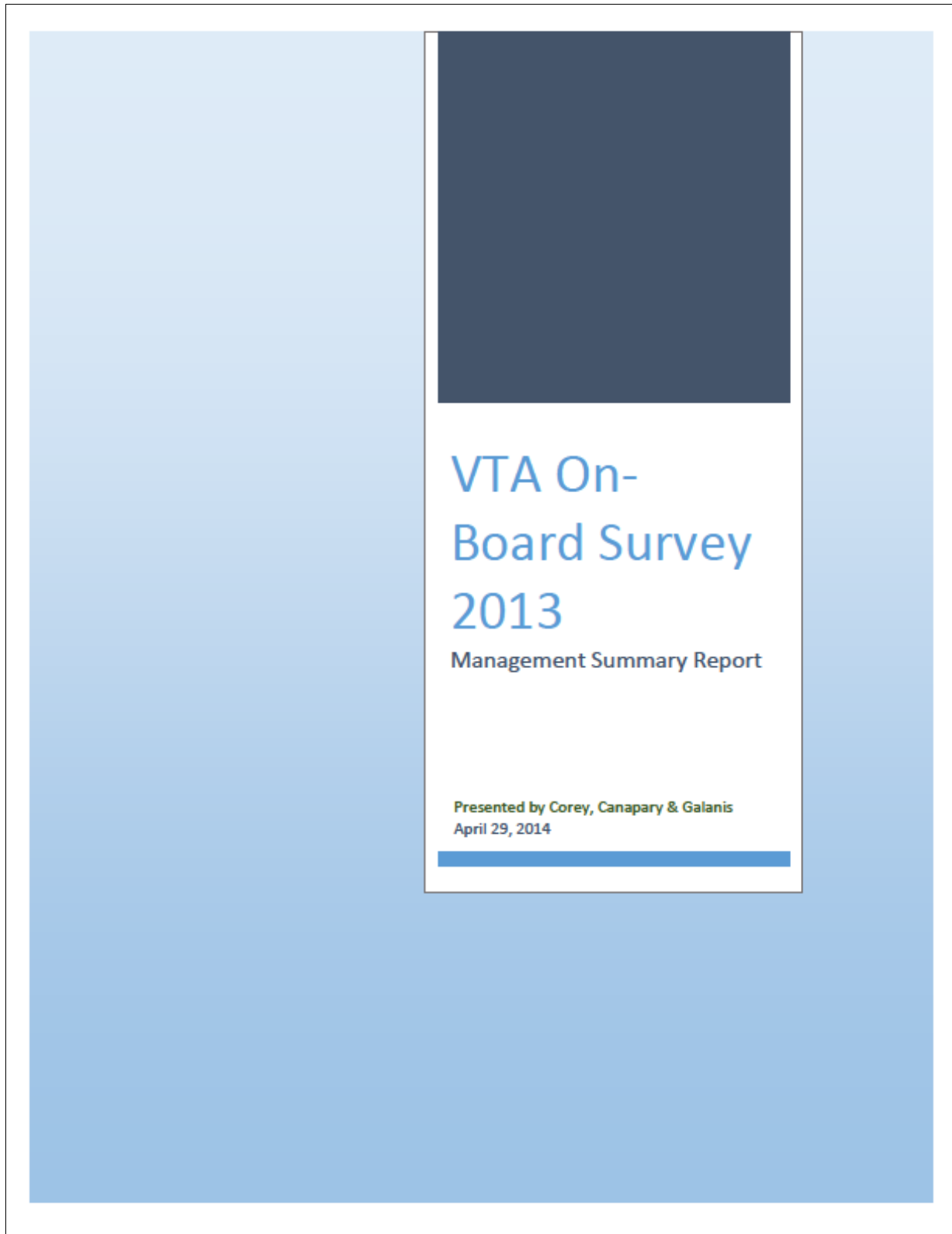


Exhibit 9A: VTA On-Board Survey (2013)

ABOUT YOU (CONTINUED)

15. How many people live in your household?
 1 2 3 4 5 6+

16. How well do you speak English?

- Very well
- Well
- Not well
- Not at all

Language(s) spoken in the home:

- Spanish
- Chinese
- Korean
- Tagalog
- Vietnamese
- Other (specify) _____

17. Do you own or have access to a vehicle?

- No
- Yes → How many vehicles are available to you?
 1 2 3 4 5 6 or more

18. Home ZIP Code _____
 Outside USA

19. If VTA transit did not exist, how would you have made this trip?

- Walked
- Carpooled (including dropped off)
- Biked
- Paratransit
- Drove alone and parked
- Other (specify) _____

20. Do you typically use a Clipper card for VTA trips?

- Yes
- No → Why not? _____

COMMENTS

(Optional) Please provide your contact information to participate in future VTA research.

First name: _____ Phone #: _____
 Email: _____

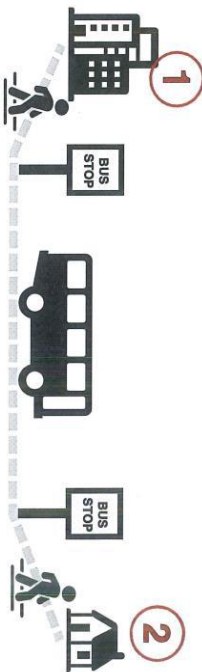
VTA Customer Survey 2013



VTA would like your input. Please take a few moments to complete this survey and return it to the surveyor on the bus. Thank you!

ABOUT THIS TRIP ON VTA

Please provide as much information as possible. It will be used to improve VTA access.



1 Starting Point

Where did you BEGIN this trip?
(such as home or work)

a. Address or Nearest Intersection _____

b. City: _____

c. What is this starting point?
 Home
 Work
 School
 Shopping trip
 Social/recreation/entertainment
 Personal errand
 Medical appointment
 Other (specify) _____

2 Destination

Where will you END this trip?
(such as home or work)

a. Address or Nearest Intersection _____

b. City: _____

c. What is this destination?
 Home
 Work
 School
 Shopping trip
 Social/recreation/entertainment
 Personal errand
 Medical appointment
 Other (specify) _____



www.vta.org/fallsurvey

Run ID: _____

Exhibit 9B: VTA On-Board Survey (2013)

3. Getting to/from VTA.
3a. How did you get from your starting point to this VTA vehicle?
(check all that apply)

Walked all the way
 Biked
 Transferred from bus/rail
 Other (specify) _____

Drove alone and parked
 Carpool / Dropped off
 Other (specify) _____

3b. How will you get to your final destination after you exit this vehicle?
(check all that apply)

Walk all the way
 Bike
 Transfer to bus/rail
 Drive alone and park
 Carpool / Picked Up
 Other (specify) _____

4. Transfers.
4a. Did you transfer FROM another transit route to this one?

No
 Yes → VTA Route or #: _____ Other: Caltrain BART Other (specify) _____

4b. Will you transfer TO another transit route after getting off this vehicle?

No
 Yes → VTA Route or #: _____ Other: Caltrain BART Other (specify): _____

5. Payment. How did you pay your fare?

By Clipper®

Cash value on Clipper®
 Monthly Pass on Clipper®
 Caltrain Pass on Clipper®
 Other Clipper® (specify) _____

By cash or paper

Cash
 Transfer
 Day pass
 Day pass token
 Monthly "flash pass" or sticker
 Light rail excursion ticket
 UPLIFT pass
 Eco Pass or College/University pass
 Other (specify) _____

6. Fare Category. What type of fare did you pay for this trip?

Adult
 Youth (5-17 yrs old)
 Senior (65+ yrs old)
 Disabled/Medicare card holder (RTC)
 Outreach ID card
 Other (specify) _____

YOUR OPINION OF VTA

7. Please rate the following features of VTA services on a 5-point scale.
 (5=Excellent is the highest rating; 1=Poor is the lowest rating.)

	Excellent ←-----→ Poor				
a. Frequency of service	5	4	3	2	1
b. On-time performance	5	4	3	2	1
c. Personal security/safety	5	4	3	2	1
d. Vehicle cleanliness	5	4	3	2	1
e. Quality of stops/stations	5	4	3	2	1
f. Overall Experience	5	4	3	2	1

About You

8. How long have you been using VTA transit?

5 or more years
 1 to 4 years
 Less than 1 year
 Visitor – first time user

9. How often do you typically ride VTA?

6+ days/week
 4 - 5 days/week
 2 - 3 days/week
 1 day/week
 1 - 3 times/month
 Less than once a month

10. When using VTA, about how many VTA vehicles do you ride in one full day?

1
 2
 3
 4
 5
 6+

11. Gender Male Female Other _____

12. Race/Ethnicity *(Check all that apply)*

Black/African American
 Asian
 Hispanic/Latino
 White
 American Indian or Alaska Native
 Native Hawaiian or Pacific Islander
 Other (specify) _____

13. Age. In what YEAR were you born?
 _____ (write in year born)

14. Annual Household Income

Under \$15,000
 \$15,000 - \$24,999
 \$25,000 - \$34,999
 \$35,000 - \$49,999
 \$50,000 - \$99,999
 \$100,000 - \$149,999
 \$150,000 - \$199,999
 \$200,000 and above

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.

See Joint Comment Letter on Next Three Pages as Exhibits 10A, 10B, and 10C.

Exhibit 10A: 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

Exhibit 10B: 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

Exhibit 10C: 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.



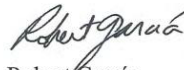
Bob Allen
Acting Executive Director
Urban Habitat




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

Exhibit 11: Major Service Change, Disparate Impact and Disproportionate Burden Policies

(Click on Image to Open)

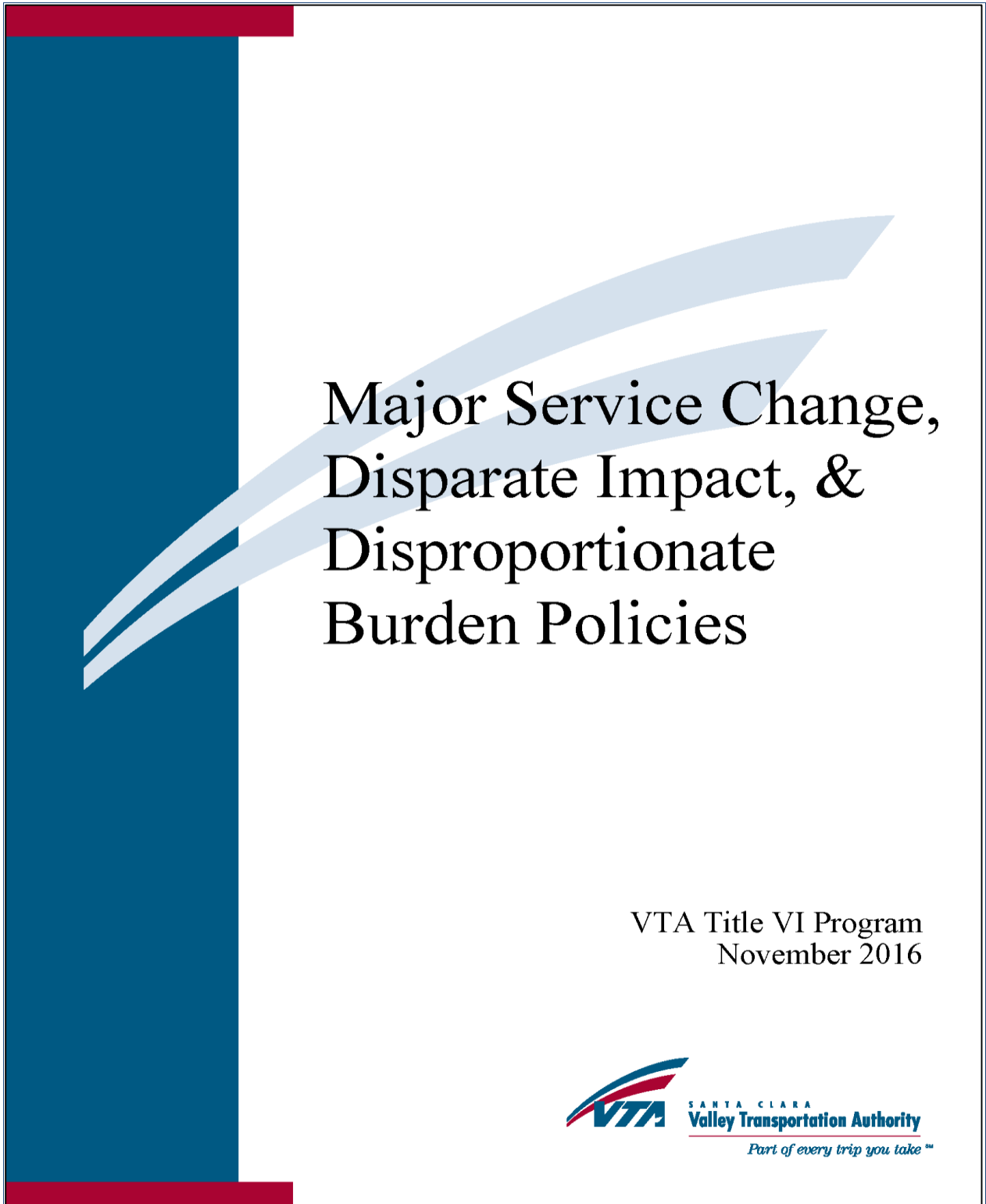
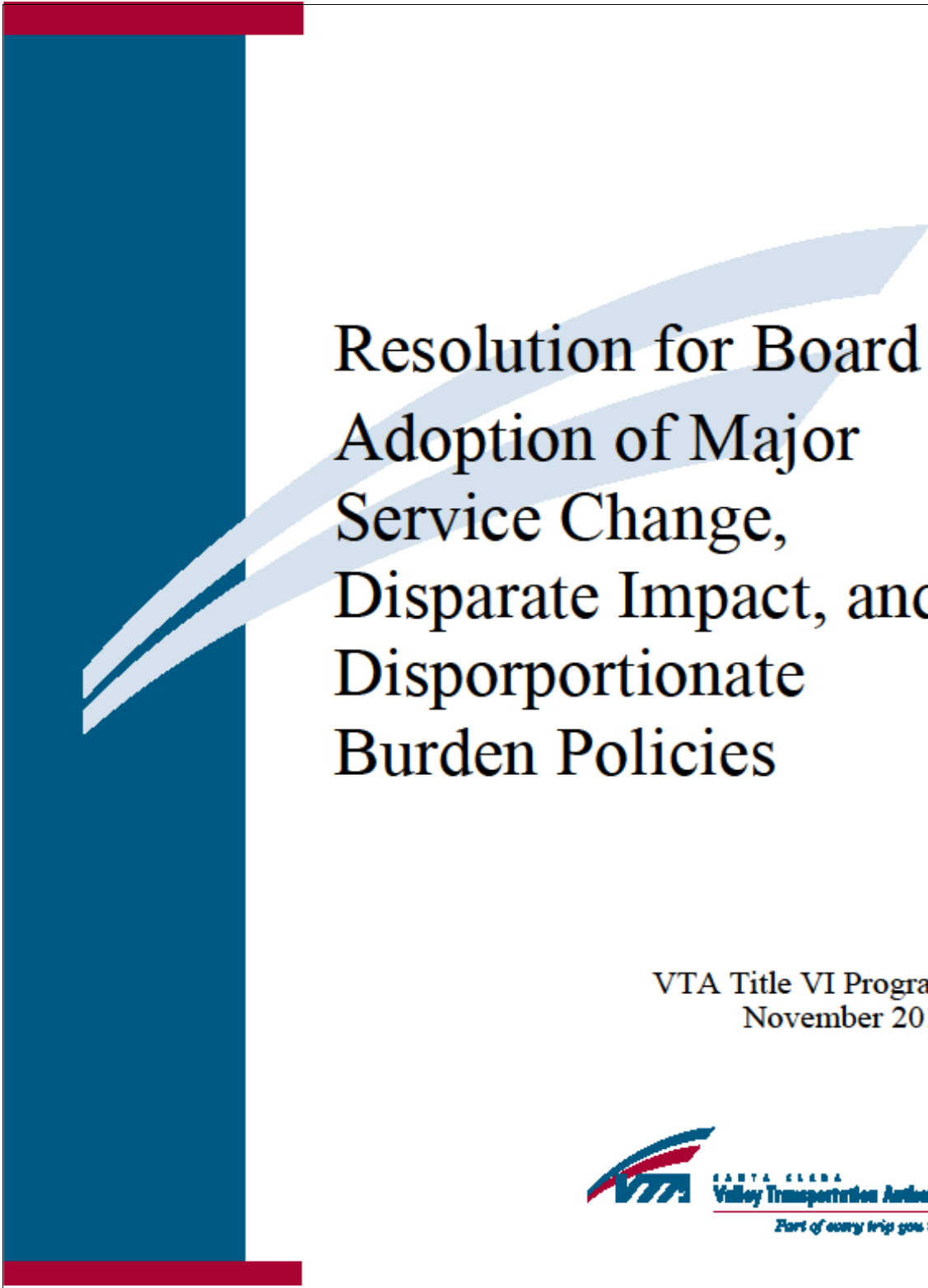


Exhibit 12: Board Adoption of Major Service Change, Disparate Impact and Disproportionate Burden Policies

(Click on Image to Open: Please See Regular Agenda Item 8.1)



Resolution for Board Adoption of Major Service Change, Disparate Impact, and Disporportionate Burden Policies

VTA Title VI Program
November 2016



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 Analyses

The Transit Service Plan (TSP) for FY 2016 – FY 2017, attached as Exhibit 13, includes major service changes that were scheduled for implementation between July 2015 and April 2017. The Title VI Service Equity Analysis is included as part of the TSP in Exhibit 13. The Plan was adopted by VTA's Board of Directors on May 7, 2015. A certified copy of the Board meeting minutes showing adoption of the major service changes is included as Exhibit 13A.

Fare Change Equity Analysis

At the June 4, 2015 VTA Board of Directors meeting, the Board adopted a resolution to make the following changes effective January 1, 2016:

- Make Day Pass fares available only through Clipper
- Provide a \$0.50 credit for inter-operator transfers, but only for Adult fares when using Clipper
- Establish a new type of fare for Special Event Express Bus Service

The Board minutes, equity analysis and adopted resolution for these fare changes is included as Exhibit 14.

At the December 11, 2014 VTA Board of Directors meeting, the Board adopted a resolution to make the following changes effective January 1, 2015 and July 1, 2015, respectively:

- Expand eligibility for Youth discount fares to include 18-year olds.
- Permanently reduce pricing for Adult and Youth Day Pass tokens to 50% of the price of Adult and Youth Day Passes

The Board minutes, equity analysis and adopted resolution for these fare changes is included as Exhibit 15.

Exhibit 13: Transit Service Plan FY 2016 – FY 2017

(Click on Image to Open)



Exhibit 13A: Board Adoption of Transit Service Plan FY 2016 – FY 2017
 (Click on Image to Open)

7.1



Date: April 21, 2015
 Current Meeting: May 7, 2015
 Board Meeting: May 7, 2015

BOARD MEMORANDUM

TO: Santa Clara Valley Transportation Authority
 Board of Directors

THROUGH: General Manager, Nuria I. Fernandez

FROM: Chief Operating Officer, Michael A. Hursh

SUBJECT: FY16/FY17 Transit Service Plan

APPROVED ACCEPTED ADOPTED AMENDED DEFERRED REVIEWED
 Santa Clara Valley Transportation Authority
 Board of Directors
 Elaine F. Balboa, Board Secretary

BY: Shirley Yang
 DATE: 5/7/15

Policy-Related Action: No Government Code Section 84308 Applies: No

ACTION ITEM

RECOMMENDATION:

Adopt the FY2016 and FY2017 Transit Service Plan and the recommended transit service changes.

SUMMARY:

This memorandum outlines the final recommendations of the FY2016-2017 Transit Service Plan, which would be implemented from July 2015 through April 2017. The net increase in annualized bus service hours associated with these proposals is 7.5 percent over two years. As shown in Table I below, this represents incremental increases in actual bus service hours of 2.2% in FY 2016 and 4.8% in FY 2017. No major changes to light rail service are proposed.

Table 1 –FY16 – FY17 Transit Service Plan Costs & Vehicle Requirements

	Bus		Light Rail	
	Actual Hours	Peak Vehicles	Actual Hours	Peak Vehicles
FY 2015 (Current)	1,479,814	384	154,277	59
FY 2016 (Prop.)	1,523,117 (+2.2%)	392 (8, +2.1%)	154,434 (+0.1%)	59
FY 2017 (Prop.)	1,596,025 (+4.8%)	408 (14, +6.3%)	154,592 (+0.1%)	59

Over the last six months, staff has developed a set of preliminary recommendations based on a comprehensive review of existing transit service, analysis of potential service modifications, recent and future development activity, related VTA studies and previous public feedback. The preliminary service change proposals were released to the public on March 2, 2015 and

CERTIFIED COPY

Exhibit 14: Board Minutes, Equity Analysis, and Adopted Resolution - 2016 Fare Changes
(Click on Image to Open)



		7.1
		
Date:	May 28, 2015	
Current Meeting:	June 4, 2015	
Board Meeting:	June 4, 2015	
BOARD MEMORANDUM		
TO:	Santa Clara Valley Transportation Authority Board of Directors	<div style="border: 1px solid black; padding: 2px; text-align: center;">APPROVED ACCEPTED ADOPTED AMENDED DEFERRED REVIEWED</div> <small>Santa Clara Valley Transportation Authority Board of Directors</small> Elaine F. Refao, Board Secretary BY: <u><i>Elaine F. Refao</i></u> DATE: <u>6/4/15</u>
THROUGH:	General Manager, Nuria I. Fernandez	
FROM:	Chief Financial Officer, Raj Srinath	
SUBJECT:	Proposed Fare Modifications	
Policy-Related Action: Yes		Government Code Section 84308 Applies: Yes
ACTION ITEM Resolution No. 2015.06.21		
RECOMMENDATION:		
1. Adopt an updated resolution establishing rates and fares for VTA bus, light rail, and paratransit services effective January 1, 2016 including the following modifications: <ul style="list-style-type: none">a. Day Pass fares to be available only through Clipper®.b. Establish new fare type for Special Event Express Bus service.		
2. Authorize the General Manager to modify policy for inter-operator transfers from BART to provide a \$0.50 fare credit only on Adult fares, and only when Clipper® is used.		
3. Approve the Title VI Fare Equity Analysis.		
DISCUSSION:		
Day Pass Fare Media - Currently VTA riders can purchase a Day Pass with cash from bus fareboxes or at light rail ticket vending machines using cash or credit. Clipper® users with cash value on their card can also get the benefit of a Day Pass automatically through a daily fare cap or "accumulator." The current expense for the Day Pass ticket stock used on buses is approximately \$300,000 per year, and Day Pass ticket jams have proven to be a major cause of bus system road calls.		
Staff is proposing that the Day Pass become a "Clipper® only" fare option, both on bus and light rail. However, Day Passes would continue to be issued for riders using Day Pass Tokens distributed through public agencies and social services.		
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Exhibit 15: Board Minutes, Equity Analysis, and Adopted Resolution - 2015 Fare Changes
(Click on Image to Open)

		7.3
		
	Date:	November 21, 2014
	Current Meeting:	December 11, 2014
	Board Meeting:	December 11, 2014
BOARD MEMORANDUM		
TO:	Santa Clara Valley Transportation Authority Board of Directors	
THROUGH:	General Manager, Nuria I. Fernandez	
FROM:	Chief Financial Officer, Raj Srinath	
SUBJECT:	Proposed Fare Modifications	
		<small>APPROVED ACCEPTED ADOPTED AMENDED DEFERRED REVIEWED</small> Santa Clara Valley Transportation Authority Board of Directors Elaine F. Ballao, Board Secretary BY: <u>Elaine F. Ballao</u> DATE: <u>12/11/14</u>
Policy-Related Action: Yes		Government Code Section 84308 Applies: Yes
ACTION ITEM Resolution No: 2014.12.36		
RECOMMENDATION:		
Adopt a resolution amending Resolution 2009.06.15, Establishing Rates and Fares, to expand eligibility for Youth discount fares to include 18-year olds and permanently reduce pricing for Adult and Youth Day Pass tokens to 50% of the price of Adult and Youth Day Passes, and approve the Title VI Fare Equity Analysis.		
BACKGROUND:		
Youth Fares - Throughout the Bay Area transit operators have applied a variety of rules to determine eligibility for Youth discount fares. VTA for many years has provided discounts to Youth ages 5 through age 17 (children under 5 ride free). As the operators have moved to greater coordination through the Clipper™ electronic fare collection program, the diversity of fare rules has been identified as a point of confusion for customers, and also, a significant driver of cost and complexity for the regional system. As a step to address this issue, earlier this year MTC's regional Clipper™ coordination initiative approved a recommendation that all participating operators move towards a consistent standard for Youth fares, that is, provide Youth fares for all riders age 5 through age 18. For VTA, this requires extending eligibility for Youth fares by one year as compared to its current policy.		
Day Pass Tokens - VTA offers Day Pass Tokens as a means for public agencies, social services, schools, and other non-profit organizations to pay for transit services for their participating clients or students. Day pass tokens are sold to these organizations only in bags of five and are priced in the tariff at a 10% discount compared to the cost of day passes issued from VTA buses or light rail ticket vending machines.		
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